



PSEG Long Island Emergency Restoration Plan

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

REVISION HISTORY				
Controlled electronic copies of all revisions will be retained with the PSEG Long Island Operations Manual				
Is LIPA Approver sign-off required for this document? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO				
Version	Description of Change	PSEG LI Approver and Title	LIPA Approver and Title	Revision Date
Original	2015 ERP Filing to DPS	Lou Debrino T&D Emergency Planning Manager	-----	12/15/14
Rev. 0.1	DPS Comments	Lou Debrino T&D Emergency Planning Manager	-----	4/17/15
Rev. 1	2016 ERP Filing to DPS	Lou Debrino T&D Emergency Planning Manager	-----	12/15/15
Rev. 1.1	DPS Comments	Lou Debrino T&D Emergency Planning Manager	-----	4/22/16
Rev. 2	2017 ERP Filing to DPS	Lou Debrino T&D Emergency Planning Manager	-----	12/15/16
 PSEG LONG ISLAND				
Approved by Lou Debrino Date 12/15/16			Approved by _____ Date _____	

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

TABLE OF CONTENTS

1. INTRODUCTION	12
1.1 Program Review and Plan Responsibilities	13
1.2 Purpose, Policies, and Objectives	14
1.3 Structure of Plan	15
1.3.1 Layout	16
1.3.2 Incident Command System (ICS)	17
1.3.3 Emergency Management Phases	18
1.4 Service Territory	20
1.4.1 Background	20
1.4.2 System	21
1.4.3 Operating Divisions	22
1.4.4 Console Areas	23
2. PERSONNEL RESPONSIBILITIES.....	24
2.1 Senior Leadership at PSEG Long Island and PSE&G New Jersey	24
2.2 Emergency Restoration Organizational Charts	25
2.3 Roles and Responsibilities	33
2.4 Supplemental ERP Contact Sheet	38
3. MITIGATION ACTIVITIES.....	39
3.1 Overview	39
3.2 Community Outreach	39
3.2.1 General Public	39
3.2.2 First Response and Governmental Organizations	40
3.2.3 Safety Partnerships	41
3.3 Storm Hardening Efforts	42

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

4. STORM ANTICIPATION.....	44
4.1 Preparatory Responsibility	45
4.2 Weather Monitoring Approach	45
4.3 Storm Descriptions.....	49
4.3.1 Thunderstorms	49
4.3.2 Tropical Storms and Hurricanes	49
4.3.3 Winter Storms	49
4.3.4 Heat Storms.....	50
4.3.5 Flooding.....	50
4.4 Damage Predictions	51
5. EMERGENCY CLASSIFICATIONS AND STORM LEVELS.....	52
5.1 Guidelines	52
5.2 Emergency Classifications and Storm Level Descriptions.....	53
5.2.1 Condition I “White” Storm	53
5.2.2 Condition II “Blue” Storm	54
5.2.3 Condition III “Red” Storm	56
5.3 Storm Severity Matrix	58
6. PRIORITY MATRIX GUIDELINES	60
6.1 Normal Conditions	60
6.2 Storm Conditions	63
7. OUTAGE MANAGEMENT SYSTEM (OMS)	64
7.1 Outage Management System (OMS) Tools.....	65
7.1.1 PragmaLINE	67
7.1.2 PragmaCAD	70
7.1.3 PragmaCALL.....	71
7.1.4 PragmaGEO Map Views.....	72
7.1.5 MOBLITE	73

This document shall be revised every 1 year or incrementally as significant changes occur.

7.2	Other OMS Related Applications.....	74
7.2.1	Geographic Information System (GIS) Viewer.....	74
7.2.2	SAS Visual Analytics (VA)	76
7.3	External System Interfaces	79
7.3.1	Customer Accounting System (CAS)	79
7.3.2	Geographic Information System (GIS).....	80
7.3.3	Employee Personnel.....	80
7.3.4	Interactive Voice Response (IVR), Web, Text	81
7.3.5	Supervisory Control And Data Acquisition (SCADA)	81
7.3.6	Outage Historian (OH)	82
7.3.7	iFactor Outage Map.....	82
7.3.8	External Interface to New York State Department of Public Service Electric Utility’s Emergency Outage Reporting System (EORS) Data	85
7.3.9	External Interface – Municipal Portal.....	85
8.	ESTIMATED TIME OF RESTORATION (ETR) GUIDELINES.....	89
8.1	Overview.....	89
8.2	ETR Classifications and Inputs	90
8.2.1	ETR Classifications	90
8.2.2	ETR Inputs.....	91
8.3	ETR Strategies	92
8.4	ETR Conditional Strategies	93
8.4.1	Condition I “White” ETR Strategies	94
8.4.2	Condition II “Blue” ETR Strategies	96
8.4.3	Condition III “Red” ETR Strategies.....	98
8.5	New York State (NYS) Department of Public Service (DPS) ETR Guidelines.....	102

This document shall be revised every 1 year or incrementally as significant changes occur.

9. SAFETY, HEALTH, AND ENVIRONMENTAL (SHE) PROTOCOLS	106
9.1 Overview.....	106
9.2 Safety.....	106
9.3 Health	108
9.4 Environmental	109
10. LEGAL PROTOCOLS.....	110
10.1 Overall Approach and General Strategies.....	110
10.2 Emergency Orders and/or Actions	110
10.2.1 Coordination	110
10.2.2 Documentation Retention	110
11. LIAISON PROTOCOLS	111
11.1 Overall Approach and General Strategies.....	111
11.1.1 Elected Officials and Municipalities	111
11.2 External Affairs	111
11.3 District Managers.....	112
11.4 Liaisons	112
11.4.1 Municipal Liaisons.....	112
11.4.2 Emergency Operations Center (EOC) Liaisons	113
11.5 Practices and Procedures	114
11.5.1 Coordination with Elected Officials and Municipalities	114
11.5.2 Municipal Calls	115
11.6 Escalation Tracker	116
11.7 Municipal Portal – Municipalities.....	116

This document shall be revised every 1 year or incrementally as significant changes occur.

12. COMMUNICATIONS PROTOCOLS	119
12.1 Overall Approach and General Strategies.....	119
12.2 Plan Methodology and Activation Descriptions.....	120
12.2.1 Communications Team Planning and Coordination	121
12.3 Key Actions and Responsibilities	123
12.4 Messaging Coordination	123
12.4.1 Checklist Distribution and Collection	124
12.4.2 Planning Section.....	124
12.4.3 Storm Calls	125
12.5 Customer Care and Community Outreach	126
12.5.1 Municipal Hotline.....	126
12.5.2 Life Support Equipment (LSE) and Special Needs (SN) Customers	127
12.5.3 Community Outreach Centers	133
12.6 Customer Assistance Center (CAC)	135
12.6.1 Customer Assistance Center Staffing and High Volume Call Application (HVCA) Methodology.....	136
12.6.2 High Volume Call Application (HVCA) Utilization Parameters	137
12.6.3 Customer Assistance Center Team	138
12.6.4 Scheduling and Technology	138
12.7 Large Customer and Customer Relations.....	139
12.7.1 Department of Public Service (DPS) Call Center Coordination	139
12.7.2 Managed Accounts and Critical Facilities.....	140
12.8 Escalation Tracker	146
12.9 The Municipal Portal.....	147
12.10 Console Information Coordination.....	148
12.10.1 Escalation Prioritization	148
12.10.2 Console Reporting.....	149
12.11 Corporate Communications	150
12.11.1 Employees.....	152
12.11.2 General Public.....	152
12.11.3 Media Coordination	154
12.11.4 Website and Social Media Coordination.....	155

This document shall be revised every 1 year or incrementally as significant changes occur.

13. OPERATIONS PROTOCOLS.....	158
13.1 Overall Approach and General Strategies.....	158
13.1.1 Restoration Protocols	159
13.1.2 Damage Assessment/Survey Protocols.....	163
13.1.3 Wire Down Protocols	166
13.1.4 Make Safe to Clear (MSTC) Protocols	170
13.2 System Headquarters Procedures	172
13.2.1 Key Actions and Responsibilities	172
13.2.2 Mobilization of Personnel	172
13.2.3 Coordination with Other Utilities.....	183
13.3 Division Headquarters Procedures	185
13.3.1 Key Actions and Responsibilities	185
13.3.2 Transmission Circuit Protocols.....	187
13.3.3 Damage Assessment/Survey Protocols.....	187
13.3.4 Primary Control (PRC) Protocols	189
13.3.5 Area Control Protocols.....	189
13.4 Remote Dispatch Area Procedures.....	191
13.4.1 Key Actions and Responsibilities	191
13.4.2 Protocols for Decentralization	192
13.4.3 Emergency Switching	194
13.5 Emergency De-energization and Re-energization Protocols Due to Flooding	195
13.5.1 De-energization and Re-energization of Local Areas	195
13.5.2 De-energization and Re-energization of Homes and Businesses Affected by Flooding	196
13.6 De-escalation Protocols	204

This document shall be revised every 1 year or incrementally as significant changes occur.

14. PLANNING PROTOCOLS	205
14.1 Planning Section Chief.....	206
14.2 Situation Status Unit	207
14.2.1 Situation Status	207
14.2.2 Reporting	208
14.2.3 Coordination with Department of Public Service (DPS).....	209
14.3 Resource Coordination Unit	211
14.3.1 Resource Coordination	211
14.3.2 Resource Assignment.....	212
14.4 Documentation Unit	213
14.5 Human Resources Unit.....	213
14.6 Demobilization Unit	214
14.7 Training and Exercises & Drills	216
14.7.1 Training	216
14.7.2 Drills & Exercises	219
A full listing of PSEG Long Island’s drills and exercise can be found in Figure 14.3.....	219
14.7.3 Annual Hurricane Preparedness Tabletop Exercise	224
14.8 After-Action Reviews (AARs) and Continuous Improvement	225
15. LOGISTICS PROTOCOLS.....	228
15.1 Overview and Plan Methodology	228
15.2 Logistics Support Center (LSC)	229
15.3 Senior Leadership	231
15.3.1 Logistics Section Chief.....	231

This document shall be revised every 1 year or incrementally as significant changes occur.

15.4	Support Branch	232
15.4.1	Overview	232
15.4.2	Support Branch Director	232
15.4.3	Fleet Maintenance and Fueling Services Unit	233
15.4.4	Real Estate Unit	234
15.4.5	Facilities Unit	235
15.4.6	Information Technology (IT) / Communications Unit	236
15.4.7	Security Unit	237
15.5	Staging Branch	238
15.5.1	Overview	238
15.5.2	Staging Site Locations	239
15.5.3	Bethpage Foreign Crew Processing Site	241
15.5.4	Mobile Command Center(s)	242
15.5.5	Staging Site Roles and Key Positions	243
15.5.6	Staging Branch Director	243
15.5.7	Additional Staging Support	244
15.6	Service Branch	246
15.6.1	Overview	246
15.6.2	Service Branch Director	246
15.6.3	Materials Procurement Unit	247
15.6.4	Materials Distribution Unit	248
15.6.5	Lodging Unit	249
15.6.6	Meals Unit	250
15.6.7	Busing Unit	250
15.7	National Guard Assistance – Logistics Support	251
15.8	Demobilization	251

This document shall be revised every 1 year or incrementally as significant changes occur.

16. FINANCE/ADMINISTRATION PROTOCOLS	252
16.1 Overall Approach and General Strategies.....	252
16.2 Reimbursement Unit.....	252
16.3 Cost Unit	252
16.4 Approval and Authority Unit	252
16.5 Time and Payroll Unit.....	253
17. DEPARTMENT OF PUBLIC SERVICE (DPS) SCORECARD PROTOCOLS.....	255
17.1 Emergency Response Performance Measurement Guide	255
17.2 Scorecard Categories.....	255
17.2.1 Preparation	256
17.2.2 Operational Response.....	256
17.2.3 Communications	256
17.3 Scorecard Metrics Owners Responsibility	256
18. APPENDICES.....	260
Appendix A – Cross Reference Spreadsheet with Public Service Law NYCRR 105	260
Appendix B – ERIP Titles and Descriptions.....	265
Appendix C – Restoration Checklists.....	270
Appendix D – Critical Facilities	271
Appendix E – Corporate Communications Media Contact List	387
Appendix F – Key Contacts.....	398
Appendix G – NAMAG Agreement	413
Appendix H – Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics	432
Appendix I – National Guard Request Form	480
Appendix J – Condition Red Resource Matrix Guide.....	482
Appendix K – Acronyms and Abbreviations	487
Appendix L – Supplemental ERP Contact Sheet	491
Appendix M – NYS DPS Electric Utility’s Emergency Outage Reporting System (EORS) Data.....	493
Appendix N – PSEG Long Island Informative Educational Videos	496
Appendix O – Table of Figures	498

This document shall be revised every **1** year or incrementally as significant changes occur.

1. INTRODUCTION

It is essential that there be a continual effort to harden the company's infrastructure and improve the resiliency of the electric system on Long Island and on the Rockaway Peninsula to anticipate, prevent, and withstand interruptions to our customers' electric service. The Public Service Enterprise Group (PSEG) Long Island Emergency Restoration Plan (ERP) is designed to mitigate consequences when, in spite of such vigilance, electric service interruptions do occur during large-scale storm events and other system emergencies. The intent of this ERP is to ensure an efficient and well-coordinated restoration effort, with a commitment to continuously improving electric utility response to storms and storm-like emergencies.

This plan provides an overview of the organization, policies, and approaches utilized to prepare for and restore service to our customers following interruptions caused by severe storms or other catastrophic events. It outlines the scope of operations, logistics, and communications activities. It also details the strategies, processes, and assignments necessary for an efficient, well-coordinated storm restoration effort.

The plan is scalable and maintains the flexibility to provide for readiness and action as applied to events of severe, significant, or moderate scope and varied weather conditions. It details the organizational responsibilities and processes to restore electric service to our customers in a safe, expedient, and efficient manner, following interruptions caused by severe storms and other catastrophic events.

It is imperative that our customers, regulators, state, county, and municipal agencies, emergency service organizations, and the media be kept fully informed as to the severity and impact of each event, as well as the company's planned response, progress, and estimated time of restoration (ETR). The plan has application to virtually all electric emergencies and is executed in accordance with the particular event. It complies with all the rules and regulations of the Public Service Commission (PSC) at 16 New York Codes, Rules, and Regulation (NYCRR) Part 105 – Electric Utility Emergency Plans, as shown in Appendix A.

This document shall be revised every 1 year or incrementally as significant changes occur.

1.1 Program Review and Plan Responsibilities

PSEG Long Island is committed to continuous improvement and thus its ERP is a living document, routinely incorporating changes and lessons learned to the betterment of the overall response. Accordingly, efforts are undertaken throughout the year to ensure that the ERP is updated and modified in a timely basis, and that any changes are appropriately communicated to all affected parties.

This notwithstanding, prior to December 15th of each year, PSEG Long Island reviews all relevant guidelines, protocols, and checklists relating to emergency restoration and revises them, as necessary, to comply with NYCRR 16 Part 105 on Electric Utility Emergency Plans and the New York State Public Service Law (PSL).

Of particular note, all responsible organizations and individuals with restoration responsibilities review, revise, and/or update their key contact lists at least semi-annually, each year. Moreover, at least semi-annually, all responsible organizations with restoration responsibilities issue updated lists of known changes to its employees that have plan implementation responsibilities. These lists include, but are not limited to:

- All PSEG Long Island emergency restoration personnel, including key contacts from Public Service Electric & Gas (PSE&G) New Jersey
- Critical Facilities
- Life Support Equipment (LSE) and Special Needs (SN) customers
- State, county, and local elected/municipal officials
- Law enforcement and other key emergency response organizations
- Human service agencies
- Medical facilities (i.e., hospitals, nursing homes, etc.)
- Utility counterparts including the Cable Television Company (CATVCo), Telephone Company (TelCo), and Gas Company (GasCo)
- Mutual assistance agreements, contractors, and supporting companies
- Managers and operators of lodging facilities, restaurants, and other support facilities
- Staging and material “Lay Down” sites
- Key materials vendors and suppliers
- Print and broadcast media contacts

All updates and changes to the above referenced lists are tracked and incorporated within PSEG Long Island’s ERP filing in the subsequent year.

This document shall be revised every **1** year or incrementally as significant changes occur.

1.2 Purpose, Policies, and Objectives

This ERP was developed with input from all groups having direct responsibilities within the organization during an emergency response event. This includes input from PSEG Long Island employees, lessons learned from past storm events, best practices from PSE&G and other electric utilities/industry associations, as well as feedback from other key stakeholder groups.

The ERP is enacted whenever a large-scale interruption of electric service occurs, or is anticipated, as it provides the framework for establishing uniform readiness and guidelines for prompt, standardized action. It establishes a structure for determining an event's severity (classification) and defines the appropriate required measures to be implemented in response to the projected event.

In the event of an interruption of electric service, PSEG Long Island's crews work around the clock to restore power to customers. The primary focus is the health and safety of employees, contractors, and the public. Crews work to restore power to the largest numbers of customers first, taking into account "critical facility" customers, such as hospitals, police stations, fire stations, water/sewer facilities, communications facilities (Television/Radio/Telephone), and other public safety venues. At the same time, PSEG Long Island restores power to homes and businesses, beginning with substation and transmission facilities, and then moves to three-phase main line and eventually to local neighborhoods, systematically addressing the circuits serving the largest number of customers first.

PSEG Long Island treats communications as a key element in the overall restoration effort, striving to communicate timely and accurate information to our customers and stakeholders prior to, during, and following the impact of an event. Among other mediums, the Company utilizes localized conference calls with elected officials and municipalities, executive level outreach, press conferences and media briefings, as well as other traditional and social media channels to deliver effective communications.

This document shall be revised every 1 year or incrementally as significant changes occur.

The ERP and associated procedures are activated in response to three scenarios:

- 1) Mobilization to prepare for a major storm when a weather advisory has been issued by the National Weather Service (NWS), indicating that a major storm may impact Long Island and the Rockaways' Service Territory, within the next three to five days. Other credible weather prediction services may also project major storm events for the service territory.
- 2) Mobilization due to a small storm that grows in intensity, or a forecasted small storm, which results in a more severe outcome than originally predicted
- 3) Mobilization to emergency events, due to other causes where widespread outages have occurred

1.3 Structure of Plan

The ERP is presented as a top down, blueprint of operations. The plan details key strategies and guidelines that are used by PSEG Long Island during all phases of an emergency, and is structured to follow the chronological order of preparing for, and responding to, an emergency, focusing on the efforts performed by the primary functional areas, including Operations, Logistics, and Communications.

The ERP is supported by internal, proprietary documents, including our Emergency Response Implementation Procedures (ERIPs), which provide the tactical details (i.e., procedures and plans) associated with the storm response. These ERIPs offer activity and role specific details to be followed, throughout the Long Island and the Rockaways' service territory, in the event of large-scale electric service interruptions (see Appendix B for a listing of associated ERIPs).

Pre-storm checklists have also been created for key positions in the restoration process. These checklists detail high-level action items performed pre-impact, and include associated time frames for completion. The checklists provide consistency from event-to-event and work in conjunction with PSEG Long Island's ERP and ERIP documents. A full listing of restoration checklists can be found in Appendices B and C.

The aforementioned procedures are developed with input from all groups having direct responsibilities for implementation. They provide the framework for establishing uniform readiness and guidelines for prompt, standardized action. The procedures establish a structure for determining an event's severity (classification) and define the appropriate measures to be implemented in response. They offer detailed procedures to be utilized with respect to the mobilization of mutual assistance and instructions for communication and logistical support, to be followed throughout Long Island and Rockaways' Service Territory whenever large-scale interruptions of electric service occur.

This document shall be revised every **1** year or incrementally as significant changes occur.

To be effective, it is vital that all elements of the ERP and supporting internal ERIPs and attachments continue to be thoroughly reviewed and updated by participating employees/organizations through collaboration, training, regularly scheduled review sessions, and scenario-based drills and exercises.

1.3.1 Layout

The ERP is organized in a chronological perspective, starting with pertinent company and service territory information. The plan then includes all restoration organizational charts and descriptions of key roles and responsibilities. Next, the plan focuses on PSEG Long Island's pre-storm initiatives and key guidelines/systems that are utilized during an emergency. The ERP then describes the protocols of our major functional areas during activation. All emergency actions and responsibilities have been coordinated under these units for organizational and accountability purposes. The breakdown is as follows:

- 1) Safety, Health and Environmental (SHE)
- 2) Legal
- 3) Liaison
- 4) Communications
- 5) Operations
- 6) Planning
- 7) Logistics
- 8) Finance

Finally, the ERP details post-event performance review initiatives, and all relevant appendices, needed to support our emergency response efforts. Among other pertinent information, the appendices include a full listing of our formal storm response procedures and checklist documents (ERIPs), critical customer and facility listings, key contacts, and emergency agreements.

1.3.2 Incident Command System (ICS)

The Incident Command System (ICS) has been successfully utilized, for more than 40 years, in both emergency and non-emergency applications. All levels of government are required to maintain differing levels of ICS training; and private sector organizations, including many electric utilities, now regularly use ICS for management of events. ICS provides a common platform to enhance coordination with local governments and incident response agencies. Additionally, the use of ICS facilitates the meeting of basic goals of clear communication, accountability, and the efficient use of resources common to incidents, such as electric power restoration and emergency management.

PSEG Long Island continues to adopt and implement many facets of the National Incident Management System (NIMS) in its storm response process. Necessary training levels have been identified, and relevant training is arranged and delivered, in accordance with the desired ICS competencies across the organization. Many training requirements are fulfilled through on-line certification classes provided through the Emergency Management Institute and Federal Emergency Management Agency (FEMA). Supervisory personnel and executives receive more advanced levels of training, which involve classroom instructor facilitated courses.

Training certifications for all levels of training are tracked. As PSEG Long Island continues to transition to using ICS for incident response, the ERP is updated to accurately reflect roles, responsibilities, and any changes to organizational structure or processes that become necessary.

This document shall be revised every 1 year or incrementally as significant changes occur.

1.3.3 Emergency Management Phases

PSEG Long Island's ERP also incorporates the Emergency Management Cycle into its current methodology, structure, and planning initiatives. The Emergency Management Cycle is broken down into four revolving phases: Mitigation, Preparedness, Response, and Recovery (see Figure 1.1).

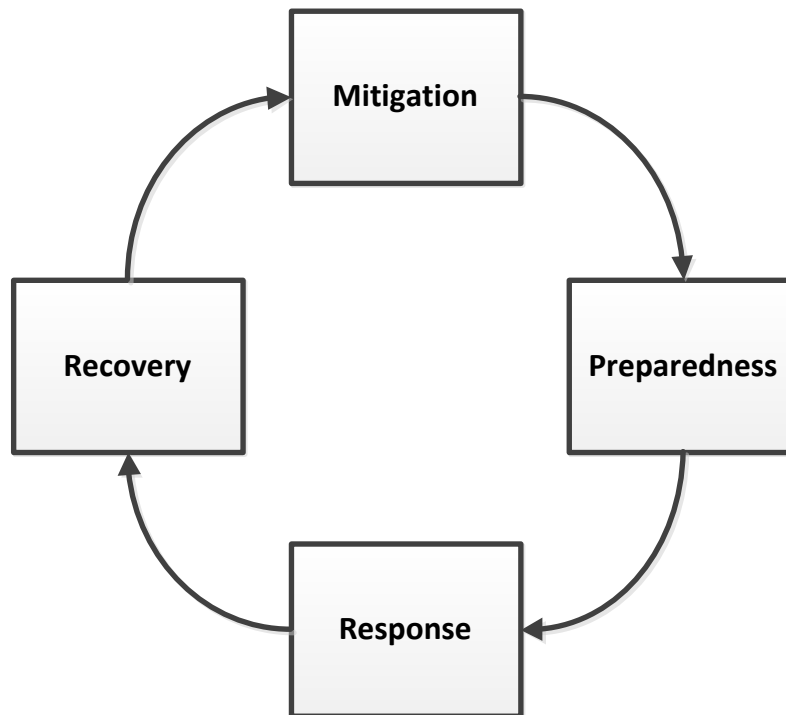


Figure 1.1 – Emergency Management Cycle

By effectively aligning its emergency response activities with this cycle, PSEG Long Island ensures that its plans, processes, procedures, and personnel are well positioned to provide a safe and efficient response. This includes restoration of electric power, as well as timely and accurate communications to customers and other key stakeholder groups. Key aspects of the cycle include:

- Conducting appropriate and effective risk assessments across the organization (including operations, logistics, and communications functions)
- Developing appropriate prevention or risk mitigation strategies
- Developing comprehensive emergency preparedness processes, plans, and procedures
- Providing appropriate training, drills, and exercises to ensure readiness of the workforce
- Executing the ERP with appropriate resources to address the given emergency
- Communicating in a timely and accurate manner with customers and other key stakeholders across a wide variety of communications' mediums
- Recovering from events in an expeditious manner
- Openly embracing continuous improvement, utilizing a thorough and comprehensive After-Action Review (AAR) process

Incorporating the Emergency Management Cycle into PSEG Long Island's ERP encourages preparation to occur at all phases of an emergency. The cycle highlights the interrelationships that occur between phases, and their reliance on one another. Therefore, efforts conducted at one phase will have a beneficial impact on another segment at a later stage.

PSEG Long Island's ERP is a continuously evolving document with planning occurring at all phases of the Emergency Management Cycle. While preparatory and planning efforts are "stepped up" in preparation for approaching storms, the planning, education, and training process is continuous and takes place throughout the year.

This document shall be revised every 1 year or incrementally as significant changes occur.

1.4 Service Territory

1.4.1 Background

Long Island is the largest island adjoining the continental United States, extending approximately 118 miles east-northeast from the mouth of the Hudson River. It is separated from the mainland on the north by the Long Island Sound, and bounded by the Atlantic Ocean to the south and east. Twenty miles at its widest point, Long Island is composed of low plateaus on the north, longitudinal ridges of glacial moraine through the central parts of the island, and gently sloping plains to the south.

The East End of the island is made up of two peninsular forks. The North Fork, terminating at Orient Point, is approximately 28 miles long. Plum Island and Fishers Island lie northeast of Orient Point. The South Fork, terminating at Montauk Point, is about 44 miles in length. Peconic and Gardiners Bays separate the two forks. Shelter Island lies between Peconic Bay and Gardiners Bay. Gardiners Island is located in Gardiners Bay.

Totaling 1,377 square miles of land area, Long Island is divided into four counties: Kings (Brooklyn), Queens, Nassau, and Suffolk. Suffolk is the easternmost county and by far the largest of the four, covering an expanse of 911 square miles. Moving westward from Suffolk County is Nassau County with 287 square miles. Next is Queens County with 109 square miles, followed by Kings County, the westernmost county, with 70 square miles. Kings and Queens Counties are synonymous with the Boroughs of Brooklyn and Queens, which are within the jurisdiction of New York City.

The topography of the region is very unique and varies throughout the service territory. Long Island includes large residential communities, rural areas, and beachfront properties. Long Island is also heavily treed, with a large amount of rear property facilities supporting electric service (i.e., poles and wires run through customer backyards). PSEG Long Island aims to tailor its restoration actions based on the territory's overall layout and unique challenges.

This document shall be revised every **1** year or incrementally as significant changes occur.

1.4.2 System

PSEG Long Island provides electric service to more than 1.1 million customers within Long Island and the Rockaways' Service Territory, which consists of Nassau County, Suffolk County, and the Fifth Ward of Queens County (Rockaway Peninsula). There are also three municipally owned utilities, within the service territory, whose customers are not directly served by PSEG Long Island. These municipalities include Freeport, Rockville Centre, and Greenport. For operational purposes, the Long Island and Rockaways' Service Territory is divided into four Divisional Areas (Queens/Nassau, Central, Western Suffolk, and Eastern Suffolk). Divisions are then segregated further into sixteen consoles, which span the entire service territory. Each division and console encompasses a number of municipalities, villages, and/or towns (see Figure 1.2).

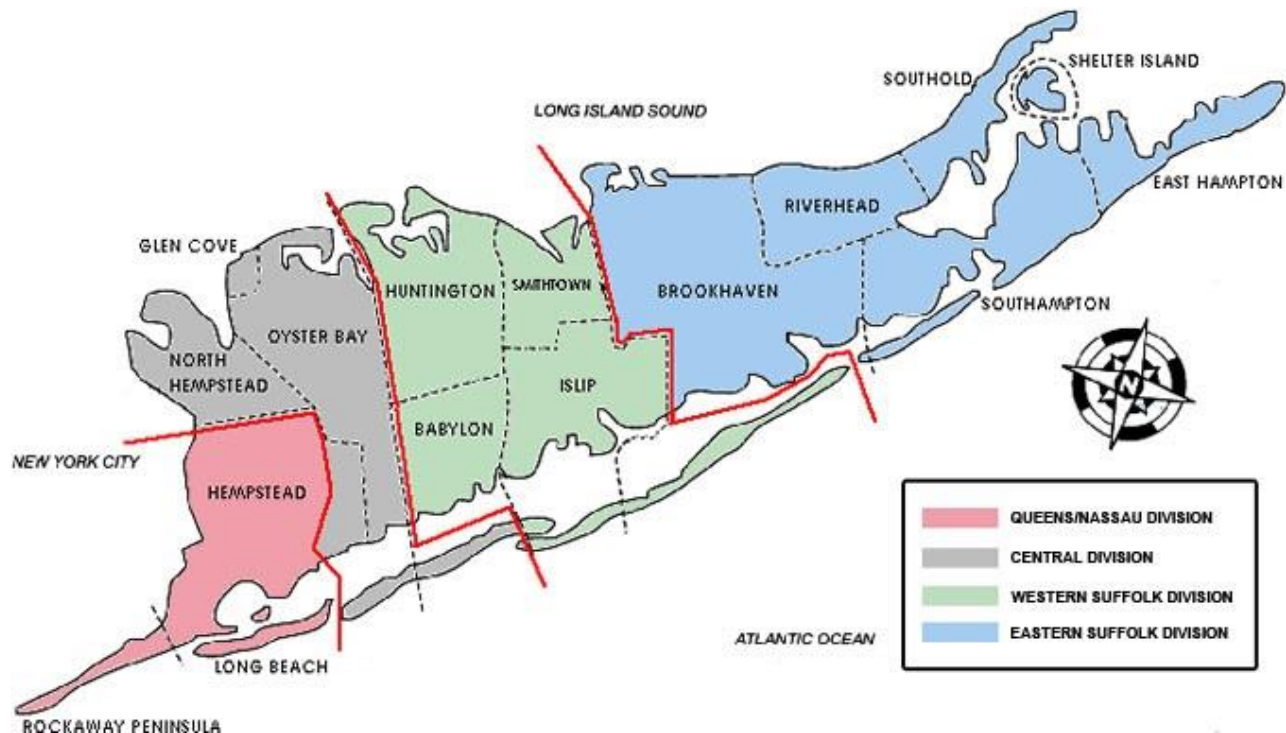


Figure 1.2 – Long Island and the Rockaways' Service Territory

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

1.4.3 Operating Divisions

The Transmission & Distribution (T&D) system on Long Island is comprised of four major divisions. Each divisional area, along with its operational headquarters and unique challenges to restoring power, are described below.

- 1) Queens/Nassau Division – Hewlett
 - High population density and significant underground construction
- 2) Central Division – Hicksville
 - Heavy tree conditions and rear property construction
- 3) Western Suffolk Division – Brentwood
 - Barrier beach and diverse geographic make-up
- 4) Eastern Suffolk Division – Riverhead
 - Large geographic area and isolated forks with limited major thoroughfares for ingress and egress

In the event of a system emergency, PSEG Long Island works closely with local government officials and emergency response personnel to coordinate electric restoration efforts across these divisions.

1.4.4 Console Areas

During an emergency, PSEG Long Island further segregates the divisions into console areas. This is done to facilitate better control of the workforce and enhanced coordination of restoration efforts. Consoles are broken down into color codes, as seen in Figure 1.3 below.

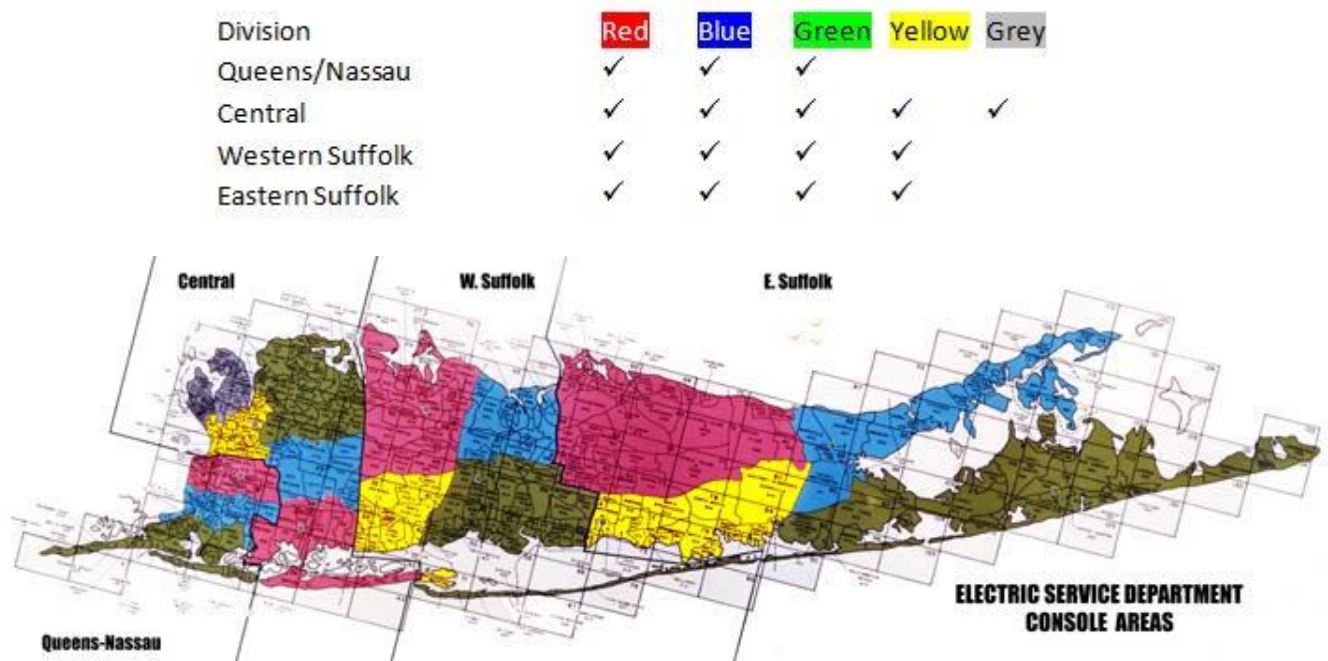


Figure 1.3 – PSEG Long Island Division Console Areas

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

2. PERSONNEL RESPONSIBILITIES

This section outlines the key functions of the various components and positions of the Storm Restoration organizational structure. An orderly and consistent flow of information between Operations, Communications, Logistics, and associated support organizations is necessary in times of storm emergencies. Organizational charts indicating lines of authority and the interrelation between organizational groups are included.

2.1 Senior Leadership at PSEG Long Island and PSE&G New Jersey

Prior to, and during major storm events, senior leadership at PSEG Long Island and PSE&G New Jersey maintain on-going and open dialog to discuss and share intelligence regarding an impending weather event. This proactive dialogue helps to ensure the most complete and timely “situational awareness” between leadership teams, and provides a platform to facilitate discussions regarding the potential sharing of personnel resources and other support functions between entities. This coordinated approach is also important to the overall restoration response from a communications perspective, as it provides the mechanism for consistent messaging to employees, customers, and other external stakeholders.

With the threat of a major storm or other system emergency, PSEG Long Island’s leadership team will activate all applicable functional areas (i.e., Operations, Planning, Communications, Logistics, etc.) to discuss and strategize a response to the anticipated event. Decisions made by the senior leadership team are then openly shared and communicated across the broader response organization to ensure visibility to the storm event and anticipated action plan. This also helps to set expectations regarding the response among those involved with the restoration effort. As delineated in the following sections, senior leadership from PSEG Long Island assumes leadership positions within the ICS for a major event.

2.2 Emergency Restoration Organizational Charts

Figure 2.1 provides an overview of PSEG Long Island's Emergency Restoration Organization Command and General Staff structure, which is utilized during restoration activities. This structure includes tactical functions such as Safety, Legal, Liaison, and Communications, as well as operational functions such as Operations, Planning, Logistics, and Finance. Please refer to Section 2.3 for a list of roles and responsibilities.

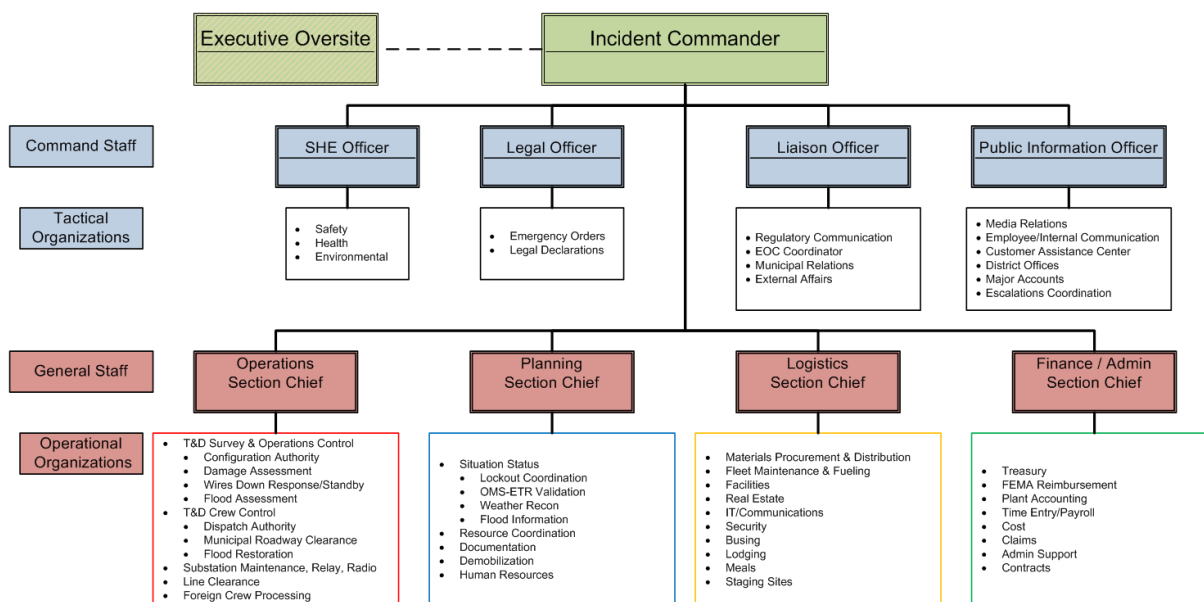


Figure 2.1 – Command and General Staff Organizational Chart

Figure 2.2 further details PSEG Long Island's Safety, Health, and Environmental (SHE) organizational structure during restoration, and includes tactical functions of safety, health, and environmental functional areas.

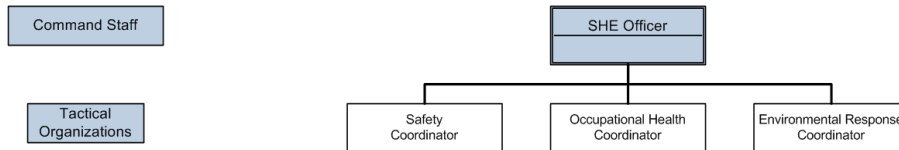


Figure 2.2 – SHE Officer Organizational Chart

Figure 2.3 further details PSEG Long Island's Legal organizational structure during restoration.



Figure 2.3 – Legal Officer Organizational Chart

Figure 2.4 further details PSEG Long Island's Liaison organizational structure during restoration, and includes all tactical functions of external affairs, governmental relations, emergency management, and supporting functional areas.

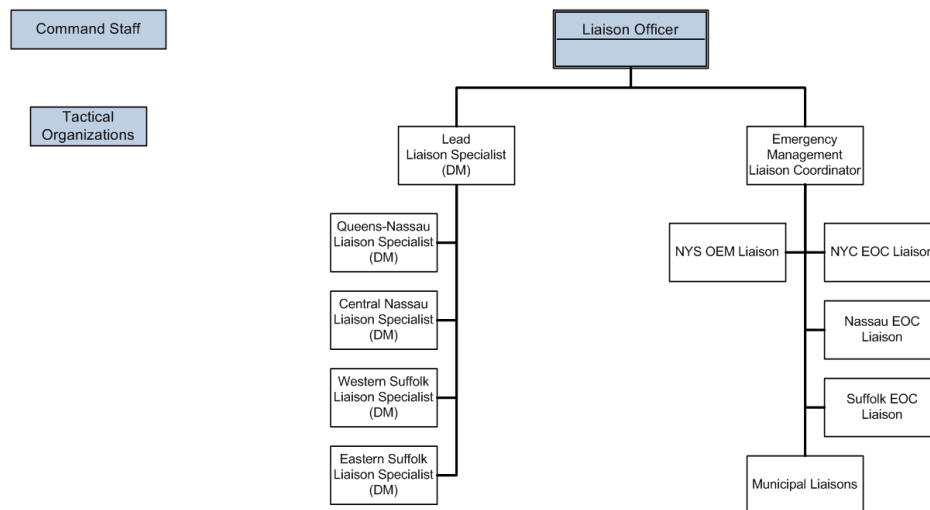


Figure 2.4 – Liaison Officer Organizational Chart

Figure 2.5 further details PSEG Long Island's Public Information (Communications) organizational structure during restoration, and includes all tactical functions of customer contact, major accounts, corporate communications, social media coordination, and supporting functional areas.

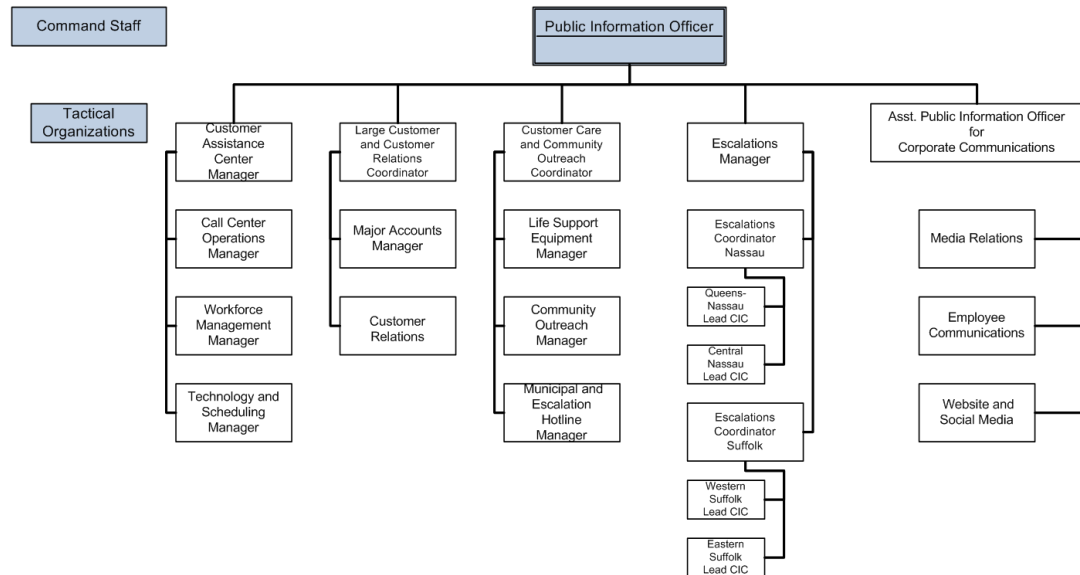


Figure 2.5 – Public Information Officer (PIO) Organizational Chart

Figures 2.6.1 and 2.6.2 further detail PSEG Long Island's Operations organizational structure during restoration, and includes all operational functions of damage assessment, survey operations, crew control, field resource deployments, and supporting functional areas.

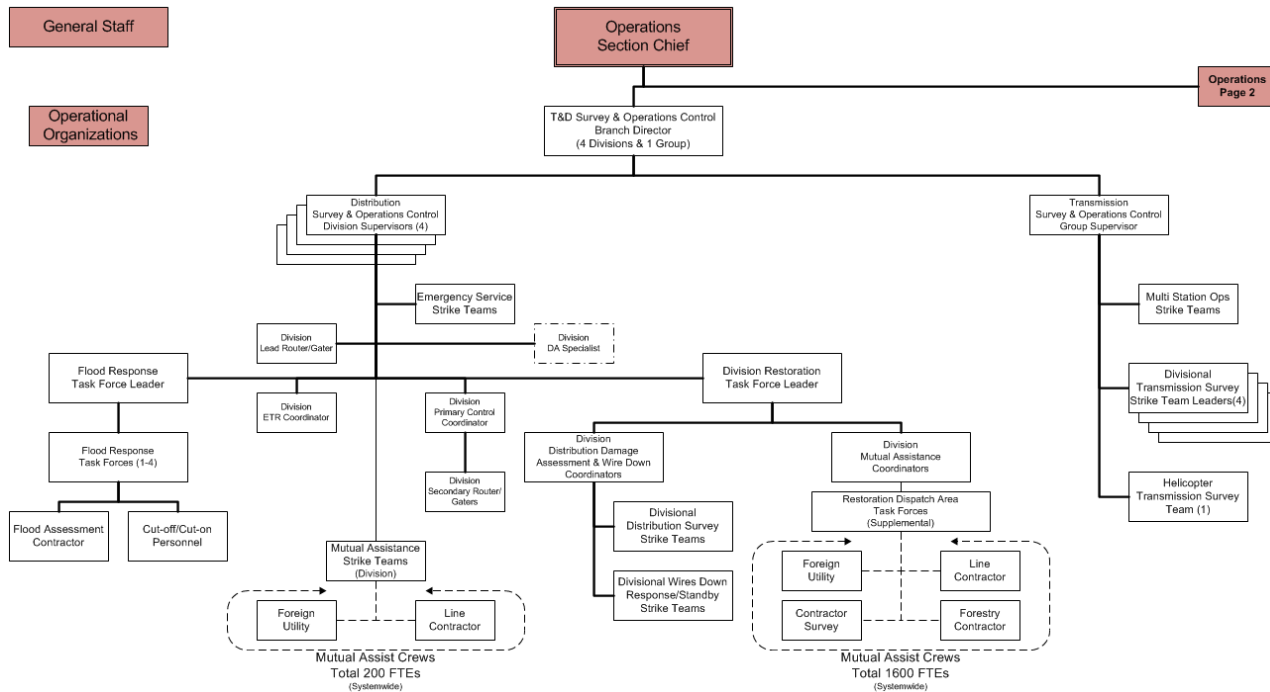


Figure 2.6.1 – Operations Organizational Chart (Page 1)

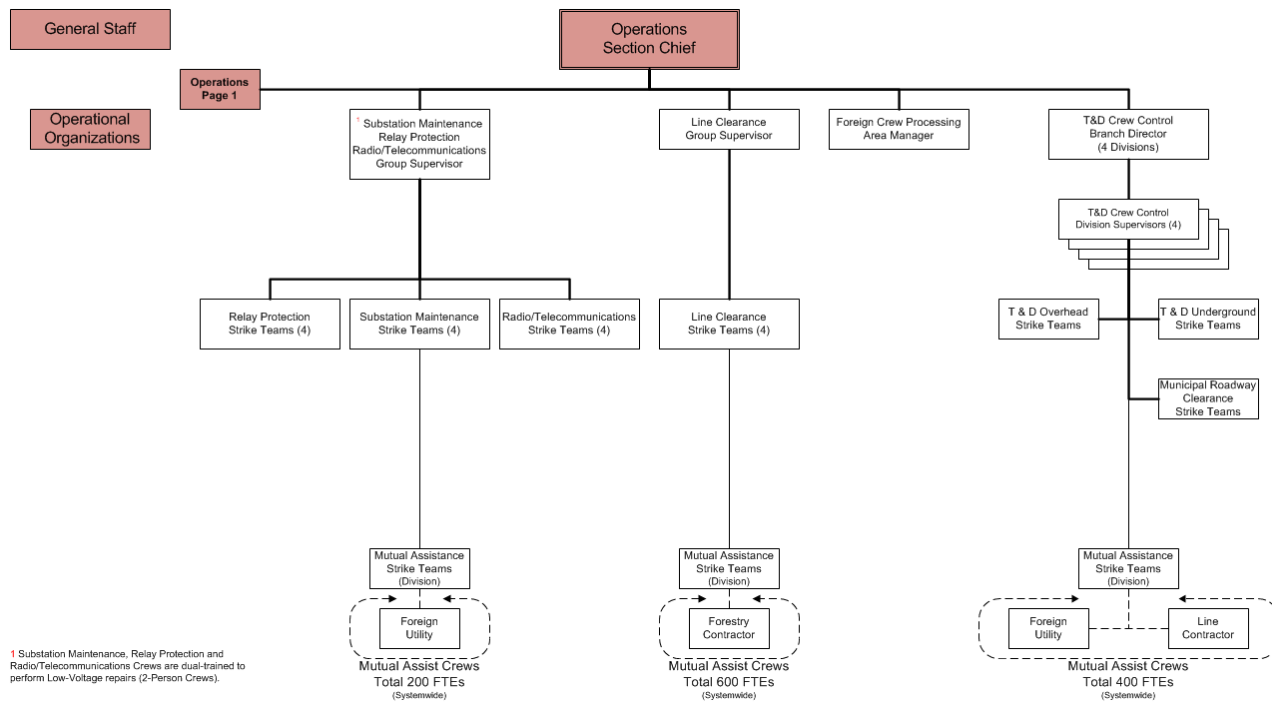


Figure 2.6.2 – Operations Organizational Chart (Page 2)

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

Figure 2.7 further details PSEG Long Island's Planning organizational structure during restoration, and includes all operational functions of situational awareness, resource coordination, documentation, and supporting functional areas.

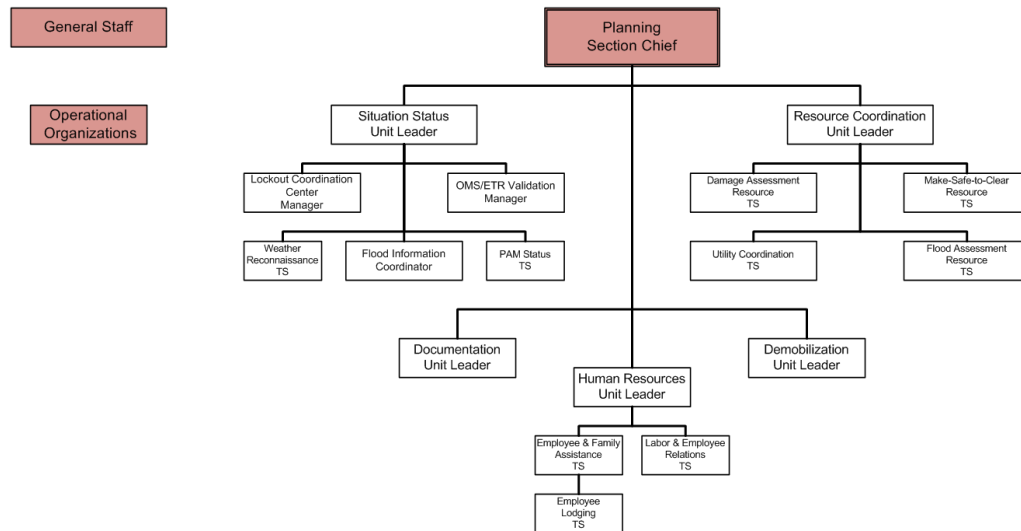


Figure 2.7 – Planning Organizational Chart

Figure 2.8 further details PSEG Long Island's Logistics organizational structure during restoration, and includes all operational functions of support, staging, and service operations.

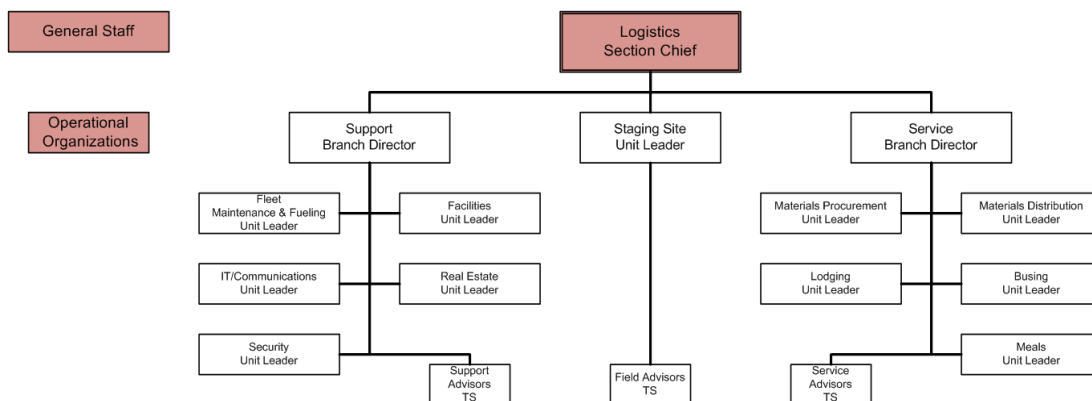


Figure 2.8 – Logistics Organizational Chart

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

Figure 2.9 further details PSEG Long Island's Finance/Administration organizational structure during restoration, and includes all operational functions of time/cost reporting, reimbursements, contracts, claims, and supporting functional areas.

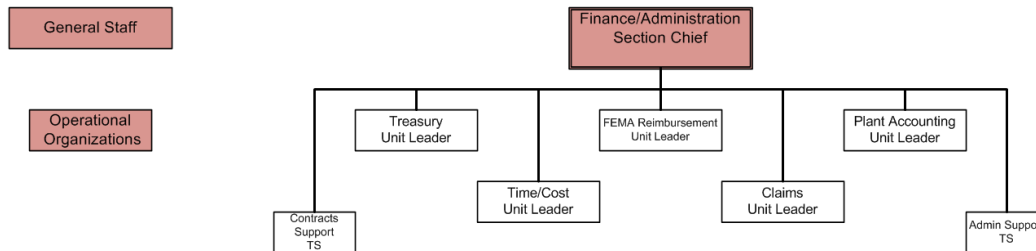


Figure 2.9 – Finance/Administration Organizational Chart

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

2.3 Roles and Responsibilities

Figure 2.10 details the key leadership roles during restoration operations and delineates significant corresponding function(s).

ROLE	CATEGORY	FUNCTION(S)
President and Chief Operating Officer (COO)	Command	<ul style="list-style-type: none"> Oversees company-wide restoration response Provides policy guidance and strategic direction Coordinates with key elected officials, business leaders, and PSEG Long Island and PSE&G New Jersey senior leadership
Incident Commander	Command	<ul style="list-style-type: none"> Oversees and assesses the overall event and response Establishes immediate priorities and sets operational period incident objectives and strategies Develops an appropriate response organization Coordinates with key staff and officials Approves requests for resources and release of resources
Legal Officer	Command	<ul style="list-style-type: none"> Oversees the Legal Organization Ensures all plans, procedures, policies, and directives are consistent with federal, state, and local law Ensures all incident records and documentation are accurate and maintained, in accordance with all applicable laws and regulations Understands the NYCRR 16 Rules and Regulations of the PSC
Safety, Health, and Environmental (SHE) Officer	Command	<ul style="list-style-type: none"> Oversees the SHE Organization Develops recommended measures to assure personnel safety Assesses and/or anticipates hazardous or unsafe conditions Investigates accidents and/or injuries Develops incident Medical Plan Develops incident Environmental Restoration Plan
Liaison Officer	Command	<ul style="list-style-type: none"> Coordinates with assisting agencies, cooperating agencies, and Agency Representatives during a restoration event Communicates the status of PSEG Long Island's storm preparation and/or emergency response efforts with external government, public service, and public safety officials
Public Information Officer (PIO)	Command	<ul style="list-style-type: none"> Leads the Communications Organization to assess, respond to, and communicate during restoration events Oversees communications plans and protocols

Figure 2.10 – ICS Restoration Roles and Responsibilities

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

ROLE	CATEGORY	FUNCTION(S)
Operations Section Chief	General	<ul style="list-style-type: none"> Oversees the Operations Section and the management of all operations directly related to the primary mission of restoring electric service during an incident Determines the overall need for resources Directs operational plans and initiatives Keeps the Incident Commander and Planning Section Chief advised regarding changing conditions and or special activities, events or occurrences
Planning Section Chief	General	<ul style="list-style-type: none"> Oversees the Planning Section, including the collection, evaluation, and dissemination of information surrounding the development of the incident Coordinates supplemental manpower requests and needs Recommends alternative strategies and control operations for the incident Oversees resource assignments, notifications and activations Oversees documentation, reporting and situation status report dissemination
Logistics Section Chief	General	<ul style="list-style-type: none"> Oversees the Logistics Section including the Support, Service and Staging branches Oversees the resource procurement and distribution plans Oversees the pre-activation and demobilization resource and support plans
Finance/Administration Section Chief	General	<ul style="list-style-type: none"> Manages the Finance Section unit, which has oversight of all financial, administrative, and cost analysis aspects of an incident Provides financial and cost analysis Ensures all personnel time cards/records are accurately completed and forwarded to home agencies/companies
Safety Coordinator	SHE	<ul style="list-style-type: none"> Coordinates company-wide Safety plans and initiatives Oversees safety related incidents and/or requests Oversees the creation and dissemination of safety briefs and/or updates
Occupational Health Coordinator	SHE	<ul style="list-style-type: none"> Coordinates company-wide Health plans and initiatives Oversees Health related incidents and/or requests Oversees the creation and dissemination of health briefs and/or updates

Figure 2.10 (continued) – ICS Restoration Roles and Responsibilities

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

ROLE	CATEGORY	FUNCTION(S)
Environmental Response Coordinator	SHE	<ul style="list-style-type: none"> – Coordinates company-wide environmental plans and initiatives – Oversees Environmental related incidents and/or requests – Oversees the creation and dissemination of environmental briefs and/or updates
Escalations Manager	Communications	<ul style="list-style-type: none"> – Oversees the tracking, reporting and processing of key escalations and/or incidents – Oversees the coordination expediting processes between Communications and Operations personnel
Assistant Public Information Officer for Corporate Communications	Communications	<ul style="list-style-type: none"> – Oversees communications messaging to be shared with PSEG LI employees, general public and media outlets – Oversees the development of the message and materials including; key talking points, external press releases and key company plans – Oversees PSEG Long Island's Website and social media operations and postings
Customer Care and Community Outreach Coordinator	Communications	<ul style="list-style-type: none"> – Assures the effective communication with LSE and SN customers – Maintains 24x7 coverage for the Municipal and Escalation Hotline – Plans for the needs of affected communities including oversight of Community Outreach centers and/or supplemental actions
Large Customer and Customer Relations Coordinator	Communications	<ul style="list-style-type: none"> – Oversees Department of Public Service (DPS) inbound call center and hotline – Oversees DPS requests and planned response actions
Major Accounts Manager	Communications	<ul style="list-style-type: none"> – Oversees the Large Customer Support Team in preparation of Large Commercial Customers, Major Accounts, and Critical Facilities across all business segments – Oversees ongoing coordination and communication between Large Customer Support Team and customer representatives during restoration preparations and response actions
Customer Assistance Center (CAC) Manager	Communications	<ul style="list-style-type: none"> – Ensures the efficient operation of Contact Center operations during emergency conditions – Oversees the Communications Command Center (CCC) and its daily coordination with Operations – Actively manages the Interactive Voice Response (IVR) and High Volume Call Application (HVCA) systems and their associated messaging

Figure 2.10 (continued) – ICS Restoration Roles and Responsibilities

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

ROLE	CATEGORY	FUNCTION(S)
T&D Survey & Operations Control Branch Director	Operations	<ul style="list-style-type: none"> – Implements the operational action items appropriate to the Survey & Operations Control Branch, under the direction of the Operations Section Chief
T&D Crew Control Branch Director	Operations	<ul style="list-style-type: none"> – Implements the operational action items to the Crew Control Branch, under the direction of the Operations Section Chief
Substation, Protection & Telecom (SPT) Group Supervisor	Operations	<ul style="list-style-type: none"> – Implements the operational action items to the SPT Group, under the direction of the Operations Section Chief
Line Clearance Group Supervisor	Operations	<ul style="list-style-type: none"> – Implements the operational action items to the Line Clearance Group, under the direction of the Operations Section Chief
Foreign Crew Processing (FCP) Area Manager	Operations	<ul style="list-style-type: none"> – Oversees the FCP Team and associated support preparations for Foreign Utility crews, tree crews, and support personnel – Oversees the processing, management, and documentation of supporting personnel – Oversees the FCP Reception Staging site and associated site actions
Foreign Crew Processing (FCP) Area Alternate Manager	Operations	<ul style="list-style-type: none"> – Serves as the alternate to the Foreign Crew Processing (FCP) Area Manager – Provides operational support
Situation Status Unit Leader	Planning	<ul style="list-style-type: none"> – Oversees the preparation, posting and dissemination of all incident data including briefs, notifications, and status reports – Coordinates the collection and distribution of operational data in support of reporting protocols and requirements
Resource Coordination Unit Leader	Planning	<ul style="list-style-type: none"> – Oversees the maintenance and coordination of incident resources and restoration assignments – Oversees storm notifications and activations – Maintains the assignment and status of all assigned restoration personnel – Coordinates supplemental resource needs and/or requests including utility partners and task force personnel
Human Resources Unit Leader	Planning	<ul style="list-style-type: none"> – Oversees resource support initiatives relative to labor relations, family assistance, and employee lodging – Coordinates with union and company leadership
Documentation Unit Leader	Planning	<ul style="list-style-type: none"> – Oversees the collection and retention of incident and/or event data – Coordinates storm notes collection and documentation plans – Coordinates collection and retention of pre-event checklists

Figure 2.10 (continued) – ICS Restoration Roles and Responsibilities

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

ROLE	CATEGORY	FUNCTION(S)
Demobilization Unit Leader	Planning	<ul style="list-style-type: none"> – Develops the demobilization plan – Reviews resource records and coordinates the size and extent of the demobilization effort
Support Branch Director	Logistics	<ul style="list-style-type: none"> – Directs the activities of the support branch units including Fleet Maintenance & Fueling, Facilities, Real Estate, IT/Communications, and Security in support of restoration operations
Service Branch Director	Logistics	<ul style="list-style-type: none"> – Directs the activities of the service branch units including Materials Procurement & Distribution, Busing, Lodging, and Meals in support of restoration operations
Staging Site Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees the management and coordination at all staging sites, base camps and laydown yards – Oversees staging site plans and setup – Coordinates staging site needs and equipment requests
Fleet Maintenance & Fueling Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees fleet operations including vehicle/truck needs, repairs, and maintenance – Oversees fueling operations including stationary and mobile tanker plans – Oversees transportation plans and equipment requests
Facilities Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees the management and maintenance of all company facilities, operating yards, and associated support location during restoration events – Oversee facility operations, repairs, construction, and supporting requests
Real Estate Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees and manages company-wide real estate needs and requests – Coordinates with landowners of planned and potential site location on usage during events
Information Technology (IT) / Communications Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees the management of company-wide voice and data system operations – Oversees the operational readiness and day-to-day management of computer systems, applications, and software – Oversees the setup and maintenance of all company locations and support sites in support of IT/Communications needs
Security Unit Leader	Logistics	<ul style="list-style-type: none"> – Oversees the development and implantation of company-wide security plans and protocols – Oversees actions taken to protect employees, support personnel, assets, and operating locations

Figure 2.10 (continued) – ICS Restoration Roles and Responsibilities

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

ROLE	CATEGORY	FUNCTION(S)
Materials Procurement Unit Leader	Logistics	<ul style="list-style-type: none"> Oversees the procurement plans and protocols in support of material, equipment, and resource needs Oversees agreements, contracts and planned services to be utilized during restoration operations
Materials Distribution Unit Leader	Logistics	<ul style="list-style-type: none"> Oversees the receiving, preparation, and distribution of restoration materials, supplies, and equipment Oversees the material storm room and mobile storm room plans and procedures
Lodging Unit Leader	Logistics	<ul style="list-style-type: none"> Oversees the process for securing sleeping arrangements for employees, foreign utility crews, and supporting personnel during restoration events Oversees procurement and reservation plans Oversees the allocation and lodging distribution plans Reviews alternative housing options and plans, as necessary
Busing Unit Leader	Logistics	<ul style="list-style-type: none"> Oversees the shuttling needs of the restoration event Oversees shuttling operations for foreign utility crews and employees between housing locations, staging sites, and work locations

Figure 2.10 (continued) – ICS Restoration Roles and Responsibilities

2.4 Supplemental ERP Contact Sheet

PSEG Long Island maintains a supplemental contact sheet for all roles detailed within the ICS Restoration Roles and Responsibilities in Figure 2.10. PSEG Long Island continues to update the list semi-annually or when required, due to personnel changes and/or updates. The full supplemental contact sheet can be found within Appendix L.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

3. MITIGATION ACTIVITIES

3.1 Overview

PSEG Long Island understands the importance of pre-planning, and its correlation to a timely and effective restoration response. Accordingly, PSEG Long Island undertakes a variety of initiatives to prepare its employees, infrastructure, emergency response partners, and the communities it serves. These initiatives include community awareness programs, employee training, drills/exercises, and storm hardening projects. These pre-storm actions ultimately help to equip PSEG Long Island to respond to outages more effectively, while ensuring that customers, employees, and key stakeholder groups are better informed and prepared when disasters strike.

3.2 Community Outreach

3.2.1 General Public

An important aspect of PSEG Long Island's storm preparation initiatives is its focus on educating the community it serves on the importance of preparedness and safety. Education of the public is vital to an efficient and safe restoration effort, and PSEG Long Island takes many paths to inform its customers of what to expect before, during, and after large-scale storm events.

Information is shared with the public through numerous mediums, such as PSEG Long Island's Storm Center website, videos, mailings, social media, and its participation in community seminars, briefings, and exercises. PSEG Long Island understands that customer education is a year round process, and does not relegate such important activities to just a few days preceding a storm event. Information disseminated to the public addresses a variety of topics including:

- Preparing your home and family
- Preparing your business
- Storm safety and preparedness
- Outage reporting
- Current power outages
- Important PSEG Long Island contact information
- Generator safety
- Social media information
- Frequently Asked Questions (FAQs)

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island also maintains a comprehensive “Storm Center” website that provides additional information on the topics detailed above, along with educational videos (see Appendix N). These videos focus on storm safety and preparedness, and include topics such as:

- Preparing your family
- Evacuating
- Staying in touch
- Our restoration process

3.2.2 First Response and Governmental Organizations

PSEG Long Island engages many first response organizations on preparedness and planning initiatives, including government officials, state/county/city/local emergency management organizations, police and fire organizations, partner utilities, (i.e., gas, telecommunications, and cable) and local municipalities. PSEG Long Island aims to further develop these relationships through information sharing and collaboration throughout the year, for the benefit of response and recovery efforts during emergency outage scenarios.

PSEG Long Island actively participates in a multitude of County, Town, and Village sponsored events, workshops, and seminars throughout the year on the topics surrounding emergency planning, hurricane preparedness, and restoration operations. PSEG Long Island also provides presentations, and participates in exercises and drills with the first responder community. Members of PSEG Long Island’s staff also participate in many Federal, State, and Local training programs centered on emergency planning and response protocols (i.e., ICS, NIMS, Homeland Security Exercise and Evaluation Program (HSEEP), ETeam, etc.) throughout the year. These collaborative initiatives expand upon planning efforts and further promote information sharing between participating organizations.

PSEG Long Island also welcomes these same entities to participate in its annual tabletop exercise and other relevant events. The companywide exercise centers on planning and response activities during a large-scale restoration event, and promotes open communication and collaboration between entities. This alignment helps to ensure a clear and coordinated response when an emergency occurs, and promotes dialog and continuous improvement between organizations.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island also seeks the input of our first response organizations when instituting new emergency planning procedures, and aims to coordinate its planning initiatives with such agencies for the benefit of all customers and municipalities served. PSEG Long Island invites first response organizations to review and discuss its annually updated ERP and corresponding planning initiatives.

PSEG Long Island also strives to coordinate with our governmental and emergency first response organizations during emergency preparations. PSEG Long Island hosts pre-storm calls and/or meetings to discuss operational strategies, timelines, activation schedules, and anticipated activities. Further coordination between entities is accomplished through the deployment of PSEG Long Island Municipal and Emergency Operations Center (EOC) liaisons. These liaisons often work directly within a town or county's command site, and assist with information sharing, executing escalation protocols, and overall coordination.

Coordination between PSEG Long Island and our municipal, government, and emergency management partners is paramount to an efficient response, with many efforts undertaken to support, grow, and continuously advance these partnerships.

3.2.3 Safety Partnerships

PSEG Long Island's top priority is always the safety of its customers and crews. Along with PSEG Long Island's own resources and tips to be prepared, customers can also take advantage of several resources available through its partnerships.

BereadyLI.org is a collaboration between The United Way of Long Island, 2-1-1 Long Island, and PSEG Long Island. Aimed at helping Long Island residents prepare for disasters, bereadyLI.org is an interactive, comprehensive, and easy-to-use website, compiling critical information applicable to children, the elderly, those with special needs, and even pets, in an effort to simplify the process of being prepped before disaster strikes. By working with experts in the field, the site compiles the most relevant and crucial information for residents to prepare for whatever Mother Nature brings our way.

To help parents teach children to prepare for emergency events, the PSEG Foundation partnered with Sesame Workshop to develop the 'Let's Get Ready' and 'Here for Each Other' programs. These programs help adults explain to young children various ways they can be physically and emotionally prepared for an emergency, and help adults and children cope with disasters.

This document shall be revised every **1** year or incrementally as significant changes occur.

3.3 Storm Hardening Efforts

PSEG Long Island has taken many steps to harden the Long Island electrical system to withstand the effects of major storms. PSEG Long Island aims to harden its system to address major storms, hurricanes, flooding, high winds, and ice.

Hurricane Irene and Superstorm Sandy emphasized the need for extensive planning and engineering to help make the energy grid serving our customers across Long Island and in the Rockaways more reliable and more resilient. PSEG Long Island continues to make enhancements in the following areas:

- Infrastructure investments and upgrades to vulnerable substations and electric lines
 - Approximately nine transmission lines are being rebuilt and strengthened to minimize interruptions, including reconstructing lines in inaccessible areas
 - Storm hardening projects (i.e., elevating foundations, repairing and/or replacing critical equipment, installing flood sensors and flood prevention barriers, etc.) at ten substations, including Arverne, Rockaway Beach, Far Rockaway, Woodmere, Barrett, Park Place, and Long Beach
 - Work has already been completed on six of the substations, and work is currently in-progress on the final four
- Enhancing circuit and inspection program
 - Since federal recovery funding was secured in March 2015, storm hardening and reliability work has started on more than 75 circuits, covering more than 160 miles, from the Rockaways to Southold. FEMA reliability work is planned for more than 300 circuits, which will cover 1,025 miles across the service territory.
 - Improvements include upgrading poles to withstand winds up to 135 mph, installing stronger and more resistant wires, tree trim to clear conductors and reduce the risk of damage to equipment, and installing switching equipment to help reduce the number of customers affected by an outage
- More aggressive tree trimming/vegetation management program (industry best practices)
 - The utility uses historical data to forecast and prioritize areas which may be impacted by vegetation outages the most, and examines tree-trim cycles to determine where growth may be significant and require additional trimming before an outage occurs
 - Crews have created greater clearance around trees and distribution power lines, pruning to 12 feet above, 8 feet to the side, and 10 feet below high voltage lines
 - Annual aerial inspections of the transmission system also help detect equipment issues and vegetation encroachment
 - PSEG Long Island has achieved significant improvement in transmission reliability. There have been no tree-related outages on the entire transmission system in two years and there has been a 60 percent improvement in distribution reliability for circuits trimmed.

This document shall be revised every **1** year or incrementally as significant changes occur.

Since the time that PSEG Long Island has undertaken its role as Long Island's electrical service provider, this activity has continued with renewed emphasis. From the more aggressive vegetation management program, to upgrades and storm hardening of vulnerable substations, transmission and distribution lines, and an enhanced circuit and equipment inspection program, PSEG Long Island has made, and continues to make, extensive capital improvements to ensure safe and reliable service for customers across Long Island and in the Rockaways.

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

4. STORM ANTICIPATION

A successful response to any storm emergency is often predicated on a comprehensive anticipation and early warning system. An early appraisal, based on known conditions and prior storm experience, becomes a critical component of an effective restoration effort. Each storm presents varying types and degrees of intensity, and produces differing results, which vary considerably in severity and extent. For example, a slow moving ice storm results in a substantially different outcome and restoration challenges, as compared to a hurricane or tropical storm. Accordingly, a detailed storm anticipation system must be utilized for restoration efforts to have the greatest impact.

An effective anticipation system provides vital information, such as the predicted size, scope, and arrival time of a potential storm or weather system. This information proves to be very valuable when pre-planning resources and manpower. PSEG Long Island employs various tools and analyses, in conjunction with active weather monitoring, to position itself to be best prepared for impending storm events and the ensuing response. This awareness and planning allows for appropriate decision making to occur, in terms of readying the system and ensuring adequate resources are targeted and mobilized to efficiently respond to the damage ultimately sustained.

Keeping employees and customers informed is also at the forefront of PSEG Long Island's storm anticipation protocols. The more information known ahead of a storm's onset allows PSEG Long Island to disseminate its plans and intentions to all parties accordingly. This early warning helps our employees and customers to better prepare for the impending storm and our planned restoration activities. Most importantly, it helps to set expectations for customers and other key stakeholders so that they, too, can be best prepared for the impending storm.

Storm anticipation is also vital to PSEG Long Island's pre-planning efforts surrounding the potential need for additional resources during restoration efforts. Most large-scale outage events require assistance from other utility partners (utilities and contractors) and a timely appraisal of a pending storm. Its predicted severity allows key operational decisions to be made ahead of time, and through educated early anticipation and decision-making, leaves the company better positioned to recover and manage its restoration effort.

This document shall be revised every **1** year or incrementally as significant changes occur.

4.1 Preparatory Responsibility

It is the responsibility of PSEG Long Island's Incident Commander and the Operations Section Chief to closely monitor all predicted storms, and to evaluate their size, scale, and complexity. The importance of evaluation cannot be overstated and must be made at the earliest possible time with the most current information available. The Incident Commander and the Operations Section Chief have the responsibility to implement emergency procedures within the affected division, commensurate with the projected size, scale, and complexity of the emergency.

4.2 Weather Monitoring Approach

PSEG Long Island obtains weather information and alerts from a variety of sources and disseminates the information to the appropriate personnel, based on its potential to affect the electric T&D system on Long Island. Forecasts of inclement weather may cause PSEG Long Island to take preparatory actions, including the possible alert or mobilization of various components of the storm restoration organization, securitization of additional resources, and other related preparatory activities. An effective weather monitoring approach assists in both short and long term planning, with regard to overall restoration efforts.

Weather data and forecasts are received and reviewed by the T&D Electric Operations Department on a daily basis. Reports and advisories are regularly received from the National Weather Service (NWS) and Schneider Electric's Telvent Data Transmission Network (DTN) Meteorlogix Weather Service. The NWS provides weather reports from its New York office at varying intervals throughout the day, based on the severity of the storm. Copies of the reports are made immediately available to the appropriate departments, and key personnel are notified accordingly.

Key personnel and field locations across the service territory are provided with access to services provided by Schneider Electric for monitoring and receiving automated weather alerts for their respective service areas. Weather summary briefings are provided on daily operations calls and on conference calls conducted prior to, and during, an event.

This document shall be revised every **1** year or incrementally as significant changes occur.

Weather information and advisories are also obtained from the following services on a daily basis:

- Subscription Services
 - Schneider Electric Televant DTN Meteorlogix (internet, e-mail/text notifications, and verbal discussion with a meteorologist)
 - www.schneider-electric.com
 - AccuWeather (Internet)
 - www.accuweather.com
- Non-subscription services
 - National Weather Services (Internet)
 - www.weather.gov
 - www.noaa.gov
 - The Weather Channel (Television (TV) and Internet)
 - www.weather.com
 - Weather Underground (Internet)
 - www.wunderground.com

PSEG Long Island also utilizes the Sperry-Piltz Ice Accumulation (SPIA) chart when planning for the potential impact of a weather event. The SPIA chart provides valuable information regarding the potential impact (or non-impact) of forecasted ice accumulations on overhead utility infrastructure. A copy of the SPIA chart is provided in Figure 4.1. This chart addresses sleet, freezing rain, and ice events for Overhead Utility Operations. The SPIA chart is used in conjunction with the Saffir-Simpson Scale, (see Figure 4.2) which measures the impact of tropical force and hurricane winds. Both weather charts provide valuable information to PSEG Long Island personnel when conducting preparations for anticipated weather related incidents.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

The Sperry-Piltz Ice Accumulation Index, or "SPIA Index" – Copyright, February, 2009

ICE DAMAGE INDEX	* AVERAGE NWS ICE AMOUNT (in inches) <small>* Revised-October, 2011</small>	WIND (mph)	DAMAGE AND IMPACT DESCRIPTIONS
0	< 0.25	< 15	Minimal risk of damage to exposed utility systems; no alerts or advisories needed for crews, few outages.
1	0.10 – 0.25	15 - 25	Some isolated or localized utility interruptions are possible, typically lasting only a few hours. Roads and bridges may become slick and hazardous.
	0.25 – 0.50	> 15	
2	0.10 – 0.25	25 - 35	Scattered utility interruptions expected, typically lasting 12 to 24 hours. Roads and travel conditions may be extremely hazardous due to ice accumulation.
	0.25 – 0.50	15 - 25	
	0.50 – 0.75	< 15	
3	0.10 – 0.25	> = 35	Numerous utility interruptions with some damage to main feeder lines and equipment expected. Tree limb damage is excessive. Outages lasting 1 – 5 days.
	0.25 – 0.50	25 - 35	
	0.50 – 0.75	15 - 25	
	0.75 – 1.00	< 15	
4	0.25 – 0.50	> = 35	Prolonged & widespread utility interruptions with extensive damage to main distribution feeder lines & some high voltage transmission lines/structures. Outages lasting 5 – 10 days.
	0.50 – 0.75	25 - 35	
	0.75 – 1.00	15 - 25	
	1.00 – 1.50	< 15	
5	0.50 – 0.75	> = 35	Catastrophic damage to entire exposed utility systems, including both distribution and transmission networks. Outages could last several weeks in some areas. Shelters needed.
	0.75 – 1.00	> = 25	
	1.00 – 1.50	> = 15	
	> 1.50	Any	

(Categories of damage are based upon combinations of precipitation totals, temperatures and wind speeds/directions.)

Figure 4.1 – SPIA Chart

SAFFIR-SIMPSON HURRICANE WIND SCALE				
CAT	Wind Speed		Old SS Scale	
	mph	kt	mb	surge
TD	0-38	0-33		
TS	39-73	34-64		
1	74-95	65-83	980-994	4-5'
2	96-110	84-95	965-979	6-8'
3	111-129	96-112	945-964	9-12'
4	130-156	113-136	920-944	13-18'
5	>157	>137	<920	>18'

Figure 4.2 Saffir-Simpson Scale

This document shall be revised every 1 year or incrementally as significant changes occur.

In addition, when tropical systems are approaching, hurricane-tracking weather maps from the NWS and its Hurricane Center are received and reviewed by the Electric System Operations Department. These maps assist in the decision-making process, relative to restoration preparedness and response efforts (see Figure 4.3).

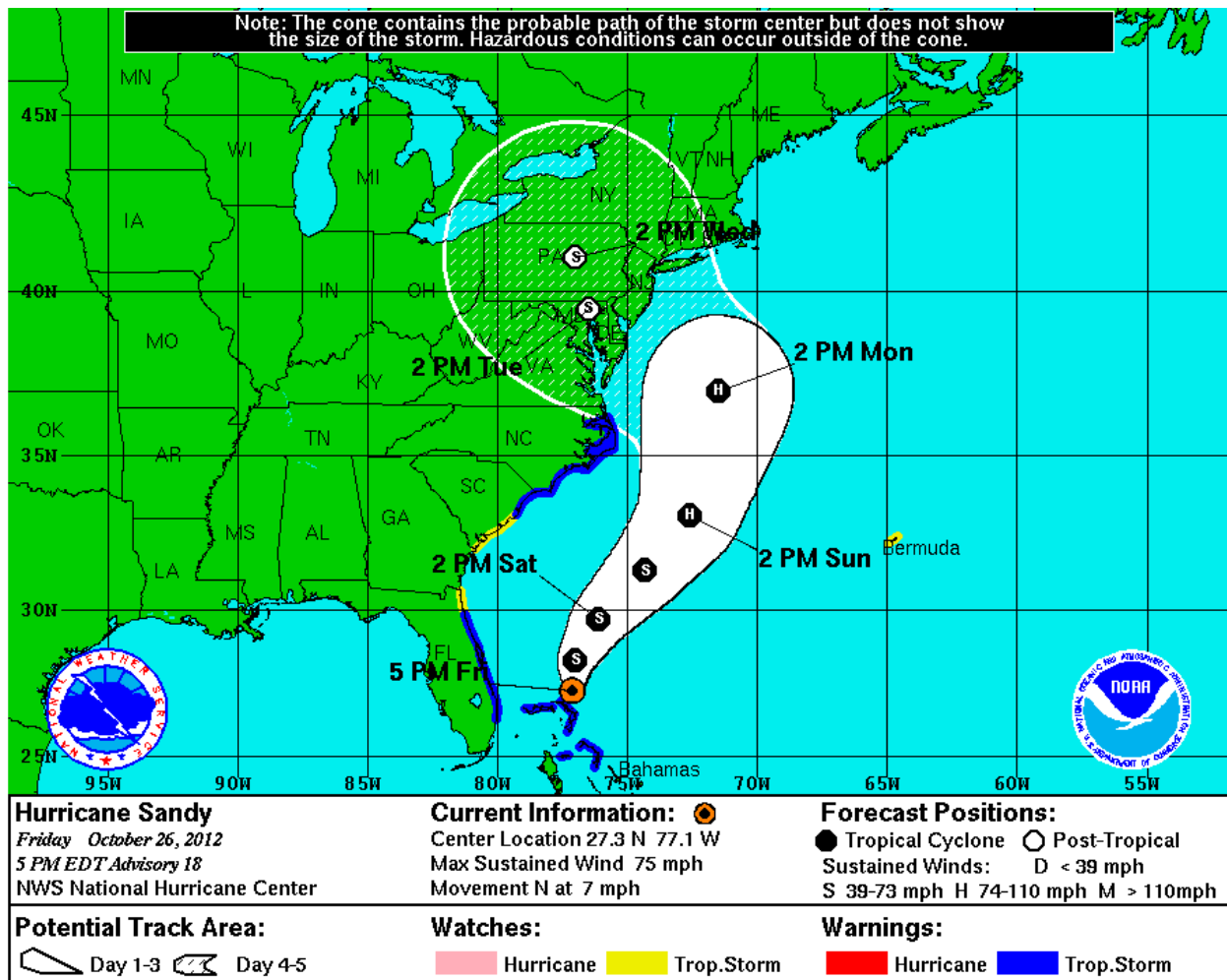


Figure 4.3 – Sample Hurricane Tracking Map

This document shall be revised every 1 year or incrementally as significant changes occur.

4.3 Storm Descriptions

The application of weather monitoring tools and analyses is vital when planning an effective restoration response. The various types of storms experienced in PSEG Long Island's service area provide many challenges when preparing for such events. Each type of storm or weather condition varies and requires differing levels of preparation and response.

Given its geography, topography, and location, Long Island is susceptible to a variety of storms and weather conditions that can yield damage to its electrical facilities and result in outages to its customers. The list of potential weather hazards and their effect on the electrical system are outlined in the following sections.

4.3.1 Thunderstorms

Thunderstorms can have an effect on PSEG Long Island's primary and sub-transmission facilities. However, severe widespread thunderstorms will have a larger effect on secondary facilities and individual house services.

4.3.2 Tropical Storms and Hurricanes

Both tropical storms and hurricanes can have a lasting and devastating effect on the electrical system as a whole. The severity of the damage will vary depending on the size, scope, and length of the storm. To start, heavy rain will affect sub-transmission facilities and individual house services. Heavy winds can have a large influence on transmission and individual house services as well, due to the possibility of widespread wire down conditions and pole damage.

Storms with severe wind conditions also have the potential to cause large-scale outages, from both a system and individual service level. Tropical storms and hurricanes often require an appropriate mobilization of field resources, in advance of the storm's arrival, due to its large impact. Storm severity may also require the application of the "cut clear" phase, and include the coordination of significant tree removal efforts before effective restoration operations can begin.

4.3.3 Winter Storms

4.3.3.1 Nor'easters

Nor'easters can bring heavy rains, strong winds, and blizzard-like conditions that often create significant damage to the T&D Electric system. Damage is often widespread affecting all parts of the electrical system. Nor'easters often bring significant downed wires and pole damage, resulting from falling trees and strong winds.

This document shall be revised every **1** year or incrementally as significant changes occur.

4.3.3.2 Major Sleet, Ice, or Wet Snow Storms

These storms have the ability to build up slowly, with damage continuing over a period of several days. The area affected is often localized in ice storms, and widespread in wet snowstorms. Because of their slow prolonged buildup, damage assessments are often difficult to anticipate. The important aspect of these storms is that the majority of damage usually occurs at the individual house level. Therefore, maximum mobilization of house service restoration crews and tree crews are instituted as soon as possible.

For snow events, the Snow to Liquid Ratio (SLR) compares the amount of liquid precipitation with the number of inches of snow, and is one way of describing what makes light, fluffy snow different from heavy, wet snow. The temperature can have a huge impact on the amount of snow, as well as how much it weighs. Therefore, the SLR can have a direct effect on the damage sustained, with lighter, drier snow typically causing little to no impacts to the electric system.

The "average" SLR is 10:1. In colder weather, snow has more airspace, resulting in more inches of snow (>10:1). Wet snow that falls at the freezing mark is usually sloppy and heavy (<10:1). However, significant variations in SLR can occur even within a single storm system.

4.3.4 Heat Storms

While the result of a heat wave may vary greatly from a winter storm or hurricane, its effect can be just as damaging. Heat waves can put an undue burden on our electrical system due to the increased usage by commercial and individual users. Heat waves can also damage T&D equipment (i.e., wires, transformers, and fuses) through overheating caused by increased output levels. Heat waves can have a lasting effect on service and can potentially lead to wide spread outages in extreme circumstances.

4.3.5 Flooding

Flooding is a serious threat facing electrical utility providers, including PSEG Long Island. The severity is further heightened when the service territory is a highly populated island with many coastal communities, such as Long Island. This threat requires increased planning for the prevention of a large-scale outage and a quick response when such conditions are experienced.

This document shall be revised every 1 year or incrementally as significant changes occur.

Flooding can have a dramatic effect on PSEG Long Island's electrical system depending on the size, proximity, and timing of impact. Flooding can greatly damage electrical distribution facilities and leave the surrounding territory with large-scale outages. Additionally, flooding can cause damage to sub-transmission facilities, transformers, wiring, and other vital support equipment and locations. Large-scale flooding can also have an effect on customer-owned equipment, which adds complexities to safe re-energization protocols undertaken after severe flooding.

Resource mobilization and travel difficulties may also arise during restoration efforts, due to flooding and its devastating effects. Please see Section 13.5 for more information regarding specific flooding guidelines and protocols taken by PSEG Long Island during restoration activations.

4.4 Damage Predictions

The ability to accurately predict damage associated with an impending storm and/or weather event is essential in preparing for, and executing, a successful restoration effort. PSEG Long Island employs various tools and draws upon its institutional knowledge and experience from past events to develop preliminary damage estimates. Weather conditions, as well as its projected intensity and impact, are closely monitored and adjusted to provide an estimate for damage potential.

Forecasting, in conjunction with data from past events, assists in the preparation of damage predictions. While the accuracy of damage predictions cannot be guaranteed, its significance is vital to PSEG Long Island's restoration efforts. Damage predictions set the operational tone of actions to be taken post-impact, and have wide-ranging implications.

Damage predictions are utilized when developing global and regional ETRs. These predictions assist with identifying the time needed to assess and repair a specific outage and, ultimately, become the expected time of restoration to our customers. Damage predictions are used when estimating potential manpower needs during an anticipated outage. This is of great significance when the need for Foreign Crews is anticipated, as it is often necessary to mobilize support resources from areas that require significant travel to arrive on Long Island.

Finally, damage predictions help to define the logistical needs of a potential storm, assisting with the identification of possible material and facility needs in order to properly stock, stage, and deploy adequate resources.

This document shall be revised every **1** year or incrementally as significant changes occur.

5. EMERGENCY CLASSIFICATIONS AND STORM LEVELS

5.1 Guidelines

PSEG Long Island maintains an internal emergency classification and storm level matrix that is utilized in anticipation of storm conditions and/or a system emergency. These descriptions work in unison, and assist in the preparation and response efforts conducted by the company, system wide. The classification of an emergency is dependent upon the severity and affected geography of the emergency. The system is sufficiently versatile, so that a smooth transition may be made from one condition to another, as changing weather conditions warrant and the storm response plan is executed. Figure 5.1 provides a high-level overview of the categories for the planned anticipation of emergencies based on their severity.

STORM LEVEL	CLASSIFICATION	DESCRIPTION
I	White	Normal Operations and/or Minor Storm Events
II	Blue	Extensive Localized Damage and/or Moderate System Wide Damage
III	Red	Major Storm Events and/or System Disaster

Figure 5.1 – Classification and Description of Different Storm Levels

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

5.2 Emergency Classifications and Storm Level Descriptions

5.2.1 Condition I “White” Storm

5.2.1.1 Scope

Under Condition I “White,” the severity of the resulting damage is moderate, consisting mainly of localized or limited system damage. This includes normal “blue sky” operations and minor storm events. Expectations are such that complete restoration of system circuits and station interruptions can be accomplished, utilizing existing divisional manpower, within an eight-hour period. The Distribution Operations Department is able to coordinate repairs to the T&D Electric systems with minor additional assistance from the division’s internal Overhead/Underground (OH/UG) Lines Department. Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow, and/or lightning.

The Distribution Operations Department maintains an around-the-clock, emergency organization in each of its four operating divisions. It consists of a Distribution Service Operator, who provides overall direction to the organization on shift. The department also includes dispatchers to initiate job assignments and direct the movement of the service personnel. Emergency service personnel and service supervisors in the field investigate electric problems and make repairs. The Communications Organization also maintains an around-the-clock CAC, which coordinates closely with the Operations dispatch organization.

5.2.1.2 Operations

Distribution dispatchers utilize the company’s Outage Management System (OMS) to diagnose electric distribution system problems, create job assignments for field personnel, and develop restoration estimates for customers out of service. Many field personnel utilize Mobile Dispatch Terminals (MDTs) to dispatch, status, and closeout assigned outages. MDTs are also utilized to input and update ETRs throughout the restoration process.

5.2.1.3 Additional Help

If the workload is greater than that which can be handled by available personnel “on shift,” additional Distribution Operations personnel may be called in from home, and help may be requested from the OH/UG Lines Department.

During regular business hours, Line Crews are provided by the OH/UG Lines Department, within their respective areas, through contact with Area Supervisors. During off hours, standby supervisors are provided by the OH/UG Lines Department on an around-the-clock basis.

This document shall be revised every **1** year or incrementally as significant changes occur.

Line Crew help is available to the Distribution Operations Department, at any time, through contact with these supervisors. Under Condition I “White,” additional Line Crews are dispatched by the Distribution Operations Department (usually limited to five or less crews per division).

5.2.2 Condition II “Blue” Storm

5.2.2.1 Scope

Under Condition II “Blue,” the severity of the resulting damage is more significant than “White,” consisting mainly of extensive localized damage or moderate system damage throughout the entire service territory. Expectation is such that complete restoration of system circuit and station interruptions can be accomplished, using available company resources, within a 24-hour period. When storm damage makes it necessary for the Distribution Operations Department to request substantial assistance from other organizations within the company, the state of readiness is shifted from Condition I “White” to Condition II “Blue.”

This escalation ordinarily occurs on a divisional basis as soon as the assistance of more than five OH/UG Line Crews is required in any one division. Other elements of the restoration organization may be activated in accordance with need (i.e., damage assessors, communications, etc.). The Emergency Planning (EP) Department and/or the Planning Section may coordinate and assist with the conditional shift in Operations and the associated activities to follow.

Events in this classification often possess any of the following characteristics: high winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, higher heat conditions, and/or significant lightning. As needed, the Customer Services Department will increase the customer representative staffing of its contact centers, after consultation with the Distribution Operations Department.

5.2.2.2 Operations

The Distribution Operations Department shifts to Console Operations, which are geographic subdivisions of each Division, to reduce the geography and customer count managed at each console, thereby simplifying the increased workload. The consoles conform to physical and municipal boundaries whenever possible, and are equipped with OMS workstations. Lead and Secondary Router/Gaters are mobilized to perform trouble analysis and modeling, utilizing the OMS workstations, and to produce jobs to be dispatched to Line Crews or emergency service personnel.

This document shall be revised every **1** year or incrementally as significant changes occur.

Each operating division is subdivided into color-coded console areas, which are the same areas assigned to Division Mutual Assistance Coordinators (MACs) and Division Distribution Damage Assessment Coordinators under Condition III “Red,” as shown in Section 5.2.3.

5.2.2.3 Additional Help

1) Line Crews

The OH/UG Lines Division(s) mobilize their own dispatching group(s), and begin dispatching job assignments to Line Crews. Long Island-based contractor Line Crews may be mobilized to support Condition II “Blue” restoration efforts. Distribution Operations division boundaries are utilized to define repair responsibilities.

An OH/UG Lines dispatching facility is maintained at each division headquarters, near the distribution operations dispatch room. OH/UG Lines may also mobilize their own “makeup” crew organization, which is staffed from their underground splicing group.

2) Two-Man Makeup Crews

The SPT Department has been assigned the responsibility for the Two-Man Makeup Crew organization. This specialized force has been trained to make low voltage repairs, such as house services and transformer secondary connections. Many can also perform high voltage switching at ground-operated switches, and some can re-fuse primary cutouts. Two-Man Makeup Crews are further augmented by Meter and Test Personnel, who are trained to provide similar support.

3) Survey

A wire down survey operation may be implemented in Condition II “Blue” where qualified PSEG Long Island personnel are dispatched to confirm wire down reports generated from customer or police and fire department reports of downed wires. This serves to expedite the repairs by confirming the report and collecting the data necessary to dispatch the appropriate crew type, material, and equipment. It also serves to eliminate any reports that may be incomplete or erroneous, such as cable and telecommunication wires and inaccurate addresses, which could result in unnecessary visits by repair crews.

Wire down surveyors are different from Condition III “Red” Survey Teams. They usually ride alone during the day and double up only after dark. They are furnished by Distribution Engineering, along with their own survey dispatch organization.

This document shall be revised every **1** year or incrementally as significant changes occur.

4) Lockout Coordination Center

If weather conditions continue to deteriorate, or is predicted to be more severe than anticipated, the Transmission Operations Department may elect to staff certain substations with Substation Operators (Multi Station Operators) to assist in gathering information and substation operation. When this mode of operation is authorized, the situation is approaching Condition III “Red.” The Lockout Coordination Center is concurrently mobilized. This group assists the District Operators with the dissemination of T&D lockout data to the four distribution operations divisions.

5.2.3 Condition III “Red” Storm

5.2.3.1 Scope

Under Condition III “Red,” the severity of the resulting damage is severe and/or widespread, consisting mainly of extensive localized damage or acute system damage throughout the entire service territory. Expectations are such that complete restoration cannot be accomplished in a 24-hour period utilizing only company resources, and therefore, assistance from other utilities, contractors, etc. is required. Events in this classification include severe storms, such as tropical storms, hurricanes, nor’easters, prolonged high wind events, heavy icing, the accumulation of heavy or wet snow, severe lightning, flooding, extreme heat, and straight-line wind events. Also included, are other conditions that produce widespread outages, high customer call volumes, extensive system damage, and a large number of circuit lockouts.

When any or all of the following actions are taken, Condition III “Red” is in effect:

- One or more Remote Dispatch Areas are mobilized to perform local damage assessments
- Foreign Crews are called in to augment the PSEG Long Island repair force
- One or more Remote Dispatch Areas are placed under ‘Local Operation Control’ to direct the repair operations on distribution feeders delegated to that dispatch area

Normally, the declaration of Condition III “Red” is made by the Operations Section Chief, after consulting with the Incident Commander. The Operations Section Chief is authorized to declare a Condition III “Red” response, in the absence of the Incident Commander.

This document shall be revised every 1 year or incrementally as significant changes occur.

5.2.3.2 Operations

The Operations organization is comprised of two groups, along with their support staff and resources.

The Operations and Survey Control group performs the following actions:

- 1) Manning and monitoring of substations
- 2) Surveying for damage assessment
- 3) Coordinating restoration activities divisionally and at Remote Dispatch Areas

The Crew Control group performs the following actions:

- 1) Mobilizes the response crews
- 2) Repairs the electrical system
- 3) Manages the Foreign and Contractor Crews

5.2.3.3 Additional Help

- 1) Rapid Survey

When sufficient damage affecting the distribution facilities of one or more substations has occurred or is anticipated, these circuits may require a Rapid Survey to be performed. Rapid Surveys are defined as a patrol of the main line 3-Phase distribution facilities, whereas the control of the system is maintained by the System Operations Department. Mobilization for Rapid Surveys may be immediate or scheduled at a subsequent time.

- 2) Securing Foreign Crews

When anticipated weather or damage assessment indicates that the restoration effort will exceed 48 hours using only PSEG Long Island crews, requests will be made to obtain Foreign Crews. The initial number of Foreign Crews requested will be based on the extent of damage predicted by the lockout information, and adjusted to account for other factors, such as storm track, timing, wind speed, accumulation of ice, etc. However, resources may be responding before damage assessment is complete.

The number of crews is modified in accordance with actual weather experienced and/or as damage assessments proceed and additional intelligence is gathered. Based on the severity of the outage and damage, additional manpower may be mobilized. These include damage assessors, wire watchers, and flood assessment personnel.

This document shall be revised every **1** year or incrementally as significant changes occur.

3) Remote Dispatch Areas Placed Under Local Operational Control

Remote Dispatch Areas placed under Local Operational Control provide compact geographic areas as reporting locations for Foreign Crews and localized dispatch operations. PSEG Long Island crews may also be assigned to Remote Dispatch Areas under Local Control. Grouping Foreign Crews from each company together within console areas is desirable because it provides a means for their own supervision to maintain better crew control. Protocols for decentralization are further detailed under Section 13.4.2, which expands upon Remote Dispatch Authority (RDA) and Remote Configuration Authority (RCA).

5.3 Storm Severity Matrix

PSEG Long Island's Storm Severity Matrix is a reference guide used for restoration planning and response operations. The Storm Severity Matrix, as depicted in Figure 5.2, incorporates PSEG Long Island's three storm levels and the anticipated result and/or operational action plan for each condition. The matrix is utilized as a guide in preparing and executing a response and can be adjusted based on other internal and external factors.

STORM LEVEL EMERGENCY CLASSIFICATION	CONDITION I – “WHITE”	CONDITION II – “BLUE”	CONDITION III – “RED”
Weather Conditions	Normal Weather Minor/Moderate Lightning Light/Moderate Snow Light/Moderate Winds	Tropical Storm, Nor’easter Severe Lightning Heavy Snow >6” with SLR <10:1; Ice Accretion >3/8”	Cat 1-3 Hurricane, Tropical Storm, Nor’easter, Major Ice Storm Heavy Snow >6” with SLR <5:1; Ice Accretion >1”
Sustained Wind Speeds (months)	<30 MPH (4/1 – 10/31) <45 MPH (11/1 – 3/31)	30 – 65 MPH (4/1 – 10/31) 45 – 75 MPH (11/1 – 3/31)	>65 MPH (4/1 – 10/31) >75 MPH (11/1 – 3/31)
Expected Customers Interrupted	<5,000	5,000 – 115,000	>115,000
Expected Damage	Minimal to Minor	Moderate; Isolated	Severe; Widespread
Expected Restoration Duration	N/A	1 – 3 Days	4+ Days
OMS Incidents *	Up to 75 per Division	75 – 475 per Division	>475 per Division
Manpower	Division handles storm with normal staffing	Division handles storm with additional internal staffing; Construction and Survey consoles activated; Potential increased use of local contractors or Mutual Assistance	Full activation of Restoration Organization; Mutual Assistance mobilized and/or activated; North Atlantic Mutual Assistance Group (NAMAG) or National Response Event (NRE) engaged
Line FTEs beyond PSEG Long Island	0	Up to 75 per Division	75 – 500 per Division
Mutual Assistance Commitment	None	1 Day Prior	2 – 4 Days Prior
Manpower – Damage Assessment	Division	Division Console	Division Console Substations Supplemented with Mutual Assistance and Contractors
Restoration Procedures	Normal Cut/Clear	Cut/Clear Dispatch Authority	Cut/Clear Dispatch Authority Local Control
Emergency Planning (EP) Team	No	Partial Activation	Full Activation of Planning Section
Estimated Times of Restoration (ETR)	Default	Default with Weather Multiplier	Per DPS Guidelines
Foreign Crew Processing Team	Normal	Partial Activation: Crew Processing Team Crew Reception Site	Full Action of FCP Team and Reception Site
Logistics & Materials Operations	Normal	Storerooms Open 24x7	Full activation of Logistics Support Center (LSC)
Fleet Operations	Normal	Garages Open 24x7	Full activation of Logistics Support Center (LSC)
Corporate Communications	Normal	Monitoring – Partial activation	Full activation of Corporate Communications Center
Customer Operations	Normal	Monitoring – Partial activation	Full activation
County, State, Municipality Staffing	Normal	Soft Activation (as required)	Full activation

*OMS Incidents include both outage and non-outage jobs

Figure 5.2 – Storm Severity Matrix

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

6. PRIORITY MATRIX GUIDELINES

PSEG Long Island understands the challenges and potential disruption to its customers' lives that result from electrical outages, and strives to restore power to all customers in the quickest and safest manner possible. In support, PSEG Long Island utilizes a priority matrix system, during both normal and emergency operations, which provides for an efficient approach to restore electrical outages. All outages are prioritized using a variety of factors including, but not limited to, customer type (i.e., criticality of facility), number of affected customers, and outages involving emergency or safety conditions.

6.1 Normal Conditions

During normal working conditions, all outage work tickets are first analyzed by the grouping algorithms of the OMS and then reviewed by dispatch personnel. A determination is then made, as to the job priority for restoring electrical service on the distribution system. Work is then assigned in accordance with the following set of general priorities:

- 1) Eliminating unsafe conditions
- 2) Restoring distribution system lockouts
- 3) Proceeding so that each hour of work will return the maximum number of customers to service

Furthermore, pending jobs are then assigned priority classifications, as listed in Figure 6.1. These classifications are designed to aid in achieving dispatch and restoration goals. Assigning jobs using the Priority Matrix maximizes the restoration effectiveness, while ensuring that restoration time is minimized. Utilizing this Priority Matrix, PSEG Long Island strives to restore the largest number of affected customers in the most timely and efficient manner.

CODE	DESCRIPTION	EXPLANATION	NORMAL ASSIGNMENT
LO ASU	Lockout (LO) Automatic Sectionalizing Units (ASU) Lockout	First fault on switchable 3-Phase primary main line locked out feeder (protected by the substation breaker or an ASU)	Electric Service Personnel or Overhead Line Crews
AAA	Main Line Primary Down With Outage	Any 3-Phase switchable primary main line which is unfused (protected by the substation breaker or Automatic Circuit Reclosers (ACR))	Overhead Line Crews, Foreign Utility Crews, or Contractor Primary Crews
AA	Branch Line Primary Down With Outage Primary Transformer Tap	Any fused circuit tap or extension (1-Phase, 2-Phase, 3-Phase, switchable) or a field determination is made that the primary transformer tap is off.	Overhead Line Crews, Foreign Utility Crews, or Contractor Primary Crews
A	Secondary Down	Used when outage confined around secondary bus with a report of wire down (Note: If no outage, job is assigned a "D" priority)	Two-Man Makeup Crews, Overhead Line Crews, Foreign Utility Crews, or Contractor Primary Crews
B	Line Fuse Blown or Check Line Fuse	Used when outage pattern shows customers affected downstream side of fuse and not confined to a single secondary bus system.	Electric Service Personnel (some Two-Man Makeup Crews can refuse cutouts)
C	Check Transformer or Reset Transformer or Replace Transformer	Used when multiple customers affected and confined to the same secondary bus with no reported wire down.	Electric Service Personnel or Two-Man Makeup Crews
S S-WDPB	Single Single – Wire Down Pole- Building	Any individual customer affected and not associated with another customer or interruption.	Electric Service Personnel or Two-Man Makeup Crews

Figure 6.1 – Priority Matrix

PSEG Long Island also places additional emphasis on critical facilities and other vital service locations. Critical facility customers, first responder organizations, and other vital sites, such as airports, hospitals, and water treatment plants are assigned the highest level of importance. As shown in Figure 6.2, PSEG Long Island adheres to the following Critical Facility Levels, in accordance with New York State (NYS) DPS guidelines when executing restoration operations.

Critical Facility Levels

Critical Facility Level 1 - These facilities provide services critical to public health and safety:

- Hospitals and Emergency Medical Facilities
- Emergency Shelters and Cooling Centers
- Fire, Police, Paramedics, and Rescue Facilities
- Emergency Management Offices
- Water pumping stations and Wastewater treatment plants
- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, electric drawbridges, ferry terminals, major rail facilities/rectifier stations)
- Airports
- Military Bases
- Critical Flood Control Structures

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

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

Critical Facility Level 3 - These facilities provide some public services and may include some of the same type of facilities described in Level 2 depending on the event type, but are considered to some extent less critical 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

Figure 6.2 – Critical Facility Levels

This document shall be revised every **1** year or incrementally as significant changes occur.

6.2 Storm Conditions

Priority Matrix and Critical Facility Level protocols are consistent in both normal and storm condition operations. If the storm damage is so severe that all available construction forces cannot cover the entire volume of the T&D system damage locations, PSEG Long Island's restoration efforts will focus on the major prioritization objectives listed below:

- 1) Responding with appropriate resources to address emergency and life threatening conditions
- 2) Clearing downed wires to facilitate prompt clearing of public hazards and opening critical transportation corridors
- 3) Coordinating with municipalities to open critical roadways by clearing and/or de-energizing electric hazards (Make Safe To Clear (MSTC)) that prevent the removal of downed and/or damaged trees
 - a) This coordination also pertains to the removal of electric hazards from Long Island Rail Road (LIRR) transportation "Right-of-Ways"
- 4) Restoring PSEG Long Island Transmission Lines and Substation Facilities
 - a) Emphasis is placed on restoration of service to PSEG Long Island Transmission Lines feeding substations experiencing a "loss of supply"
- 5) Restoring feeder breaker lockouts to restore large numbers of customers
- 6) Restoring Critical Infrastructure/Facilities/Customers
 - a) Service will be restored to critical service locations and facilities as quickly as possible. These circuits and locations are placed at the top of the restoration priority.
- 7) Communicating with Customers and Key Stakeholders
 - a) It is vital that early and accurate communication of system conditions be made known, and that continuous updating occurs as storm restoration activities continue. It is essential that customers be kept informed of the status of restoration (i.e., global, regional, and localized ETRs).
- 8) Minimum Restoration Time
 - a) Plans have been formulated to complete restoration efforts on all interrupted customers, following a severe storm, as quickly as possible. Restoration efforts will be prioritized in the following manner:
 - i) Larger area outages
 - ii) Smaller area outages
 - iii) Individual house services

This document shall be revised every **1** year or incrementally as significant changes occur.

7. OUTAGE MANAGEMENT SYSTEM (OMS)

PSEG Long Island's OMS is a vendor-provided solution that is hosted in the PSEG Long Island Corporate Data Center. The system consists of OMS applications, mobile applications, Geographic Information System (GIS) integration, Enterprise Reporting, and Business Intelligence (BI), and interfaces to external systems.

The OMS is intended to help meet the ever-increasing expectations of customers and regulators by significantly improving PSEG Long Island's ability to identify and manage outage conditions, as well as maximizing the effectiveness of repair crews. This system also significantly improves the outage and restoration information available to Customer Service Representatives (CSR), system operators, customers, municipal and elected officials, and other key stakeholders. In addition, the following benefits continue to be realized as a result of the CGI OMS at PSEG Long Island:

OMS Benefits:

- Accurate and timely ETRs
- Efficiency and expediency when deploying utility crews and resources
- Situational awareness and timely status updates
- Accuracy in the identification of outage locations through a "Connected Model" analysis system
- Coordinated information flow between customers and dispatch personnel and/or restoration crews
- Prioritization of outages and response times
- Decision-making through additional informational tools

OMS Capabilities:

- Connectivity-based outage prediction and management
- Fully integrated platform for all job types, crew types, and referral work
- Ability for sorting, filtering, and viewing work
- Ability for users to create their own custom views
- Integrated graphical display and management of jobs and crews
- SAS Visual Analytics reporting tool allows for user-generated self-service ad-hoc reporting and data analysis

This document shall be revised every **1** year or incrementally as significant changes occur.

7.1 Outage Management System (OMS) Tools

CGI's OMS, now in use at PSEG Long Island, is a Commercial Off The Shelf (COTS) software solution. PragmaLINE OMS is used by utilities ranging in size from 68,000 to 4.6 million customers. CGI's outage management product has proven scalable for electric, gas, and water utility providers.

The transition to a mature, proven, and comprehensive CGI Outage Management Solution (CGI OMS System and PSE&G Storm Management Process) for PSEG Long Island has a useful record of success by PSE&G for 12+ years and includes:

- Storm restoration process changes
- Accurate outage detection
- Integrated data analysis and reporting
- Improved crew management
- Work order updates
- Outage communications

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

Figure 7.1 details the OMS flow chart and how it interrelates with its operational system tools and features. It also specifies the informational flow and its corresponding inputs, outputs, and operators.

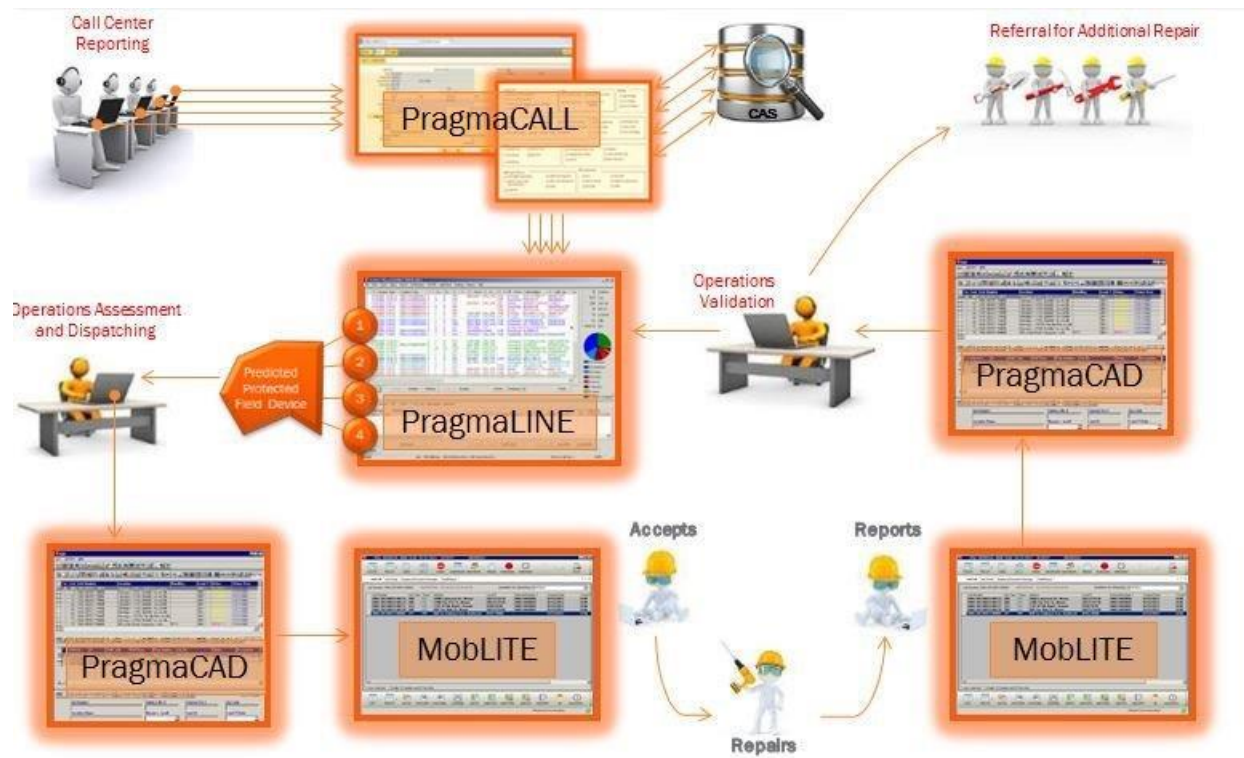


Figure 7.1 – OMS Flow Chart

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

7.1.1 PragmaLINE

PragmaLINE manages the entire outage restoration lifecycle, from initial detection to full restoration, including the following:

1) Incident Management

This module provides intelligent analysis of call and incident information received from customer information and IVR systems, as well as telemetry data from other sources. This includes Supervisory Control and Data Acquisition (SCADA) from substation distribution feeder breakers and Distribution Automation Supervisory Switches, such as ASUs and ACRs. Figure 7.2 shows the main Incident Manager Job List.

Job Number (REV)	Attach	Creation Date	E.C.	E. Cell Type	E. Job Type	E. Job Type Descr	E. Priority	E. PROT SE	Phase	E. Job Status	Caller Address	Caller Super Street	E. G
ESD-2014003-0026		10/3/2014 10:30:15	90791	OUT	222	AREA OUT	OUT EMER	FDIS_OR	A	Energized (Servi)			
ESD-2014006-0004		10/6/2014 09:32:32	94764	OUT	200	SCADA OPEN	NO-LOCKOUT	W009	ABC	Energized (Servi)			
ESD-2014006-0007		10/6/2014 10:40:01	939941	OUT	222	AREA OUT	B-Bloom Line Fuse	FDIS_OR	B	Energized (Servi)			
ESD-2014006-0010		10/6/2014 14:14:31	92807	OUT	222	AREA OUT	B-Bloom Line Fuse	FDIS_OR	B	Energized (Servi)			
ESD-2014008-0002		10/8/2014 10:53:31	458280	OUT	100	S-Single	OUT EMER	SRV_PT	A	Unassigned			
ESD-2014008-0002		10/8/2014 14:19:49	708945	OUT	222	AREA OUT	OUT EMER	SRV_PT	ABC	Energized (Servi)			
ESD-2014009-0008		10/8/2014 13:52:11	92807	OUT	100	NO POWER	B-Bloom Line Fuse	FDIS_OR	C	Partially Complete			
ESD-2014009-0005		10/9/2014 17:56:25	728944	OUT	222	OTHER (WITH COMMENTS)	NO-LOCKOUT	SRV_PT	ABC	Energized (Servi)			
ESD-2014010-0001		10/9/2014 10:16:05	458280	CUST	500	OTHER (WITH COMMENTS)	NO-LOCKOUT	SRV_PT	A	Unassigned			
ESD-2014010-0001		10/9/2014 13:52:11	92807	OUT	100	OTHER (WITH COMMENTS)	NO-LOCKOUT	SRV_PT	C	Unassigned			
ESD-2014010-0001		10/10/2014 08:10:24	78702	OUT	100	AAA-Main Line Pri	OUT EMER	SRV_PT	B	Partially Complete			
ESD-2014010-0001		10/10/2014 08:10:24	728944	OUT	222	OTHER (WITH COMMENTS)	NO-LOCKOUT	SRV_PT	ABC	Partially Complete			
ESD-2014010-0001		10/10/2014 08:47:53	87704	OUT	222	AREA OUT	PT-Planned Int	SRV_PT	C	Unassigned			
ESD-2014010-0001		10/13/2014 13:54:53	92807	OUT	100	NO POWER	OUT EMER	SRV_PT	A	Energized (Servi)			
ESD-2014010-0002		10/13/2014 13:58:14	92807	OUT	100	NO POWER	OUT EMER	SRV_PT	A	Energized (Servi)			
ESD-2014010-0003		10/13/2014 15:10:12	92807	OUT	100	NO POWER	OUT EMER	SRV_PT	B	Energized (Servi)			

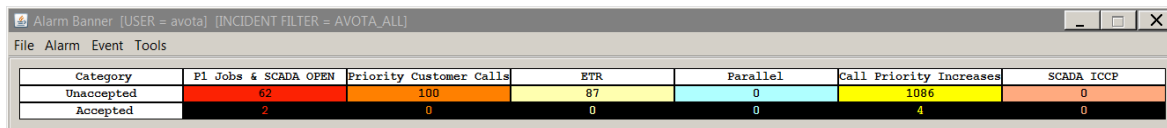
Figure 7.2 – PragmaLINE Incident Manager Job List

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

2) Alarm and Event Management Module

This module provides dispatch operators with alerts and notifications configured to match their areas of interest. Figure 7.3 shows the Alarm and Event Manager and the six categories of alarms. Some of the areas of interest for alarm management are SCADA outages and Priority 1 calls, jobs containing calls from priority customers, and jobs with approaching and/or expired ETRs.

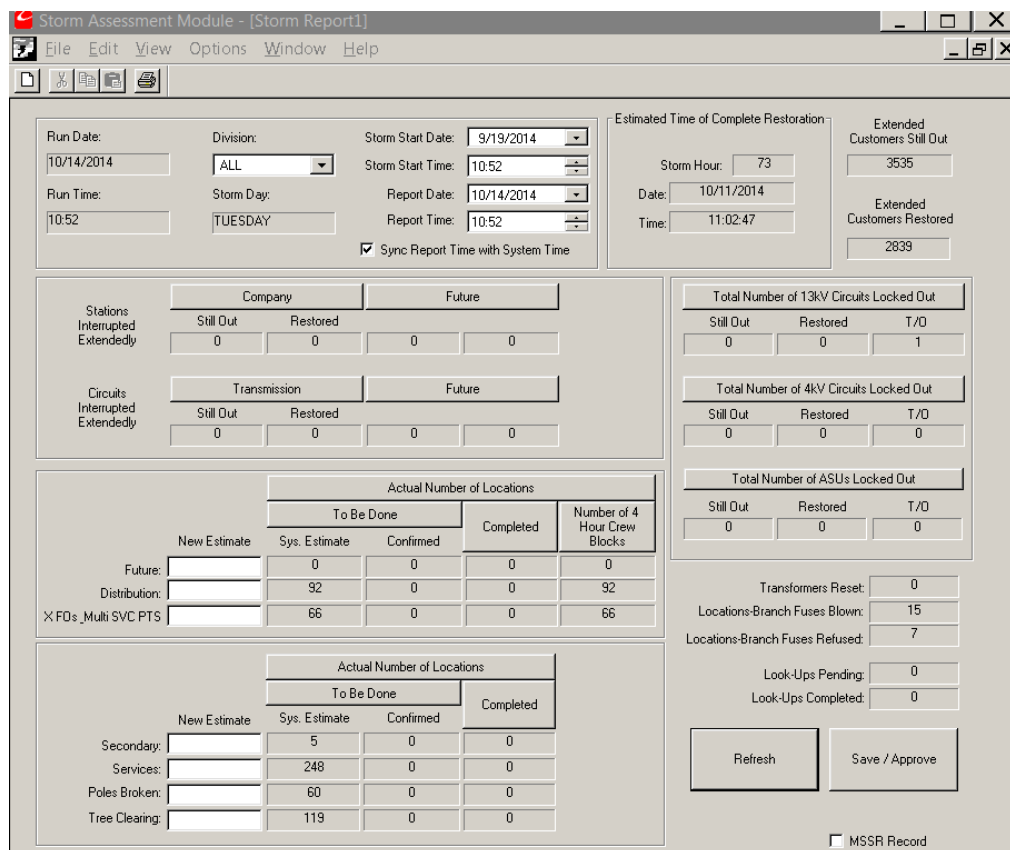


Category	P1 Jobs & SCADA OPEN	Priority Customer Calls	ETR	Parallel	Call Priority Increases	SCADA ICCP
Unaccepted	62	100	87	0	1086	0
Accepted	2	0	0	0	4	0

Figure 7.3 – Alarm and Event Manager

3) Storm Assessment Module

This module displays a summarized state of affairs for storm outages and damage to help prioritize repairs (see Figure 7.4).



Storm Assessment Module - [Storm Report1]

File Edit View Options Window Help

Run Date: 10/14/2014 Division: ALL Storm Start Date: 9/19/2014 Storm Start Time: 10:52 Report Date: 10/14/2014 Report Time: 10:52 Sync Report Time with System Time ☒

Estimated Time of Complete Restoration: Storm Hour: 73 Date: 10/11/2014 Time: 11:02:47 Extended Customers Still Out: 3535 Extended Customers Restored: 2839

Company		Future	
Still Out	Restored	Still Out	Restored
0	0	0	0

Transmission		Future	
Still Out	Restored	Still Out	Restored
0	0	0	0

Actual Number of Locations				
New Estimate	To Be Done		Completed	Number of 4 Hour Crew Blocks
	Sys. Estimate	Confirmed		
Future:	0	0	0	0
Distribution:	92	0	0	92
X F0s_Multi SVC PTS	66	0	0	66

Actual Number of Locations			
New Estimate	To Be Done		Completed
	Sys. Estimate	Confirmed	
Secondary:	5	0	0
Services:	248	0	0
Poles Broken:	60	0	0
Tree Clearing:	119	0	0

Total Number of 13kV Circuits Locked Out		
Still Out	Restored	T/O
0	0	1

Total Number of 4kV Circuits Locked Out		
Still Out	Restored	T/O
0	0	0

Total Number of ASUs Locked Out		
Still Out	Restored	T/O
0	0	0

Transformers Reset: 0
Locations-Branch Fuses Blown: 15
Locations-Branch Fuses Refused: 7
Look-Ups Pending: 0
Look-Ups Completed: 0

Refresh Save / Approve

☐ MSSR Record

Figure 7.4 – Storm Assessment Module's User Interface

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

4) Event Replay

This module simulates large-scale outage events and re-creates past outage conditions from archived data for operator training, performance testing, and post-event analysis. Simulated storm events may be created ad hoc, or based on an interactive query and selection of past high-volume call and outage events (see Figure 7.5).

The screenshot shows the 'EventReplay' application window. It has a menu bar with 'Storm', 'District', 'Create Calls From District', 'Create Calls From Circuit', and 'PlayBack'. Below the menu bar is a file path field: '\\Client\H\$\Event Replay\16K calls stress load runner test 062614.mdb', with a 'Browse' button. The main area contains two tables. The first table lists call data with columns: Call ID, Call Type, Clue Cd, Call DT, Dist No, and Premise Cust ID. The second table is empty with columns: Device ID, Equip Strn No, Operation, Creation DateTime, and Circuit. At the bottom, there are input fields for 'Start DT' (06/26/2014 07:05:33), 'End DT' (06/26/2014 15:00:27), 'Storm ID' (0), 'Affected District' (1 (Queens - Nas)), '# Calls' (16162), 'Transactions' (# 0), and 'Total Duration' (07:54:54). There are 'Reset', 'Start', and 'Close' buttons.

Call ID	Call Type	Clue Cd	Call DT	Dist No	Premise Cust ID
2006443968	OUT	100	06/26/2014 07:05:33	2 (Centr...	
2006443989	OUT	099	06/26/2014 07:06:10	1 (Quee...	
2006443990	OUT	100	06/26/2014 07:06:13	2 (Centr...	
2006443970	OUT	099	06/26/2014 07:06:49	2 (Centr...	
2006443971	OUT	099	06/26/2014 07:07:01	2 (Centr...	
2006443972	OUT	100	06/26/2014 07:07:14	2 (Centr...	
2006443973	OUT	099	06/26/2014 07:08:11	2 (Centr...	
2006443974	OUT	098	06/26/2014 07:08:29	3 (West...	

Device ID	Equip Strn No	Operation	Creation DateTime	Circuit

Start DT: 06/26/2014 07:05:33 Storm ID: 0 # Calls: 16162

End DT: 06/26/2014 15:00:27 Affected District: 1 (Queens - Nas) Transactions: # 0

Total Duration: 07:54:54

Buttons: Reset, Start, Close

Figure 7.5 – Event Replay Module’s User Interface

7.1.2 PragmaCAD

1) Centralized Dispatch

This module manages all types of fieldwork, from routine to complex, including trouble/outage, service, maintenance, repair, inspection, and construction. PragmaCAD provides a graphical toolset that includes interactive views of the work order process, as well as centralized, real-time monitoring of mobile field personnel (see Figures 7.6 and 7.7).

2) Field Communication

This module streamlines fieldwork order management by providing field resources with remote access to critical information. Field personnel can receive, accept, update, and complete work orders, while maintaining process and data consistency during the work order lifecycle.

Job List (415)																						
No	Job	Code	Category	Detail	Job Type	Job Description	Job Number	Creation Date	Creation Time	Priority	# In	# Out	Status	Status Date	Status Time	Calcs/Volts	Info Address	Last Date	Crew Count	Referral Gap	Time Unit Due	Est
1	4	ES-BLUE	34291	SCADA OPEN	ESD	INTERMEDIATE RESPONSE PRIOR	ESD-20141008-0004	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
2	4	ES-BLUE	34292	SCADA OPEN	ESD	LOCKOUT	ESD-20141008-0005	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
3	4	ES-BLUE	34293	SCADA OPEN	ESD	Planned	ESD-20141008-0006	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
4	4	ES-BLUE	34294	SCADA OPEN	ESD	Planned	ESD-20141008-0007	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
5	4	ES-BLUE	34295	SCADA OPEN	ESD	Planned	ESD-20141008-0008	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
6	4	ES-BLUE	34296	SCADA OPEN	ESD	Planned	ESD-20141008-0009	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
7	4	ES-BLUE	34297	SCADA OPEN	ESD	Planned	ESD-20141008-0010	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
8	4	ES-BLUE	34298	SCADA OPEN	ESD	Planned	ESD-20141008-0011	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
9	4	ES-BLUE	34299	SCADA OPEN	ESD	Planned	ESD-20141008-0012	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
10	4	ES-BLUE	34300	SCADA OPEN	ESD	Planned	ESD-20141008-0013	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
11	4	ES-BLUE	34301	SCADA OPEN	ESD	Planned	ESD-20141008-0014	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
12	4	ES-BLUE	34302	SCADA OPEN	ESD	Planned	ESD-20141008-0015	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
13	4	ES-BLUE	34303	SCADA OPEN	ESD	Planned	ESD-20141008-0016	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
14	4	ES-BLUE	34304	SCADA OPEN	ESD	Planned	ESD-20141008-0017	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
15	4	ES-BLUE	34305	SCADA OPEN	ESD	Planned	ESD-20141008-0018	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
16	4	ES-BLUE	34306	SCADA OPEN	ESD	Planned	ESD-20141008-0019	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
17	4	ES-BLUE	34307	SCADA OPEN	ESD	Planned	ESD-20141008-0020	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
18	4	ES-BLUE	34308	SCADA OPEN	ESD	Planned	ESD-20141008-0021	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
19	4	ES-BLUE	34309	SCADA OPEN	ESD	Planned	ESD-20141008-0022	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
20	4	ES-BLUE	34310	SCADA OPEN	ESD	Planned	ESD-20141008-0023	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
21	4	ES-BLUE	34311	SCADA OPEN	ESD	Planned	ESD-20141008-0024	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
22	4	ES-BLUE	34312	SCADA OPEN	ESD	Planned	ESD-20141008-0025	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
23	4	ES-BLUE	34313	SCADA OPEN	ESD	Planned	ESD-20141008-0026	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
24	4	ES-BLUE	34314	SCADA OPEN	ESD	Planned	ESD-20141008-0027	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
25	4	ES-BLUE	34315	SCADA OPEN	ESD	Planned	ESD-20141008-0028	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
26	4	ES-BLUE	34316	SCADA OPEN	ESD	Planned	ESD-20141008-0029	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
27	4	ES-BLUE	34317	SCADA OPEN	ESD	Planned	ESD-20141008-0030	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
28	4	ES-BLUE	34318	SCADA OPEN	ESD	Planned	ESD-20141008-0031	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
29	4	ES-BLUE	34319	SCADA OPEN	ESD	Planned	ESD-20141008-0032	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
30	4	ES-BLUE	34320	SCADA OPEN	ESD	Planned	ESD-20141008-0033	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
31	4	ES-BLUE	34321	SCADA OPEN	ESD	Planned	ESD-20141008-0034	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
32	4	ES-BLUE	34322	SCADA OPEN	ESD	Planned	ESD-20141008-0035	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
33	4	ES-BLUE	34323	SCADA OPEN	ESD	Planned	ESD-20141008-0036	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
34	4	ES-BLUE	34324	SCADA OPEN	ESD	Planned	ESD-20141008-0037	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
35	4	ES-BLUE	34325	SCADA OPEN	ESD	Planned	ESD-20141008-0038	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
36	4	ES-BLUE	34326	SCADA OPEN	ESD	Planned	ESD-20141008-0039	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
37	4	ES-BLUE	34327	SCADA OPEN	ESD	Planned	ESD-20141008-0040	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
38	4	ES-BLUE	34328	SCADA OPEN	ESD	Planned	ESD-20141008-0041	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
39	4	ES-BLUE	34329	SCADA OPEN	ESD	Planned	ESD-20141008-0042	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
40	4	ES-BLUE	34330	SCADA OPEN	ESD	Planned	ESD-20141008-0043	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
41	4	ES-BLUE	34331	SCADA OPEN	ESD	Planned	ESD-20141008-0044	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
42	4	ES-BLUE	34332	SCADA OPEN	ESD	Planned	ESD-20141008-0045	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
43	4	ES-BLUE	34333	SCADA OPEN	ESD	Planned	ESD-20141008-0046	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
44	4	ES-BLUE	34334	SCADA OPEN	ESD	Planned	ESD-20141008-0047	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
45	4	ES-BLUE	34335	SCADA OPEN	ESD	Planned	ESD-20141008-0048	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
46	4	ES-BLUE	34336	SCADA OPEN	ESD	Planned	ESD-20141008-0049	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
47	4	ES-BLUE	34337	SCADA OPEN	ESD	Planned	ESD-20141008-0050	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
48	4	ES-BLUE	34338	SCADA OPEN	ESD	Planned	ESD-20141008-0051	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
49	4	ES-BLUE	34339	SCADA OPEN	ESD	Planned	ESD-20141008-0052	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
50	4	ES-BLUE	34340	SCADA OPEN	ESD	Planned	ESD-20141008-0053	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
51	4	ES-BLUE	34341	SCADA OPEN	ESD	Planned	ESD-20141008-0054	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
52	4	ES-BLUE	34342	SCADA OPEN	ESD	Planned	ESD-20141008-0055	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
53	4	ES-BLUE	34343	SCADA OPEN	ESD	Planned	ESD-20141008-0056	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
54	4	ES-BLUE	34344	SCADA OPEN	ESD	Planned	ESD-20141008-0057	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
55	4	ES-BLUE	34345	SCADA OPEN	ESD	Planned	ESD-20141008-0058	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
56	4	ES-BLUE	34346	SCADA OPEN	ESD	Planned	ESD-20141008-0059	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
57	4	ES-BLUE	34347	SCADA OPEN	ESD	Planned	ESD-20141008-0060	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
58	4	ES-BLUE	34348	SCADA OPEN	ESD	Planned	ESD-20141008-0061	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
59	4	ES-BLUE	34349	SCADA OPEN	ESD	Planned	ESD-20141008-0062	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0	000:00:00	
60	4	ES-BLUE	34350	SCADA OPEN	ESD	Planned	ESD-20141008-0063	10/08/2014	09:22:27	0	0	0	RECEIVED	10/15/2014	10:22:34				0	0		

7.1.3 PragmaCALL

Web-based call taking is utilized by CSRs accessing the system via an intranet web browser. CSRs and other employees can submit customer outage and service calls, inquire about status for existing calls (ETRs, power restored, etc.), and search incidents with a 'view-only' version of the PragmaLINE Incident Manager (see Figure 7.8).

The figure consists of two screenshots of the PragmaCALL web application. The top screenshot shows the 'Search' screen with a search bar and a form for entering customer information. The bottom screenshot shows the 'Call Taking' screen with a form for entering call details, including call taker ID, call date, call time, call code, and various checkboxes for outage/emergency, location, wire/tree, transformer, and other details.

Figure 7.8 – PragmaCALL Call Taking Module (Top: Search Screen; Bottom: Call Taking Screen)

This document shall be revised every 1 year or incrementally as significant changes occur.

7.1.4 PragmaGEO Map Views

1) Geospatial Displays

This module provides digital representations of real-world network conditions to help prevent and quickly respond to outages. Distribution network connectivity is displayed on a geographically-referenced land base, which is enhanced by GIS information supplied by PSEG Long Island. Map icons display customer calls, jobs, and crews in a geo-referenced context (see Figure 7.9).

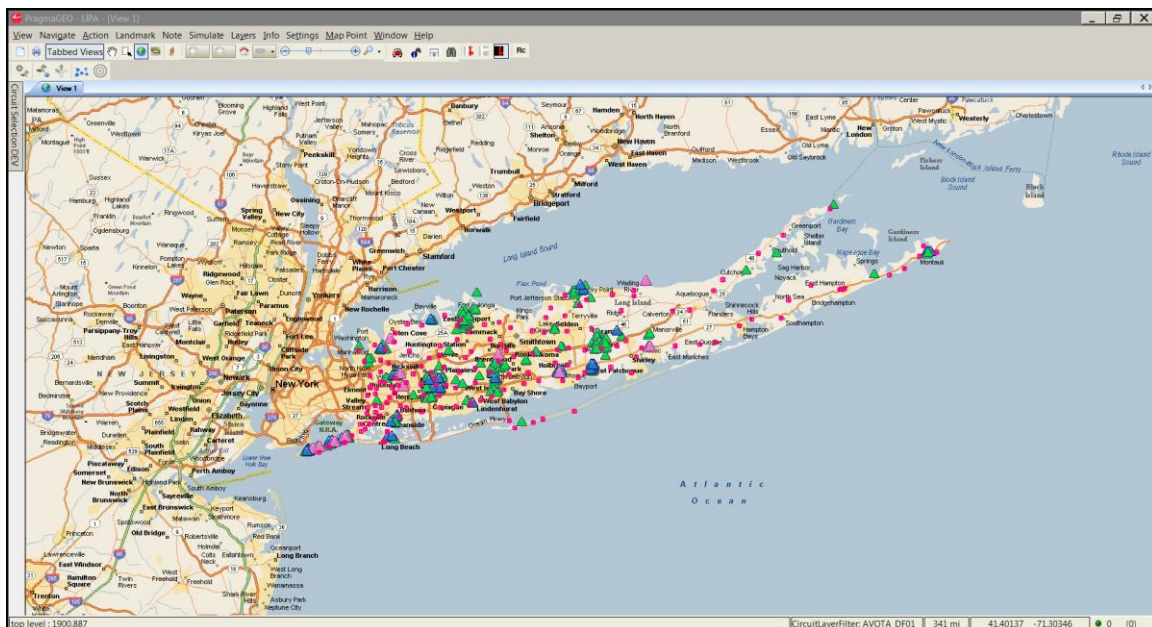


Figure 7.9 – PragmaGEO Map View Long Island Overview with Outage Markers

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

7.1.5 MOBLITE

The PragmaCAD MDTs are currently deployed in the Electric Service Department's Emergency Service personnel single bucket trucks. There are approximately 120 vehicles equipped with MDTs, running the MOBLITE software application. MOBLITE is used by the emergency service personnel, who are the first responders to outages and emergency calls, such as wire down calls on normal days and during storm conditions.

PSEG Long Island's Meter Services Department also utilizes approximately 150 MDT equipped vehicles. Meter Services uses the terminals for daily normal operations and can utilize them during restoration events for roles that can include: transmission inspections, system surveys, and flood response. The MDTs have access to many of the same OMS tools available to office personnel, such as the GIS Viewer and PragmaCALL (see Figure 7.10).

Beginning in late 2016, an additional 320 users from the OH/UG Lines and SPT departments will begin utilizing MDTs for outage restoration work. This is a phased in approach to eventual full day-to-day use in those departments planned for 2018.

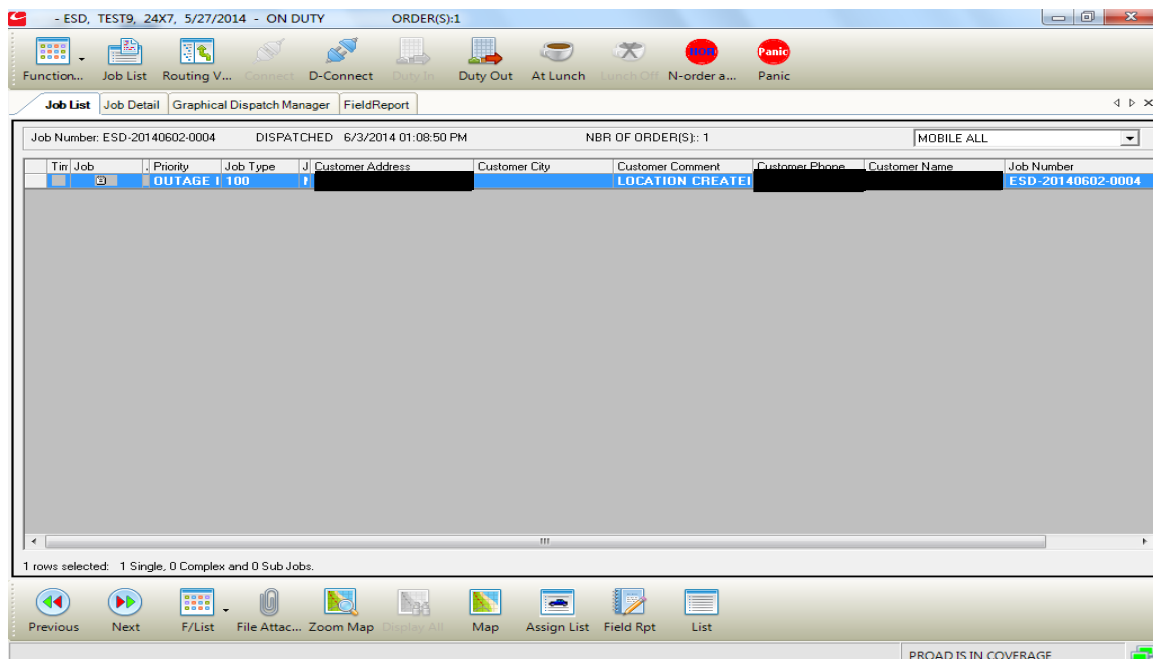


Figure 7.10 – MOBLITE Mobile Data Terminal Job List

7.2 Other OMS Related Applications

In addition to the CGI of OMS applications, OMS is supported by additional ancillary applications that aid in the day-to-day and storm operations. These include ESRI GIS Viewer application and SAS Visual Analytics (VA) Reporting and BI tools.

7.2.1 Geographic Information System (GIS) Viewer

The electric network model used in the OMS is sourced from GIS data from the PSEG Long Island GIS. This electric network model and GIS land base are available to all users, via an Intranet-based web browser that supports various base maps, land base, and electric layers.

The GIS Viewer supports the following electric network model layers:

- Transmission
- Primary
- Secondary
- Underground

The GIS Map Viewer (see Figure 7.11) supports the following land base layers:

- Grid (an overview layer of the company's legacy grid coordinate system)
- Village (an overview layer showing the geographic boundaries of the individual villages)
- Division (an overview layer showing the geographic boundaries of the four service divisions)
- Parcel (an overview layer showing the geographic boundaries of a section or area of land)
- PSEG Long Island land base (static layer with equipment (i.e., poles))

The GIS Viewer supports the following base maps:

- Streets
- Imagery (aerial photos)
- Gray canvas (map with light gray background color for increased contrast for viewing overlays)

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

The GIS Viewer supports various tools to search for locations by street address, equipment by grid number or latitude/longitude coordinates, device name/number, and equipment type. The GIS Viewer also supports a “Find My Location” function that can show the user’s location based on Global Positioning System (GPS) or geo-location data, and can zoom into the user’s current location on the map. A related records view allows a user to see information about the customer(s) attached to various service points on the network.

The GIS Viewer is designed to easily integrate a piece of equipment on the electric network model and present key data about that asset in an information box. The geographic location and other asset related data, presented in those information boxes, is readily transferrable to OMS Field Reports, via standard Windows’ Operating System “Cut/Paste” operations.

The GIS Viewer has support tools that allow a user to annotate on a map, and produce a map of the area. This map indicates damaged assets that are in need of repair, in order to restore electric service or make other repairs to the electric network. These maps can be printed to Portable Document Format (PDF) and attached as electronic files, that can be forwarded with the OMS job order to MDT-equipped mobile users. The maps can also be accessed, as attachments, by other Storm Crew Dispatchers that may be dispatching non-mobile repair crews. The GIS Viewer maps can also be sent to printers for a printed hardcopy output. These internal maps are ultimately used for dispatching crews, work planning, and managing outages overall.

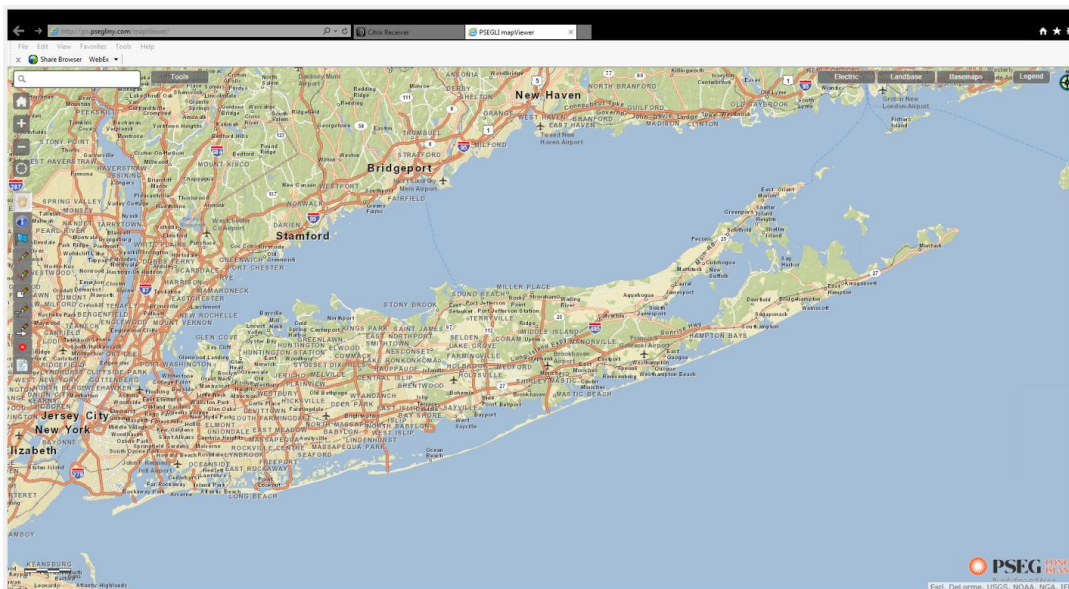


Figure 7.11 – GIS Map Viewer

This document shall be revised every 1 year or incrementally as significant changes occur.

7.2.2 SAS Visual Analytics (VA)

Reporting and BI for the OMS is provided by the SAS VA suite of products. The SAS reports are available to all OMS users and other key stakeholders throughout PSEG Long Island. They can be accessed via an intranet web browser and are available to authorized users. Most OMS users and company employees can access ‘view-only’ versions of the OMS reports (see Figure 7.12).

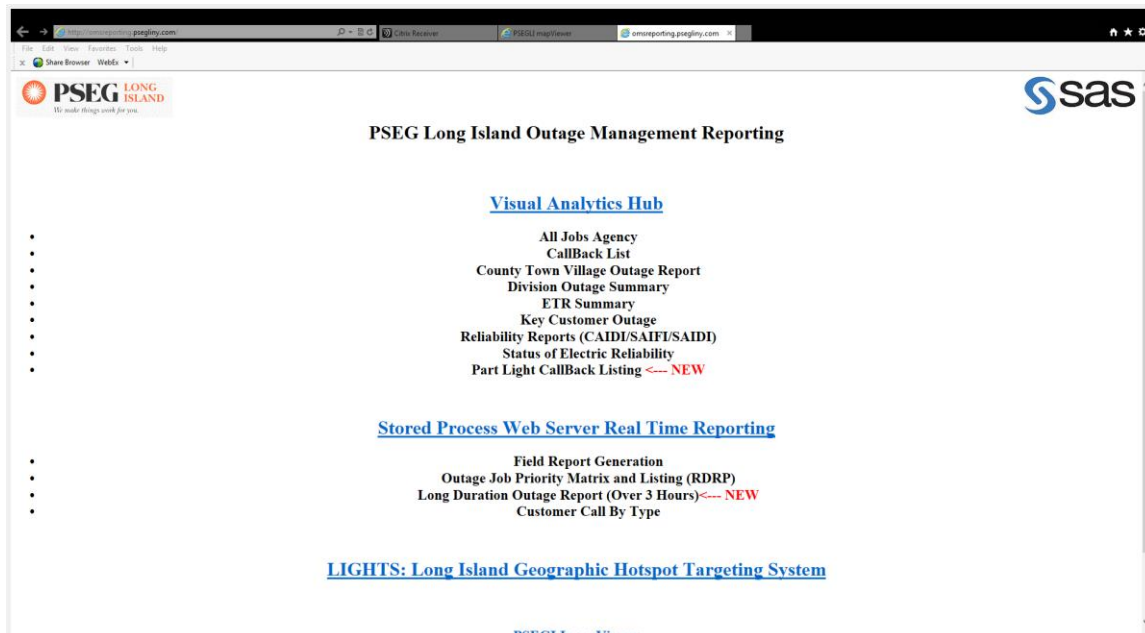


Figure 7.12 – SAS OMS Reports Landing Page

SAS Stored Process Web Server supports near real-time reports. These reports are usually of a fixed format, and allow the user to select from a few preset input parameters, such as Date Range, Division, Job Types, etc. (see Figure 7.13).

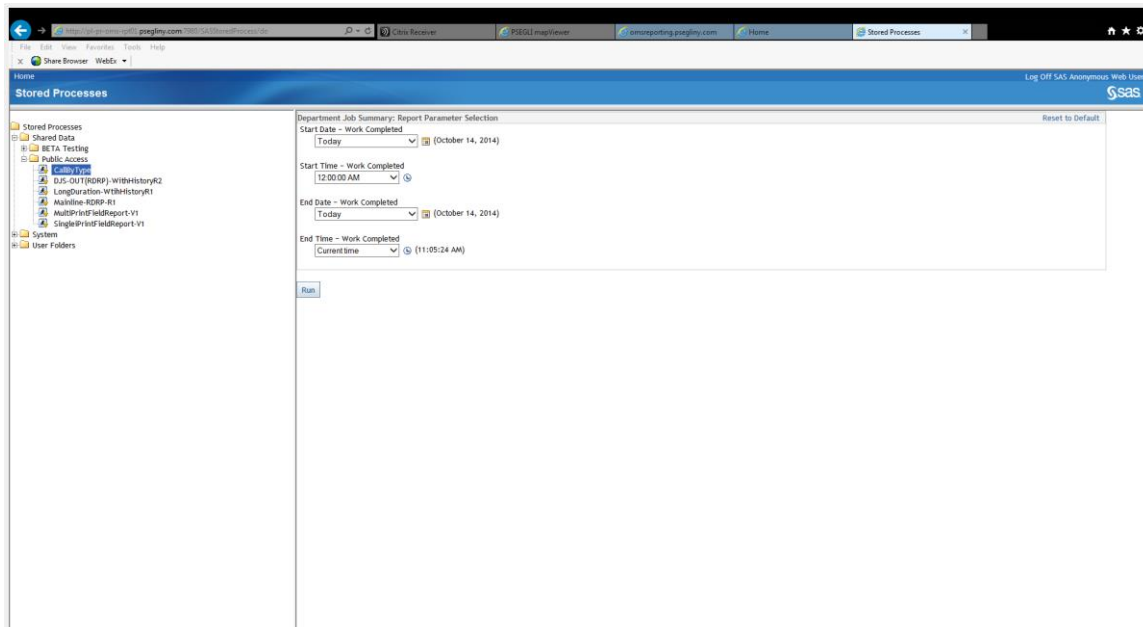


Figure 7.13 – SAS Stored Processes OMS Reporting Screen

SAS VA OMS Reporting Hub (see Figure 7.14) uses fifteen minute delayed data, and allows for a more interactive user experience. The user can make multiple selections, drill down from a high-level geographical based hierarchy, and add or remove report criteria, as they navigate.

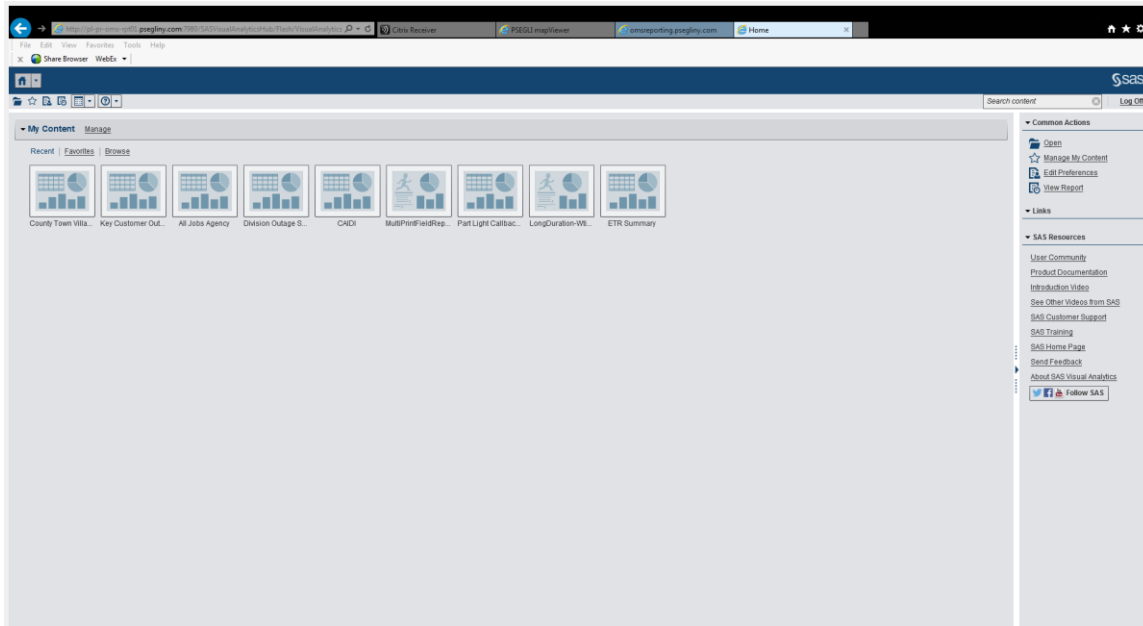


Figure 7.14 – SAS VA OMS Reporting Hub

7.2.2.1 Key Reports to Support Outage Management

Some of the key reports available from the SAS Stored Process Web Server are:

- Field report generation (printing of completion records and field damage reports)
- Outage Job Priority Matrix and Listings (summary of outages by outage priority/customers out)
- Long Duration Outage Report (over 3 hours)
- Customer Calls by type (summary of calls for outages, non-outages, emergencies, tree trim, etc.)

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

Some of the key reports available from the SAS VA Hub Reporting Tool are:

- All Jobs Agency (user selectable drill down by job type, job status, and geographic area)
- Call Back List (a listing of single outage calls to use to manually call back for power on checks)
- County/Town/Village Outage Report (summary of outages and ETRs by geographic area)
- Division Outage Summary (summary of outages by priority/customers out)
- ETR Summary (status of ETRs for outage jobs)
- Key Customer Outage (report of outages affecting Critical Facility and Major Account customers)
- Reliability Reports (Standard Reliability indices reports)
 - Customer Average Interruption Duration Index (CAIDI)
 - System Average Interruption Frequency Index (SAIFI)
 - System Average Interruption Duration Index (SAIDI)
- Status of Electric Reliability (summary of Reliability Reports)
- Part Light Call Back Listing (listing of customers that experienced part power for survey follow-up)

7.3 External System Interfaces

7.3.1 Customer Accounting System (CAS)

The OMS interfaces to the PSEG Long Island CAS to receive data on customer account information for use by the OMS. This data includes basic customer information, location information, and electric account specific information, such as:

- Account number
- Rate code
- Classification of customer (residential, commercial, and other)
- Priority customer classification (Critical Facility, Major Account, Co-Gen)

The OMS was bulk-loaded with all customer account data upon initial deployment, and a daily interface maintains nightly updates of the delta changes in account information as customers move in/move out.

In addition to the nightly batch load, there is a near real-time interface that reflects status changes for customers that may have been cut-off for non-payment during the workday.

This document shall be revised every **1** year or incrementally as significant changes occur.

7.3.2 Geographic Information System (GIS)

The distribution circuit data used by OMS is received via an interface to the ESRI GIS. All distribution feeders were initially extracted from GIS and loaded into OMS. As feeders change with circuit reconfigurations and/or additions or deletions of customer load, the feeders that change on any given week are extracted and reprocessed back to the OMS to reflect the updates in OMS.

The GIS to OMS interface supports the ability to extract a feeder “on demand,” known as an immediate update. This allows critical updates to be made in a timely manner.

On a monthly basis, all feeders are extracted and processed to OMS, whether or not they have had any major reconfigurations. This allows background asset data changes, such as transformer sizes, fuse sizes, and/or wire sizes that may have to be updated. It also keeps the customer account changes synchronized between the GIS, CAS, and OMS.

7.3.3 Employee Personnel

All PSEG Long Island employees are included in the OMS system for the purpose of being able to be assigned to a repair or survey crew. Basic employee data, such as name, job title, work location, phone number, etc., are available in the OMS Crew Management function.

Employee personnel data was initially bulk-loaded into OMS, via an SAP upload. The SAP system utilized is the database of record for all employee personnel data. Periodic updates are conducted, as needed, to reconcile employee data and to ensure all PSEG Long Island personnel are properly represented in OMS for the purposes of Crew Management, if necessary.

The OMS also supports crew data for certain on-island Contractor Crews that regularly work for PSEG Long Island on a day-to-day basis and during storms.

For major storms, the system is equipped to handle Foreign Mutual Aid Crews, via the Crew Management function as well. The information is currently manually uploaded based upon the planned restoration activation.

7.3.4 Interactive Voice Response (IVR), Web, Text

The OMS is interfaced to the Customer Relations IVR systems and enables customers to report power outages, via an IVR. Basic, no light calls can be received by the IVR and passed to the OMS, via the interface. All wire down report callers are transferred to a live CSR, to report their problem directly with a representative to ensure all pertinent information is captured.

The OMS is interfaced to the PSEG Long Island web site, where a customer is able to report a power outage, via a web page form, if they have signed up for an online account. Status updates on the outage reported are returned to the customer via e-mail notifications.

The OMS is interfaced to the iFactor - iNotifi system. Customers that register for this service can report power outages and receive status updates, via text messages, on their mobile devices.

7.3.5 Supervisory Control And Data Acquisition (SCADA)

PSEG Long Island has near 100 percent SCADA coverage for its distribution feeder breakers. In addition, an extensive network of automated distribution remote supervisory controlled switches on the distribution circuits exists. These SCADA breakers and switches report their status, via various wired and wireless communications links from the field, back to the SCADA head-end devices. The breaker and switch positions are stored in near real-time to the Process Intelligence (PI) Historian system. OMS is interfaced to the PI Historian system, and any changes in the state of the SCADA devices are immediately conveyed to the OMS, by way of the SCADA PI Historian interface, via the Enterprise Service Bus (ESB).

This interface allows the OMS to become aware of large area outages affecting hundreds to thousands of customers within one minute of the SCADA devices opening up. This allows the OMS to group subsequent outage calls behind these SCADA devices, and helps the outage call grouping algorithms of the OMS perform more efficiently.

This document shall be revised every 1 year or incrementally as significant changes occur.

7.3.6 Outage Historian (OH)

All current and completed job data, from the OMS, is stored in a corporate database referred to as OH. The OMS publishes outage data across the ESB into OH whenever a significant change in status or core information has occurred. These messages are a complete and time stamped snapshot of the information for each outage job. For example, it includes a list of service points (customer accounts) affected, the ETR for the outage, and the status of the job (pending, dispatched, crew en route, crew onsite, and/or restored (energized)).

These messages sent to OH are then available to be retrieved by the OMS reports, iFactor outage map on the PSEG Long Island Storm Center website, IVR systems, and customer representatives that are handling calls from customers.

7.3.7 iFactor Outage Map

The PSEG Long Island website utilizes an industry standard outage map on its Storm Center page (see Figure 7.15). This outage map is provided by a third party, iFactor. The outage data from the OMS that is stored in the OH database is periodically queried to provide fifteen-minute updates to PSEG Long Island customers.

The outage map indicates an icon on the map in the general area of the outage. The size and color of the icon indicates the number of customers affected by the outage. Hovering over or clicking on the icon provides the customer with the ETR for the outage, as well as the crew status (pending, dispatched, en route, onsite, etc.). A hardhat icon is used to indicate jobs that have crews assigned to them.

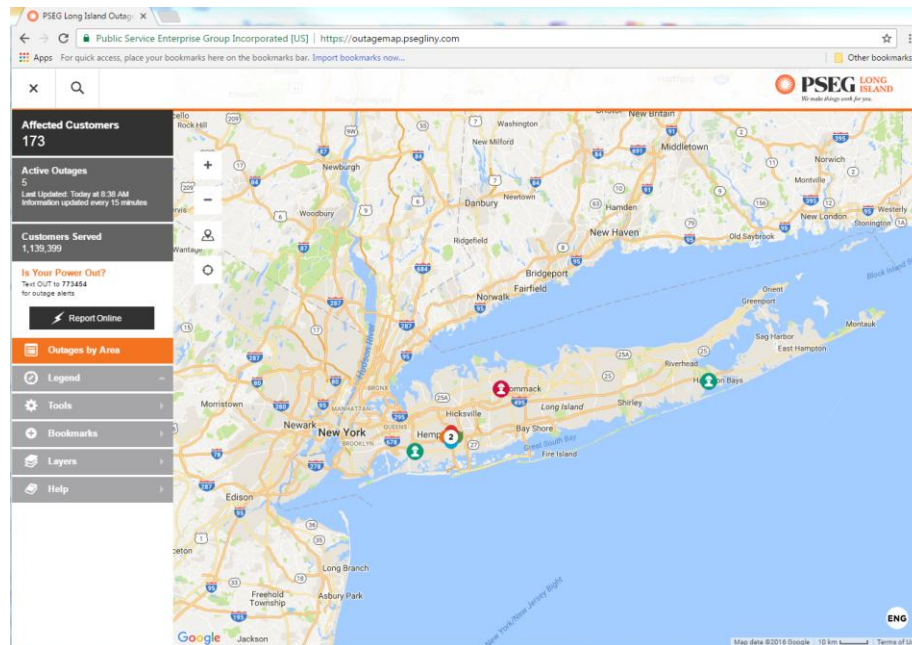
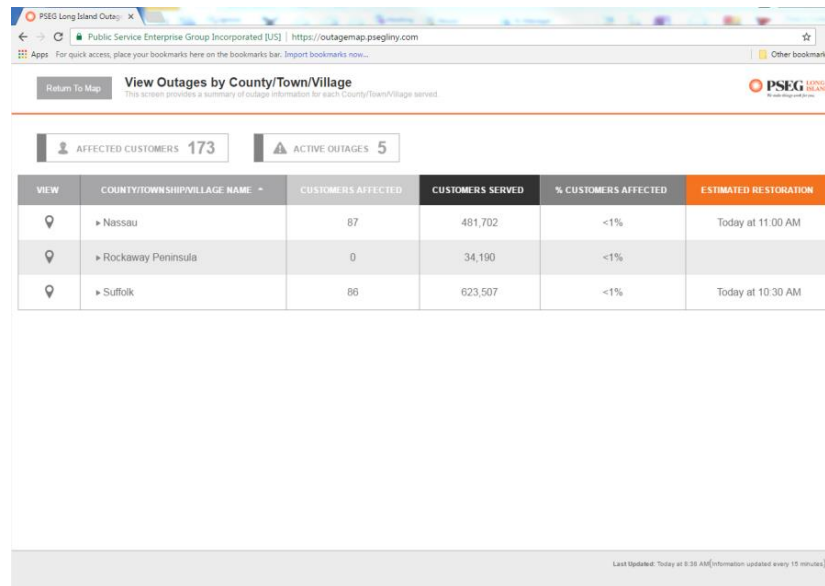


Figure 7.15 – PSEG Long Island Storm Center Outage Map

The outage map also has tabular summaries of outages by County, Township, and Village (see Figure 7.16). During larger storm events with widespread outages, the outage map can be changed, by an administrator, to report at the aggregated level for villages, instead of reporting at the individual outage locations. This helps with providing Global, Regional/County, and Local/Municipal ETRs, in accordance with ETR protocol dictated by the NYS DPS.



VIEW	COUNTY/TOWNSHIP/VILLAGE NAME	CUSTOMERS AFFECTED	CUSTOMERS SERVED	% CUSTOMERS AFFECTED	ESTIMATED RESTORATION
📍	» Nassau	87	481,702	<1%	Today at 11:00 AM
📍	» Rockaway Peninsula	0	34,190	<1%	
📍	» Suffolk	86	623,507	<1%	Today at 10:30 AM

Figure 7.16 – PSEG Long Island Storm Center Outage Map Tabular View

The outage map also has a message board function, which can be initiated by an administrator, that allows a custom message to be displayed along the top of the outage map. This can be used to display any additional information to the customers viewing the outage map on the website.

In a large-scale storm restoration event, the banner message inserted on the top of the map can be used to provide important messages, links, and ETRs, via this web page outage map.

At the start of an event, such as a hurricane or ice storm, this banner message may initially display the global ETR for a storm of the anticipated magnitude, based on historical events. For example, the message may warn that customers should expect to be out for “up to 10 days,” if a major hurricane is approaching. Once damage assessment is complete, after the storm, this global ETR is routinely refined for all of the service territory, accordingly.

As the storm progresses, the table shown within Figure 7.16 is updated to provide the Regional/County ETR (ETRs for Nassau, Suffolk, and/or Rockaway Peninsula).

As the storm restoration progresses into the second/third day, the local/municipal ETRs would begin to be provided on the Village view drill down of the table shown within Figure 7.16.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

7.3.8 External Interface to New York State Department of Public Service Electric Utility's Emergency Outage Reporting System (EORS) Data

The OMS SAS reporting system provides ½-hour updates, via file transfer protocol to the NYS DPS EORS Mapping system. This data consists of outage data for the 351 geographic village polygons used in the PSEG Long Island GIS and OMS. These records include: a NYS DPS specific geocode referencing the village, the number of customers served in that geographic area, the number of customers affected, and the date and time of the latest estimated restoration for outages in that village.

A sample file format is as follows:

GEOCODE, CUST SERVED, CUST AFFECTED, ETR DATE, ETR TIME

04913.0, 3703, 0, 0, 0

05034.0, 2790, 0, 0, 0

05617.0, 2493, 7, 102315, 1515

05672.0, 319, 0, 0, 0

05738.0, 6235, 1, 102315, 1340

7.3.9 External Interface – Municipal Portal

The Municipal Portal is a geographical based map portal that provides government and municipal officials with another tool to view outage and emergency jobs similar to the iFactor Outage Map (see Section 7.3.7 above). In addition to viewing data concerning outage and emergency jobs, the Portal also allows registered users to submit reports about wires and/or poles that are down and are blocking roadways. These are referred to as MSTC jobs and require expedited utility crew response in order to work jointly with Municipal Highway Departments. Registered users can also report outages related to critical facilities in their jurisdiction. For both critical facility outages and MSTC requests, the Municipal Portal allows users to sign up for status notifications related to specific jobs in their areas. Sample Municipal Portal screenshots are shown in Figure 7.17 through Figure 7.21.

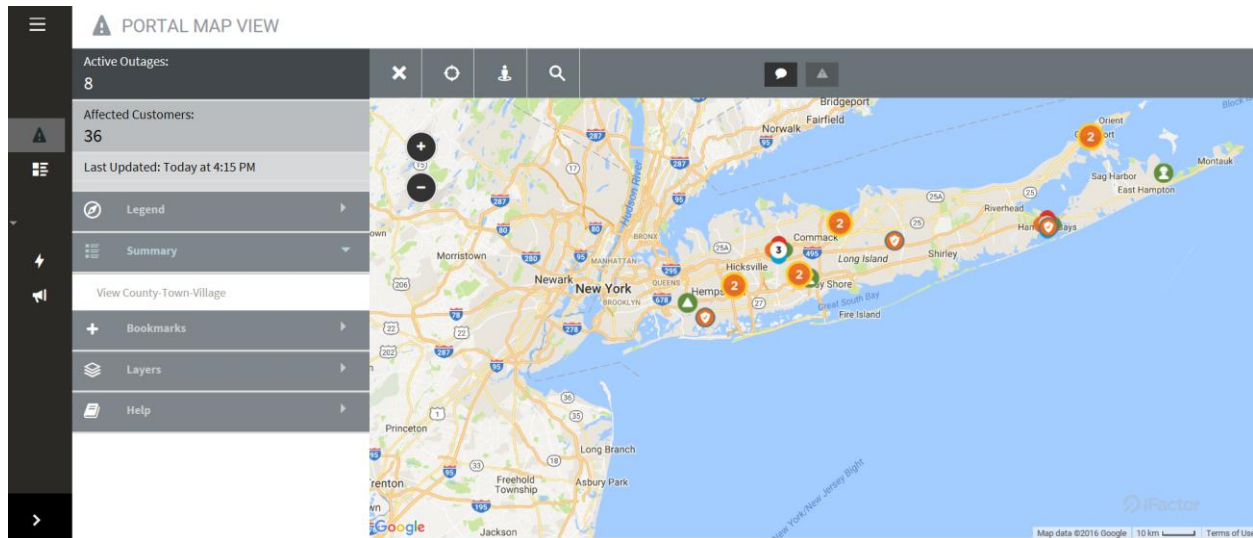


Figure 7.17 – Municipal Portal Map View

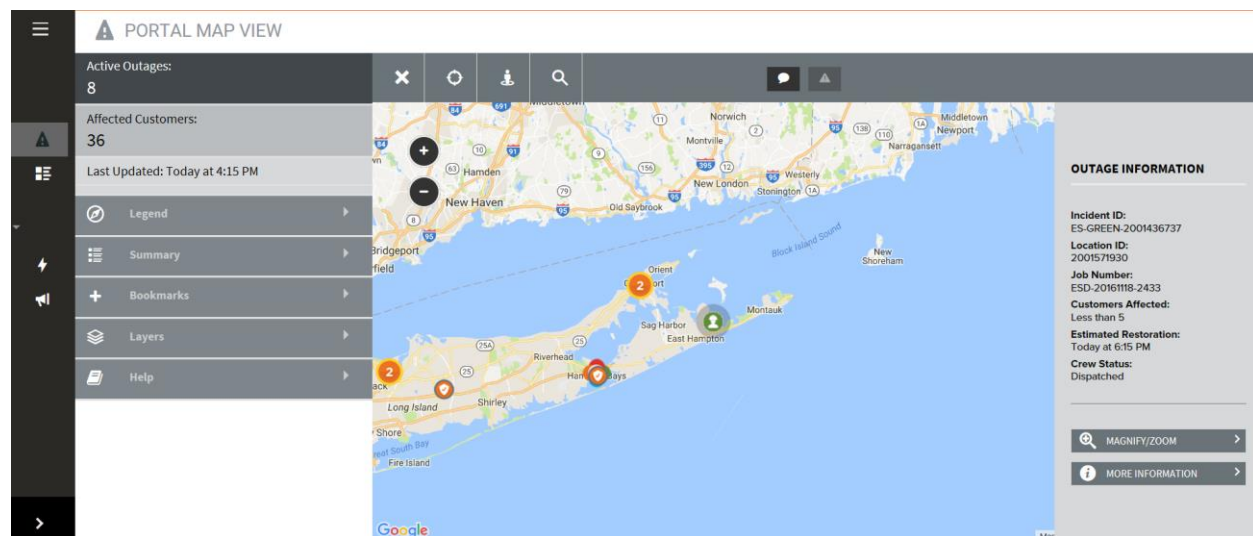


Figure 7.18 – Municipal Portal Map View Showing Outage Job Details

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

PORTAL LIST VIEW

Region Selector

Pick the region you would like to see critical facilities for:

Select County ▼

Select Town (Optional) ▼

Select Village (Optional) ▼

SUBMIT

Figure 7.19 – Municipal Portal Region Selector for Critical Facility Listing

PORTAL LIST VIEW

Export to CSV Edit Facilities

6 of 6 Critical Facilities loaded.

Job ID No	ETR	Crew status	Description	Comments	Additional information	View map	Alert preferences	Report outage
			Water Filter or Pump Station			📍	🔔	⚡
			Sewage or Pump Station			📍	🔔	⚡
			Sewage or Pump Station			📍	🔔	⚡
			Civil Defense HeadQuarters			📍	🔔	⚡
			Sewage or Pump Station			📍	🔔	⚡
			Sewage or Pump Station			📍	🔔	⚡

Figure 7.20 – Municipal Portal Critical Facility Listing Showing Links to View Map, Get Alerts, or Report Outage

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

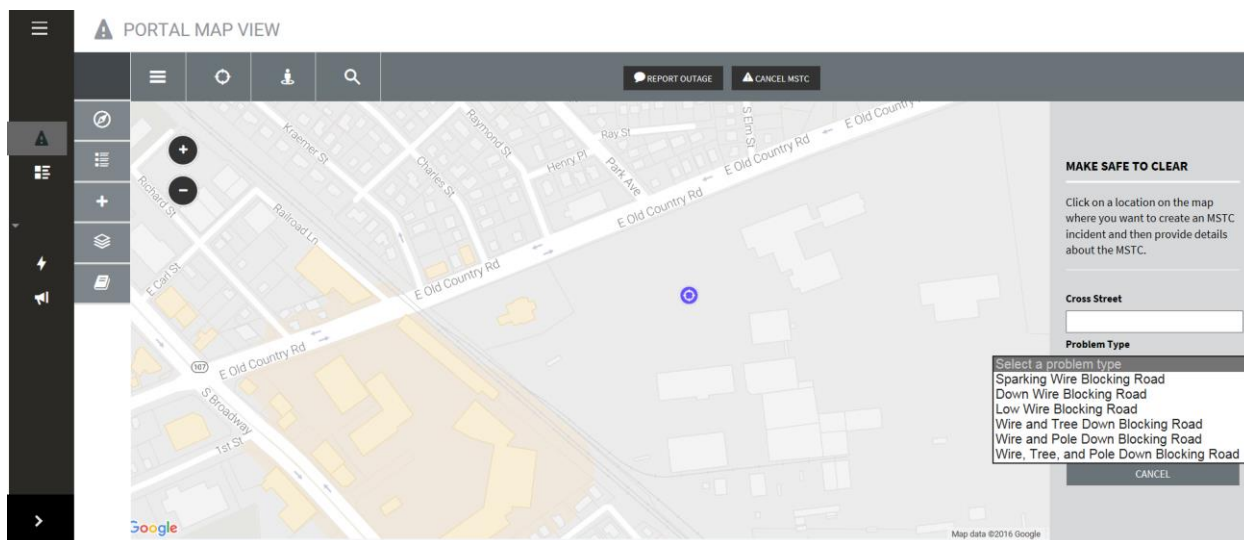


Figure 7.21 – Municipal Portal User Interface to Report of Make Safe To Clear Blocked Road Location

8. ESTIMATED TIME OF RESTORATION (ETR) GUIDELINES

8.1 Overview

Providing accurate and timely ETRs is a top priority of PSEG Long Island's overall restoration process. An ETR provides an estimate of when service will be restored to a customer, location, area, and/or work assignment. They help to provide an approximation of restoration time, based on the conditions assessed on site, along with supporting historical data. ETR calculations are ultimately constructed based on average restoration clear times, damage assessments, and manpower and equipment availability. ETRs assist utility providers when taking preparatory steps during restoration operations, by serving as a predictor of outage lengths, which assist with determining the operational resources and actions required to deliver restoration in a targeted time frame.

Naturally, the timing, magnitude, and impact of an event will factor into ETR input times, but establishing a baseline of projections assists when determining operational goals and timelines. PSEG Long Island also aims to better serve its customers, municipal officials, and emergency support organizations, through a coordinated and focused ETR administration and the communication of accurate and timely information. These projected restoration times are vital to external groups, and often formulate the basis for personnel planning and early preparedness efforts, based on the outage and ETR data provided.

ETR information is readily available to our customers, stakeholders, and associated employees. Depending on the mechanism used for entering the outage condition, ETRs are disseminated in a variety of ways, including phone, email, and text notifications. ETR information can also be obtained through PSEG Long Island's outage website or by speaking to a representative in our customer contact centers, which remain open 24 hours a day, 365 days a year.

This document shall be revised every **1** year or incrementally as significant changes occur.

8.2 ETR Classifications and Inputs

8.2.1 ETR Classifications

ETRs are segregated into three types: Global, Regional, and Local. These multiple classification levels allow PSEG Long Island to provide its customers with more accurate restoration estimates, based on the storm conditions and the corresponding restoration efforts. The classifications are naturally interconnected, and follow a top-down input methodology based on anticipated operational actions, results, and damage assessments. The ETR information will ultimately become more precise as additional data and information is obtained, on a local level, and as restoration efforts progress.

- Global ETRs – Information is determined at a system-wide level
- Regional ETRs – Information is determined at a county and/or division level
- Local ETRs – Information is determined at municipal level on individual job basis

Figure 8.1 provides a high level overview of the typical ETR process during restoration efforts, and includes a summary of targeted efforts and information availability during various stages of restoration.

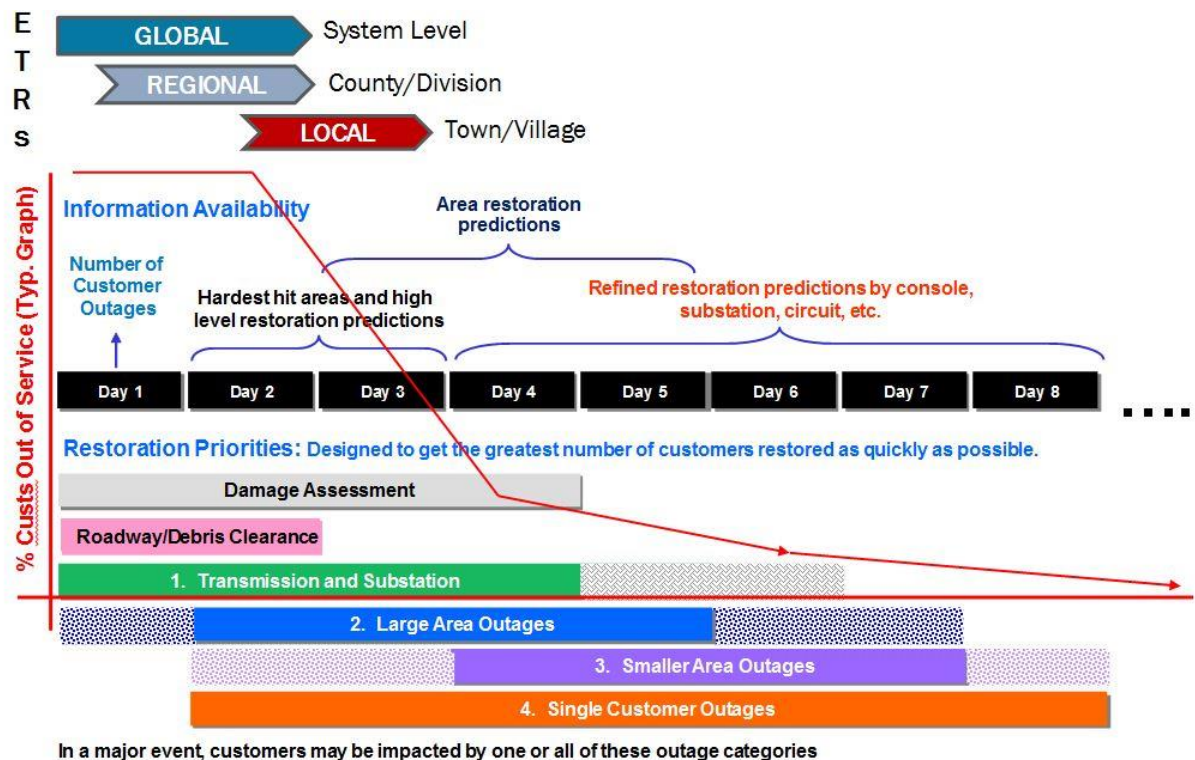


Figure 8.1 – Restoration Priorities, ETRs, and Predictions for Major Events

This document shall be revised every 1 year or incrementally as significant changes occur.

8.2.2 ETR Inputs

Data used to populate ETRs on outage reports are derived from a variety of sources. Initially, ETR estimates are based on past storm history and operational experience, while considering the projected path, severity, and impact of the potential storm. These high level global estimates, often provided prior to or shortly after a storm passes, help to set customer expectations regarding the predicted outage duration at a system level. In any large-scale outage, three vital pieces of information must be gathered for ETR purposes:

- Number of electric customers out of service
- Amount and type of damage to the T&D Electric system
- Manpower availability (number of resources and timing of availability)

Once this information has been collected, restoration plans can be executed more efficiently and ETRs can begin to be computed and disseminated accordingly. PSEG Long Island utilizes multiple forecasting and modeling practices to better determine ETRs on all outages.

While projecting ETRs is ultimately based on the analysis of pending outages and the manpower available for restoration, many other informational sources are taken into consideration when calculating ETRs including:

- Outage Information
 - Damage assessments
 - Circuit lockout totals
 - Substation(s) status
 - Average trouble clear times
 - Number of trouble reports
 - Trouble reporting times (pre, mid, and post storm)
 - Historical data and trends
 - Work conditions

This document shall be revised every **1** year or incrementally as significant changes occur.

- Storm Data
 - Storm type (hurricane, nor'easter, etc.)
 - Storm category
 - Storm path
 - Duration of event
 - Associated weather
 - Severity of damage
 - Types of damage experienced
 - Future weather patterns
- Resources
 - Crewing
 - Manpower availability
 - Average crew and manpower clear times
 - Travel and roadway conditions
 - Resource and asset availability

8.3 ETR Strategies

Providing accurate ETRs is a key component of the overall restoration process. The ability to provide such an estimate is a deliberate process, which begins with a high level system-wide (global) estimate, that is progressively refined throughout the restoration process.

At minimum, and consistent with NYS DPS ETR protocols, PSEG Long Island utilizes the most up-to-date information available to provide accurate global, regional, and local ETRs. The goal is to align them with the NYS DPS ETR protocols and ETR accuracy expectations.

Such ETRs are developed on a timely basis and communicated to affected customers and stakeholders, utilizing multiple channels and communications mediums. Outages occur under a variety of circumstances, such as normal day, minor storm, and major storm. Each condition requires a different methodology for creating customer messages and ETRs. In some cases, it may not be possible to provide an automated estimate until a good cross-section of damage conditions are assessed and analyzed by field survey teams. Depending on the scale and scope of the storm, the surveying process can take several hours to multiple days.

This document shall be revised every **1** year or incrementally as significant changes occur.

Customer messaging is an important function pertaining to ETRs. A typical customer message is comprised of three parts: size of the area affected by the outage, dispatch status, and an ETR (if one exists).

Customer messages are communicated via Nuance IVR, Twenty-First Century IVR (via call back), CSR, text messaging, e-mail, PSEG Long Island's Storm Central and Municipal Portal, various paths of social media, media outlets, and press briefings. In addition, manual/automated outbound messaging may also be utilized.

PSEG Long Island's Storm Central website is another major source of ETR related information for customers. The website presents outage data in the form of a map of the service territory, with icons displaying the number of outage jobs, customer counts out of service, and the ETR, if available.

8.4 ETR Conditional Strategies

PSEG Long Island employs a variety of strategies pertaining to ETR administration, depending on the overall severity and impact of the storm. Conditional ETR strategies for PSEG Long Island align with our Emergency Classifications as described in Section 5 of this ERP. Each conditional strategy utilizes different methods of ETR management, with the overall goal of more accurate ETRs and a better informed customer base.

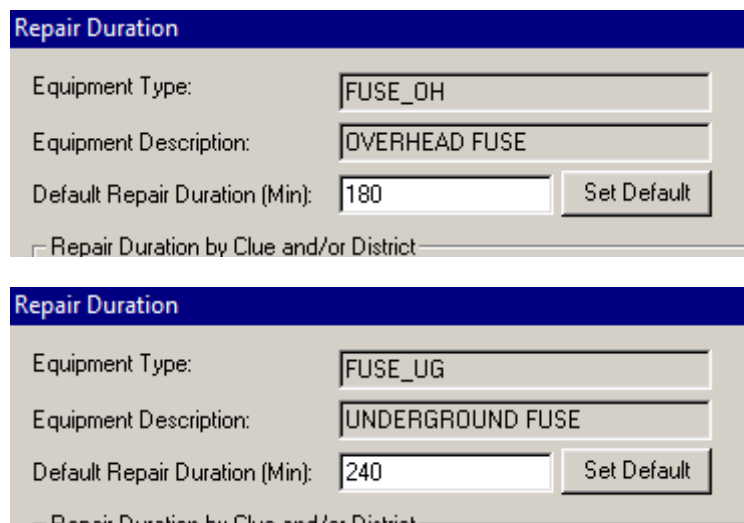
8.4.1 Condition I “White” ETR Strategies

These strategies align with everyday practices and procedures employed by PSEG Long Island on a normal condition “White” day. These protocols include:

1) Outage Management System (OMS)

ETRs are populated when the outage report is entered based on average repair durations by equipment type and historical data.

As Figure 8.2 shows, repair durations and ETRs will differ between equipment types, such as OH/UG fuses (shown) and transformers (not shown).



The figure displays two screenshots of the 'Repair Duration' form in the OMS. The top screenshot is for 'FUSE_OH' (Overhead Fuse) with a default repair duration of 180 minutes. The bottom screenshot is for 'FUSE_UG' (Underground Fuse) with a default repair duration of 240 minutes. Both forms include fields for Equipment Type, Equipment Description, and Default Repair Duration (Min), along with a 'Set Default' button and a checkbox for 'Repair Duration by Clue and/or District'.

Equipment Type	Equipment Description	Default Repair Duration (Min)
FUSE_OH	OVERHEAD FUSE	180
FUSE_UG	UNDERGROUND FUSE	240

Figure 8.2 – OMS Sample Repair Durations by Equipment Type for ETR Calculations

2) Dispatch Representatives

ETRs are entered and modified by dispatch personnel for non-mobile users. As Figure 8.3 shows, dispatch representatives can manually update ETRs when necessary.

Figure 8.3 – OMS PragmaCAD Job Order Detail Screen

3) On-Site Technician

ETRs can be refined and updated by field personnel, upon arrival on the jobsite, to provide more accurate estimates based on the conditions observed. On-site conditions and the work to be performed may alter the ETR and can be entered via mobile laptops, as seen in Figure 8.4.

The screenshot shows a mobile application interface for job order details. At the top, it displays 'Job Number: ESD-20140923-0097' and 'DISPATCHED 09/23/2014 10:43:05'. Below this, there are several input fields and dropdown menus. Two red boxes highlight specific areas: one around the 'ETR / Due Date' field showing '09/23/2014' and '11:45:00', and another around the 'Outage Category', 'Failure Code', and 'Cause Code' fields. The form also includes sections for 'Customer', 'Equipment', and 'Remarks'. At the bottom, there are navigation buttons like 'Previous', 'Next', 'F/List', 'Field Rpt', 'File Attac...', 'Save', 'EARTH2O...', 'ASSIGNLL...', and 'Suspend'. A status bar at the very bottom indicates 'PROAD IS IN COVERAGE'.

Figure 8.4 – Mobile User Job Order Detail for Updating ETR and Outage Cause (if known)

8.4.2 Condition II “Blue” ETR Strategies

These strategies employ the same tactics as Condition I “White,” but include additional actions due to the higher level of outages seen in Condition II “Blue” scenarios.

1) Damage Assessments

During a Condition II “Blue” outage, damage assessments will begin immediately, once conditions are safe. This on-site information collected will ultimately provide our Operations management and Dispatch personnel a better understanding of the conditions on the ground, and will serve as the basis for ETR modifications, based on outage and manpower levels. Damage assessments play a key role in projected restoration times and the issuance of more accurate ETRs.

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

2) Outage Management System (OMS) – Weather Multipliers

OMS supports the concept of a Weather Multiplier within its dispatching and ETR controls. The Weather Multiplier function allows PSEG Long Island to manipulate the original ETR calculations, based on the weather projected/experienced and crew availability. For example, lightning, rain, and winds will slow down restoration efforts, due to the safety concerns of our field personnel. A sudden influx of outage jobs may also delay restoration efforts, given the immediate demand for a given set of restoration resources (i.e., repair crews).

In turn, a Weather Multiplier may be utilized on all jobs while the weather conditions persist, as seen in Figure 8.5. Ultimately, the Weather Multiplier will extend all specified computer-generated ETRs (by specified Call Type configurable by OMS Administrator – Default is Outage and Emergency), based on the anticipated/experienced conditions and can be further adjusted, up or down, if conditions dictate. The Weather Multiplier can be applied at the Global or Regional level, which assists PSEG Long Island with issuing more accurate ETRs.

Figure 8.5 – OMS Weather Multiplier for 2.5X Factor for Rain, Wind, Lightning

3) Console and Division Management Interaction

Operations management personnel will make recommendations based on the conditions seen within their consoles and/or divisions. Management will work with Dispatch personnel to adjust projected ETR values, based on further damage assessments, the anticipated work plans, and manpower levels available.

This document shall be revised every 1 year or incrementally as significant changes occur.

8.4.3 Condition III “Red” ETR Strategies

These strategies employ the same tactics as Condition II “Blue,” but include additional actions due to the severe level of outages experienced in Condition III “Red” scenarios.

1) Crewing and Manpower

Availability of crews and equipment and the timing of their arrival play a significant role in outage management and corresponding ETRs. Adding additional resources dramatically assists with reducing the more significant workload, and forms the basis for more accurate, consistent, and timely ETRs.

2) Damage Assessments

Damage assessments play a pivotal role in ETR accuracy and associated company work plans. Damage assessments will increase exponentially, as conditions worsen during outage scenarios. A top-down approach will ultimately ensue, and will form the basis for ETR administration going forward.

Survey teams are utilized and deployed during Condition III “Red” outages. These teams assess damage with the goal of providing valuable information to expedite the anticipated work plans and provide for more accurate ETR administration.

3) ETR / Storm Work Plan Coordinators

ETR and Storm Work Plan Coordinators play a vital role during large-scale restoration efforts. These coordinators act as intermediaries between the Division Managers, Console Information Coordinators (CIC), and the Remote Dispatch Center personnel. The ETR Coordinator will assist with the development of more refined ETR calculations, based on the information available to them. These ETRs are based on the multi-day (1-3 day) storm work plan, which is prepared by the Storm Work Plan Coordinator function of the MACs working in conjunction with above mentioned personnel.

4) OMS – ETR Override (Storm ETR)

OMS allows for Dispatch Management personnel to override the ETRs generated by the system. Conditions may be so severe that ETR estimates may need to be revised until a better understanding of the damage has been determined. These overrides can be done on a Global (System) or Division level, which will assist with more accurate ETRs based on the segregation of hardest hit areas, as seen in Figure 8.6.

This document shall be revised every 1 year or incrementally as significant changes occur.

Storm Details

Division Information
Storm ID: Storm Status: N/A
Request Storm Id: ☐ Yes ☐ No
Req. Storm Id:

Storm Information
Weather: 20 2.0K HIGH WINDS
W. O. #: Work Request #:
Maj. Dtg. Type: C-GRAY SKY (MINOR STORM)
Event Name: 2014-0010
Date/Time:
Opening: 8/24/2014 08:00:00
ETR: 8/24/2014 23:30:00
Closing:
☐ Exclude from Statistics
Update Cancel

Status	Description	Code
<input checked="" type="checkbox"/>	1 Queens - ...	1
<input checked="" type="checkbox"/>	2 Central - ...	2
<input checked="" type="checkbox"/>	3 Western - ...	3
<input checked="" type="checkbox"/>	4 Eastern - ...	4

Storm ETR Date/Time can be provided for Entire System or any combination of Divisions.

This Storm ETR overrides all previously generated ETRs going back to Storm Opening Date/Time.

Figure 8.6 – OMS Storm ETR Dialog

5) Storm Website/iFactor (Storm Center – Outage Map)

Due to the size of the storm and the corresponding outages, PSEG Long Island's Command Staff may elect to disable automatic ETR updates during the initial days of a Condition III "Red" outage. ETR and outage information is then entered manually, based on anticipated work plans and restoration goals. ETR updates are then inputted for larger geographic areas, such as townships, consoles, or municipalities, based on planned restoration activities. This alignment between ETRs and work plans allows PSEG Long Island to produce more accurate ETRs, as restoration is completed from locality to locality.

Figures 8.7 through 8.9 show examples of modifications made to the iFactor Outage Map due to a large-scale outage.

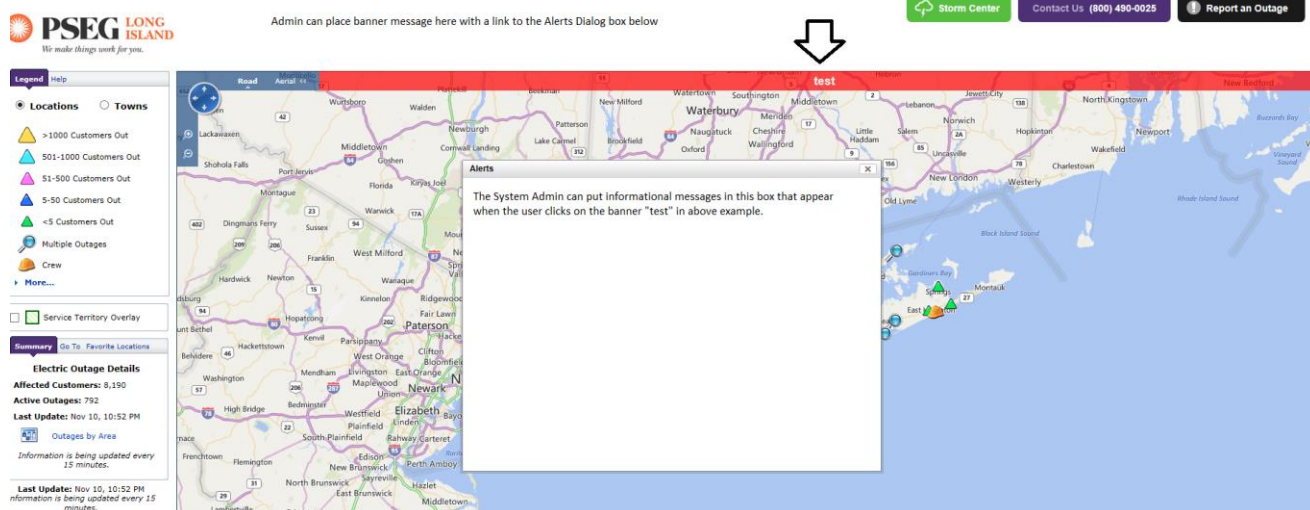


Figure 8.7 – iFactor Map with System-wide Alerts

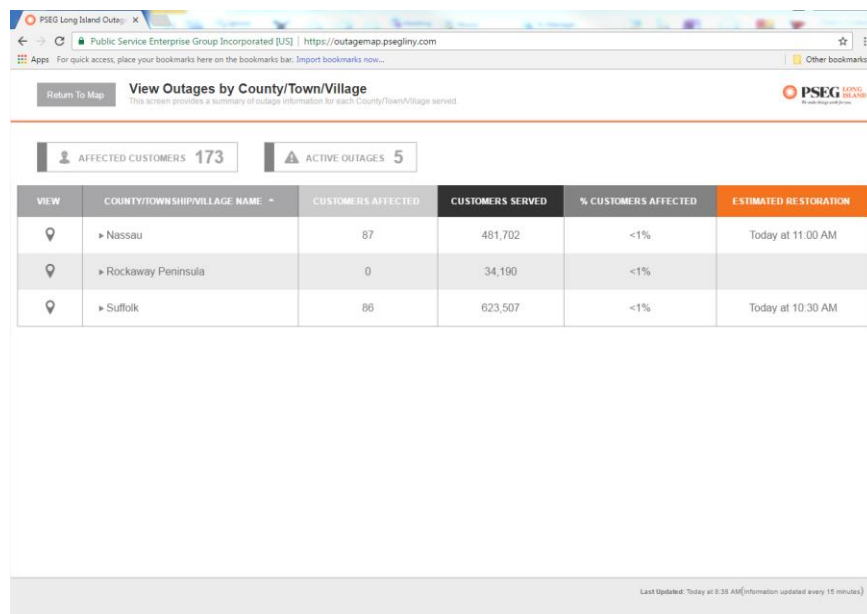


Figure 8.8 – iFactor Map with Customer Outages

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

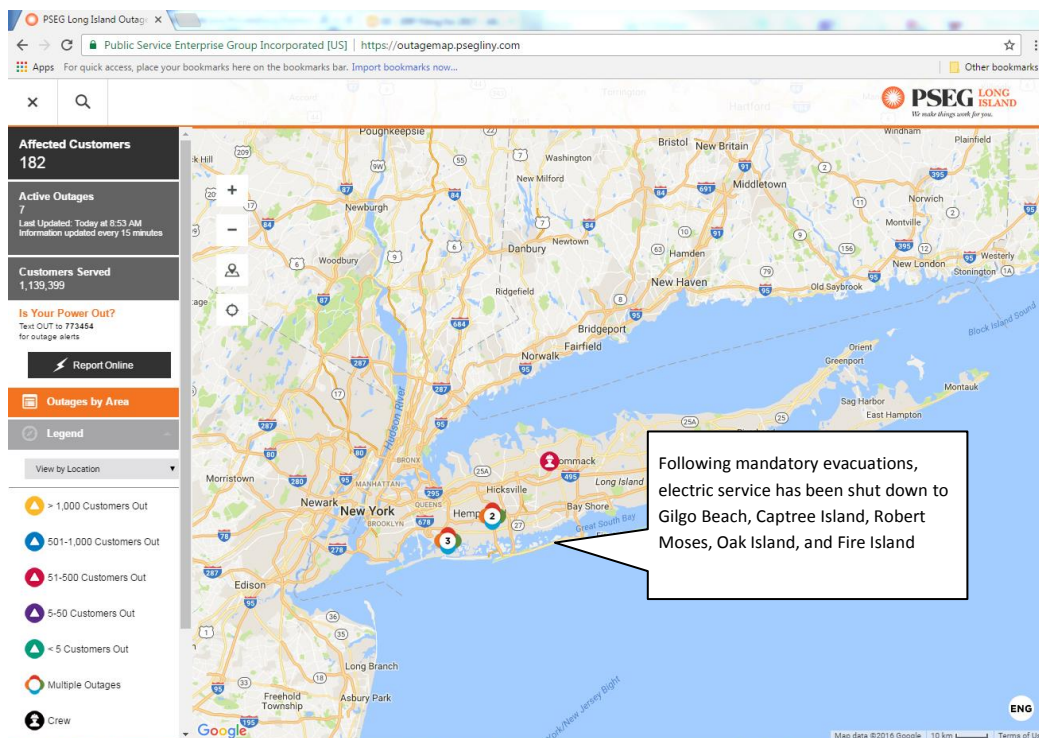


Figure 8.9 – iFactor Map with System-wide Notifications

6) Load and Lock Out Reporting

Load and Lock Out reports are also reviewed and analyzed by Operations Management personnel during large-scale outage events. These reports provide vital information on current work load conditions and serve as the basis for future restoration work plans. Senior Management may make ETR adjustments, based on the overall damage conditions experienced and anticipated work plans. ETR adjustments will be refined as conditions and information develops. Load and Lock Out reports assist with operational efficiency and, ultimately, the corresponding ETRs.

8.5 New York State (NYS) Department of Public Service (DPS) ETR Guidelines

PSEG Long Island works to continuously refine and communicate ETRs, as additional information becomes available throughout the restoration process. At a minimum, ETRs will be provided in accordance with DPS Case 13-E-0140, Estimated Time of Restoration Protocols (Appendix H).

DPS protocols set expectations of when information will be available and/or provided in response to storms or storm-like electric emergencies when either criteria is met:

- More than 5,000 customers are interrupted for more than thirty minutes, within a division
- More than 20,000 customers are interrupted for more than thirty minutes, companywide
- ETRs provided should be applicable to at least 90% of the affected customers in the reported level (Global, Regional, and Local)

Figures 8.10 and 8.11 clarify the necessary actions to be taken by PSEG Long Island within the outage period for the specific event.

ACTIONS REQUIRED BY UTILITY FOR OUTAGE LASTING ≤ 48 HOURS	
<i>Within the first 6 hours of the restoration period</i>	
<ul style="list-style-type: none"> • 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 Electric Information Reporting System (EIRS). • Provide available information to the public via customer representatives, IVR systems, and websites. • 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 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 <u>not</u> affect the time requirements below. 	
<i>Within the first 12 hours of the restoration period</i>	
<ul style="list-style-type: none"> • Provide DPS staff with a global ETR and any available regional ETRs. • Prepare a statement for the press that includes known ETRs 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). 	
<i>Within the first 18 hours of the restoration period</i>	
<ul style="list-style-type: none"> • Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and websites. 	
<i>Within the first 24 hours of the restoration period</i>	
<ul style="list-style-type: none"> • Consider issuing a press release in time for the upcoming news cycle based on conditions. 	
<i>Reporting requirements during the event</i>	
<ul style="list-style-type: none"> • Provide restoration information updates four times daily to DPS staff (7AM, 11AM, 3PM, and 7PM) if notified by staff. Updates should continue until otherwise directed by staff. • Notify DPS staff when all storm related interruptions have been restored. 	

Figure 8.10 – DPS Guidelines for an Event Expected to Last 48 Hours or Less*

* Although the scorecard refers to events where outages last more than three days, utilities are required to comply with the ETR protocols for events lasting less than 48 hours.

This document shall be revised every **1** year or incrementally as significant changes occur.

ACTIONS REQUIRED BY UTILITY FOR OUTAGE LASTING > 48 HOURS	
<i>Within the first 6 hours of the restoration period</i>	
<ul style="list-style-type: none"> 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 websites. 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. 	
<i>Within the first 12 hours of the restoration period</i>	
<ul style="list-style-type: none"> 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). 	
<i>Within the first 18 hours of the restoration period</i>	
<ul style="list-style-type: none"> Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours. 	
<i>Within the first 24 hours of the restoration period</i>	
<ul style="list-style-type: none"> 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) in time for upcoming news cycles with the information described in previous bullet. 	

Figure 8.11 – DPS Guidelines for an Event Expected to Last More Than 48 Hours

ACTIONS REQUIRED BY UTILITY FOR OUTAGE LASTING > 48 HOURS	
<i>Within the first 36 hours of the restoration period</i>	
<ul style="list-style-type: none"> 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 restoration period for the total company is expected to be more than five days. Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days. Completion of the first scheduled municipal conference call. Make ETR information available to the public via customer representatives, IVR systems, and websites. 	
<i>Within the first 48 hours of the restoration period</i>	
<ul style="list-style-type: none"> For storms with expected restoration periods five days or less, provide DPS staff with ETRs by municipality. Provide DPS staff with a global ETR (as stated above, 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 websites. 	
<i>Beyond the first 48 hours of the restoration period</i>	
<ul style="list-style-type: none"> 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 websites. 	
<i>Reporting requirements during the event</i>	
<ul style="list-style-type: none"> Provide restoration information updates four times daily to DPS staff (7AM, 11AM, 3PM, and 7PM), which shall continue until otherwise directed by staff. Notify DPS staff when all storm related interruptions have been restored. 	

Figure 8.11 (continued) – DPS Guidelines for an Event Expected to Last More Than 48 Hours

9. SAFETY, HEALTH, AND ENVIRONMENTAL (SHE) PROTOCOLS

9.1 Overview

The safety of employees, contractors, emergency responders, and the public is of the utmost importance to PSEG Long Island, each and every day. Large-scale outage events and emergencies, however, further heighten the company's focus on safety. This is driven by increased personnel levels supporting restoration efforts in sometimes non-traditional roles, unique and hazardous working conditions, public exposure to hazardous conditions (i.e., downed wires and storm debris), and mutual assistance resources unfamiliar with PSEG Long Island's service territory.

During major events, PSEG Long Island's Safety Manager is assigned to serve as the SHE Officer and reports directly to the Incident Commander during emergency activations. The company's safety response includes a multitude of safety professionals and safety advocates with varying roles. PSEG Long Island's SHE Unit is naturally broken up into the three main areas of concentration:

- Safety
- Health
- Environmental

Each of these segment areas perform vital roles during restoration operations, with specific preparatory and response actions performed for each. The details below highlight the actions taken by PSEG Long Island SHE personnel during restoration operations.

9.2 Safety

The safety of our employees is of the utmost importance during restoration operations. Our safety professionals are responsible for assessing, coordinating, and managing the various safety conditions faced by our company employees and support personnel, upon activation of restoration operations. PSEG Long Island safety professionals aim to anticipate and identify potential problems, rather than simply react to existing ones. They utilize a variety of tools and initiatives to better prepare all employees and support personnel before, during, and immediately following an emergency activation.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

PSEG Long Island's safety response initiatives include, but are not limited to, the following:

- Support and guidance
- Safety briefings and communications (internal)
- Safety communications before, during, and after a storm (external)
- Safety education, training, and exercises
- Personal Protective Equipment (PPE) distribution
- Pre-storm safety planning and equipment staging
- Site safety plan development
- Site surveys and evaluations
- Incident reporting and tracking
- Assessments of hazardous and unsafe conditions
- Monitoring and enforcement
- Investigation and management of accidents
- Serve as primary point of contact for all local, state, and federal agency safety matters

These important roles assist in ensuring safe work practices are being conducted at all PSEG Long Island work locations, including operations centers, staging areas, crew housing facilities, fueling locations, and Foreign Crew receiving sites. Additional safety resources may be assigned to work locations throughout the duration of the storm restoration process, depending on the scale and severity of the event.

The communication of safety initiatives and messages is an important aspect of restoration activities. Safety communications begin pre-event, and continue throughout the response and recovery phases of the emergency. Safety communications include companywide initiatives, restoration focused plans, and/or daily briefings. Safety related communications are also modified to address any specific concerns that may arise, including event developments, incident trends, and public safety concerns.

This document shall be revised every 1 year or incrementally as significant changes occur.

Foreign Crews working with PSEG Long Island during restoration operations receive additional safety information, due to their unfamiliarity with the company, its systems, equipment, and landscape. All Foreign Crews receive safety briefings delivered by safety professionals, upon arrival to the territory. They are provided with a Foreign Crew guidebook and other pertinent information related to the outage and their work assignment. All Foreign Crew members are provided daily safety briefings before leaving the staging area and upon re-entry, as warranted.

All incidents, including accidents, near misses, and personnel injuries to the public, employees, contractors, and foreign restoration crews are reported, investigated, and tracked. All incidents are addressed, in accordance with the appropriate PSEG Long Island safety procedures, as well as state and federal guidelines. Incident summaries are reported to PSEG Long Island's senior leadership team during regular briefings, and are communicated across the restoration organization through daily safety messages.

PSEG Long Island safety professionals, along with Contractor and Foreign Crew safety personnel, participate in daily status calls and planning meetings, at least once during each operational period and throughout restoration operations. Additional safety protocols and work practices pertaining to mutual assistance crews can be found in Appendix G, Section 3.

9.3 Health

PSEG Long Island's Health Coordinator is staffed and utilized upon anticipation or activation of our emergency restoration protocols. The Health Coordinator is responsible for the development and implementation of recommended measures assuring employee health, as well as to assess and/or anticipate hazardous and unhealthy conditions to PSEG Long Island employees and support personnel.

Key actions and responsibilities for the Health Coordinator and staff include, but are not limited to, the following:

- Developing, recommending, and communicating measures for healthy work practices, in conjunction with restoration plans and priorities
- Assessing or anticipate hazardous, unsafe, or unhealthy situations or conditions
- Investigating and addressing any reported health issues or concerns within an incident area (i.e., PSEG Long Island facilities, staging areas, hotels, and alternative housing sites (base camps, tent cities, etc.))

This document shall be revised every **1** year or incrementally as significant changes occur.

- Ensuring that a nurse or medical professional is on-site at all Foreign Crew lodging sites (i.e., hotels, universities, base camps, tent cities, etc.) every evening between the hours of 6:00PM – 8:00AM, for the duration of Foreign Crew deployments to the PSEG Long Island territory, in case of a medical emergency
- Ensuring that all staging areas and lodging sites are equipped with first aid kits, eyewash kits, fire extinguishers, etc.
- Serving as the primary point of contact for local, state, and federal agency matters related to health concerns and conditions

9.4 Environmental

PSEG Long Island's Environmental Coordinator plays an important role during restoration operations. The Environmental Coordinator is responsible for the development and implementation of recommended measures for assuring environmental safety for all PSEG Long Island personnel and support staff, along with company facilities and planned work locations.

All environmental incidents or potential occurrences are reported, investigated, and tracked by our environmental personnel. Spills and other hazardous releases to the environment are also documented and managed, in accordance with the appropriate PSEG Long Island safety and environmental procedures. Environmental spills are also reviewed and discussed daily, during storm update calls.

Key actions and responsibilities for the Environmental Coordinator and staff include, but are not limited to, the following:

- Coordinating and overseeing environmental operations to ensure compliance with mandated regulations
- Developing and distributing environmental communications and briefings
- Developing environmental site plans and services (i.e., spill response, clean-up, material handling, waste disposal, etc.)
- Environmental site surveys and evaluations
- Environmental kit distribution and pre-storm staging
- Serving as the primary point of contact for all Federal, State, and Local agency matters related to environmental issues

This document shall be revised every **1** year or incrementally as significant changes occur.

10. LEGAL PROTOCOLS

10.1 Overall Approach and General Strategies

The primary purpose of the Legal Unit is to provide legal guidance and support to the Incident Commander and staff, as well as ensuring all plans, policies, procedures and directives are consistent with Federal, State, and Local law. The Legal Unit will assist with compliance agreements and protocols, including mutual assistance arrangements with Edison Electric Institute (EEI) partner utilities. The Legal Unit will also coordinate emergency legal requests with Federal, State, and Local officials. The Legal Unit also works closely with the Documentation Unit of the Planning Section to ensure all records are maintained in accordance with all applicable laws and regulations. Finally, the Legal Officer advises on, and ensures compliance with, NYCRR 16 Rules and Regulations of the PSC.

10.2 Emergency Orders and/or Actions

The Legal Unit will oversee emergency orders and/or actions pertaining to PSEG Long Island protocols utilized during restoration operations. The Legal Unit may also issue emergency briefs in support of planned restoration actions.

10.2.1 Coordination

The Legal Unit will oversee all legal matters as they pertain to Federal, State, and Local laws and regulations. The Legal Unit will review and advise the Incident Commander and staff on the potential legal implications of proposed restoration plans.

The Legal Unit will also serve as the coordinating unit between Federal, State, and Local authorities, including NYS DPS and Public Service entities. The Legal Unit will assist with coordinating restoration plans where Federal, State, and Local laws and regulations may delay restoration plans. For example, the Legal Unit may assist with NYS mandated travel restrictions during storm events, potential road closures and/or emergency requests.

10.2.2 Documentation Retention

In conjunction with the Planning Section personnel, the Legal Unit will oversee the documentation processes utilized during restoration operations to ensure record keeping compliance in accordance with Federal, State, and Local rules and regulations.

This document shall be revised every **1** year or incrementally as significant changes occur.

11. LIAISON PROTOCOLS

11.1 Overall Approach and General Strategies

11.1.1 Elected Officials and Municipalities

The External Affairs team maintains close relationships with elected officials, municipal leaders, and public safety officials throughout the year, in order to better prepare them for interacting with PSEG Long Island during storms and other emergencies. When storms or other threats are approaching the Long Island and the Rockaways' Service Territory, the External Affairs team and support staff proactively reach out to public officials at all levels by phone, e-mail, text, and the NY Alert system. They coordinate group conference calls to convey key information and make arrangements to provide on-site support, remote support, and two-way communications before, during, and after the event.

The External Affairs team accepts inbound notifications and inquiries from public officials and their support staff, and provides outbound updates that allow the officials to provide valuable and important information to their local communities and constituents.

11.2 External Affairs

The Liaison Officer is responsible for communicating the status of PSEG Long Island's storm preparation, and/or emergency response efforts, with external government, public service, and public safety stakeholders. In addition, the Liaison Officer coordinates the efforts of the District Managers and the Municipal Liaisons to meet the dynamic and evolving needs of elected officials and municipal leaders across the service territory.

The Municipal Outreach objectives are as follows:

- Communicating and coordinating with municipal and government officials through regular pre- and post-event conference calls and/or personal calls
- Ensuring that municipalities have relevant emergency preparedness and recovery information
- Providing information related to storm anticipatory actions, as well as system storm damage and assessment progress, restoration status updates, manpower assignments, and ETRs
- Coordinating issues escalated by municipal officials or elected leaders

This document shall be revised every **1** year or incrementally as significant changes occur.

11.3 District Managers

Elected officials and municipal leaders are instrumental in communicating damage sustained in severe storms or emergency events, and identifying priorities for recovery and restoration efforts. PSEG Long Island recognizes the vital role of the electric utility, when working with the elected officials, municipal leaders, their staff, and their constituencies, both before, during, and after an event.

PSEG Long Island's District Managers are a key interface between PSEG Long Island personnel and local officials, leaders, and their staffs during restoration operations. District Managers are assigned to each of PSEG Long Island's operating divisions and serve as an intermediary during both "blue sky" and restoration events. Carrying the same restoration assignment during all operational conditions provides a consistent and dedicated point of contact for local officials and their personnel. District Managers also plan for and help coordinate the delivery of utility support to public works and highway departments preceding a storm. PSEG Long Island coordinates with local officials to make areas safe for tree and debris removal through our MSTC protocols and procedures in coordination with the MSTC Coordinator. District Managers coordinate the two-way communications between PSEG Long Island and elected officials and municipal leaders to ensure the delivery of accurate and timely messages, reports, and updates.

District Managers also work with Municipal Liaisons, the Escalations Coordinator for Queens/Nassau County, the Escalations Coordinator for Suffolk County, and Lead Console Information Coordinators (LCICs) in each division to provide status updates on outstanding work and to convey information and prioritize the restoration of escalated outage jobs. Information regarding escalation prioritization is covered in Section 12.10.

11.4 Liaisons

11.4.1 Municipal Liaisons

To support the District Managers and foster direct localized communication, PSEG Long Island deploys a team of Municipal Liaisons. They work with local government across the island to provide access and support for municipal leaders during major emergency events. This includes direct phone contact to the Liaison, or a presence at local EOCs at the town and village level (if opened and staffing is requested by the municipality).

This document shall be revised every 1 year or incrementally as significant changes occur.

The Municipal Liaison is responsible for maintaining relationships with elected officials throughout an emergency event. While maintaining relationships, the Municipal Liaison must also provide timely and accurate status updates, facilitate coordination of issues with the appropriate internal departments on behalf of the municipality, raise awareness to escalated issues, communicate with internal employees, and support various other responsibilities.

The Municipal Liaison is responsible for:

- Communicating with local officials on behalf of PSEG Long Island
 - Answering e-mails/phone calls and address escalated issues from elected officials and/or District Manager
 - Verifying storm assignment location with Liaison Officer and District Manager (i.e., EOCs, normal work location, and/or division)
- Entering escalated outage/road debris jobs in the OMS that are not already entered through the Portal
- Monitoring Municipal Portal and updating Storm Escalation Tracker for assigned jurisdiction
 - Entering escalated outage/MSTC jobs in the Escalation Tracker that are not already entered through the Portal if necessary
 - Updating status of jobs entered in the Escalation Tracker
 - Monitoring prioritized jobs in Municipal Portal in cooperation with CICs and Escalation team

11.4.2 Emergency Operations Center (EOC) Liaisons

Depending upon the severity of an event and the needs of the various municipalities across the service territory, EOC Liaisons may stay in contact remotely with the EOC or may be deployed directly to county, city, and/or state EOCs (when opened and staffing is requested by the municipality). The EOC Liaisons work with municipal officials to provide support and local access to outage information, crew assignments, restoration prioritization, and ETRs for each locality. See Appendix F for additional information on EOC and municipalities served.

The EOC Liaison acts as the interface between county, city, or state EOCs and PSEG Long Island personnel providing two-way communications of status updates and situational awareness. EOC Liaisons coordinate all PSEG Long Island requests for assistance, resources, and/or actions with the appropriate agency liaison assigned to the EOC (i.e., NYS Division of Homeland Security & Emergency Services (DHSES), NYS Department of Transportation (DOT), County and State Police Departments, Department of Public Works (DPW), and Fire Rescue Emergency Services Organizations).

This document shall be revised every **1** year or incrementally as significant changes occur.

EOC Liaisons are responsible for requesting and coordinating responses related to the following issues, and any other unique requests:

- Escalation of downed wires
- Escalation of critical facilities or LSE customer emergencies
- Road debris clearance support to make areas safe for DPW or Highway Crews
- Support for first responders to make areas safe or to de-energize areas due to flooding or other circumstances

11.5 Practices and Procedures

11.5.1 Coordination with Elected Officials and Municipalities

The External Affairs team maintains a complete list of key contacts and alternate contacts for all elected officials for local, county, and state authorities across the service region. In addition, the External Affairs team maintains a list of key contacts for Human Services Agencies with which PSEG Long Island maintains and fosters a relationship throughout the year. The elected officials and Human Services Agency lists are utilized throughout the year, with both being reviewed and updated semi-annually for accuracy and completeness. These lists are reviewed internally by the External Affairs District Managers, and then verified for accuracy in coordination with local Municipal Officials.

In partnership with the External Affairs District Managers, Municipal Liaisons and EOC Liaisons are deployed as another resource for government officials to contact during an emergency event. The goal is to nurture strong working relationships and to establish a clear understanding of local needs and priorities during an emergency event.

In addition, all members of the External Affairs team and the support staff have access to a comprehensive list of elected officials, maintained by External Affairs. Full lists are included in Appendix F – Key Contacts.

11.5.2 Municipal Calls

During storm events, Municipal Conference Calls are held with municipal leaders, elected officials, and their emergency and/or operation leads once a day, at a minimum, to provide appropriate information related to incidents that impact the electric system within the PSEG Long Island Service Territory. This may include updates on damage sustained, hard hit areas, key actions and priorities, next steps in the restoration process, outage summaries, and outages affecting Critical Facilities or Critical Infrastructure. Municipal Calls also serve as a mechanism to advise local leaders of additional actions taken by PSEG Long Island, in support of restoration events, including the opening of Community Outreach Centers and/or dry ice distribution plans.

The focus is on providing information to assist and prepare elected officials to interact with constituents, by providing ever-increasing levels of geographically specific information. Participants are notified of the calls through the New York Alert system, and participant lists are updated periodically throughout the year.

In addition, District Managers and Municipal Liaisons will reach out across other channels (e-mail, phone, and text), based on preferences expressed by municipal leaders and elected officials.

Municipal Update Calls focus on, but are not limited to the following objectives:

- Prior to an event, ensuring that municipalities have relevant emergency preparedness information related to storm anticipatory actions
- Communicating key localized and area-wide outage information and coordinating with affected municipal and government participants
- During and following an event, ensuring that municipal leaders and elected officials have relevant recovery information to educate their constituents and respond to their inquiries
- Providing information on system storm damage and assessment progress, restoration status updates, manpower assignments, and ETRs at global and localized levels
- Providing information surrounding the activation of Community Outreach Centers, if applicable
- Providing information on the plan(s) for distribution of dry ice and/or bottled water, if applicable

This document shall be revised every **1** year or incrementally as significant changes occur.

During the advanced planning period before an event, conference calls will include government officials from across the service area (Rockaways, Nassau, and Suffolk). As the event or storm occurs and passes, localized damages are surveyed and identified. At that stage, conference calls are migrated away from a centralized call across Long Island to four separate divisionally based calls (Queens/Nassau, Central Nassau, Western Suffolk, and Eastern Suffolk) to provide more focused and meaningful local updates to officials. These calls are co-hosted by the District Manager from each division and the corresponding Electric Operations Manager, in order to be able to address both politically sensitive and operational issues.

11.6 Escalation Tracker

The Escalation Tracker is used internally to track MSTC jobs and escalated incidents from the CAC Command Center, Large Customer Support team, and DPS that are not input into the Muni Portal during PSEG Long Island's restoration events.

The data inputted by internal employees will help PSEG Long Island prioritize work in a more effective and expeditious manner, based on conditions seen at a local level. Additional information regarding 'Escalation Tracker' protocols can be found within Section 12.8.

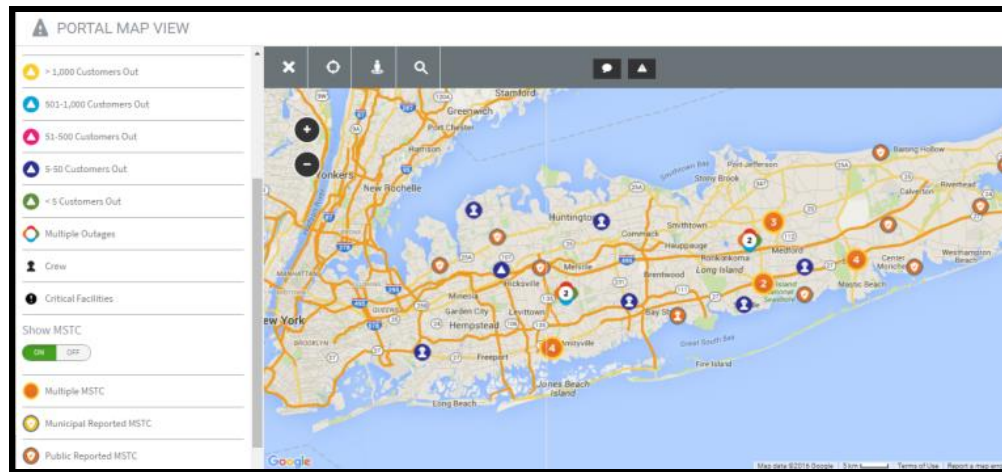
11.7 Municipal Portal – Municipalities

The Municipal Portal was created as a tool to track and provide clear and timely information to governmental leaders and elected officials, based on municipal input, during PSEG Long Island's restoration events.

The Portal allows municipalities to directly input tickets into the Portal, and at the same time, create a ticket in the OMS system for outages at their Critical facilities. As a guide, they can also rank each job with a priority of importance for their locality, as well (see Figure 11.1). The Portal also provides a user-friendly map for inputting Wire Down/MSTC jobs, by providing the ability to place a pin at a map location where the issue exists (see Figure 11.2). Through the Portal, clear and timely status information will be sent to governmental leaders and elected officials, based on municipal contact information provided during PSEG Long Island's restoration events.

Some examples of these Critical Facilities are hospitals, police and fire stations, schools, and EOCs. The data inputted by municipalities will help PSEG Long Island prioritize work in a more effective and expeditious manner, based on conditions seen at a local level. Additional information regarding 'Municipal Portal' protocols can be found in Section 12.9.

This document shall be revised every **1** year or incrementally as significant changes occur.



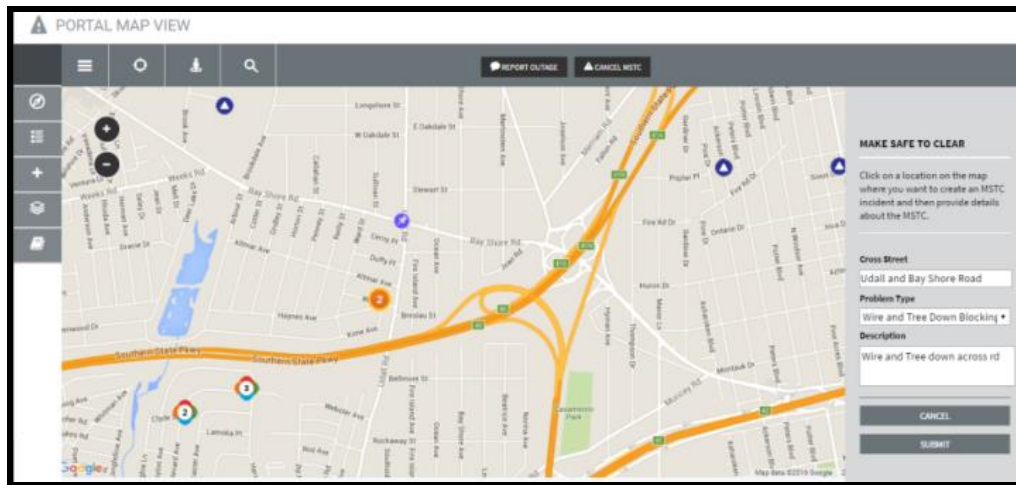
PORTAL LIST VIEW

Export to CSV Edit Facilities

967 of 967 Critical Facilities loaded.

Rank	Name	Address	Village	Town	Outage id	Job ID No	ETR	Crew status	Description
[Redacted Content]									

Figure 11.1 – Municipal Portal: Critical Facilities Outages



MAKE SAFE TO CLEAR

Incident ID:
CN-RED-2001324958

Location ID:
[REDACTED]

Job Number:
ESD-20160428-2217

Crew Status:
Unassigned

Street Address:
[REDACTED]

Problem Type:
HAS POWER/POLE BROKEN

MAGNIFY/ZOOM >

MORE INFORMATION >

GET MSTC UPDATES >

Figure 11.2 – Municipal Portal: Make Safe to Clear

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

12. COMMUNICATIONS PROTOCOLS

12.1 Overall Approach and General Strategies

The Communications Protocols section is designed as a communications guide for users who will be responding to dynamic, and often unpredictable circumstances and situations. Other events may also negatively affect electric service to customers, across Long Island and the Rockaways, before or during restoration events.

In recent years, customer expectations have continued to evolve with respect to accessibility of information regarding storm response and associated restoration activities. In addition, customers have provided feedback regarding the mediums through which they desire to communicate and receive information. It has become increasingly important that thorough and comprehensive communications protocols be in place to meet the expectations of customers, elected officials, regulators, employees, local emergency response organizations, and other key stakeholder groups.

PSEG Long Island's communications plan ensures that its customers and key stakeholders receive the storm preparation and restoration information necessary to prepare for anticipated storms. They also convey information associated with local emergency response efforts to recover from an emergency safely, quickly, and with minimal disruption.

Numerous communication vehicles are deployed across various channels, in advance of, and during storm events and other system emergencies, as a means to provide timely, accurate, and relevant information.

In addition, PSEG Long Island utilizes vehicles such as bill inserts, the website, periodic mailings, e-mail, and community outreach programs to educate and better prepare customers and key stakeholders for potential power outages, area flooding, and evacuation throughout the year, as a means of providing critical ongoing education and information.

Prior to a forecasted event, PSEG Long Island conducts communication outreach to stakeholders such as municipal leaders, emergency planning organizations, residential and commercial customers, local media, news agencies, and the general public.

This document shall be revised every 1 year or incrementally as significant changes occur.

With input from the Operations team, the PIO and Communications team consider the expected impacts of an approaching storm, and tailor outbound messages based on the types and degree of damage that may occur. The members of the team utilize all communication channels to encourage stakeholders to prepare for the storm, evacuate when required, mitigate the impacts of power outages, and return to normal conditions as quickly and safely as possible.

During a storm, the Communications team actively monitors storm conditions, potential and actual damage, road closures, and evacuation orders. They also manage and track outages that directly affect LSE customers, Critical Facilities, and Managed Accounts. Assigned teams reach out to affected customers to confirm their safety, develop and share damage assessments, and set expectations relative to predicted outage durations and restoration times.

Following a damaging event that causes extended power outages, it is important that consistent and useful information be provided, as widely and quickly as possible, to overcome any local communication limitations related to the emergency (i.e., cellular or internet outages). Current protocols ensure that consistent, accurate, and timely information will be shared across a broad range of platforms and communication channels, whether through press releases, e-mails, text messages, phone calls, and/or on social media and websites.

The Communications team also maintains contact with customers and the general public, human service agencies, the media, the DPS, the State Emergency Management Office, and other state agencies, county and local governments, public and private emergency response services, law enforcement agencies, and the Long Island Power Authority (LIPA) officials.

12.2 Plan Methodology and Activation Descriptions

In the event of a large-scale electric service interruption, the Communications Protocols offer key activity and role level details to be followed throughout Long Island and the Rockaways' service territory. To be effective, it is vital that all elements of the plan be thoroughly understood by participating employees. This is accomplished through proper training and regularly scheduled review sessions, and is validated via scenario-based drills and exercises.

This document shall be revised every **1** year or incrementally as significant changes occur.

The Communications outreach effort is scalable and customizable, based on conditions experienced. During outage events, the Communications team continuously evaluates the status of weather, the electric grid, outages and downed wires, blocked or restricted roadways, and other useful data that will be valuable to employees, the public, municipal leaders, elected officials, public service, and emergency response teams. Efforts are focused on ensuring access to the most up-to-date and complete information available, with a key goal of being consistent in messaging and information provided.

12.2.1 Communications Team Planning and Coordination

With the guidance of, and in coordination with the Incident Commander, the PIO convenes a meeting of the Communications team leaders to brief them on the current situation and potential threats to the system. The team establishes a strategy for handling the current situation and forecasted risks of damage. Assignments are made and documented on a Storm Communications Matrix, which is updated, revised, and augmented as an event progresses, from the early warning stages through full customer restoration. All storm assignments are generated by the Resource Coordination Unit Leader (Planning Section), and any position changes during a storm are filtered through this position as well.

The communication planning process is repeated and revised, at least daily (if not more often), beginning up to 96 hours ahead of an approaching storm, and throughout the event, in order to provide prompt, consistent, and useful updates and information to all constituencies across all channels previously noted. Figure 12.1 shows an example of a typical Pre-Storm Communications Planning Matrix.

COMMUNICATION CHANNEL	MEDIUM	MESSAGE OWNER	MESSAGE/NOTES/ETC.
MEDIA / PRESS			
Media e-mail (aka e-Blast)	e-Blast to targeted media Posted on PSEGLINY.com	Asst. Public Information Officer for Corp. Comms	Preparedness
Press Release	Posted on PSEGLINY.com Issued through PR News	Asst. Public Information Officer for Corp. Comms	Preparedness. Just e-mail.
Media Relations Outreach	Teleconference and/or In-person Interview	Asst. Public Information Officer for Corp. Comms	Upon Request
SOCIAL MEDIA			
Twitter - @PSEGLI	Twitter - @PSEGLI	Asst. Public Information Officer for Corp. Comms	7PM today preparedness video 8AM tomorrow restoration video
Facebook facebook.com/psegli	Facebook.com/PSEGLI	Asst. Public Information Officer for Corp. Comms	7PM today preparedness video 8AM tomorrow restoration video
EMPLOYEE			
Outlook Online	Outlook Online – e-Blast to Employees	Asst. Public Information Officer for Corp. Comms	Sent 10:50AM
REGULATORY			
NYS DPS	e-mail Teleconference	Planning Section Chief/Comms. Messaging Coordinator	Notification
LEGISLATIVE/MUNICIPAL			
NYS Office of Emergency Management (OEM)	Conversation with DPS	Planning Section Chief	Notification
County EOC	Conf. Call - Nassau & Suffolk	Planning Section Chief	Notification
NYC OEM	Conference Call - NYC	Planning Section Chief	Notification
District Manager/Liaison Calls to Government Officials	Personal/Individual Call	Liaison Officer	Prepared to make calls, sent to District Managers
Island-wide Government Official Pre-Landfall Storm Call	Conference Call	Liaison Officer	Preparing for potential call
Regional Government Official Post-Landfall Storm Call	Conference Call	Liaison Officer	Preparing for potential call
Debris Removal - Municipalities	Teleconference	Make Safe to Clear Coordinator	Notification

Figure 12.1 – Example of Pre-Storm Communications Planning Matrix

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

COMMUNICATION CHANNEL	MEDIUM	MESSAGE OWNER	MESSAGE/NOTES/ETC.
CUSTOMER			
IVR Storm Messaging	PSEG Long Island IVR	Director of Customer Assistance Center	Meet 4PM. Standby list. Workforce Management alerted.
LSE & SN Customers (10,696)	Outbound Dialer	Cust. Care and Community Outreach Coord.	Can prep Pre-Storm message for tomorrow
Managed Critical Facilities (Hospitals, Police, Fire, Water Treatment Facilities, Water Pumping Stations, etc.) (291)	Outbound e-mail	Large Cust. and Cust. Relations Coord.	Sending an e-mail message out tomorrow
Non Managed Critical Facilities - (Nursing homes, assistance living) (632)	Outbound Dialer	Large Cust. and Cust. Relations Coord.	Outbound calls to non-managed accounts
Managed Accounts w/Dedicated Major Account Consultants (500)	Outbound e-mail	Large Cust. and Cust. Relations Coord.	Sending an e-mail message out tomorrow
PSEG Long Island Customer e-mail (500,000)	Automated e-mail Vendor	Large Cust. and Cust. Relations Coord.	Modified version of the Press Release

Figure 12.1 (continued) – Example of Pre-Storm Communications Planning Matrix

12.3 Key Actions and Responsibilities

The PIO and Assistant PIO for Corporate Communications have the overall responsibility of coordinating all internal and external communications across all channels. The primary objective is to provide clear, timely, accurate, and consistent information to employees, customers, regulators, emergency response partners, and stakeholders, irrespective of the channel or platform for communication.

The PIO coordinates the activities of key areas with managers and coordinators assigned to handle the responsibilities of each critical function and sub-function.

12.4 Messaging Coordination

The Information Control and Standardization functions shown in Figure 12.2 will be managed by the Planning Section. These functions ensure prompt documentation and distribution of standardized and accurate reports on the overall status of PSEG Long Island efforts during an emergency. Restoration Status reports are generated and distributed by the Situation Status Unit Leader (Planning Section).

The Documentation Unit Leader (Planning Section) supports and engages with all Communications Team Leads to ensure they have access to their assigned checklists and key contact information (see Appendices D, E, and F). Prior to, during, and following an event, they actively coordinate the collection and archiving of all pertinent information, including the completed Communications' checklists and departmental updates, to track the progress of PSEG Long Island's storm response.

This document shall be revised every **1** year or incrementally as significant changes occur.

12.4.1 Checklist Distribution and Collection

Pre-event checklists are utilized and maintained for key Communications' roles during restoration events. These checklists are distributed and maintained by the Documentation Unit (Planning Section) in a central library, and updated periodically to ensure consistency with current operational processes. Depending on the projected or actual severity of the event, the PIO will determine the appropriate starting point of checklist distribution.

The portfolio of checklists covers the timeframes for 96, 72, 48, and 24 hours in advance of a storm event. Communications team checklists are distributed by e-mail, and are collected at the end of each storm event.

12.4.2 Planning Section

The Planning Section convenes a team of analysts and support staff, in advance of each storm call, and collects documentation from each operational and communications team leader, prior to, and during all storm calls. The data and information collected, as well as the storm call notes, are compiled for distribution and submission to the DPS, LIPA, and appropriate internal participants. This ensures that information is shared in a timely, accurate, and consistent manner across the organization and with key regulatory agencies. Information included in the aforementioned storm notes is utilized by various areas across the organization to shape messaging provided to the different stakeholder groups.

12.4.3 Storm Calls

Figure 12.2 shows a diagram of the standard process flow for holding conference calls, preparing summaries, and disseminating information.

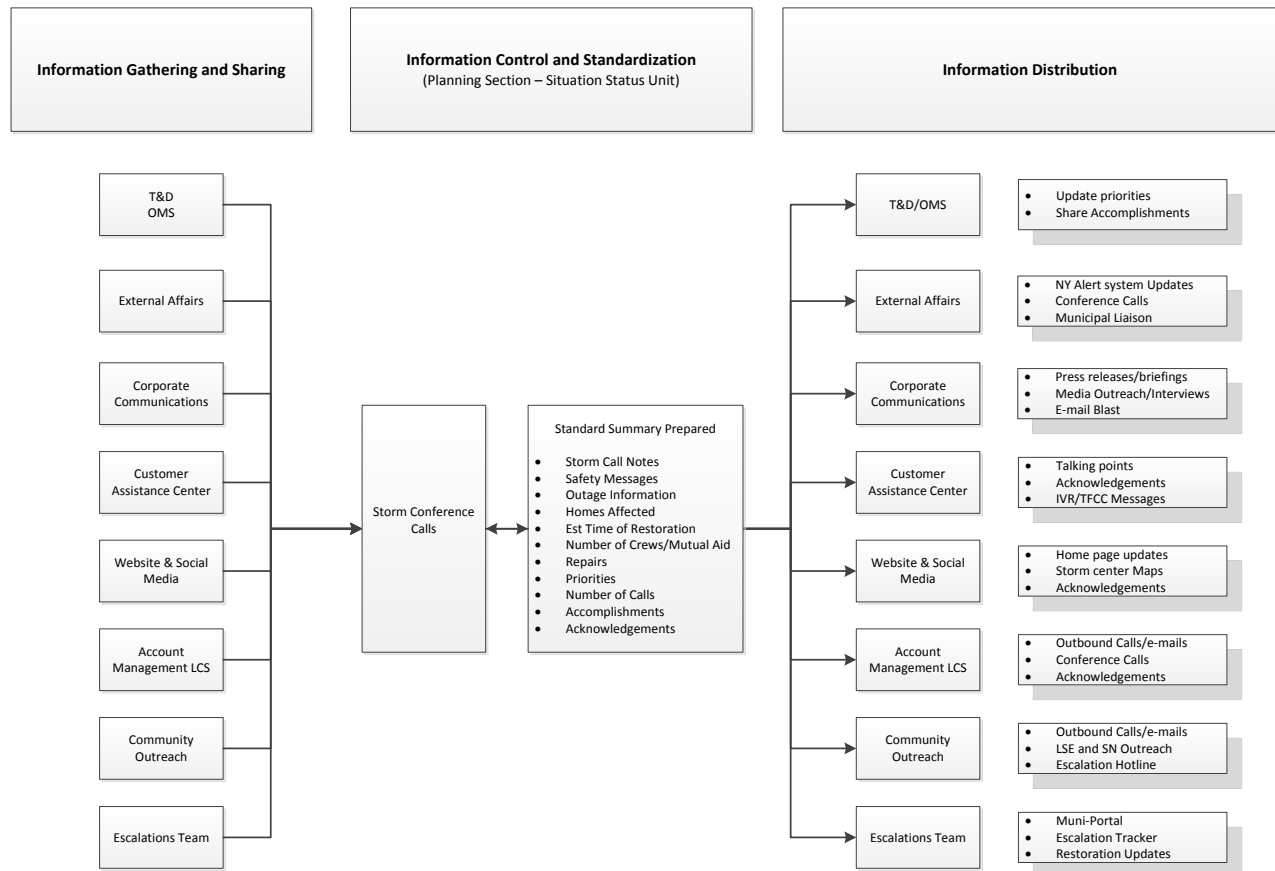


Figure 12.2 – Information Gathering, Documentation, and Distribution Process

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

12.5 Customer Care and Community Outreach

The Customer Care and Community Outreach Coordinator is responsible for assuring the effective communication with LSE and SN customers, maintaining 24/7 coverage for the Municipal and Escalation Hotline, as well as planning for the needs of affected communities and opening Community Outreach Centers. More information on Community Outreach Centers and their utilization during restoration events is provided in Section 12.5.3.

12.5.1 Municipal Hotline

The Municipal Hotline team, led by the Customer Care and Community Outreach Coordinator, establishes and maintains a centralized point of contact for municipalities. This team of call agents is specialized in managing escalations and is available for immediate contact to ensure prompt logging of critical issues. The team collects and addresses escalations and appeals from municipal leaders, elected officials, state, county, and NYC OEM leadership, PSEG Long Island Municipal Liaisons, District Managers, Major Account Consultants, or other employees and executives who have received outage notifications or uniquely urgent requests. These requests involve high priority outages conveyed by government offices that involve critical facilities, critical infrastructure, and/or MSTC support.

Municipal Hotline Objectives:

- Maintaining 24/7 availability by phone for Municipal officials and internal staff
- Inputting issues into the Escalation Tracker and OMS
- Accessing the Municipal Portal to track and update status of municipal escalated outages and MSTC tickets

Requests may come from any of the following:

- Government/elected officials
- Municipal/Community leaders
- District Managers and Municipal Liaisons
- Major Account Consultants
- EOC Liaisons

The Municipal Hotline team utilizes the OMS, Escalation Tracker, and Municipal Portal to track and manage escalated jobs, and to follow-up with the original point of contact as the status of an issue changes. Municipalities have the ability to get direct updates,

This document shall be revised every **1** year or incrementally as significant changes occur.

via email or text, with restoration status based on real time information in OMS. More detailed information on the Escalation Tracker is included in Section 11.6.

12.5.2 Life Support Equipment (LSE) and Special Needs (SN) Customers

Procedures are in place to reach out to LSE customers before, during, and after a large-scale storm or electric system emergency. LSE and SN customers are contacted prior to an emergency, with messaging that informs customers of the potential for extended outages due to impending storms. This messaging encourages such customers to make necessary plans in anticipation of these potential extended power outages, when conditions may be life threatening or otherwise warranted.

The Customer Care and Community Outreach team uses an outbound dialer to reach LSE and SN customers for any pre-storm communications. Personalized calls are made throughout the event to LSE customers that remain without power as a result of the storm.

The LSE Manager assures that outbound calls are made to LSE and SN customers, in advance of potential storms (upon the direction of the PIO), based on the predicted severity of the event. These calls will remind customers of the risk of electrical outages and offer tips and suggestions for preparing to “weather a storm” or to evacuate to a safe location, especially in cases where electricity is critical for the operation of personal health devices.

Prior to a storm, the focus is on providing proactive, early warnings of potential, prolonged outages, so LSE and SN customers can prepare in advance. This also helps to reaffirm that LSE/SN status does not imply priority restoration after a storm. In addition, the team follows up on LSE customers that are affected by electric outages to confirm their safety. When a customer expresses a need for emergency assistance related to their health or safety, PSEG Long Island refers the customer to an appropriate emergency response agency.

The processes, procedures, and reports described in this section are designed to comply with all requirements of 16 NYCRR Part 105.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island assigns status codes to each account in its Customer Information System for residences and customers that have notified PSEG Long Island of one or more of the following conditions:

- LSE is in use (examples of qualified equipment provided below)
 - Apnea Monitor
 - Curraise Respirator
 - Positive Pressure Respirator
 - Suction Machine
 - IV Feeding Machine
 - Tank Type Respirator
 - Respirator/Ventilator
 - Hemodialysis Machine
 - Rocking Bed Respirator
 - Oxygen Concentrator
 - IV Medical Infusion Machine
 - Additional devices may qualify as life-support equipment if certified by a physician
- Household includes a SN individual(s) including the elderly, the vision impaired, the hearing and speech impaired, or the mobility impaired
- All members of the household are over 62 or under 18

LSE and SN Objectives:

- Establishing and maintaining contact with LSE customers prior to, during, and after an event, to ensure that they are apprised of the most current restoration information
- Establishing and attempting to contact SN customers prior to an event, to ensure that they are apprised of the impending weather event and potential for prolonged electrical outages
- Ensuring that other available communication channels are utilized to augment outreach to SN (including Seniors, Impaired, and Emergency Medical Condition) customers:
 - Outbound calls and voice messages
 - Broadcast and print for the hard of hearing (including closed captioning)
 - Social media, website, and text messaging (when appropriate)
- Ensuring that automated outbound campaigns to contact LSE and SN customers are scheduled and completed within 24 hours of the expected start of any forecasted large scale event

This document shall be revised every **1** year or incrementally as significant changes occur.

- As per the DPS Emergency Response Performance Measures,
 - Ensuring that staffing, automation, and operating procedures are in effect to contact 80% of the affected LSE customers, within 12 hours from the start of the event
 - Tracking whether 100% of the affected LSE customers were contacted or referred to an emergency service agency, within 24 hours
- Ensuring that at least one additional attempt is made within the same 12 hour period to contact any LSE and who was not contacted on the first attempt
- Ensuring that within 24 hours of the start of the event, LSE customers that have lost power must have been either
 - Directly contacted by speaking with an agent of the utility,
 - Visited by a PSEG Long Island representative, or
 - Referred to an emergency services agency (e.g., police or fire department, county OEM or NYC EOC, other human services agency, etc.) for further direct contact attempts
 - In the case of the latter, an electronic file and/or hard copy of affected LSE customers will be provided to the emergency services agency for follow up. An EOC Liaison will coordinate with emergency service/human service agencies within an EOC to follow up, update, and coordinate status reports back to PSEG Long Island.

At a minimum, PSEG Long Island will reach out to LSE customers annually, in order to advise them of:

- The potential for power outages
- Their options for advanced preparation
- The emergency services available, along with appropriate contact information
- LSE enrollment and guidelines

LSE and SN customer lists are identified in the CAS Customer Information System, based on coding on each account. The CAS system allows PSEG Long Island to maintain the most current and updated information possible throughout the year. On an annual basis, PSEG Long Island mails each LSE customer a qualifying form to verify eligibility. Once correspondence has been received, PSEG Long Island Customer Relations representatives will review and update system records accordingly.

In advance of an approaching storm or other threat to the electric system, reports are generated which allow for outreach to LSE and SN households. These reports ensure that PSEG Long Island uses the most current and accurate information available at the time of the event.

This document shall be revised every **1** year or incrementally as significant changes occur.

If a customer loses their electric, faces a life-threatening crisis, and is forced to remain in their homes, PSEG Long Island's advance notifications advise the customer to contact the local police and fire authorities, as soon as possible. To the greatest extent possible, such customers should make alternative housing arrangements or constant companionship, until the event is over, or the extent of localized damage is known.

Customers are reminded that designation as a LSE is not regarded or considered as a restoration priority, and service will be restored as quickly and safely as possible, following normal prioritization and safety guidelines.

When a member of a customer household is affected by an emergency medical condition, PSEG Long Island will accept a notification, by hard copy, at a walk-in location, by fax, or scanned copy by e-mail. The statement may come from a medical doctor, physicians' assistant, nurse practitioner, or qualified official of the local Board of Health regarding a Medical Emergency. When provided with a written statement that a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being, PSEG Long Island will expedite the process to code the account as "IMP" for Impaired.

The normal process for periodic verification is then followed to confirm the ongoing medical need, or to remove the code when the medical condition no longer applies. Customers with an "IMP" code that are affected by power outages during major events will be contacted daily, unless they request that the process be stopped or until their power is restored.

When reports are generated (see Figure 12.3), the following fields are included in the output:

- Account
- Customer Name
- CAS Address
- CAS Premise
- CAS Town, State
- CAS Zip
- Customer Phone - Service Location Area Code
- Customer Phone - Service Location Phone
- Electric Rate Code
- Restoration Code (Critical Facility Code)
- Mail Address
- Mail Address - Misc.
- Mail Address - Town, State, ZIP
- Account Circuit
- Electric Meter ID
- Account Grid
- Customer Phone - Contact Area Code
- Customer Phone - Contact Phone

Account	Customer Name	CAS Address	CAS Premise	CAS Town, State	CAS Zip	Customer Phone - Service Location Area Code	Customer Phone - Service Location Phone	Electric Rate Code	Restoration Code (Critical Facility Code)	Mail Address	Mail Address - Misc.	Mail Address - Town, State, ZIP	Account Circuit	Electric Meter ID	Account Grid	Customer Phone - Contact Area Code	Customer Phone - Contact Phone
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████	██████████

Figure 12.3 – Example of LSE and SN Report Output

During an event, and in the recovery period following a storm or electric system emergency, the OMS provides data for detailed reports to be generated through SAS regarding LSE customers that have been affected. The LSE team provides the following information to the LSE customers:

- If they have an emergency, to call 911
- If they have any further questions, they should call PSEG Long Island's Critical Facilities line at [REDACTED]
- ETR, if available
- The goal is to restore power as quickly and safety as possible

In addition, the LSE team also confirms that the:

- Customer is safe
- Customer has arranged for any assistance required to stay in their homes
- Customer had to evacuate their home
- Account indicates that the customer or a member of their household rely on electrically-operated LSE
- Records show the customer's service may have been affected by the storm

In conjunction with Communications personnel, the Planning Section will generate the Critical Facilities Report, which includes all affected LSE customers and provides an area overview and details, down to the individual account and street location for coded accounts. Users can filter the report to focus on a specific geographic area or a particular segment of customers. Utilizing the advanced sorting and filtering features of the system allows the LSE team to quickly identify affected LSE customers, and to reach out to them quickly, during and after a storm.

Outbound calls to LSE customers begin once their account appears on the OMS Critical Facilities Report. PSEG Long Island will make a minimum of two attempts to reach LSE customers, within the first 12 hours after appearing on the report. If the initial attempts to reach the customer are unsuccessful, additional contact methods may be utilized. Lists of customers not reached will be provided to our local EOCs (i.e., Nassau and Suffolk County and NYC) with "Well Visits" to these customers targeted to be made by emergency responders and/or other health services organizations. In certain instances, field visits may also be conducted by PSEG Long Island personnel.

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island will work with its EOC liaisons to obtain status information on those visits coordinated through the EOC. Upon completion of the field visits or updates to the list, the LSE Manager will receive the list from the EOC Liaison each day until all LSE customers are restored and/or the EOC is closed.

12.5.3 Community Outreach Centers

The Community Outreach Manager is responsible for overseeing any outreach centers opened to provide direct support and relief to the public, based on the conditions of the electrical emergency. When an approaching storm threatens to create significant outages that may last 72 hours or longer, PSEG Long Island's PIO, in conjunction with the Customer Care and Community Outreach Coordinator, will determine if Community Outreach Centers should be opened, and the types of support to be provided, depending upon the time of year and expected conditions. This decision may also be made following an actual storm event.

Community Outreach Center Objectives:

- Establishing and maintaining community outreach locations at Walk-In Centers or other locations established near communities in need, following a storm or event
- Providing charging stations and ice to customers who have lost electric service during an event; may provide bottled water and provisions when deemed appropriate
- Accepting and transmitting outage information and other customer feedback to appropriate areas
- Providing regular updates to the Website Manager and the Social Media Manager on staffed locations, hours of operation, and available services
- Providing periodic updates to the Customer Care and Community Outreach Coordinator on outreach status, supplies distributed, and current inventories
- When directed by the PIO and/or the Customer Care and Community Outreach Coordinator, developing a forecast for ice and bottled water distribution for each outreach location

This document shall be revised every 1 year or incrementally as significant changes occur.

The Community Outreach Manager will create a preliminary forecast for ice and bottled water delivery for each outreach location, based on outage and damage conditions for each area. The needs will be projected for at least three days after the date the center(s) open. With the possibility of an event lasting at least 48 hours, the Communications team will notify the public with distribution information for the dry ice operations. The Customer Outreach Center Manager will give the supporting vendor 24 hours' notice of the need to set up Customer Outreach Centers. Plans will include the number of centers, locations, and forecasted need for ice and bottled water.

Through the Customer Outreach Centers, the supporting vendor will provide the following types of materials for distribution to customers:

- Dry ice with clear safety instructions regarding use and handling, in English and Spanish (based on forecasted need)
- Cases of water (when deemed appropriate for the event and needs of the community)
- Wet ice (when deemed appropriate for the event and needs of the community)
- Other supplies, as necessary, based on the actual event

Once in operation, the Community Outreach Manager will provide a detailed report to both the Customer Care and Community Outreach Coordinator and internal stakeholders. In addition, the Assistant PIO for Corporate Communications will have the ability to distribute the information to the public through press releases, website updates, social media, IVR messages, and e-mail blasts. The communication channels utilized will have the ability to include information as to where the Community Outreach Centers are located, and the materials that are being distributed.

On a daily basis, the forecast for ice and bottled water will be updated, and estimates will be provided to supporting vendors to ensure adequate supplies based on customers out, weather conditions, and estimated restoration.

In addition to the Community Outreach Centers, Community Liaisons may be dispatched throughout severely impacted communities to assist with the distribution of information and materials. The determination of severely impacted areas will be made after the initial impact of the storm/event by the Senior Leadership team, in which Community Liaisons will traverse the area. They will be supplied with information and materials that could include but not limited to: storm materials, information, bottled water, non-perishable foods, and safety supplies.

This document shall be revised every **1** year or incrementally as significant changes occur.

12.6 Customer Assistance Center (CAC)

During emergency conditions, the Contact Center Manager has overall responsibility for ensuring efficient Customer Assistance operations.

Throughout the course of the restoration efforts, the normal 24-hour staffing in the CAC may need to be augmented. When this becomes necessary, the CAC will maintain sufficient staff in order to answer the maximum number of electric emergency calls in an efficient, courteous, and responsible manner. Staff augmentation can occur through a variety of means, using both live agents and automated systems, with internal and external resources.

The primary responsibility of CAC personnel is to take electric emergency calls. They maintain and staff dedicated lines for police and fire departments, Critical Facilities, and for municipalities to reach an agent 24/7 during emergency events.

The Manager of Workforce Management, Planning, and Forecasting ensures adequate staffing levels in the CAC and provide metrics reporting. The Manager of Call Center Operations will oversee the operation of the CAC under storm or electric emergency conditions.

The decision to augment the CAC staff and/or to activate the CAC Command Center staff will be made by the PIO and Director of Customer Contact and Billing, and will be based on any of the following:

- Storm conditions
- Number of customer outages
- Targeted or desired response/call answer rates
- Number of lost customer calls at the CAC
- Number of governmental calls being received at the CAC
- Number of service calls being received from hospitals and/or other critical facilities
- Any major event affecting PSEG Long Island facilities or equipment that requires communications between PSEG Long Island, their customers, and/or government officials

Customer Assistance Center Objectives:

- Organizing and achieving the efficient operation of the CAC staff, so that an answer rate of over 90 percent of calls within 90 seconds can be obtained (as per the DPS Emergency Response Performance Measures)
- Ensuring that all staff, IVR, and automated outbound messaging on telephone lines is updated, within two hours following communication releases

This document shall be revised every 1 year or incrementally as significant changes occur.

12.6.1 Customer Assistance Center Staffing and High Volume Call Application (HVCA) Methodology

When PSEG Long Island's service territory is affected by either a forecasted or non-forecasted event, the CAC may be inundated with increased call volume.

The CAC will routinely extend shifts, recruit or mandate overtime, cancel vacations and time off, or utilize cross-departmental support (to increase the staffing complement), as well as to activate the HVCA to maintain CAC performance and integrity. The following key objectives and the matrices shown in Figures 12.4 and 12.5 are used to support proper decision-making:

- 1) Achieving Service Level (SVL) of 90% answered within 90 seconds
- 2) Ensuring messaging on IVR and other front end systems, within 2 hours of communications releases
- 3) Utilizing less than 75% of trunk capacity

EVENT TYPE	EVENT PARAMETERS	STAFFING	HVCA
Minor	< 5,000 outages in a division OR < 20,000 outages companywide	<ul style="list-style-type: none"> Normal staffing complement Overtime 	Aligned with HVCA Utilization Parameters
Moderate	20,000 – 100,000 outages companywide	<ul style="list-style-type: none"> Normal staffing complement Extended shifts Overtime Vacation and Time Off Cancellation Cross-department support 	Aligned with HVCA Utilization Parameters
Heavy	>100,000 outages companywide	<ul style="list-style-type: none"> Increased staffing complement from other departments Extended shifts Overtime Vacation and Time Off Cancellation Cross-department support 	Aligned with HVCA Utilization Parameters

Figure 12.4 – Customer Assistance Center Event Evaluation Matrix

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

EVENT MATRIX FOR INCREASES TO STAFFING COMPLEMENT				
SHIFT	TYPICAL STAFFING*	MINOR EVENT	MODERATE EVENT	HEAVY EVENT
12:00AM – 8:00AM	3 - 4	> 5	> 15	> 20
8:00AM – 4:00PM	100 – 120	> 120	> 150	> 200
4:00PM – 12:00AM	25 – 50	> 60	> 150	> 200

* Note: The staffing levels represent average weekday staffing levels for the period shown.

Figure 12.5 – Customer Assistance Center (CAC) Staffing Levels by Shift

12.6.2 High Volume Call Application (HVCA) Utilization Parameters

The HVCA allows PSEG Long Island to manage call volume, subject to conditions within the following three areas: staffing, performance, and outage volume.

The following is a non-exhaustive list of situations that can lead to the activation of the HVCA:

1) Trunk Capacity*

It is necessary to maintain a certain level of free capacity to take emergency calls in the CAC. If trunk capacity reaches a level viewed by management as a threat to the CAC's ability to answer emergency calls, the HVCA can be activated to free trunk space until said space is at a controllable level, relative to call volume.

2) Wait Time (Average Speed of Answer (ASA))

Extended wait times correlate parabolically with abandoned calls, meaning that the majority of those abandoned calls happen within the earlier stages of the waiting period. It is essential that wait times be minimized, as much as possible. If wait times are exceeding a level deemed to place the CAC's service performance at risk at the amount of call volume being experienced, management can activate the HVCA to move calls to self-service application or provide critical messaging to customers. The HVCA allows for the mitigation of customers receiving busy signals.

3) HVCA Readiness for Forecasted and Non-Forecasted Outages

When outages occur, the CAC expects call volume to rapidly increase. Dependent upon the outage volume and staffing complement, there may be a need to initiate the HVCA to maintain call center integrity and performance standards. The initiation of the HVCA allows for flexibility in handling calls, should there be a spike in call volume at particular points in time.

**Note: Trunk capacity is 575 for inbound and outbound calls combined in Melville. An additional 92 trunks are available in Hewlett.*

This document shall be revised every **1** year or incrementally as significant changes occur.

12.6.3 Customer Assistance Center Team

The Call Center Operations Manager is directly responsible for overseeing the activities of supporting teams and coordinating activities of other CAC and supporting managers. The CAC managers and supervisors ensure optimal staffing to answer the high volume of calls expected during an emergency. In addition, the team distributes all communication updates quickly and effectively, and ensures consistent messaging for all phone agents.

12.6.4 Scheduling and Technology

The Scheduling and Technology team have the following responsibilities:

- Assigning staff schedules to cover expected inbound calls
- Maintaining and updating IVR messaging based on conditions and restoration activities
- Maintaining and updating HVCA messaging to ensure consistency with IVR messaging

The recorded message providing callers with outage information is updated, within two hours following communication releases, and is conveyed via IVR and other systems. The message will contain, at a minimum:

- Geographic area(s) affected
- Estimated number of customers affected
- ETR, per operational guidelines

12.7 Large Customer and Customer Relations

The Large Customer and Customer Relations Coordinator establishes clear communication channels for the Customer Relations team to support the DPS inbound calls. Similarly, they also establish lines of communication for the Account Management Large Customer Support (LCS) team to reach out to, and respond to Large Commercial Customers, Managed Accounts, and Critical Facilities across all business segments.

12.7.1 Department of Public Service (DPS) Call Center Coordination

The Customer Relations team has the responsibility for contacting the DPS to coordinate coverage for the same CAC hours of operation. Customer Relations staff are assigned and empowered to assist with any issues forwarded by the staff of the DPS.

In support of the DPS escalation procedure, the Customer Relations team will contact the designated DPS customer service contact(s), as soon as an event occurs, or if potential storm damage is predicted.

Customer Relations will monitor an internal phone line for escalations submitted to DPS called the DPS Hotline. Only DPS has access to the hotline. The Customer Relations Manager will send the following response to DPS, once they receive notification of the hours that the DPS Call Center will be open for storm calls:

“PSEG Long Island Customer Relations staff will be available to accommodate your extended Call Centers hours of 7:30 a.m. to 7:30 p.m. on **insert day of the week, month, and date** (i.e., Saturday, January 23rd). You may call the CAG Line/Hotline at [REDACTED] during those hours.”

The Customer Relations objectives are as follows:

- Coordinating staffing and hours of operation to match DPS contact center and staff
- Providing phone and e-mail support for DPS calls or complaints, prior to, and throughout, an electrical emergency

Representatives from the DPS are invited to participate in the daily storm calls, and receive written summaries of the call notes following each call.

This document shall be revised every 1 year or incrementally as significant changes occur.

12.7.2 Managed Accounts and Critical Facilities

The Account Management LCS Manager assures that the leadership and assigned points of contact for Managed Accounts and Critical Facilities receive timely and accurate updates prior to, during, and after storms or other electrical emergencies.

The Managed Accounts and Critical Facilities objectives are as follows:

- Notifying and maintaining ongoing contact with major electric account customers, prior to, and during, a PSEG Long Island emergency
- Coordinating with the Escalation Prioritization team to ensure the prompt restoration of critical facilities
- Providing pre-storm notification to Managed Accounts and Critical Facilities to determine if they have back-up generation in the event of an outage
- Reviewing customer plans for generator usage, corresponding fueling plans, and the benefits of pre-outage testing and preparations
- Determining the status of electric service to critical facilities (LIRR, Communications companies, hospitals, nursing homes, local and county governments, water-pumping/sewage treatment, fuel storage and distribution, and schools)
- Determining the status and ETR of electric service for remaining managed customers (remaining schools and government, universities, developers, manufacturers, retail, business services, and telecommunications)

Account Management LCS (Managed Accounts and Critical Facilities) team maintains a complete list of key contacts and alternate contacts for all hospitals, nursing homes, and other managed Critical Facilities served across the Rockaways and Long Island. Large Customers, hospitals, and managed Critical Facility customer lists are maintained through CAS, based on critical facility coding in the customer billing system. The Customer Information System allows PSEG Long Island to maintain the most current and updated information possible throughout the year. Sample lists are pulled and reviewed, at least semi-annually, to verify accuracy and completeness.

Throughout the year, the Major Account consultants work closely with managed and non-managed Critical Facilities customers to assist them in planning for potential emergencies and electrical outages. Figure 12.6 details the Critical Facility Level guidelines and parameters.

This document shall be revised every 1 year or incrementally as significant changes occur.

CRITICAL FACILITY LEVELS

Critical Facility Level 1 - These facilities provide services critical to public health and safety:

- Hospitals and Emergency Medical Facilities
- Emergency Shelters and Cooling Centers
- Fire, Police, Paramedics, and Rescue Facilities
- Emergency Management Offices
- Water pumping stations and Wastewater treatment plants
- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, electric drawbridges, ferry terminals, major rail facilities/rectifier stations)
- Airports
- Military Bases
- Critical Flood Control Structures

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

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

Critical Facility Level 3 - These facilities provide some public services and may include some of the same type of facilities described in Level 2 depending on the event type, but are considered to some extent less critical 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

Figure 12.6 – Critical Facility Levels

This document shall be revised every **1** year or incrementally as significant changes occur.

Municipal facilities, government offices, critical infrastructure, health care, water treatment, fuel distribution, and other key commercial, government, and public safety facilities also require accurate and timely updates on outages and restoration.

In advance of potentially damaging storms, the Account Management LCS team proactively sends e-mails to all Managed Accounts and Critical Facilities to offer safety tips and reminders on how best to prepare for the forecasted conditions and potential outages. E-mail messages provide the toll-free number to report outages and a direct number to reach the Major Account consultants assigned to the facility.

In addition, as a storm approaches, outreach calls are made by an automated system, and augmented by Account Management LCS team members to other non-managed Critical Facilities. Among other information, messages provide a toll free phone number available on a 24/7 basis to report outages.

After an event occurs and service outages are reported, the Account Management LCS team members run reports, throughout each day, to identify all affected Critical Facilities. As shown in Figure 12.7, the SAS Critical Facilities Report provides an area overview and details, down to the individual account and street location, for coded accounts. Users can filter the report to focus on a specific geographic area or a particular segment of critical customers.

Utilizing the advanced sorting and filtering features of the system allows the Major Account consultants to quickly identify affected facilities, assess their level of damage, determine the ETR from information in the system, reach out to customers to discuss the status, and share all available information about the restoration process. These reports will be pulled by the Planning Section to report to DPS at scheduled updates, typically four times a day.

When a critical facility location is identified through the OMS, Major Account consultants will reach out to the designated point of contact for the facility to assist in mitigation of the outage, and to advocate for restoration prioritization, based on available damage assessments and local conditions. Major Account consultants, Call Center representatives, and other Account Management LCS staff are available to provide assistance 24/7, during an emergency until all customers are restored.

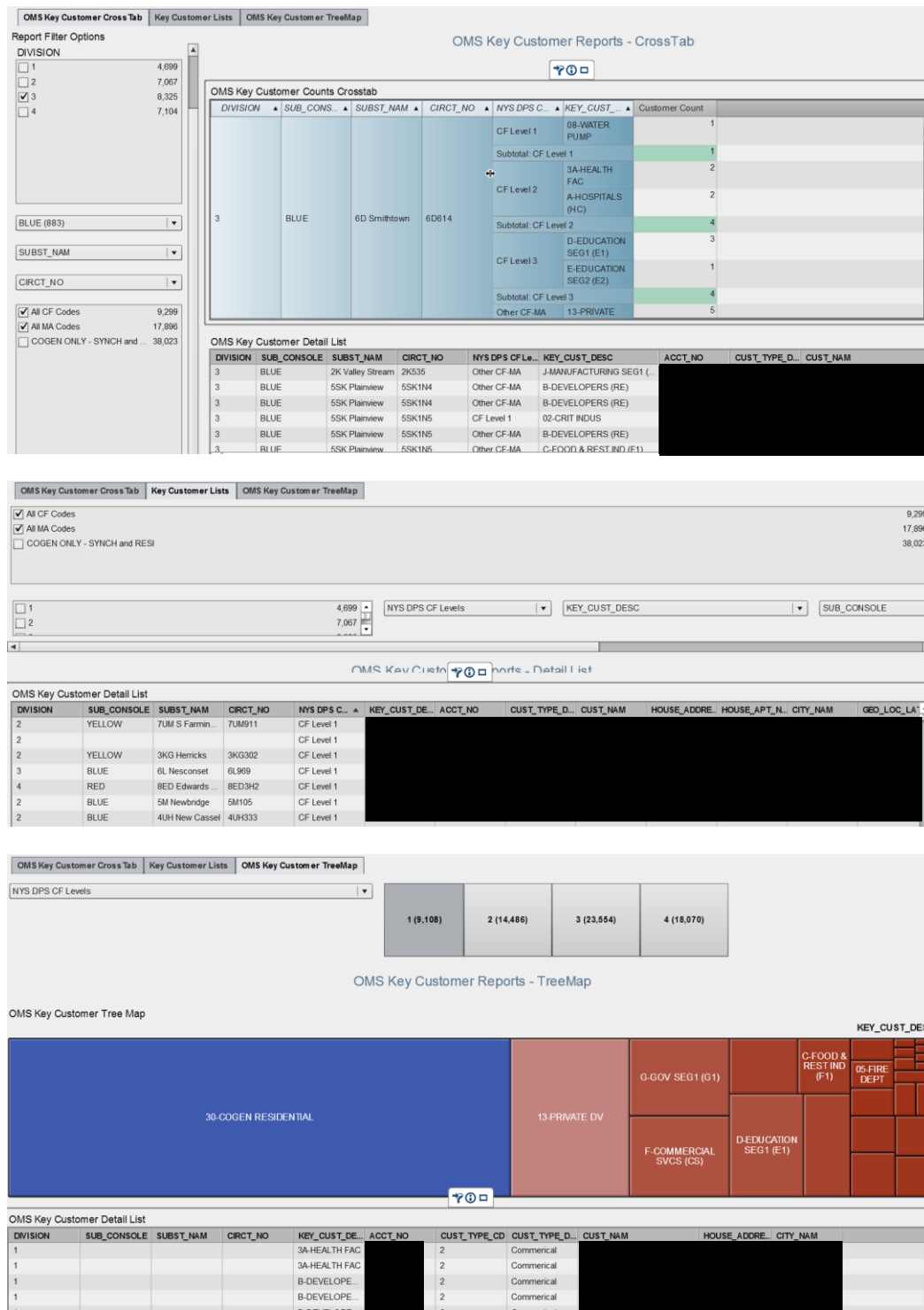


Figure 12.7 – SAS Critical Facilities Report Sample

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

The Account Management LCS team members will send annual notifications, by e-mail, to accounts with critical facilities. The notification will outline the key points used to assess critical facilities and set expectations and recommendations for action, across each level. Figure 12.8 shows a summary of the types of actions suggested to customers to assist them in planning.

LEVEL	RECOMMENDATIONS FOR CUSTOMERS
Level 1 - Public Health and Safety Refineries, LSE in use (Hospitals, Critical Care Facilities)	<ul style="list-style-type: none"> • Backup generation or four hour access to rental equipment • Business continuity plan if applicable
Level 2 – Significant Public Services Impaired or Senior Services, Critical Government Functions, Prisons/Correctional Facilities	<ul style="list-style-type: none"> • Backup generation/list of generator rental companies • Plan for being without power up to 14 days • Formal evacuation plan (people staying overnight, etc.)
Level 3 – Other Public Services High Rise Buildings, Limited Egress Facilities, Food Storage, Distribution, Key Products, Large Employer, Schools, Government Buildings	<ul style="list-style-type: none"> • Backup generation (taking geographic locations, reliability issues into account, etc.) • Plan for being without power up to 14 days • Business continuity plan if applicable (e.g., moving food to cold storage/dry ice, etc.)

Figure 12.8 – Recommendations for Critical Facilities Advance Planning

When a storm or other potential threat to the electric system is approaching, the LCS team utilizes the standardized summaries and data, provided by the Planning Section. They also employ press briefings and talking points, provided by the Corporate Communications team, to prepare outbound e-mails and phone scripts. Messages are tailored for the situation to assist managed and non-managed Critical Facilities, and other Managed Accounts, to prepare, as far ahead as possible, in advance for potential damage and electrical outages.

Messages may include safety tips, checklists for advance planning, and options for reporting outages or dangerous situations. An example of an e-mail is shown in Figure 12.9. In the sample e-mail, the Account Management LCS team advises customers of the approaching storm and expected impacts from the weather. It includes descriptions of the preparations being made, hours of coverage, and resources being activated. In addition, this sample provides tips for assessing possible causes of an outage in the customer's area, and provides several options for contacting PSEG Long Island, including the toll-free number, texting, the website at www.psegliny.com/stormcenter, and a direct mobile phone number for the Major Account consultant assigned to the facility.

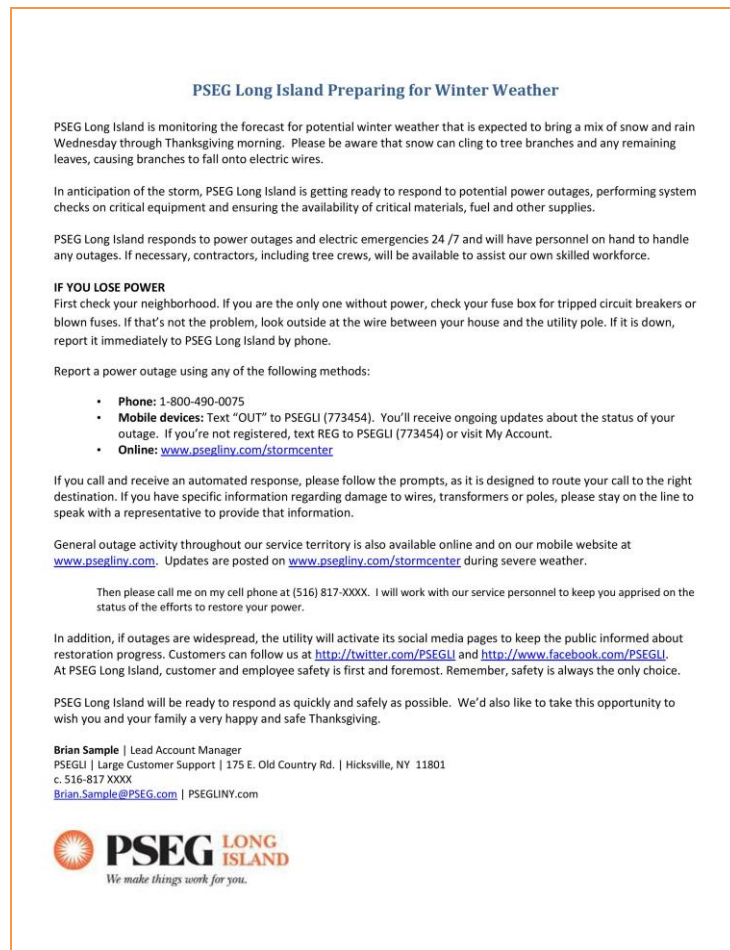


Figure 12.9 – Critical Facility Pre-Storm E-Mail Message Sample

For Critical Facilities that are not part of the “Managed Account” process, outbound phone messages are developed. These accounts are managed only during storms and consist of firehouses and other small critical businesses that are not a large enough account to be managed on a daily basis. A sample outbound phone message is provided in Figure 12.10. This example includes an introduction, a description of the weather expected, and brief tips on preparing the customer’s facility, as far in advance of the storm’s arrival. A toll-free number is also provided.

When phone calls are made, the outbound dialing system tracks and reports on the customers that it successfully reaches, and records the customers that do not answer. After attempting with the outbound dialing system, the Account Management LCS team members make follow-up calls to reach the remaining customers, in order to provide them with the same information.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

Critical Customer Outbound Storm Messaging

Telephone Script for Critical Facilities Calls

Hi, my name is _____ and I work for PSEG Long Island.

Winter storm Patrick is here now as we speak and can produce snow accumulation on Long Island. This storm has the potential to cause power outages. PSEG Long Island is ready to respond and we are executing our storm response plan.

If you have not started already, we encourage you to make your storm preparations for your facility, including testing any backup generation for your critical activities, ensuring that you have adequate sources of fuel, that you have provisions for fuel tank refills. In the event of a power outage to your facility, please understand that we will make every effort to restore your power as quickly as possible.

If you lose power, please call 1-800-490-0075 to create an outage ticket. This will ensure the quickest service response.

We will continue to update you as necessary.

Figure 12.10 – Critical Facility Pre-Storm Outbound Phone Message Sample

As an event occurs, and in the recovery period following a storm, OMS provides data for detailed reports on which critical facilities have been affected. The Major Account consultants can then reach out to the appropriate points of contact for each account, in order to assist in mitigating the impacts of the outage, and to provide accurate and up-to-date ETRs.

12.8 Escalation Tracker

OMS is the primary system for capturing and storing data and information about outages, and the condition of the electric system. OMS governs outage identification, the dispatching of crews, and the management of the restoration response.

Power outages and storm damage are disruptive to leaders and organizations in the public sector and critical industries. Following severe storms, many individuals contact PSEG Long Island requesting status updates on key outages and/or customer inquiries. An internal escalation tracking system has been developed to capture, record, track, and respond to escalated issues and priorities. These issues and priorities are reported by municipalities through the municipal liaisons, the municipal hotline, or the Account Management LCS Team.

The Escalation Tracker objectives are as follows:

- Providing centralized data storage of escalated issues
- Ensuring comprehensive tracking and visibility to escalated issues
- Ensuring timely completion and/or follow through

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

12.9 The Municipal Portal

The Municipal Portal was created as a tool to track and provide clear and timely information to governmental leaders and elected officials, based on municipal input during PSEG Long Island's restoration events.

The Municipal Portal allows municipalities to directly input incidents into OMS for outages at their Critical Facilities, if one does not currently exist. They can rank each outage job with a priority of importance for their locality as well. The Portal also provides a user friendly map for inputting Wire Down/MSTC jobs by providing the ability to place a pin on a map location where the issue exists. Clear and timely status information will then be sent to governmental leaders and elected officials based on municipal contact information provided during PSEG Long Island's restoration events.

Some examples of these Critical Facilities are hospitals, police and fire stations, water and sewage pumping stations, schools, and EOCs. The data inputted by municipalities will help PSEG Long Island prioritize work in a more effective and expeditious manner, based on conditions seen at a local level.

The Municipal Portal objectives are as follows:

- Providing centralized data storage of escalated issues from municipalities
- Providing government officials with an additional means of reporting outages, and alerting them for the need of assistance to make an area safe for road debris removal
- Enhancing communications between PSEG Long Island, external stakeholders, and government officials
- Ensuring comprehensive tracking and visibility to escalated tickets that are entered directly by the municipality

The Municipal Portal is designed to record and log the following types of issues:

- Outages at critical facilities, including, but not limited to:
 - Healthcare facilities (hospitals and senior care centers)
 - First responder (police and fire) stations
 - Mass transit facilities
 - Data centers and telecommunication providers
 - Wastewater treatment plants
 - Schools (when schools are used for shelters or emergency response efforts)

This document shall be revised every 1 year or incrementally as significant changes occur.

- Road debris with utility poles that are damaged and blocking roads on routes that are deemed vital to a municipality
- Utility poles or trees blocking access to critical facilities
- Downed power lines blocking access to roads, or trees and limbs entangled with wires, making transportation impossible and/or creating a safety hazard
- Locations where police, fire department, or other emergency personnel are on the scene and require PSEG Long Island support to make the area safe

12.10 Console Information Coordination

12.10.1 Escalation Prioritization

The Escalations Manager will meet with the PIO to relay restoration escalation priorities between Operations and Customer Service.

Two Escalation Coordinators will be responsible for consolidating and managing the outstanding escalations; one in Queens/Nassau County and one in Suffolk County.

The LCIC oversees the process of utilizing the information available in OMS, the Municipal Portal, and the Escalation Tracker to coordinate, track, and communicate the highest restoration priorities by Division. They will report up to the Escalations Coordinator in their county.

The LCIC objectives are as follows:

- Supporting District Managers, Municipal Liaisons, EOC Liaisons, Major Account Consultants, CAC Command Center and other key stakeholders with identifying, prioritizing, tracking, and reporting escalated outages and make safe to clear/wire down jobs.

During an event, the LCIC is a focal point working with Operations for reviewing priorities, coordinating crew availability with Electric Service, researching and sharing ETRs, and identifying and escalating emergent issues and situations, as issues are reported and damage surveys are completed. The LCIC works closely with the ETR Manager, Mutual Aid Coordinator, and the Division Supervisor. When activating use of Foreign Crews, the LCIC and CIC teams reach out to Remote Dispatch Areas to solicit, collect, and package outage and restoration related information. Figure 12.11 below shows the process of escalations between the Communications Section and Operations Section.

This document shall be revised every **1** year or incrementally as significant changes occur.

Console Information Coordination Escalation Processing Information Flow

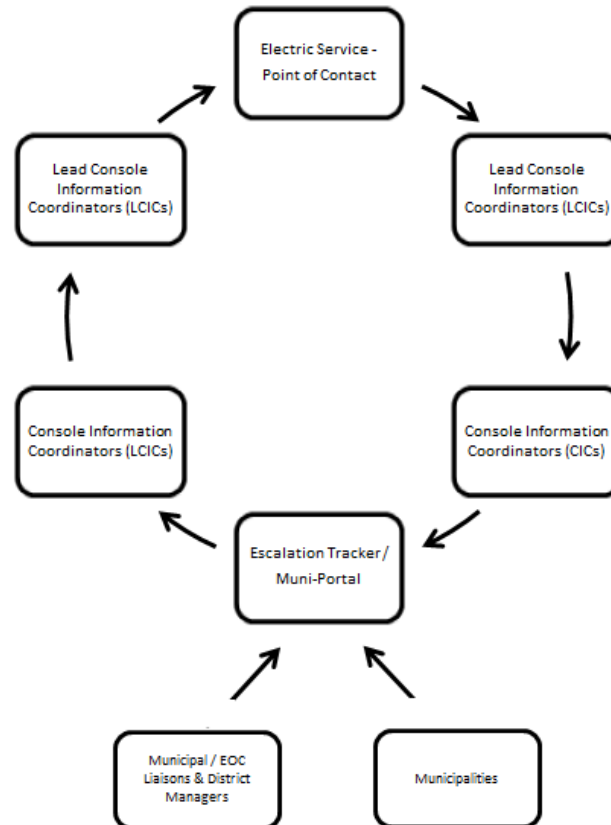


Figure 12.11 – Console Information Coordination – Escalation Processing Information Flow

12.10.2 Console Reporting

The LCIC works with the District Manager and the Operations Section to ensure that restoration activities are captured and documented. Restoration updates are reported to the Escalations Coordinator, who will communicate to other areas of the Communications organization. Each LCIC is supported by a team of CICs, who may focus on one or more color console areas or per damage areas/customer priorities. They also track and document the local outages, ETRs, and crew assignments, with special attention focused on critical facilities, key infrastructure, and crucial roadways requiring MSTC support, as related to the damage conditions of the event. The information collected is for situational awareness and assists with operational decision-making.

This document shall be revised every 1 year or incrementally as significant changes occur.

The LCIC plays a critical role in the overall storm communications process, helping to consolidate all key restoration data and information for the operational division to which they are assigned. The LCIC is responsible for providing a daily comprehensive overview of restoration activities, within the division, which become a basis for information communicated to the CAC Command Center, municipal liaisons, and other key stakeholders. This includes an emphasis on providing more geographically specific detail, restoration information on high priority critical facilities and infrastructure, and enhanced visibility to valuable information from field (i.e., substation or decentralized dispatch area level).

12.11 Corporate Communications

The Assistant PIO for Corporate Communications is responsible to convey the following to PSEG Long Island employees, the general public, media outlets, PSEG Long Island's website, and its social media channels:

- Communication materials
- Status updates
- General information
- Key talking points
- External messaging

The Corporate Communications objectives are as follows:

- Delivering clear, timely, and consistent messages appropriate to the circumstances, including pre-event, during a storm, during restoration, or as part of post-event follow-up
- Utilizing all available means to reach employees, the general public, media outlets, the PSEG Long Island website, storm center, and social media outlets

Figure 12.12 illustrates a typical communications timeline for one day.

Time	Activities
3:30 – 4:00AM	<ul style="list-style-type: none"> Corporate Communications e-mails outage and restoration update
4:00 – 4:30AM	<ul style="list-style-type: none"> Communication to media on outage numbers Update Twitter and Facebook with new outage statistics Provide CCC team with press briefing update
6:00 – 6:30AM	<ul style="list-style-type: none"> CCC day staff arrives and accepts hand-off from overnight team
7:00 – 7:30AM	<ul style="list-style-type: none"> All teams' submit info to Planning Section for coordination and tracking
8:00 – 8:30AM	<ul style="list-style-type: none"> Storm Call to review status and confirm information in Matrix
8:30 – 9:00AM	<ul style="list-style-type: none"> Storm summary and Matrix updated. Storm summary distributed to all Communication Team Leads Corporate Communications e-mails outage and restoration update
9:00 – 9:30AM	<ul style="list-style-type: none"> Communications teams produce tailored documents and begin outreach Communication to media on outage numbers and other update
9:30 – 10:00AM	<ul style="list-style-type: none"> General Island-wide Municipal Call (pre-event) Municipal Call by District (post-event)
10:30 – 11:00AM	<ul style="list-style-type: none"> Large Customer Support Conference Call PSEG Long Island President and/or VPs conduct news media conference call, as needed
11:30 – 12:00PM	<ul style="list-style-type: none"> Corporate Communications e-mails outage and restoration update
12:30 – 1:00PM	<ul style="list-style-type: none"> Planning Section to populate Standard Outage and Feedback Matrix from OMS data and department input
1:00 – 1:30PM	<ul style="list-style-type: none"> Storm Call to review status and confirm information in Matrix
1:30 – 2:00PM	<ul style="list-style-type: none"> Storm summary and Matrix updated. Storm summary distributed to all Communication Team Leads
2:00 – 2:30PM	<ul style="list-style-type: none"> Communications teams produce tailored docs and begin outreach Communication to media on outage numbers and other update
4:30 – 5:00PM	<ul style="list-style-type: none"> Corporate Communications e-mails outage and restoration update
6:30 – 7:00PM	<ul style="list-style-type: none"> Planning Section populate Standard Outage and Feedback Matrix from OMS data and department input
7:00 – 7:30PM	<ul style="list-style-type: none"> Storm Call to review status and confirm information in Matrix
7:30 – 8:00PM	<ul style="list-style-type: none"> Storm summary and Matrix updated. Storm summary distributed to all Communication Team Leads Corporate Communications e-mails outage and restoration update
8:00 – 8:30PM	<ul style="list-style-type: none"> Communications teams produce tailored docs and begin outreach Communication to media on outage numbers and other update
9:30 – 10:00PM	<ul style="list-style-type: none"> Corporate Communications e-mails outage and restoration update

Figure 12.12 – PSEG Long Island Typical Storm Communication Timeline

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

12.11.1 Employees

Internal communications are prepared and distributed periodically, prior to and throughout each day of an event, by the Corporate Communications team. This is to ensure that all employees have an understanding of the damages and impacts of the event, expectations for their support, as well as an understanding of the nature and scope of PSEG Long Island's restoration response.

Information and updates flow to PSEG Long Island employees for distribution to all outreach channels. This ensures that all have timely, accurate, clear, and consistent information to answer questions from the general public, LSE, SN, residential and commercial customers, municipalities, and elected officials. Employee briefings and updates are prepared by the Corporate Communications team and distributed through a variety of channels, including e-mail notifications, internal intranet site postings, and/or work site briefings, as necessary.

Messages include information consistent with that released to the general public, as well as additional safety tips and reminders focused on the specific types of issues and dangers associated with working in, and traveling through, conditions associated with the current storm.

Notices to employees also include tips and reminders to prepare their families and their homes, prior to an event, so that the employees will be available for the demanding assignments and extended shifts that come with a severe storm or other emergency.

12.11.2 General Public

The primary responsibility for distributing information and updates to the general public and media outlets resides with the PIO and the Corporate Communications team. Prior to a storm or predictable emergency situation, messaging is focused on alerting customers and the general public of the approaching threat, so they are aware that electrical outages may occur, and to allow them as much advance warning, as possible, to prepare.

Safety tips, information, updates, restoration priorities, crew availability, and general and local ETRs flow out quickly and consistently to the general public and customers through press releases, press briefings, website updates, e-mail blasts, and social media updates on Facebook, Twitter, and YouTube.

This document shall be revised every **1** year or incrementally as significant changes occur.


The CAC also plays a primary role as the central point of contact for inbound calls coming from the public, all types of customers, police, fire and other public safety teams, and municipal and elected officials. The CAC team ensures that the IVR system and HVCA are updated throughout each day, with the most current and accurate information. They also support the outbound dialer messaging for outreach to LSE, SN, Managed Accounts, and Critical Facilities customers.

Press releases, briefings, Storm Center updates, and/or e-mails are issued by the Corporate Communications and Marketing teams. Messages will contain the following types of information appropriate to the time and circumstances when issued:

- Safety tips
- Type and anticipated severity of storm
- Geographic areas likely to be impacted
- Preparedness messages for LSE and SN customers
- Public service messages and pre- and post-event warnings
 - These messages and warnings allow for all constituents to be prepared for potential power outages, and how to handle them in the safest manner possible
- Number of crews activated or anticipated
- How to report an outage and check for outage status
- Notifications of dangerous situations identified in the course of restoration operations
- Notification of special circumstances impacting restoration efforts, including dangerous situations, flooding, travel restrictions, evacuation orders, etc.
- Updates on crew assignments, mutual aid support, and other resources allocated or requested to ensure safe and prompt restoration
- Other key information that may be valuable to the public for planning purposes

This document shall be revised every 1 year or incrementally as significant changes occur.

An example of a pre-storm e-mail to customers is shown in Figure 12.13 below.



PSEG Long Island Preparing for Weekend Storm

PSEG Long Island is monitoring the forecast for a weekend storm that is expected to bring rain and strong winds Saturday into Sunday evening. High winds have the potential to cause tree damage, which can affect electric wires.

In anticipation of the storm, PSEG Long Island is getting ready to respond to any resulting power outages, performing system checks on critical equipment and ensuring the availability of critical materials, fuel and other supplies.

PSEG Long Island responds to power outages and electric emergencies 24/7 and will have personnel on hand throughout the weekend to handle any outages. If necessary, contractors, including tree crews, will be available to assist our own skilled workforce.

DOWNED WIRES
STAY AWAY FROM ANY DOWNED WIRE. Assume that any downed wire is a live electric wire. Do not approach or drive over a downed wire. If a wire falls on a vehicle, occupants should stay in the vehicle until help arrives. Additionally, parents are urged to check for downed wires in areas where their children might play. To report a downed wire, call 1-800-490-0075 anytime and let us know the nearest cross street.

IF YOU LOSE POWER
First check your neighborhood. If you are the only one without power, check your fuse box for tripped circuit breakers or blown fuses. If that's not the problem, look outside at the wire between your house and the utility pole. If it is down, report it immediately to PSEG Long Island by phone.

Report a power outage using any of the following methods:

- **Phone:** 1-800-490-0075
- **Mobile devices:** Text "OUT" to PSEGLI (773454). You'll receive ongoing updates about the status of your outage. If you're not registered, text REG to PSEGLI (773454) or visit [My Account](#).
- **Online:** www.psegliny.com/stormcenter

If you call and receive an automated response, please follow the prompts, as it is designed to route your call to the right destination. If you have specific information regarding damage to wires, transformers or poles, please stay on the line to speak with a representative to provide that information.

General outage activity throughout our service territory is also available from your computer or mobile device at www.psegliny.com/stormcenter, where we also post updates during severe weather.

In addition, if outages are widespread, the utility will activate its social media pages to keep the public informed about restoration progress. Customers can follow us at <http://twitter.com/PSEGLI> and <http://www.facebook.com/PSEGLI>.

At PSEG Long Island, employee and customer safety is first and foremost. Remember, safety is always the only choice.

CUSTOMERS WITH LIFE-SUSTAINING EQUIPMENT
Individuals who rely on electricity to operate life-sustaining electronic equipment, such as a respirator or dialysis machine, should notify PSEG Long Island at 1-800-490-0025. They should also inform their rescue squads and fire departments of their needs, in case of emergency. Customers with life-sustaining equipment should also have emergency back-up equipment on hand, since immediate power restoration cannot be guaranteed.

DRIVING NEAR OUR WORKSITES OR VEHICLES
Please slow down and be alert when driving past a PSEG Long Island worksite. Driving too fast can endanger you and our employees and hamper their ability to perform important work. PSEG Long Island crews use work area protection — traffic cones, utility work signs and flaggers — to allow them to do their jobs safely. Follow safe driving techniques to prevent fender-benders or more serious collisions that could delay our service technicians as they respond to customer calls or emergencies.

GENERAL STORM PREPAREDNESS TIPS
Mother Nature can be unpredictable. It's wise to have an emergency kit on hand year-round. Things to include:

- A battery powered radio
- A corded telephone (Cordless phones will not work if the power is out)
- Flashlights and extra fresh batteries
- Car charger for mobile devices
- A first-aid kit
- Bottled water and an adequate supply of non-perishable food
- A non-electric can opener
- Matches and candles with holders
- Extra blankets and sleeping bags
- A list of emergency phone numbers, including PSEG Long Island's 24/7 Electric Emergency line: 1-800-490-0075. Call this number to report power outages or downed wires.

Figure 12.13 – Sample E-Mail to Customers Prior to Storm

12.11.3 Media Coordination

The Corporate Communications team is responsible for communicating with a full range of broadcast, news, and online and print media outlets. This ensures timely and clear communication of all key messaging, based on the situation, circumstances, and timeframe of an event. The Corporate Communications team formulates press releases and coordinates appropriate interviews, and provides periodic status updates, throughout an event and afterward.

In addition, the team maintains focus on storm related threats, including flooding, and shares all available safety and restoration information, recommendations for preparing for flooding or evacuation, safety precautions, and suggested steps to arrange for re-energization (if a home or area has been de-energized due to flooding or other conditions).

This document shall be revised every **1** year or incrementally as significant changes occur.

When appropriate, the team may share in-field videos and photos to support damage characterizations and demonstrate restoration procedures and activities under way.

The Corporate Communications team maintains a complete list of key contacts and alternate contacts for all media outlets, across the service region territory, including newspapers, periodicals, radio and TV broadcasters, and internet news services. The media contact list is utilized and updated throughout the year to maintain a current list of reporters and contacts at each media outlet. Semi-annually, the Corporate Communications Team reviews the media list and coordinates with appropriate outlets for proper contact information (see Appendix E).

12.11.4 Website and Social Media Coordination

The Website and Social Media Manager maintains around-the-clock availability of the website, during an electrical emergency, and coordinates frequent periodic updates to the site. These updates include safety tips, press releases and updates, storm center updates, and procedural guidance, when the service territory is impacted by flooding, mandatory evacuations, or other special circumstances.

The Website and Social Media Manager will utilize all available internet and social media channels to share current and consistent messaging, in order to reach the broadest possible range of internet protocol connected devices. Dedicated social media customer service representatives will support the Social Media storm team with real-time customer account access and details to be provided to customer inquiries.

The PSEG Long Island Storm Center website allows the customer to access safety tips and storm updates, as well as a means to report outages. Examples of the splash page for the Storm Center and the outage map are shown in Figure 12.14.

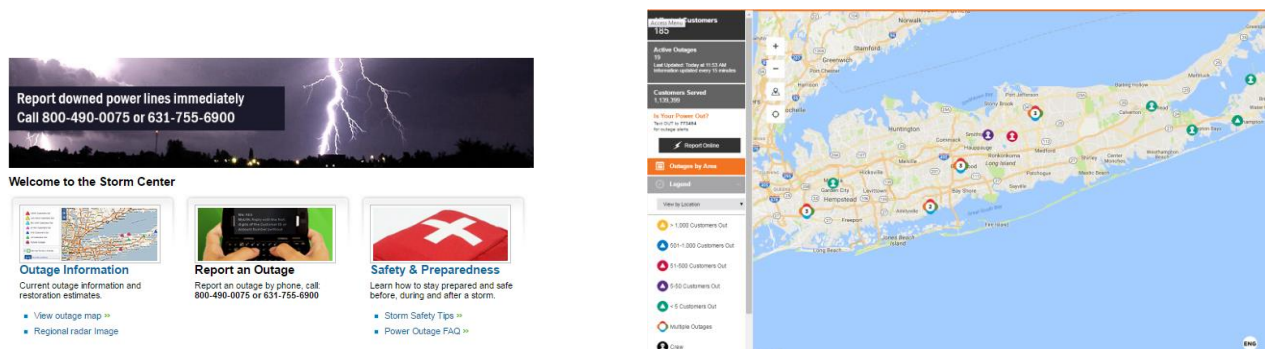


Figure 12.14 – Storm Center Home Page (left) and Sample Outage Map (right)

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

PSEG Long Island also utilizes social media to interact with our customers and provide feedback to their comments and/or concerns. Figure 12.15 and Figure 12.16 provide examples of social media usage.

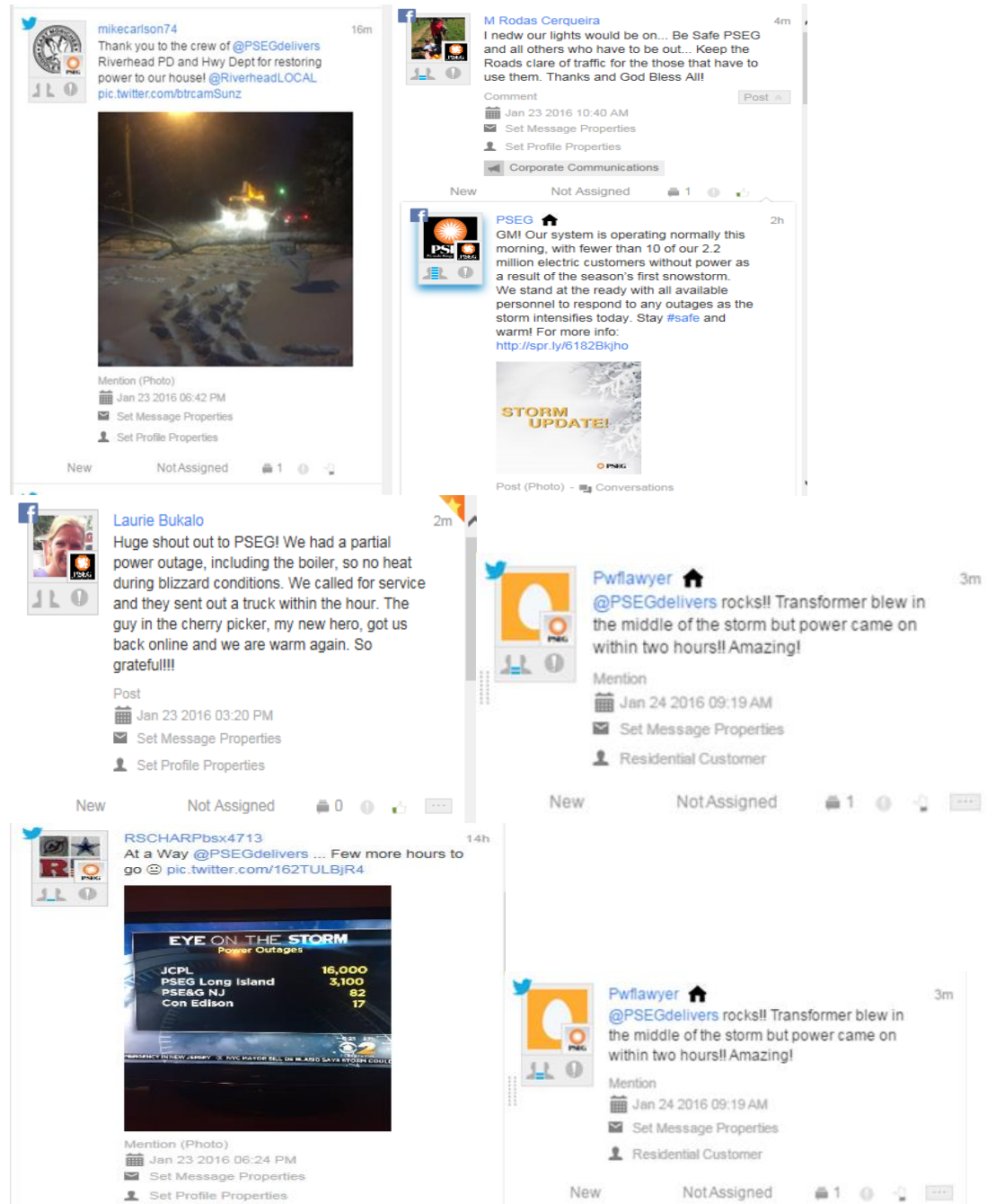


Figure 12.15 – Social Media Posts from Facebook and Twitter

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

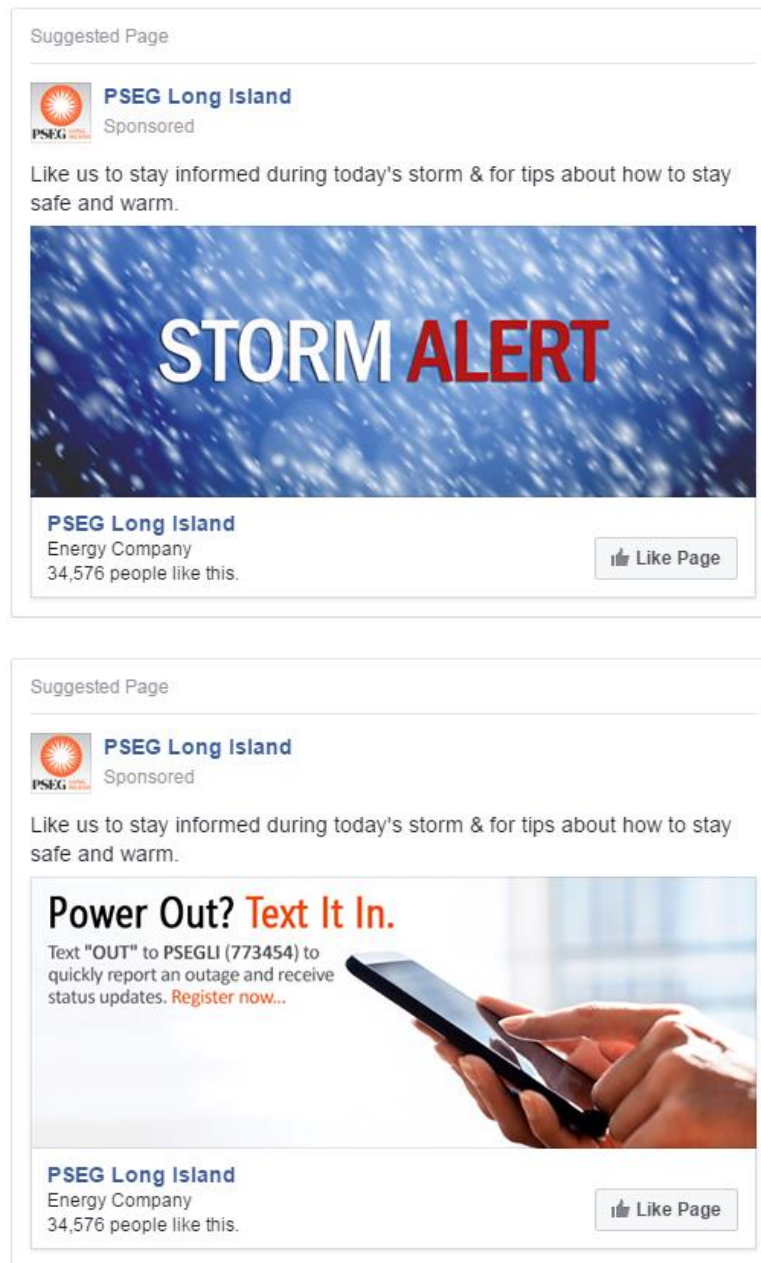


Figure 12.16 – Social Media Banners

In addition, PSEG Long Island maintains a portfolio of informative educational videos on the website www.PSEGLINY.com and YouTube channel at www.youtube.com/PSEGLI. Examples of the videos are shown in Appendix N.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

13. OPERATIONS PROTOCOLS

This section of the ERP details comprehensive tactics for restoration operations that are implemented by PSEG Long Island, in response to a severe storm or system-wide emergency impacting Long Island and the Rockaways. These tactics may also be implemented during storms of intermediate intensity, such as a severe thunderstorm or strong windstorm. The responsibilities and supporting activities of two specific branches of the Operations Section, the T&D Survey and Operations Control Branch and the T&D Crew Control Branch, each of which significantly contribute to the overall restoration effort, are also addressed in this section.

13.1 Overall Approach and General Strategies

During emergencies, the Operations Section is responsible for managing all tactical operations associated with an incident, specifically the safe and efficient assessment of damage to the electric T&D infrastructure and restoration of electric service. To accomplish this mission, the Operations Section is structured into two branches with supporting staff. The T&D Survey and Operations Control Branch performs damage assessment and coordinates restoration activities. The T&D Crew Control Branch mobilizes and manages the repair crews, including PSEG Long Island, Contractor and Foreign Utility Crews, and directs the overall repairs.

The activities of these branches occur at the System Headquarters, Division Headquarters, and Remote Dispatch Areas, depending on the level of decentralization for the particular event. The necessity to decentralize is dictated by the number of tactical resources required, and is greatly influenced by span of control considerations.

In any storm situation, three vital pieces of information must be gathered to enable an effective restoration plan:

- Number of electric customers out of service
- Amount and type of damage to the T&D Electric System
- Manpower available (along with timing of availability) to repair damage

Once this information has been collected, efficient restoration plans can be developed.

13.1.1 Restoration Protocols

After a major event, PSEG Long Island utilizes a process to repair damage and restore power that is recognized as an industry best practice. Restoration protocols are designed to safely restore power to the largest number of customers, in the shortest amount of time. The safety of the public and the crews making repairs and restoring power are PSEG Long Island's first priority. This can mean that sometimes a storm must pass before damage assessment personnel and Repair crews are able to be released to the field, to begin to assess and repair damage. Field damage assessments and repairs may commence when:

- 1) Field personnel are able to be deployed without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable)
- 2) The potential additional damage to the electric system from the storm is low, in proportion to the expected level of damage already sustained

The order in which repairs are made is aligned with the path that electricity flows from the power plants to the customer. PSEG Long Island crews begin with transmission and distribution circuits that affect large numbers of customers. Repair crews then restore primary branch-line distribution lines that can affect multiple customers, continuing down to secondary distribution lines that affect fewer customers. Finally, service lines to individual customer businesses and residences are restored.

Jobs with more than one type of damage at a location are prioritized and arranged by the highest priority work at the location. In such cases, all of this work is considered ONE JOB, and is assigned as such. The objective is to proceed so that each hour of work will return the maximum number of customers to service, as possible.

Concurrently, PSEG Long Island focuses restoration efforts to restore service to Critical Facilities, such as hospitals, police departments, firehouses, and other public health and safety facilities on a priority basis, as warranted. The designation of customers as Critical Facilities does not, however, guarantee or provide for priority restoration after a major storm or event. In addition, customers designated with LSE and SN status do not imply priority restoration after a storm.

As priority restoration cannot be guaranteed, PSEG Long Island implements specific outreach programs to Critical Facilities, LSE customers, and other SN customers to alert them to properly prepare for potential prolonged power outages, and to provide information and updates on PSEG Long Island's storm preparation and restoration activities. These programs provide an expanded level of communication to the above mentioned customers. They include pre-event notifications (for forecasted events), daily outreach to those that experience outages during PSEG Long Island's response, and restoration to assist them with their continuity planning. For more details on this process, refer to Section 12 – Communications Protocols.

PSEG Long Island crews are initially assigned to high priority transmission work, while Foreign Crews are just arriving or still in transit. During such time periods, divisions continue to perform damage assessment. Once Foreign Crews become available, they are allocated to divisions or Remote Dispatch Areas.

Overall, at both the division and Remote Dispatch Area levels during emergencies, all work for restoring electrical service on the T&D system is assigned, repairs are performed, and service restored, in accordance with the following set of general priorities:

Eliminate Unsafe Conditions

The elimination of hazards to the public takes precedence during emergencies. Available personnel are divided into the minimum size crews, as required to cut and clear or repair the primary and secondary hazards. Wires are cleared so that service can be restored up to the break. Special crews consisting of non-line personnel may be established to respond to municipal reports of downed wires, as required and as possible.

Response to emergency calls is prioritized based on the severity of risk for areas such as schools, playgrounds, and high pedestrian traffic areas, providing response as soon as possible. Please refer to Section 13.1.3 of the ERP for features on this activity.

Additionally, at the initial stages of the restoration process, PSEG Long Island crews may be directly assigned to municipalities to work with their DPW crews to "make safe" downed wires, so that trees and other debris may be removed from major roadways by municipal crews. Please refer to Section 13.1.4 of the ERP for features on this activity.

This document shall be revised every **1** year or incrementally as significant changes occur.

Transmission Circuits

Transmission line restoration is prioritized by the Transmission Survey and Operations Control Group Supervisor. Damage assessment and repair of transmission lines are directed by the designated Division Supervisor. Support personnel are assigned to permit restoration of transmission service to substations, by the time load can be served from the substation. Bulk power circuits, not directly affecting substations, are assigned priority, depending on the importance of the circuit and the effect of its loss on the bulk power system. The Chief Transmission System Operator, in coordination with the applicable Division Distribution Control Center, determines the need for bulk power circuits.

Substations

Substation repairs are directed by the Substation Maintenance Group Supervisor, who consults with the Chief Transmission System Operator and the Division Distribution Control Center to determine the order of restoration.

Primary Distribution Circuits and Branch Lines

Main portions of 3-Phase primary distribution circuits that are “locked-out” are restored either by cutting faulted sections clear, or by opening sectionalizing devices (i.e. switches). Damages are then repaired, restoring all 3-Phase primary distribution circuits.

Repair crews then begin restoration of all primary distribution branch lines affecting multiple customers. Repair crews are directed to complete all the work on a primary distribution branch line, even if this includes secondary distribution lines and services. Depending on the extent of damage, this may entail the repair crew returning the following day to complete repairs. It is the responsibility of the repair crew to perform a final assessment of damage in the area and repair any additional damage found.

Secondary Distribution Lines and Services

Areas where there is only damage to secondary distribution lines and services are restored simultaneously. Again, repair crews are directed to complete all the work on one visit to the area and, depending on the extent of damage, may entail the repair crew returning the following day to complete repairs. It is the responsibility of the repair crew to perform a final assessment of damage in the area, and repair any additional damage found.

This document shall be revised every **1** year or incrementally as significant changes occur.

In addition, if the customer's equipment requires repair, the repair crew will notify the customer and, if possible, restore the service wires by making temporary repairs, provided that the customer has authorized such, via a temporary service agreement.

Critical Facilities

Where possible, priority for electric service restoration is provided to those facilities, from which essential services, functions for the continuation of public health and safety, and disaster recovery are performed or provided, such as hospitals, water-pumping stations, sewage treatment plants, police and fire stations, etc., as practicable.

LSE Customers

Efforts are taken to restore service to LSE customers as quickly as conditions warrant. Again, priority restoration is not guaranteed or provided for in such cases. Customers are reminded that their LSE designation is not regarded or considered as a restoration priority, and service will be restored as quickly and safely as possible, following normal prioritization and safety guidelines.

Permanent Repairs

In addition to eliminating unsafe conditions, the initial focus of restoration is to get the power back on, and then return to make permanent repairs, where necessary. After all electric service has been restored, permanent repairs are made to any remaining temporary field conditions. During restoration of service, if practical, permanent repairs are made to avoid hazardous conditions and eliminate duplication of effort. To simplify the completion of permanent repairs, a log of the locations of temporary repairs is maintained within the OMS during the restoration process.

13.1.2 Damage Assessment/Survey Protocols

A key component of the ERP is damage assessment. This capability ranges from mobilization of select individuals performing damage survey for minor events to the mobilization and staffing of Divisional Operation Centers during events that are more widespread. Damage assessments can be a very detailed and, depending on the severity of the damage, a lengthy process. Therefore, alternate methods of calculating preliminary impacts are employed at the outset of major events.

When a major storm initially strikes, the first estimate of the number of customers affected is made from the Long Island Control Area (LICA) Report, produced by the Critical National Infrastructure (CNI) Department. This report is used to compare the current level of electric demand on the system, on an hourly basis, with the forecasted demand, based on historical demand, at a similar time of year, and the current weather forecast during non-storm conditions. Prior to the deployment of damage assessors to the field, this is a best estimate of restoration duration based on available data at the time. Due to the lack of damage information, no highly reliable prediction of restoration duration can be made at that point.

Prior to the initial damage assessment being conducted, the “Lockout Coordination Center” is mobilized. This group, contained within the Planning Section, assists the Transmission System Operations District Operators with the dissemination of T&D lockout data to the four Distribution System Operations Divisions. This group produces a Lockout Report from information obtained via SCADA, along with preliminary reports from field personnel. This is the first quantitative indicator of the amount of actual damage to the system.

Employing charts that provide predictions based on lockout counts of the number of customers out-of-service and the amount of damage, the first estimates of the duration of the restoration effort can be made. As soon as the number of crews committed can be determined, or at least estimated, the predictions can be revised.

Two matrices have been developed, based on historical data. The first postulates the estimated number of customers out-of-service based on the number of lockouts. The second provides an estimated forecast of the number of primary and secondary damage locations based on the same data. Then, by means of an algorithm relating the number of anticipated crews to the number of estimated primary and secondary damage locations, an initial system level or global restoration duration, in days, can be approximated.

This document shall be revised every **1** year or incrementally as significant changes occur.

For those severe emergencies when field damage assessments are required, the 3-Phase mainline of locked out distribution circuits that are most heavily impacted (based on SCADA readings and/or OMS predictions, as well as locked out circuits serving critical infrastructure) are patrolled. This is done in order to obtain damage information, as soon as possible, for the initial repair crews to generate a preliminary prediction of global restoration duration. A prerequisite for this action is a completed Lockout Report.

The Operations Section Chief will determine if field damage assessment is warranted, based on the number/severity of incidents reported in OMS, and the number of operating divisions affected. In response to storm devastation, the T&D Survey and Operations Control Branch is tasked with performing damage assessment from the four operating divisions (*Divisional Survey*). These Damage Assessment teams are mobilized, deployed, and dispatched to known incidents within the OMS. They are directed to record and report their findings, in a manner that allows for the development of work packages and ETRs.

As part of the ERP, Divisional Survey personnel are managed through a centralized Division Survey Console, which is staffed with coordination and dispatching personnel. Divisional Survey personnel are pre-identified and trained to conduct widespread damage assessments. Staffing plans are developed to address anticipated needs, through the execution of pre-existing contracts and mutual assistance requests.

The survey (damage assessment) involves “two-person” teams physically inspecting, either by car or on foot, all reported overhead primary and secondary damage locations associated with each locked out circuit. This ensures that all damage locations are physically verified, as opposed to relying solely on customer-generated damage reports. After assessing the damage, Survey personnel identify the material and equipment requirements necessary to effect repairs.

Damage information is collected and then entered into OMS. For additional information on specific Damage Assessment/Survey protocols followed by PSEG Long Island during restoration activations at the Division level, see Section 13.3.3 of the ERP.

This document shall be revised every 1 year or incrementally as significant changes occur.

Within 24 hours, PSEG Long Island targets to survey:

- 1) 75% of all locked out transmission circuits causing a loss of supply
- 2) 30% of the 3-Phase mainline and unfused branch line of all locked out distribution circuits

These broad scale preliminary assessments of the nature and extent of system damage are based on rapid surveys of damaged areas (mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions, as well as circuits serving critical facilities known to be without commercial power). From these preliminary assessments, an initial damage assessment can be made based on the total number of damage locations, and augmented with input from other data sources (i.e., system load, lockout algorithm, etc.). This initial assessment is implemented to support the establishment of initial global ETRs.

Within 48 hours, PSEG Long Island targets to survey:

- 1) 100% of all locked out transmission circuits causing a loss of supply
- 2) 75% of all locked out transmission circuits not causing a loss of supply
- 3) 75% of the 3-Phase mainline and unfused branch line of all locked out distribution circuits
- 4) 30% of the reported fused branch line incidents of all distribution circuits

These more detailed assessments of system damage are based on systematic field surveys. From these more detailed assessments, a more comprehensive damage report can be made on the total number of damage locations surveyed. This comprehensive assessment is implemented to further support decision making in resource acquisition and deployment.

Once the Divisional surveys are essentially complete, more accurate damage reports and refined restoration predictions can be made. As the restoration process continues, and both field survey data and crew availability are known, ETR estimates will continue to be refined, starting from the system level (global ETR) and continuing down to regional, local, and ultimately, individual job level restoration estimates.

This document shall be revised every 1 year or incrementally as significant changes occur.

13.1.3 Wire Down Protocols

During a large-scale storm event, the safety of the public is a primary concern of PSEG Long Island. The elimination of hazards to the public takes precedence during emergencies and includes plans to promptly address downed wires within the timeframe specified by Case 13-E-0140 of notification of the location of such downed wires from a municipal emergency official. Response to down wires involves the dispatch of trained and qualified employees or contractors to investigate reports of downed wires, make safe, fix, and, if needed, arrange for standby personnel to protect the public.

Non-outage emergency call reports are received from customers, police/fire dispatchers, 911 center representatives, or field personnel. Incidents are created within the OMS system with one of the following conditions marked:

- WIRES DOWN - POLE-TO-POLE or WIRES DOWN - POLE-TO-BUILDING
- WIRES DOWN AND BURNING
- SPARKING WIRES

Qualified individuals are dispatched to reported wire down locations to determine whether the incident involves PSEG Long Island equipment (i.e., is not facilities owned by Cable or TelCo). If the crew is capable of making a permanent or temporary repair to a down conductor that may be energized, they will clear the hazard. If the crew is not qualified to perform the corrective action, they will contact their respective dispatcher, who may assign either a Wire Watcher to replace them and “standby” the hazard until made safe, or a qualified crew to make safe or clear the hazard.

Should prioritization delay a qualified crew from responding, the crew at the location of the down conductor will safeguard the public from encroaching upon the hazard by either “coning off” the immediate area, applying caution tape or, if necessary, remaining on-site and standing by the incident to protect the public. At no time should downed/low-hanging conductors be considered de-energized (only correctly installed grounds allow for downed/low-hanging conductors to be considered de-energized). Therefore, at all times, Survey Teams and Wire Watchers shall continue to maintain safe approach distances, and at no time, shall any conductors be moved.

The objectives of PSEG Long Island’s Wire Down Protocols include heightened tracking of wire down incidents, accurate reporting of the response time to wire down locations, and full documentation of the actions taken.

This document shall be revised every 1 year or incrementally as significant changes occur.

Response to downed wires is under the direction of both the T&D Survey and Operations Control Branch Director, for performing the initial investigation, and the T&D Crew Control Branch Director, for clearing the hazard. Dispatchers within the T&D Survey and Operations Control and T&D Crew Control Branches will prioritize and sort reports for assignment. Dispatchers will determine the appropriate resources to be assigned to both evaluate and guard downed wires or make the incident safe.

When assigning/dispatching and responding/assessing wire down reports, the NYS DPS Wire Down Priority and Severity levels are utilized as a guideline. Reports of downed wires with the highest risk to public safety, based on comments received, are assigned higher priority.

In addition to performing damage assessment, Divisional Survey teams also respond to non-outage emergency jobs during restoration activations at the division level. These calls include wire downs, burning/sparking wire, pole damage, and miscellaneous emergency calls. These Survey teams are frequently able to close out trouble calls that do not involve PSEG Long Island facilities (i.e., telephone, cable, etc.), or arrange for Wire Watchers to stand by lower priority downed wires, thereby enabling them to continue performing damage assessment and for repair crews to focus on higher priority work.

Damage assessment and/or repair personnel are then dispatched from the division or dispatch area, through OMS, to assess and/or safeguard downed wire incidents, in priority order. Upon arrival at the location of a wire down report, and initial assessment of the situation, the severity of the situation will be determined. If necessary, the responder will either:

- Make the situation safe, so that wire is not a risk to the general public in the area
- Standby the location, until relieved, or until the situation is made safe by a qualified crew

This document shall be revised every 1 year or incrementally as significant changes occur.

Notification of a wire down by a 911 agency that involves a hazard, such as a fire or situation where individuals are trapped by a downed wire, will typically result in the immediate dispatch of an Overhead Line Crew to the incident. Remaining wire down reports are then assigned to damage assessment and/or repair personnel, according to the wire down PRIORITY, as referenced below (highest to lowest):

Priority:

- Priority 1 – (HIGHEST) Wire down reports, where it is indicated that the wire is burning, arcing/sparking, or an immediate hazard
 - Priority 2 – Relief of fire departments, police departments, or other municipal agencies that are standing by downed wires
 - Priority 3* – Report of electric wire down from an emergency organization:
 - Reported to be affecting traffic flow on a major public highway
 - Reported to be blocking/near a pedestrian walkway or driveway
 - Reported to be primary conductor
 - Reported to be secondary conductor
 - Priority 4 – Report of electric wire down from other sources:
 - Primary conductor is indicated
 - Secondary conductor is indicated
 - Priority 5 – (LOWEST) Report of wire down where type of wire is not indicated, and it appears the wire is not likely an electric conductor
- * Priority 3 includes reports from members of the 911 call center, police, fire, OEM (including EOC personnel), and municipal emergency managers.

This document shall be revised every **1** year or incrementally as significant changes occur.

Damage assessment and/or repair personnel 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 situation. SEVERITY is determined based on the following guidelines (highest to lowest):

Severity:

- Severity 1 – (HIGHEST) – Wire down conductor that poses a high risk to public safety, due to its location on a road or pedestrian-accessible area. These situations will require damage assessment and/or repair personnel to remain on-site and guard the wire until they can be relieved by a Wire Watcher or after a qualified employee or contractor has made the wire safe.
- Severity 2 – Wire down is a primary conductor, but is not on a main road or other easily accessible location. These situations will also require damage assessment and/or repair personnel to remain on-site until relieved by a Wire Watcher or the conductor can be verified de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the damage assessment and/or repair personnel will barricade the area and then can move on to their next location.
- Severity 3 – Wire down is a secondary conductor. Damage assessment and/or repair personnel will attempt to notify nearby customers and will barricade/tape off the area to clearly distinguish the hazardous area. If the wire is either open wire secondary or triplex service cable that has an exposed end (wire is broken), damage assessment and/or repair personnel will remain on-site until relieved by a Wire Watcher or a qualified employee or contractor has verified that the wire is not energized.
- Severity 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, damage assessment and/or repair personnel will inform their coordinator of this, and move on to the next order. Their coordinator may then provide this information to the appropriate company or liaison for communication to the responsible company.

This document shall be revised every **1** year or incrementally as significant changes occur.

The Division Distribution Damage Assessment Coordinators, within the Distribution Survey and Operations Control Branch, assign Wire Down Response/Standby Strike Teams (i.e., Wire Watchers) to replace Divisional Survey Teams, when appropriate, so that these Survey Teams are able to proceed to their next assignment. The Division Distribution Damage Assessment Coordinators also keep track of where Wire Watchers are standing by, and will provide relief, as needed.

All personnel called upon to standby downed wires during Condition III “Red” are trained in these Wire Down Protocols. Personnel working with energized conductors in making the area safe or completing service restoration will also have received proper electrical training, prior to the event. Those not trained and qualified shall not work with energized equipment, or attempt to do any work outside of their qualifications and level of training.

It is recognized that during large-scale weather events, the number of internal resources that are trained and readily available is limited, and the demand could greatly exceed those available. In these situations, PSEG Long Island anticipates the need for significantly more wire watch personnel, depending on the impact of the storm, and may contract for additional wire watch resources. Therefore, it is critical to address the reporting of down wires, in the priority outlined in this protocol, and to efficiently utilize the available Survey Teams and Wire Watchers.

13.1.4 Make Safe to Clear (MSTC) Protocols

PSEG Long Island recognizes the importance of clearing emergency evacuation routes and main thoroughfares, after major storm events, and understands the key role they play in helping to make areas safe to clear by de-energizing and/or removing downed electrical wires that may be blocking roads or entangled in downed trees or roadway debris. Accordingly, once a major storm has passed, and it is safe to commence the restoration process, PSEG Long Island will often deploy MSTC Teams to work with requesting municipalities.

These PSEG Long Island MSTC Teams work cooperatively with the respective municipality’s DPW Crews to “make safe” downed wires, so that trees and other debris that are blocking major roads may be safely cleared by the DPW Crews. As resources are limited, they will be deployed, in accordance with the severity of damage experienced by the various requesting entities, and the resources available for deployment.

This document shall be revised every **1** year or incrementally as significant changes occur.

These teams are comprised of trained high voltage linemen that have the proper skill sets to cut, clear, and/or de-energize downed wires, so that municipal DPW Crews can then safely remove downed trees and other debris from the roadways. By doing this, the DPW Crews can re-open key arteries that have become impassible during the storm event. PSEG Long Island MSTC Crews are not equipped to perform debris removal, which remains the responsibility of the requesting municipality.

Given the specialized skill sets of these MSTC Teams, as soon as the initial focus on road clearance of major thoroughfares has diminished, it is imperative that these crews be redeployed back into the utility to address activities directly related to the primary mission of PSEG Long Island. Consequently, these MSTC Teams will not engage in activities related to the clearing of secondary roads, individual properties, etc., and it is envisioned that they will only be assigned to work with the municipalities to clear blocked priority roadways for at most a 48-72 hour period, immediately following the storm.

As previously discussed in Section 13.1.3, to address efforts related to “wire down”/ “make safe” issues not covered by these assigned resources, PSEG Long Island has a parallel process in place whereby resources are dispatched through its operating divisions across Long Island, in response to requests received for such assistance. In these cases, resources are dispatched on a job-by-job basis, in direct response to the trouble calls received. There exists a clear delineation of transition between “dispatch” and “dedicated” resources and/or a “hybrid” model and the chosen approach is often dictated by storm conditions (dispatched vs. dedicated vs. hybrid).

Again, during large-scale weather events, the number of internal resources that are trained and readily available is limited, and the demand could greatly exceed those available. In these situations, PSEG Long Island anticipates the need for additional MSTC personnel, depending on the impact of the storm, and may contract for additional MSTC resources, or may reassign other available internal resources to support these activities. Therefore, it is critical to address blocked roadways, in the priority outlined in this protocol, and to efficiently utilize the available MSTC Teams.

This document shall be revised every 1 year or incrementally as significant changes occur.

13.2 System Headquarters Procedures

13.2.1 Key Actions and Responsibilities

The System Headquarters section encompasses those actions that are undertaken at the PSEG Long Island Corporate Operating Headquarters, in anticipation of, and following, the declaration of Condition III “Red”. Once Condition III “Red” has been declared, the PSEG Long Island T&D Operations VP, assuming the role of Incident Commander, and the T&D System Operations Senior Manager, assuming the role of Operations Section Chief, are responsible for command and control. The Incident Commander sets the incident objectives, strategies, and priorities, and has overall responsibility for the incident. The Operations Section Chief establishes the tactics to achieve the incident objectives and directs all operational resources.

Simultaneously, the Distribution System Operations Manager assumes the role of T&D Survey and Operations Control Branch Director, while the OH/UG Lines Senior Manager takes on the role of T&D Crew Control Branch Director. The Director of Substation, Protection, and Telecom (SPT) assumes the role of Substation Maintenance, Relay Protection, Radio/Telecommunications Group Supervisor, and the Vegetation Management Manager assumes the role of Line Clearance Group Supervisor. Both the Branch Directors and the Group Supervisors implement the operational tactics necessary to achieve the incident objectives.

13.2.2 Mobilization of Personnel

13.2.2.1 Local Resources

The Incident Commander has overall responsibility for notifying the Command Staff segment of the Restoration Organization, including the SHE Officer, the Legal Officer, the Liaison Officer, and the PIO. The Incident Commander may also activate other roles necessary to serve the response, based on incident developments. Upon notification, the Command Staff Officers subsequently notify and mobilize the personnel from their respective elements, and direct them to initiate their emergency restoration callouts.

The Operations Section Chief is responsible for notifying the remaining General Staff segment of the restoration organization, including the Planning Section Chief, Logistics Section Chief, and the Finance/Administration Section Chief. Upon notification, the General Staff Section Chiefs subsequently notify and mobilize the personnel from their respective sections, and direct them to initiate their emergency restoration callouts.

This document shall be revised every **1** year or incrementally as significant changes occur.

In addition, the Operations Section Chief makes notification to the T&D Survey and Operations Control and T&D Crew Control Branch Directors, the Line Clearance and Substation Maintenance, Relay Protection, Radio/Telecommunications Group Supervisors, and the FCP Area Manager. Upon notification, these elements subsequently notify and mobilize the personnel from their respective branches, groups, and areas, and direct them to initiate their emergency restoration callouts.

The T&D Survey and Operations Control Branch Director has responsibility for making notifications to the T&D Survey and Operations Control Branch portion of the restoration organization. The Transmission Survey and Operations Control Group Supervisor (Transmission System Operations Manager) is responsible for making notifications to, and mobilizing personnel required for survey and operations control of, the transmission system, commensurate with the size, scale, and complexity of the emergency. The Distribution Survey and Operations Control Division Supervisors (Distribution Operations Division Managers) are responsible for notifications to, and mobilization of, division personnel required for survey and operations control of the distribution system, commensurate with the size, scale, and complexity of the emergency.

The T&D Crew Control Branch Director has responsibility for notifications to the T&D Crew Control Branch portion of the restoration organization. The T&D Crew Control Division Supervisors (OH/UG Lines Division Managers) are responsible for notifications to, and mobilization of, division personnel required for crew control, commensurate with the size, scale, and complexity of the emergency.

This document shall be revised every 1 year or incrementally as significant changes occur.

13.2.2.2 Foreign Crews

The mustering and assignment of crews is a vital part of the restoration process. PSEG Long Island can call on several sources of manpower to perform restoration work depending on the severity of the storm including:

- PSEG Long Island
 - Electric Servicemen (One-Person Crews)
 - High Voltage Overhead Line Crews
 - High Voltage Underground Splicing Crews
 - Low Voltage Two-Man Makeup Crews (Various departments)
 - Contractor – High and Low Voltage Crews
 - Contractor Tree Crews
 - Damage Assessment Teams
- Foreign Utility
 - High and Low Voltage Crews
 - Damage Assessment Teams
- Contractor
 - High and Low Voltage Crews
 - Line Clearance Crews
 - Crew Guides
 - Damage Assessment Teams
 - Wire Watcher Teams

The T&D Operations Department and the OH/UG Lines Department are routinely engaged, on a continuing basis, in the type of work necessary to restore electric service. Traditional lines of communication exist between these departments that facilitate, to whatever degree necessary, the coordination of PSEG Long Island and regular contractor work forces, in all conditions of readiness.

T&D Operations and OH/UG Lines management personnel are located adjacent to each other, both at the departmental and at the divisional level, thereby enhancing interaction and direction of the restoration effort.

This document shall be revised every 1 year or incrementally as significant changes occur.

While all storms require the use of PSEG Long Island Crews, and routinely PSEG Long Island Contractor Crews for restoration activities, Condition III “Red” events require supplemental help by Foreign Utility and Foreign Contractor Crews. PSEG Long Island is highly dependent on help from other utilities and contractors to address and respond to massive damage caused by major storms. Restoration events in adjacent service territories or other parts of the country may influence the availability of line workers, tree trim resources, and other support personnel, as well as accessibility to our logistics support contractors, and the timing of when such resources become available.

Mutual assistance is an essential part of the electric power industry’s service restoration process and contingency planning. Created decades ago, the current mutual assistance process works well following regional outage events during which individual utilities or Regional Mutual Assistance Groups (RMAGs) play a key role in enabling a successful response. Foreign Utility Crews and Contractor Crews are utilized via the EEI Mutual Assistance Agreement to augment PSEG Long Island repair forces under the ERP.

1) PSE&G New Jersey Coordination

As part of this process, PSEG Long Island also coordinates with PSE&G New Jersey regarding the mobilization and sharing of available operations, communications, and logistics resources to support restoration efforts on Long Island and in the Rockaways. A formal process to provide assistance between the two companies in the form of personnel, equipment, material, and other key resources has been developed. Resource needs have been pre-identified, quantified, and categorized for storm events of various scales. Availability of resources is contingent upon the scope of the storm and the area(s) impacted.

2) Mutual Assistance Requests

a) Guidelines

When preliminary damage assessment indicates that the restoration effort is expected to exceed 48 hours using only PSEG Long Island Crews and regular Contractors, consideration is given to obtaining Foreign Crew support. The PSEG Long Island President and COO, or their designee, is responsible for making the decision to request outside Line and/or Tree Crew assistance. An immediate commitment to proceed with obtaining personnel is often required to allow for the securitization of resources in a resource-constrained and high demand environment.

Depending upon the number of crews requested, and the number of utilities seeking assistance, the Operations Section Chief will direct the FCP area to prepare for the arrival of outside Line and Tree Crew assistance. This unit is responsible for the processing of Foreign Crews, at a FCP site.

This document shall be revised every **1** year or incrementally as significant changes occur.

b) Agreements

i) North Atlantic Mutual Assistance Group (NAMAG) Coordination

PSEG Long Island requests outside assistance from Foreign Utility, Contractor Line, Tree Crews, damage assessors, and wire watchers through participation in the NAMAG. Please refer to Appendix G for the full NAMAG Agreement. As warranted, the Incident Commander may initiate actions to secure additional support available through municipal utilities.

ii) National Response Event (NRE)

Given the increasing frequency and severity of storms in the United States, competition for resources and ever-increasing expectations regarding restoration activities, the electric power industry has recognized the value of enhancing the mutual assistance process to scale it to a national level. During a significant outage event, a more efficient resource allocation will further improve public safety, accelerate restoration, and reduce potential economic consequences. This enhanced coordination also provides the means for a more equitable allocation of resources aligned with damage experienced.

An industry-wide NRE is a natural or man-made event that is forecasted to cause, or that causes, widespread power outages impacting a significant population or several regions across the U.S., and requires resources from multiple RMAGs.

A requesting utility's Chief Executive Officer (CEO), or a designated officer, from an EEI member utility, may initiate the NRE process if, and/or when, multiple RMAGs cannot adequately support the resource requirements of the requesting utilities.

NRE Activation Criteria:

The request for activating the NRE should meet any of the following criteria regarding the actual/forecasted event:

- The event is expected to, or has impacted, two or more RMAGs
- The resource requirements are greater than what the impacted RMAGs can offer
- There are multiple events that create a resource constraint or competition between RMAGs

NRE Resource Allocation:

When an NRE is declared, all available emergency restoration resources (including contractors) will be pooled and allocated to participating utilities in a safe, efficient, transparent, and equitable manner, without regard to RMAG affiliation. Resource allocation in regional events will continue to be managed through the existing RMAG processes.

This document shall be revised every **1** year or incrementally as significant changes occur.

During a declared NRE event, resources will be allocated to requesting utilities based on the following criteria:

- Pre-event – Allocation is proportional to the utility request for pre-staging, and involves the “initial wave” of resources, unless broader mobilization is required per National Mutual Assistance Resource Team (NMART) and National Response Executive Committee (NREC)
- Intra-event – Weighted average of customer outages and damage locations relative to all requesting utilities:
 - 60% portion of customer outages relative to all requesting utilities
 - 40% portion of trouble spots relative to all requesting utilities

The same breakdown is used to allocate Line Crews, Tree Crews, Damage Assessment Teams, and other types of storm support resources.

iii) 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 the 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.

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 NYS.

This document shall be revised every 1 year or incrementally as significant changes occur.

c) Call-up Thresholds (Resource Matrices)

The number of crews required and the approximate duration of their needs shall be determined jointly by the PSEG Long Island Incident Commander and the Operations Section Chief.

Condition III “Red” Resource Matrix:

PSEG Long Island has developed a Condition III “Red” Resource Matrix, which is used as a guide to aid the Incident Commander and the Operations Section Chief in making the determination of the appropriate number of Foreign Utility and Contractor Crews. This matrix can be seen in Appendix J, an example of which is illustrated in Figure 13.1. The matrix provides time-measured decision points, commencing at 96 hours prior to the anticipated impact of the storm, for the initiation of commitment to crewing, and the initiation of contracted third party vendor assistance for staging areas.

Category 4 Hurricane				
	H-96 hours	H-72 hours	H-48 hours	H-24 hours
Category 3 Hurricane				
	H-96 hours	H-72 hours	H-48 hours	H-24 hours
Category 2 Hurricane				
	H-96 hours	H-72 hours	H-48 hours	H-24 hours
Category 1 Hurricane				
	H-96 hours	H-72 hours	H-48 hours	H-24 hours
Tropical Storm				
	H-96 hours	H-72 hours	H-48 hours	H-24 hours
High Probability	Commit to Crews: No Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: Yes Reserve Lodging: 50% Crew Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: Yes Reserve Lodging: 100% Crew Check Hotel Availability: Yes Mobilize Base Camps: Balance Mobilize Staging Areas: On Hold	Reserve Lodging: Full or on range Re-evaluate Assessment decisions require escalation or de-escalation authorization Mobilize Staging Areas
Medium Probability	Commit to Crews: No Check Hotel Availability: No Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: No Reserve Lodging: 50% Crew Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: Yes Reserve Lodging: 50% Crew Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Re-evaluate Assessment decisions require escalation or de-escalation
Low Probability	Commit to Crews: No Check Hotel Availability: No Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: No Check Hotel Availability: No Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Commit to Crews: No Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold	Reserve Lodging: No Check Hotel Availability: Yes Mobilize Base Camps: On Hold Mobilize Staging Areas: On Hold

Figure 13.1 – Condition III “Red” Resource Matrix

The matrices span events from tropical storms through Category 4 hurricanes, and takes into account two variables, as it relates to the service territory:

- Probability of the centerline of the error-swath cone
- Probability of those intensities of sustained wind speeds being experienced

This document shall be revised every **1** year or incrementally as significant changes occur.

As wind speed forecasts and probabilities increase, and approach the next level, consideration is given to escalating to the next level of the matrix. Long duration wind events may also prompt escalation to the next level of the matrix.

The initial number of Foreign Crews requested is based on the appropriate matrix and adjusted to account for other factors, such as weather duration, wind speed, expected accumulation of ice, etc. The number of crews will be adjusted resulting from the extent of damage suggested by the lockout information, and as field damage assessment proceeds and additional intelligence is gathered.

d) Action Plan

As Foreign Crews begin to arrive, they are initially received at a Foreign Crew Reception Center. Here, they are processed into the system, in an efficient and orderly manner, by the FCP organization. FCP includes the following:

- Verification of crew numbers, members, and vehicles
- Participation in a safety briefing
- Dissemination of information specific to the PSEG Long Island T&D system and restoration process
- Distribution of restoration material kits
- Vehicle refueling
- Assignment of lodging

Processing in this manner minimizes the number of issues that may occur, during the duration of their stay, as well as when reconciling utility and contractor invoicing, post-event.

Once Foreign Crews are processed, they are allocated to divisions in “area” control, and subsequently, to Remote Dispatch Areas in “local” control, as appropriate. The assignment to divisions and/or dispatch areas is based on the severity of the damage sustained in the locality, and the effect on Critical Facilities. Please refer to Section 13.3.4 of the ERP for additional information regarding this activity.

13.2.2.3 Company Retirees

When the skills and knowledge of retirees are necessary to provide support in such areas as Operations, Planning, Logistics, Finance, etc., they are engaged as contractors, via a third party vendor.

Once a Section Chief or Command Staff Officer has determined that there is a need for retiree assistance, the Planning Section Chief is contacted, in advance of obtaining retirees, to discuss their specific requirements. The Planning Section Chief will notify the Resource Coordination Unit Leader that retirees are being engaged. The Resource Coordination Unit Leader will utilize the Human Resources Unit Leader for assistance in contacting retirees, and handling the administrative details of their employment arrangements.

13.2.2.4 National Guard

The NYS National Guard Support Program provides for power restoration support from National Guard personnel when a catastrophic event occurs, and the customary sources of supplemental personnel, such as mutual assistance, contractors, or internal staff cannot provide adequate personnel to address needs.

In order for the NYS National Guard to be available for deployment, the Governor of the State of New York must declare a "State of Emergency." The request and deployment process could take days before support arrives. In addition, total deployment time (including deployment and demobilization time) should be less than ten to fourteen days.

As warranted and available, the Incident Commander may initiate actions to secure additional support available through the National Guard.

National Guard Capabilities and Power Restoration Roles:

The National Guard is frequently called on to conduct disaster response and domestic emergency missions. These missions are a specific subset of the National Guard Civil Support (NGCS) mission area. NYS National Guard forces can provide surge logistics, transportation, communication assistance, and general-purpose capability to areas identified by the NYS OEM to supplement company emergency response to expedite power restoration, during the initial response to an incident. If National Guard Domestic Operations (NGDO) resources are deemed necessary, the following is a summary of roles that they could fulfill:

- 1) Public Safety
 - a) Wire guarding for down wires
 - b) Flagging for traffic control
- 2) Logistics Support
 - a) Points of Distribution – including transportation and distribution of dry ice, wet ice, or water to citizens without power
 - b) Fueling – delivery of fuel to vehicles and equipment engaged in power restoration work
 - c) Lighting – delivery and operation of portable light towers to support restoration crews (The National Guard has only a limited number of portable light towers that they can bring with them, but they can operate, transport, and refuel any light towers provided to them by the company, Mutual Assistance Crews, contractors, or equipment rental companies)
- 3) Emergency Transportation
 - a) Short-haul transport of cargo or materials from staging areas to point-of-repair locations
 - b) High-axle transport of Damage Assessment Teams or Restoration Crews
 - c) Aerial assessments (only as “lift of opportunity,” when combined with an existing National Guard mission); should National Guard assets be utilized for aerial patrols, National Guard pilots will be required to attend PSEG Long Island training to ensure compliance with internal safety requirements
- 4) Communications Support
 - a) Provide assistance with temporary communications in critical areas

Tree and debris clearance, while a high priority towards power restoration operations, is an activity that crosses multiple response efforts, and is not work that National Guard personnel will perform.

This document shall be revised every **1** year or incrementally as significant changes occur.

Requesting National Guard Support

The PSEG Long Island Incident Commander will determine whether it is necessary to request National Guard support. If PSEG Long Island determines that it is necessary, the request shall be submitted to the NYS DPS Emergency Manager by the Planning Section Chief, utilizing the National Guard Request Form (see Appendix I). Requests submitted in this manner ensure that all required information, associated with the request, has been considered and provided, including where possible, pre-scripted mission sets.

Requests from all NYS electric utilities are then coordinated and forwarded to the NYS Power Restoration Working Group for processing. The NYS Power Restoration Working Group will determine what resources are available for deployment. If the group determines that requests exceed available resources, they may request support from the National Guard from other states.

Deployment and On-boarding

All NYS National Guard personnel are deployed with general rules of engagement for civilian population. NYS National Guard personnel are self-sufficient with regard to food, water, and lodging. However, PSEG Long Island will provide National Guard personnel with any PPE required to perform a particular job that is not part of National Guard “standard-issue” PPE. National Guard Standard Operating Procedures (SOPs) already delineate that they should typically be outfitted with:

- Eye or face protection
- Head protection
- Hand protection
- Foot protection

In addition, National Guard personnel, upon assignment, will be provided training that will include a job briefing, and, if necessary, on-the-job training. Once National Guard personnel arrive on property, PSEG Long Island will provide “Just-In-Time” training to perform all requested mission sets. Training for National Guard personnel performing wire guarding, flagging, or other work needing such training, may be performed at the jobsite, at a staging site or base camp, or at a training facility.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island will coordinate with National Guard local leadership to create job aids, which will be provided to National Guard personnel. These job aids may contain information such as safety instructions, job instructions, contact names, phone numbers and addresses, etc.

Disaster response and domestic emergency missions have distinct characteristics and traits from the other missions in the NGCS mission area. The focus of these missions is usually on providing humanitarian support and no threat or hostility is normally anticipated.

While some generalized deliberate planning and preparation is possible, conditions often dictate an immediate response is required, with minimal preparation or planning time available. While some specialized National Guard units and capabilities are utilized for disaster response and domestic emergency missions, normally the bulk of the forces and units employed are general-purpose forces.

13.2.3 Coordination with Other Utilities

13.2.3.1 Guidelines

Working arrangements have been established between PSEG Long Island and other utilities (TelCo, CATVCo, GasCo, etc.) that operate within Long Island and the Rockaways to facilitate a coordinated response during major storms or other system emergencies. The objective of these arrangements is to enable a safe and efficient coordinated response to the benefit of the customers served by each utility. Efforts include the sharing of information and resources to enhance situational awareness and enable the betterment of each individual utility's emergency restoration plan.

PSEG Long Island conducts operational meetings with these companies to update procedures and review working arrangements between organizations, during emergency restoration efforts. These meetings, arranged by EP and Major Accounts, also discuss the placement of their respective liaisons in PSEG Long Island Divisional Operations Headquarters.

There is no formal joint operational restoration arrangement between PSEG Long Island and wireless telecommunication providers. Both before and during major events, all coordination with wireless telecommunication providers is performed by the Large Customer & Customer Relations Group of the Communications Organization, and is outlined in Section 12 – Communications Protocols.

This document shall be revised every **1** year or incrementally as significant changes occur.

13.2.3.2 Activation Plan

The above utilities provide a list of Critical Facilities to PSEG Long Island annually (see Appendix D). Likewise, PSEG Long Island supplies the utilities with a list of their Critical Facilities. The lists of locations are reviewed by the companies, with the purpose of agreeing on restoration priorities, prior to implementation for a declared emergency event.

The PSEG Long Island Operations Section Chief notifies the appropriate TelCo, CATVCo, and/or GasCo executive that PSEG Long Island has declared Condition III “Red,” and that the Joint Restoration procedure is being implemented. The Operations Section Chief also requests that a TelCo, CATVCo, and/or GasCo representative report to its Hicksville Operations Center to review coordination, at both the division and substation levels.

Restoration information is openly shared at the system, division, and Remote Dispatch Area level through the co-location of TelCo, CATVCo, and GasCo representatives at PSEG Long Island operational centers. This information can include:

- Distribution lockout status
- Areas restored
- Completed outage jobs
- Locations where PSEG Long Island facilities are interfering with TelCo or CATVCo restoration
- Locations where TelCo or CATVCo facilities are interfering with PSEG Long Island restoration
- PSEG Long Island facilities that are impacted due to a loss of telecommunication
- TelCo, CATVCo, or GasCo facilities that are impacted due to a loss of power
- Locations of TelCo/CATVCo generators

Joint work with telephone company line crews (i.e., TelCo assistance to set new poles) is coordinated between the PSEG Long Island T&D Crew Control Division Supervisors, or their designee, and the TelCo representative, co-located at the PSEG Long Island Division Operating Headquarters. If warranted, the representative may also assist in cases of failure of supervisory and voice telephone circuits leased by PSEG Long Island.

This document shall be revised every **1** year or incrementally as significant changes occur.

13.3 Division Headquarters Procedures

13.3.1 Key Actions and Responsibilities

The Division Headquarters Section details those actions that are undertaken at the four Division Operating Headquarters, in anticipation of, and following, the declaration of Condition III “Red.” Prior to the impact of a major storm, the Distribution Operations Division Managers are responsible for initiating a Pre-Storm Checklist. The Pre-Storm Checklist has been developed to assist the organization to check all items that are important, should a storm affect the service territory.

Once Condition III “Red” has been declared, the Distribution Operations Division Managers assume the role of Distribution Survey and Operations Control Division Supervisors. In turn, they notify the OH/UG Lines Division Managers, who assume the role of T&D Crew Control Division Supervisors, that the OH/UG Lines Console Operation and mobilization of the Two-Man Makeup Crew organization may be required to support the restoration effort.

Following the declaration of Condition III “Red,” the Distribution Survey and Operations Control Division Supervisors and the T&D Crew Control Division Supervisors are responsible for notifying and mobilizing their respective restoration organization, at the local division level and below, and directing them to initiate their Emergency Restoration callouts.

Simultaneously, the Distribution Survey and Operations Control Division Supervisors notify the Division Lead Router/Gater, the Division ETR Coordinator, the Division Distribution Automation (DA) Specialist, and the Division Primary Control Coordinator. The Division Primary Control Coordinator then notifies the Division Secondary Router/Gaters.

Upon notification by the Distribution Survey and Operations Control Division Supervisors of the declaration of Condition III “Red,” the T&D Distribution Design Lead Engineers assume the role of Division Restoration Task Force Leaders, and notify the Division MACs and the Division Distribution Damage Assessment Coordinators. The Division MACs then notify their Dispatch Area Task Force personnel, consisting of Dispatch Area Lead Coordinators, Dispatch Area Alternate Coordinators, Dispatch Area Tag Holders, and Dispatch Area Operators. Concurrently, the Division Distribution Damage Assessment Coordinators notify their Division Distribution Damage Assessment Operators, as well as all the Distribution Survey personnel assigned to their division. This divisional operations structure and reporting relationship is illustrated in Figure 13.2.

This document shall be revised every **1** year or incrementally as significant changes occur.

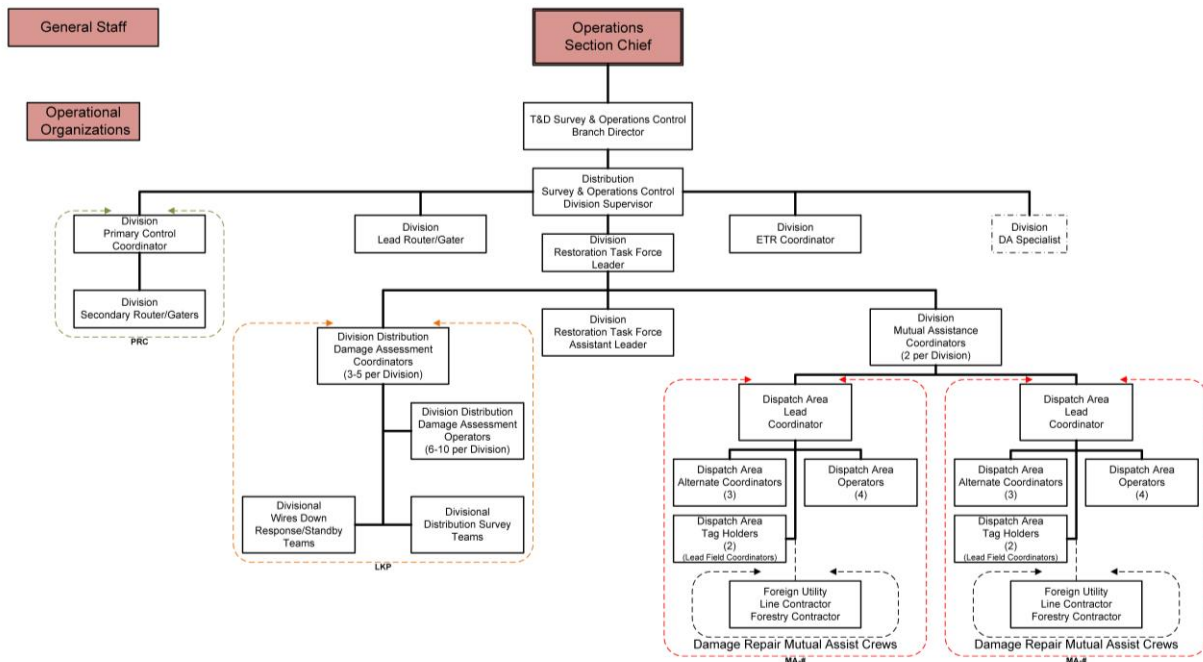


Figure 13.2 – Typical Divisional Operations Structure

Once the decision to decentralize operations has been made, the Distribution Survey and Operations Control Division Supervisors, along with the Division Restoration Task Force Leader, assign and brief the Dispatch Area Task Forces. Concurrently, the Division Restoration Task Force Leader briefs their Division MACs, who are located at the division console, and provides them a list of the Remote Dispatch Areas that will be activated along with the names of the assigned Dispatch Area Lead Coordinator, Dispatch Area Alternate Coordinators, Dispatch Area Tag Holders, and Dispatch Area Operators.

Dispatch Area Task Forces obtain their restoration computer and stationery kits for their assigned location, and when weather conditions are safe, proceed to their assigned area.

13.3.2 Transmission Circuit Protocols

The first restoration priority in a storm is the transmission system. Following Condition III “Red” events, it is essential that the transmission system be returned to normal, as rapidly as possible, particularly those circuits that are causing substations to remain out of service. PSEG Long Island crews are assigned this task immediately.

Following the passing of a severe storm, an initial survey of the transmission system is accomplished by Divisional Transmission Survey Strike Teams, patrolling in vehicles, on foot, and/or by helicopter. The current model establishes 40 two-person Transmission Survey Strike Teams, system wide. Post-storm weather conditions may delay the dispatch of helicopters for use in patrolling the transmission system and, therefore, a sufficient number of teams are readily available to perform a ground patrol. At the direction of the Transmission Survey and Operations Control Group Supervisor, affected transmission circuits are patrolled, repaired, and reenergized.

13.3.3 Damage Assessment/Survey Protocols

Divisional damage assessment is performed in all areas regardless of whether divisional or Remote Dispatch Area control has been activated. The current model initially establishes 125 two-person Distribution Survey Strike Teams, system wide. The teams are largely resourced from trained PSEG Long Island personnel, and supplemented by contracted damage assessment personnel, as necessary. The Division Distribution Damage Assessment Coordinators and Division Distribution Damage Assessment Operators direct these teams and dispatch incidents to these teams, according to established priorities and locations.

A Survey Team consists of a minimum of two survey people, one who acts as a driver, whose primary responsibility is to operate the vehicle safely, while the second individual surveys the lines and equipment. Survey Teams complete a Storm Lookup Report, creating a record of all damage found at a specific location. This report provides documentation of damage for assigning Repair Crews, and allows for the damage to be entered as Field Reports into OMS.

When sufficient damage affecting the distribution facilities of several substations has occurred or is anticipated, the division implements Rapid Survey protocols. Rapid Survey is defined as a patrol of the main line 3-Phase distribution facilities that are locked out while control of the system is maintained by the T&D System Operations Department.

This document shall be revised every **1** year or incrementally as significant changes occur.

This is performed to provide an eyewitness report of damage to the T&D Operations Department, which directs all restoration efforts. Rapid Survey is not 100% complete until all damage to facilities on locked-out distribution circuit 3-Phase mainlines and all unfused branch lines have been assessed.

Following the completion of Rapid Survey, a patrol of the remaining portions of the locked-out circuit (all fused branch line primary, secondary, and service facilities) may be initiated. Survey Teams assigned to a division are also dispatched to “known” incidents within OMS, dispatched to survey branch taps with unblown fuses associated with distribution circuit lockouts to determine if they must be opened prior to energizing mainline 3-Phase, or dispatched to reports of wire down with power.

Restoration Survey can also be implemented to provide the Dispatch Area the ability to restore a feeder on a “piece by piece” basis. Restoration Survey is defined as a patrol of all distribution facilities, from sectionalizing device to sectionalizing device, so that all damage between these sectionalizing devices can be identified, and systematic repairs made to energize sections of circuits.

During Restoration Survey, faults may be located that allow switching to be performed to restore undamaged portions of circuits. Restoration Survey is not 100% complete until all damage to facilities on locked-out distribution circuit 3-Phase mainlines and all unfused branch lines has been identified, followed by a complete patrol of the remaining portions of the locked-out circuit (all fused branch line primary, secondary, and service facilities). This enables the repair crews assigned to the Remote Dispatch Areas, to safely perform all repairs.

Survey Teams are always dispatched to reports of wire downs that have been reported by members of the 911 call center, police, fire, OEM (including EOC personnel), and municipal emergency managers.

This document shall be revised every 1 year or incrementally as significant changes occur.

13.3.4 Primary Control (PRC) Protocols

In most events, routing/gating decisions are made by the Division leadership in pre-storm meetings. Decisions include whether to send “wire down-lights on” incidents to Damage Assessment or “single no lights” incidents to Secondary/Service Crews. For major events, these decisions are based on the severity of damage and the location of the most severely impacted areas.

When activated, Primary Control (PRC) analyzes and prioritizes all outage incidents that have already been surveyed. They are responsible for reviewing all Field Reports associated with these jobs, prioritizing outage jobs, and creating corresponding work packets, which include a cover sheet, in addition to copies of all the Storm Look-up Reports.

Once PRC has created a prioritized work packet for the work, they “route” repair jobs, according to established priorities, to areas where a Remote Dispatch site has been deployed. It is recognized that at the initial onset of a storm event, jobs that may not have been surveyed, may bypass the damage assessment process and could be routed directly to a Remote Dispatch Area.

13.3.5 Area Control Protocols

The PSEG Long Island ERP is both flexible and scalable, based on the severity of the event. Under the current model, dispatch authority and configuration authority is typically maintained at the divisional level, but can be decentralized down to the distribution feeder circuit level, in whole or in part. This hybrid approach allows for centralized operations at the divisional level, while supplementing efforts at the more localized area or circuit level.

In the case of the latter, decentralized operation allows for closer alignment of resources to areas impacted by the most severe damage, in addition to providing flexibility and efficiency in damage assessment and the dispatch of repair crews. Local control out of select Remote Dispatch Areas is generally limited to areas where damage conditions are so extensive that outage analysis and crew control from the centralized division headquarters may no longer be practical.

If damage to the distribution facilities of one or more substations is severe and warrants the assignment of Foreign Crew resources under a Dispatch Area Task Force, the division may grant these areas either RDA or RCA, commonly known as “Local Control.” For further details on this aspect of restoration, see Section 13.4.2.

This document shall be revised every **1** year or incrementally as significant changes occur.

The designation of, staffing for, and operation within, a remote (non-centralized) OH/UG Lines storm console is identified as an “Area Dispatch Authority” (ADA). ADA is the process by which divisional dispatch consoles are supported through local console dispatch, and is implemented when off-island resources exceed dispatch capability of the existing OH/UG divisional consoles.

Locations utilized for the execution of ADA are generally established in existing operating facilities (satellite yards and/or substations) near damage sites. Other locations may be used, provided that the IT, radio, cell phone, and nearby mobilization areas are adequate.

	DAMAGE ASSESSMENT <i>Performed by Division</i>	CREW DISPATCHING AUTHORITY	SYSTEM CONFIGURATION AUTHORITY	EMERGENCY SWITCHING
AREA DISPATCH AUTHORITY (ADA)	Incident Based Survey	Yes	No	No (Branch line fuses <u>only</u>)

Figure 13.3 – Area Dispatch Authority (ADA) Comparison

ADA is intended to be utilized to support significant Condition II “Blue” events, where decentralization down to the Remote Dispatch Area level and the placement of these dispatch areas into RDA or RCA is not deemed necessary. Additionally, ADA may be utilized during some Condition III “Red” events to provide expanded capabilities of the organization to effectively manage additional repair resources when off-island resources exceed the dispatch capability of the existing OH/UG Lines divisional consoles. Operation and management of ADA is identical to that of storm console operation and management at the centralized storm consoles. Under ADA, the Division Distribution Control Center maintains configuration authority. The authority granted to an ADA is shown in Figure 13.3.

Decision to Decentralize:

Following the passing of the storm, the Distribution Survey and Operations Control Division Supervisors assess system outage status. This initial status, obtained from substation loss-of-supply and lockout information, will determine the geographic areas that may require deployment of a Dispatch Area Task Force.

The Distribution Survey and Operations Control Division Supervisors make the determination of which areas should be placed in ADA, RDA, or RCA. Areas from which the largest proportion of customer calls have been received, in addition to the physical facility of the remote site to support decentralization, are considered when determining which areas should be placed in ADA, RDA, or RCA.

Once the dispatch areas are active for one operational period, OMS can provide a quick ranking of the amount of damage being reported by the areas. From this information, further decisions can be made as to where additional available crews should be deployed and, therefore, which areas should be placed in, remain in, or be removed from ADA, RDA, or RCA. The number of crews assigned to each Dispatch Area is conditional on the amount and severity of damage, as well as the size of the territory to be covered.

13.4 Remote Dispatch Area Procedures

13.4.1 Key Actions and Responsibilities

The Remote Dispatch Area Section of the ERP identifies those procedures and actions that are undertaken by Dispatch Area Task Forces. A single Dispatch Area Task Force consists of a Dispatch Area Lead Coordinator, three Dispatch Area Alternate Coordinators, and four Dispatch Area Operators, plus two Dispatch Area Tag Holders (Lead Field Coordinators), reinforced by repair crews, who report to a Remote Dispatch Area, following the declaration of Condition III “Red.” Dispatch Area Task Forces within the same division report up to a Division MAC.

Processes are implemented for operating as a decentralized dispatching unit, by directing Restoration Crews and tracking repairs, and, if implemented, a decentralized configuration authority, by performing emergency switching on the distribution system.

Similar to ADA, discussed in Section 13.3.5, locations utilized for the operation of Remote Dispatch Areas are generally established in existing operating facilities (satellite yards and substations) near damage sites. Other locations may be used provided that the IT, radio, cell phone, and mobilization areas are adequate. Multiple Dispatch Area Task Forces can be assigned to operate from the same physical Remote Dispatch Area, but controlling different geographic territories.

Under the guidance of their Division MAC, the Dispatch Area Lead Coordinator is responsible for activating the Remote Dispatch Area and directing repair crews, when their dispatch area is placed in RDA or RCA, commonly known as “Local Control.” Additionally, if RCA is granted, the Dispatch Area Lead Coordinator is responsible for assuming control for the operation of distribution sectionalizing devices and the distribution feeder breakers.

This document shall be revised every **1** year or incrementally as significant changes occur.

The Dispatch Area Task Force, under the direction of the Dispatch Area Lead Coordinator, is responsible for ensuring the entry of all data related to that Remote Dispatch Area, including manpower, personnel attendance, and OMS inputs.

In summary, Dispatch Area Task Forces operate under their respective Division Headquarters, and report their restoration activities performed at the Remote Dispatch Area level to their respective Division MAC at Division Headquarters. All support functions (i.e., logistics, communications, etc.) are facilitated through the Division MAC.

13.4.2 Protocols for Decentralization

When outage analysis and crew control, from the centralized division headquarters, are no longer practical, or when off-island resources exceed the dispatch capability of the existing OH/UG Lines divisional consoles, or remote, non-centralized OH/UG Lines storm consoles (otherwise known as ADA), the decision will be made by the Operations Section Chief to decentralize further, by activating Remote Dispatch Areas. These levels of decentralization are displayed in Figure 13.4.

	DAMAGE ASSESSMENT <i>Performed by Division</i>	CREW DISPATCHING AUTHORITY	SYSTEM CONFIGURATION AUTHORITY	EMERGENCY SWITCHING
REMOTE DISPATCH AUTHORITY (RDA)	Incident Based Survey	Yes	No	No (Branch line fuses <u>only</u>)
REMOTE CONFIGURATION AUTHORITY (RCA)	Rapid Survey or Restoration Survey	Yes	Yes	Yes

Figure 13.4 – Remote Dispatch Area Decentralization Comparison

Remote dispatch areas that are granted either Dispatch Authority or Configuration Authority serve as compact geographic areas that are utilized as reporting locations for Foreign Crews. Foreign Crews are only assigned to those areas that are under RDA or RCA. However, dispatch areas are not placed under RDA or RCA until repair crews are available. PSEG Long Island crews may also be assigned to dispatch areas in RDA or RCA.

13.4.2.1 Remote Dispatch Authority (RDA) Protocols

RDA is the process where decentralized dispatching is supported through localized dispatch areas. RDA is implemented when off-island resources exceed dispatch capability of the existing OH/UG divisional or area consoles. RDA is established in existing operating facilities near damage locations.

The key to the success of RDA is establishing a “ring fence” around the areas for the dispatch operation to ensure multiple parties are not dispatching crews into the same area.

Under RDA, the Division Distribution Control Center maintains configuration authority, and performs all 3-Phase mainline model updates in OMS, while the Dispatch Area performs all branch line model updates.

13.4.2.2 Remote Configuration Authority (RCA) Protocols

Local Control of the restoration effort at the dispatch area level is desirable when extensive damage is experienced in an area, or when outside Utility Crews or outside Contractor Crews are brought in to assist. The Distribution Survey and Operations Control Division Supervisor delegates configuration authority, also known as “Local Control,” to the Dispatch Area Lead Coordinator, in order to expedite repairs and restore service, as rapidly as possible. Configuration authority is typically delegated on a feeder-by-feeder basis (i.e., “Feeder Control”), but may be delegated to an entire substation area, as deemed necessary by the Distribution Survey and Operations Control Division Supervisor.

When a Dispatch Area Lead Coordinator is delegated Local Control, they assume command of the feeder or area, including operation of distribution line sectionalizing devices and feeder breakers. In addition, the Dispatch Area Lead Coordinator must return control to the Transmission System Operator (TSO) at the end of each operational period, or when the area is demobilized.

Under RCA, the Division Distribution Control Center delegates configuration authority to the Dispatch Area. However, the Division Distribution Control Center maintains and performs all 3-Phase mainline model updates in OMS; the Dispatch Area continues to perform all branch line model updates in OMS.

This document shall be revised every **1** year or incrementally as significant changes occur.

13.4.2.3 Notification to Dispatch Area to Assume Dispatch Authority or Local Control

The T&D Survey and Operations Control Branch Director notifies the Distribution Survey and Operations Control Division Supervisors for Hewlett, Hicksville, Brentwood, and Riverhead, as to which areas in their respective divisions are to be placed into RDA or RCA, as well as the number of crews to be assigned to each dispatch area.

In turn, the Distribution Survey and Operations Control Division Supervisors notify the Division MACs, as to which of their dispatch areas are going to be placed into RDA or RCA. The number of crews assigned to each Dispatch Area is conditional on the amount and severity of damage, as well as the size of the territory to be covered.

Finally, each Division MAC then notifies their Dispatch Area Lead Coordinators to assume RDA or RCA, and conveys to them the number of crews their dispatch area will be receiving, as well as the expected arrival time of these resources. If the dispatch area has been placed in RCA, the Dispatch Area Lead Coordinator then contacts the TSO, and requests permission to take control of the substation distribution feeder breakers.

13.4.3 Emergency Switching

Under RCA only, the Dispatch Area Lead Coordinator is delegated configuration authority, which includes the authority to operate distribution system equipment/devices, consisting of substation distribution feeder breakers and distribution line sectionalizing switches. This is permitted so that restoration of service, to as many customers as possible, can be rapidly accomplished, in a safe and effective manner.

The Dispatch Area Lead Coordinator and Dispatch Area Tag Holder are expected to sectionalize the circuits under their control to restore service safely and expeditiously. The Dispatch Area Tag Holder must receive the appropriate “return of permission-to-work” from any workers who were granted permission-to-work. Under no circumstances can a Dispatch Area Tag Holder energize a section of line without clearing all Foreign Utility, Contractor, and PSEG Long Island Line and Tree Crews off of the line first. This is received at the end of the shift, or when all associated fieldwork has been completed.

This document shall be revised every **1** year or incrementally as significant changes occur.

13.5 Emergency De-energization and Re-energization Protocols Due to Flooding

13.5.1 De-energization and Re-energization of Local Areas

The actions and strategies described in this section apply to emergencies or electrical outages affecting multiple structures/areas, and are applicable to situations wider in scope than single-building emergencies, such as house fires, which are addressed under separate protocols. De-energization of an area may occur, if deemed necessary, by PSEG Long Island or by request from a municipality or local jurisdiction. Smaller scale localized incidents are responded to, on an individualized basis, and done so in coordination with the assistance of the affected local jurisdiction.

During major storm events, PSEG Long Island's Operation Section Chief, will determine if substations and/or areas need to be proactively de-energized, as a means to safeguard electric transmission, substation, or distribution system equipment, mitigating the impact of predicted or experienced storm surge and flooding.

In such cases, PSEG Long Island will utilize the Communications Department and associated mechanisms to notify the municipalities affected by the deenergization, and provide the rationale for the action. Notifications will be made via a PSEG Long Island EOC Representative or by a member of the PSEG Long Island External Affairs staff. PSEG Long Island's Electric Service Department will re-energize substations and/or areas, once deemed that conditions exist, where the substations and/or areas can be safely re-energized. As part of the process, the affected municipalities will be alerted, prior to re-energization.

Requests may also be made by municipalities/local jurisdictions to de-energize electric service to an area(s), in response to a mandatory evacuation order, to ensure public safety in advance of a major storm. In such cases, requests can be made, in writing, to PSEG Long Island's EP Department, via fax or e-mail, and should include marked maps of areas requested to be de-energized (see Figure 13.5). Such requests are to be coordinated through the county EOCs.

In addition, requests to de-energize an area can be made through the PSEG Long Island representative at an activated EOC, via the Municipal Hotline at the Customer Contact Center, or through PSEG Long Island External Affairs staff. In all cases, the aforementioned request form must be completed.

This document shall be revised every **1** year or incrementally as significant changes occur.

MUNICIPAL REQUEST TO DE-ENERGIZE A PORTION OF THE LIPA ELECTRIC DISTRIBUTION SYSTEM					
DATE:		CONTACT INFORMATION			
Municipality:		OFFICE:		CELL:	
Municipal Representative:		EMAIL:			
NORTH		SOUTH		CRITICAL FACILITIES	
				Hospital	Yes No
				Police	Yes No
				Fire	Yes No
EAST		WEST		Water Supply	
				Water Treatment	Yes No
				Sewerage pump sta	Yes No
				Other Medical Fac.	Yes No
				School	Yes No
MAP ATTACHED?		YES:		NO:	
COMMENTS:					

Figure 13.5 – Sample Municipal Area De-Energization Request Form

PSEG Long Island’s Communications Department shall, to the extent reasonably feasible under the circumstances, provide advance notice to those customers whose service will be interrupted, as a result of emergency steps to de-energize substations and/or areas. If advanced notification is not possible, PSEG Long Island will disconnect electrical service in accordance with 16 NYCRR § 13.13, “Disconnection without Notice.”

13.5.2 De-energization and Re-energization of Homes and Businesses Affected by Flooding

Large-scale storms are capable of producing widespread flooding affecting multiple towns, villages, and municipalities across Long Island and the Rockaways. Such flooding can cause power disruptions to homes and businesses, create conditions that make it unsafe to re-energize electric service, and at times, produce unsafe conditions that may require electrical power to be de-energized at a customer’s premises. In advance of a major storm that is anticipated to cause significant widespread multi-jurisdictional flooding, PSEG Long Island’s Planning Section, with the assistance of the Engineering Department, will closely monitor the anticipated potential impact of forecasted flooding for a specific event.

In addition, PSEG Long Island will initiate discussions with the gas utility concerning their planned flood restoration response, up to five days prior to an event, with the potential for significant flood damage and/or impact. PSEG Long Island’s Communications Department will then proactively communicate with customers regarding steps required to re-energize homes/buildings, if such structures become de-energized due to flooding, or if disconnected by PSEG Long Island, due to safety concerns, given the field or equipment conditions observed.

This document shall be revised every 1 year or incrementally as significant changes occur.

Such communications are paramount to ensuring customers and key stakeholders are fully aware of the de-energization/re-energization requirements, and will help to avoid any undue confusion, allowing for the safe and efficient provision of electric service. Information regarding the process and required forms will be made available, year round, through the PSEG Long Island Storm Center web page.

To facilitate the process, PSEG Long Island has created a Flood Assessment Command Center, whose sole purpose is to coordinate all activities associated with flood damage assessment, disconnection, and reconnection of electrical service, in events where severe widespread multi-jurisdictional flooding is experienced (see Figure 13.6). In cases where flood damage is more localized, PSEG Long Island will work cooperatively with the affected local municipality and make resources available, as appropriate.

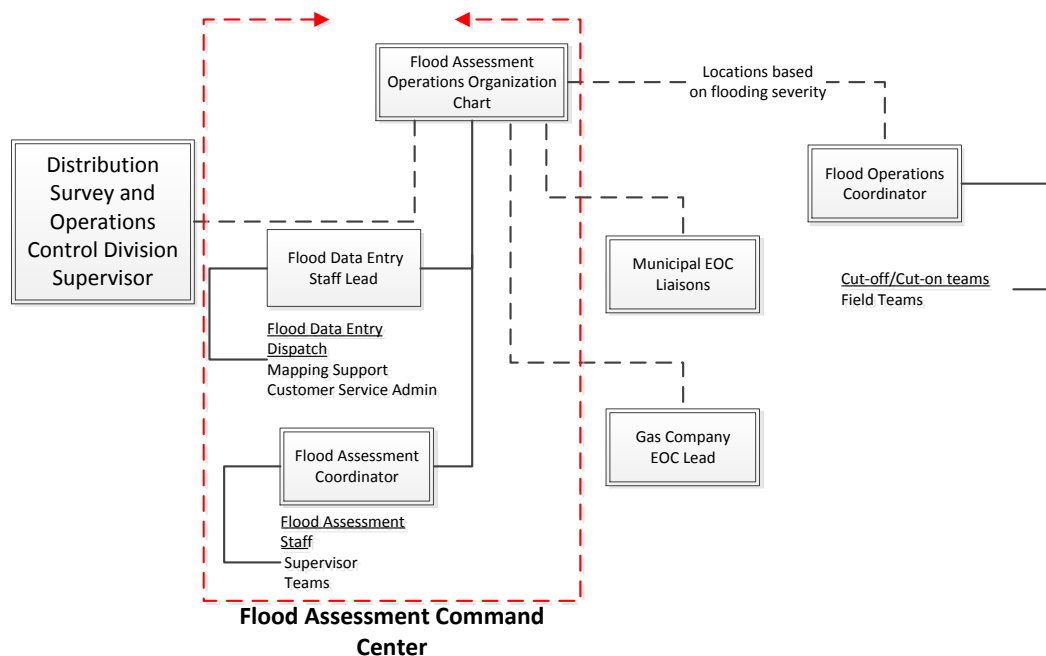


Figure 13.6 – Flood Assessment Operations Organizational Chart

In advance of the anticipated weather event, PSEG Long Island's Flood Assessment Operation Lead will review flood prediction maps prepared by weather services and/or other available data sources. This data will be used to ascertain areas likely to flood, and in turn, communicate with customers, municipal leaders, county and town EOCs, and other key stakeholders (i.e., Gas Utilities).

Once the storm has passed, and it is safe to deploy resources to the field, PSEG Long Island's Flood Assessment Operation Lead will make the appropriate resources available, in areas suspected of flooding, to perform a rapid assessment. PSEG Long Island flood assessors will make decisions regarding whether the home or business can be safely re-energized.

These assessments will be performed from outside the customer's home or business to quickly assess whether flooding may have adversely affected the meter, electrical panel, or intruded into the premises, thereby potentially damaging the electrical system within the structure and making it unsafe to re-energize.

In the course of conducting these assessments, or when isolating meters from the system during the restoration process, if obvious unsafe conditions caused by flooding are observed in a home or business that remained energized (i.e., water in electric meter), the affected home or business may then be pro-actively de-energized for safety reasons.

Figure 13.7 displays the PSEG Long Island flow chart that outlines the decision making process associated with determining whether a structure is safe to re-energize. Data collected through the assessment process will be utilized by PSEG Long Island Flood Assessment team members to determine whether the affected home or business is safe to re-energize.

In cases where PSEG Long Island determines that the structure is "unsafe," PSEG Long Island field personnel will isolate the affected premises from the electrical system by isolating the home or building's electrical meter or service wires. Unsafe conditions may include, but are not limited to, water intrusion to electrical meter, electrical panel, or electrical outlets/wiring.

This isolation process will allow PSEG Long Island to restore electrical service to any neighboring homes or businesses that may have not been adversely affected by flooding, as well as those made safe to re-energize without any unnecessary delay.

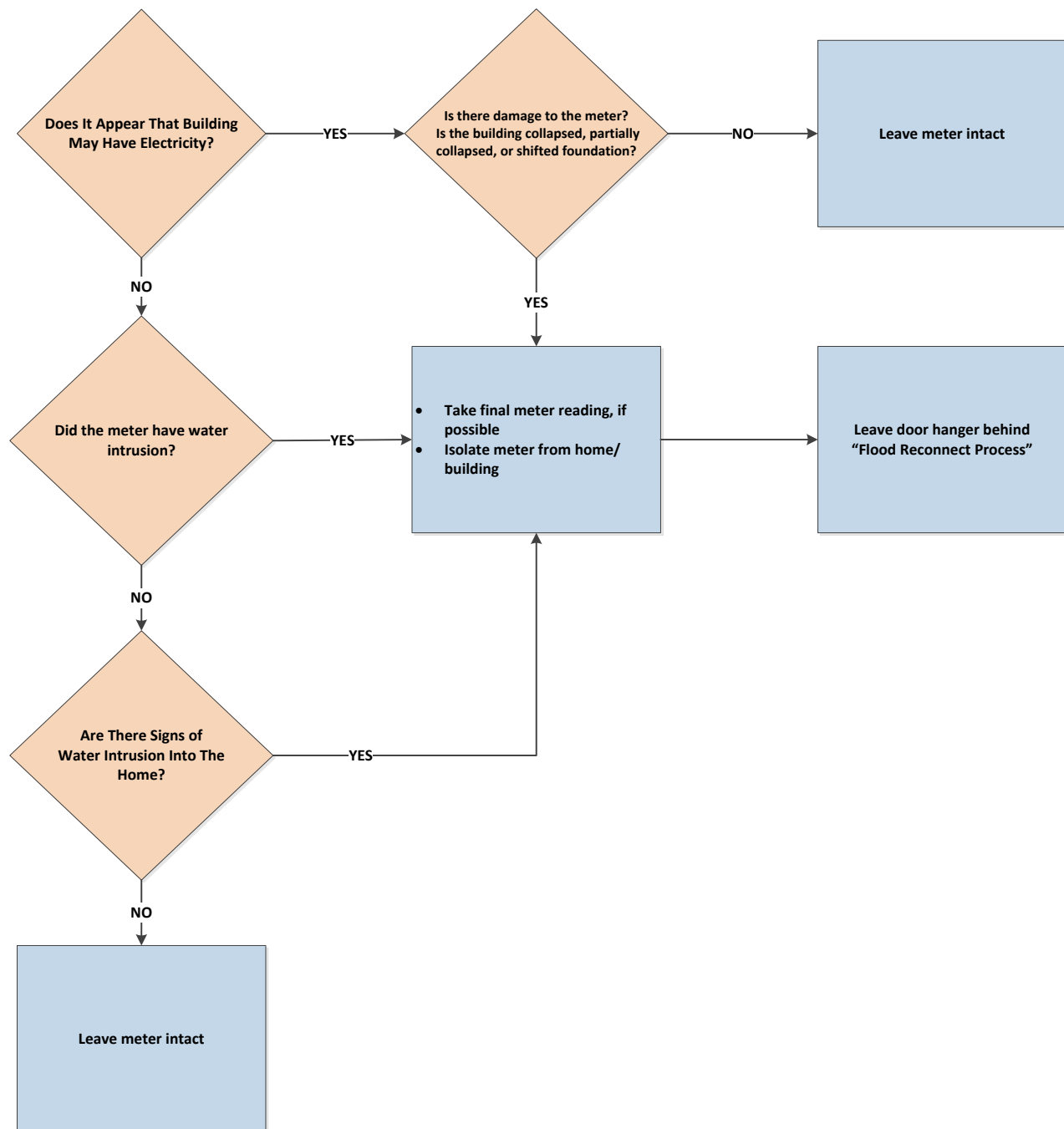
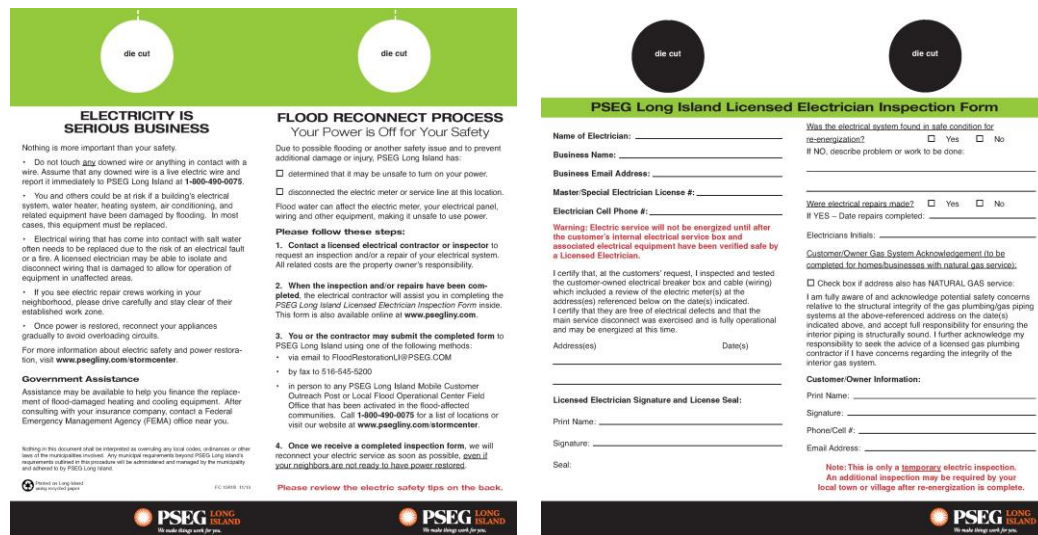


Figure 13.7 – Decision Matrix for Flooded Homes/Buildings

Customers occupying a home or business deemed “unsafe to re-energize,” will be informed, via a pamphlet (door hanger) that will be left at the premises by the PSEG Long Island resource deployed to the site to isolate the affected meter from the T&D system. This door hanger (see Figure 13.8) explains the potential reasons for de-energization, details the process for restoring electric service, and explains the steps required for re-energization.



ELECTRICITY IS SERIOUS BUSINESS

Nothing is more important than your safety.

- Do not touch any downed wire or anything in contact with a wire. Assume that any downed wire is a live electric wire and report it immediately to PSEG Long Island at 1-800-490-0075.
- You and others could be at risk if a building's electrical system, water heater heating system, air conditioning, and related equipment have been damaged by flooding. In most cases, this equipment must be replaced.
- Electrical wiring that has come into contact with salt water often needs to be replaced due to the risk of an electrical fault or a fire. A licensed electrician may be able to isolate and disconnect wiring that is damaged to allow for operation of equipment in unaffected areas.
- If you see electric repair crews working in your neighborhood, please drive carefully and stay clear of their established work zone.
- Once power is restored, reconnect your appliances gradually to avoid overloading circuits.

For more information about electric safety and power restoration, visit www.psegny.com/stormcenter.

Government Assistance

Assistance may be available to help you finance the replacement of flood-damaged heating and cooling equipment. After consulting with your insurance company, contact a Federal Emergency Management Agency (FEMA) office near you.

Nothing in this document shall be interpreted as overriding any local codes, ordinances or other laws of the municipality or state. Any damage repair must be inspected by PSEG Long Island and approved by FEMA. All work must be done in accordance with the applicable codes and standards and approved by PSEG Long Island.

FLOOD RECONNECT PROCESS
Your Power is Off for Your Safety

Due to possible flooding or another safety issue and to prevent additional damage or injury, PSEG Long Island has:

- determined that it may be unsafe to turn on your power.
- disconnected the electric meter or service line at this location.

Flood water can affect the electric meter, your electrical panel, wiring and other equipment, making it unsafe to use power. All related costs are the property owner's responsibility.

Please follow these steps:

- Contact a licensed electrical contractor or inspector** to request an inspection and/or a repair of your electrical system. This form is also available online at www.psegny.com.
- When the inspection and/or repairs have been completed**, the electrical contractor will assist you in completing the PSEG Long Island Licensed Electrician Inspection Form inside.
- You or the contractor may submit the completed form** to PSEG Long Island using one of the following methods:
 - via email to FloodRestoration@PSEG.COM
 - by fax to 516-545-5200
 - in person to any PSEG Long Island Mobile Customer Outreach Point or Local Flood Operational Center Field Office that has been activated in the flood-affected communities. Call 1-800-490-0075 for a list of locations or visit our website at www.psegny.com/stormcenter.
- Once we receive a completed inspection form**, we will reconnect your electric service as soon as possible, **even if your neighbors are not ready to have power restored**.

Please review the electric safety tips on the back.

PSEG LONG ISLAND
We make things work for you.

PSEG Long Island Licensed Electrician Inspection Form

Has the electrical system found in safe condition for re-energization? ☐ Yes ☐ No
If NO, describe problem or work to be done: _____

Were electrical repairs made? ☐ Yes ☐ No
If YES - Date repairs completed: _____

Electrician's Initials: _____

Customer/Owner Gas System Acknowledgment (to be completed for homes/businesses with natural gas service):

☐ Check box if address also has NATURAL GAS service:
I am fully aware of 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 gas plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner Information:
Print Name: _____
Signature: _____
Phone/Cell #: _____
Email Address: _____

Note: This is only a temporary electric inspection. An additional inspection may be required by your local town or village after re-energization is complete.

PSEG LONG ISLAND
We make things work for you.

Figure 13.8 – Restoration of Electrical Service after Major Flooding

Additionally, PSEG Long Island's Communications Department will utilize various channels (website postings, social media, external communications, etc.) to communicate information regarding required forms. In such cases, prior to re-energization by PSEG Long Island, customers will be required to engage a licensed electrician to certify that the customer-owned electrical equipment has been inspected, tested, and/or repaired, and can be safely energized and operated.

In instances where the local jurisdiction or municipality may impose additional requirements for re-energization, beyond those outlined by PSEG Long Island, PSEG Long Island will abide by any such local codes and/or ordinances. PSEG Long Island will work with the local municipalities to create awareness of any such additional requirements (i.e., follow up documentation and/or inspection requirements beyond temporary authorization for re-energization). PSEG Long Island will forward all electrical inspection forms received from customers to the local jurisdiction or municipality.

An electrical inspection by a licensed electrician will be required before electric service can safely be restored. All inspections and/or repairs, including cost, are the property owner's responsibility. Licensed electricians/inspectors or customers will need to submit a completed "Licensed Electrician Inspection Form" to PSEG Long Island's Flood Task Force, prior to the restoration of electric service. Electrical Inspection Forms (see Figure 13.9) can be accessed on PSEG Long Island's website and other means identified by PSEG Long Island (i.e., local town hall, Mobile Customer Outreach Post, PSEG Long Island Customer Office, etc.). Completed Electrical Inspection forms can be e-mailed, faxed, or hand-delivered to any PSEG Long Island Customer Office or PSEG Long Island Mobile Customer Outreach Posts that are established to facilitate the restoration process in hardest hit flood areas.

Once customers acceptably submit the required form, PSEG Long Island's Flood Task Force will work directly with customers to reconnect electric service in a safe and timely manner. In addition, when PSEG Long Island's Flood Task Force receives the Licensed Electrical Inspection form, PSEG Long Island will notify the gas utility of homes that are approved for re-energization. This process will be coordinated to ensure safe and timely restoration of utility services.



PSEG Long Island Licensed Electrician 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 has been verified safe by a Licensed Electrician.

I certify that, at the customers' request, I inspected and tested the customer's owned electrical breaker box and cable (wiring) which included a review of the electric meter at the address referenced below on the date 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.

Customer Address _____

SEAL: _____

Licensed Electrician Signature and License Seal:

Print Name: _____

Signature: _____

Date: _____

Was the electric system found in safe condition for re-energization? Yes No If No, description of problem or work to be done:

Were electric repairs made? Yes No If yes, date when repairs made Elect. Initials

Customer/Owner Gas System Acknowledgement (to be completed for homes/businesses with gas service):

☐ Check box if address also has GAS service:

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 gas plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner
(Print Name) _____

Signature: _____

Customer/Owner Phone/Cell #: _____

Date: _____

Customer/Owner email: _____

Note: This is only a temporary Electric inspection. An additional inspection may be required by your local town or village after re-energization is complete.

Figure 13.9 – Sample PSEG Long Island Licensed Electrician Inspection Form

NYS Code Enforcement Disaster Assistance Response (CEDAR) Teams

In the spirit of efficiency and cooperation, where conditions permit, PSEG Long Island will work closely with locally deployed NYS CEDAR teams to perform the aforementioned rapid assessments, leveraging a skilled resource that has been deployed to perform similar, but more comprehensive, assessments in these flooded areas.

CEDAR resources are essentially mutual assistance building inspectors and code enforcement professionals from across NYS that are requested by local towns and villages, though the Nassau and Suffolk EOCs, to assist with damage assessment in their storm ravaged areas.

In cases of such requests, county EOCs submit requests received from the various jurisdictions to the NYS OEM, who will then request the CEDAR resources to be activated and deployed to the local towns and villages requesting their assistance. Upon assignment, the local towns and villages assume responsibility for deploying the CEDAR resources to the local flooded areas to perform the desired assessments.

Recognizing that it is common practice for local towns/jurisdictions to request these resources, where appropriate, PSEG Long Island will closely coordinate with these deployed teams of code enforcement personnel to leverage information collected by these CEDAR resources. This is a means to assist with the process of determining whether the premises or area is safe to re-energize.

PSEG Long Island will coordinate with NYS CEDAR teams to obtain a copy of their completed assessment forms. This will be facilitated through the Nassau and Suffolk County EOCs, providing access to valuable data that will be utilized by PSEG Long Island to make the ultimate determination as to whether a structure is safe to re-energize. PSEG Long Island will maintain responsibility for determining what is safe or unsafe to re-energize, disconnect, or reconnect individual electric service to homes/buildings, as previously described.

This document shall be revised every **1** year or incrementally as significant changes occur.

New York City (NYC) Area

If major flooding occurs in the NYC area, PSEG Long Island's restoration personnel will work with the Department of Buildings in NYC to re-energize service to homes. Restoration of homes will begin only in areas deemed safe by the Department of Buildings. Once an area is deemed safe by NYC Department of Buildings to re-energize, PSEG Long Island's restoration personnel will work directly with customers affected by flooding to reconnect electric service in a safe and timely manner.

13.6 De-escalation Protocols

At the conclusion of major restoration efforts, and when the T&D Electric system is returned to "system normal" status, a comprehensive, territory-wide survey of the T&D system may be conducted. Efforts can range from a survey of the most severely damaged circuits, to a complete survey of the 3-Phase mainline, or a complete re-survey of the entire system. The purpose of such efforts is to identify and record any remaining substandard conditions so that appropriate corrective actions can be initiated.

Identified substandard conditions often include temporary repairs and equipment issues such as broken insulators, slack in primary/secondary lines, broken cross arms, wire off insulators, as well as areas requiring tree trim work or the removal of tree limbs resting on power lines that have not caused an interruption in electric service. In such instances, identified locations would then be prioritized and assigned for field correction. Efforts would also be made to identify, and make permanent, any temporary repairs performed during restoration operations.

As a result of these proactive efforts, the T&D system is reinforced and returned to its pre-storm configuration, helping to curtail post-storm interruptions that could have subsequently occurred as a result of existing damage or substandard conditions on the system.

14. PLANNING PROTOCOLS

Among the performance of other activities, the Planning Section serves as an information and resource hub during restoration events. This Section is responsible for collecting, evaluating, maintaining, and disseminating incident data during restoration events, and is focused on delivering timely, accurate, and consistent storm related data.

The Planning Section also coordinates resource requests, including Foreign Utility Crews, contractors, support personnel, and/or mutual assistance (NAMAG) requests. This Section also coordinates operations with partner utilities, and oversees the activation of potential incident action teams, such as Flood Assessment or MSTC teams.

In conjunction, the Planning Section maintains restoration assignments and notifications, companywide. This Section also coordinates employee and family assistance, through its Human Resources Unit, and oversees demobilization efforts, post-event.

When activated, the Planning Section is managed by the Planning Section Chief, who is a member of the General Staff. The Planning Section is comprised of five primary units:

- 1) Situation Status
- 2) Resource Coordination
- 3) Documentation
- 4) Demobilization
- 5) Human Resources Unit

The five Planning Section units may include a number of Technical Specialists who assist in evaluating the situation, and forecasting requirements for additional personnel and equipment. Technical Specialists may function within the Planning Section, or be assigned based on where their specialized knowledge and expertise are required.

This document shall be revised every **1** year or incrementally as significant changes occur.

14.1 Planning Section Chief

The Planning Section Chief oversees the five branches and their associated areas of responsibility within the Planning Section. Additional responsibilities for the Planning Section Chief will include:

- Manpower coordination
 - Mutual Assistance requests
 - North Atlantic Mutual Assistance Group (NAMAG)
 - Partner Utilities and contractors
 - Internal personnel (PSEG Long Island and PSE&G New Jersey)
 - Supplemental personnel requests and needs
- Agency and EOC coordination
- LIPA and DPS coordination
- RDA activation and coordination
- Restoration staffing levels
- ETR strategy
- Establishment of strategy, storm anticipation, and storm calls
- Coordination of specialized restoration resources and teams

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

14.2 Situation Status Unit

14.2.1 Situation Status

The Situation Status Unit will oversee the preparation, posting, and dissemination of all incident and/or event data including updates, briefs, notifications, and situation status reports.

At minimum, the Situation Status Unit oversees data collection and reporting for the following:

- Outage data
- Crew data
- Lockout information
- ETR information
- DPS reporting
- LIPA reporting
- Storm matrix
- Weather information
- Flood information
- MSTC information
- Liaison activations
- General Situation Status reports

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

14.2.2 Reporting

Integrated with OMS, via real-time database connectivity, is a SAS reporting tool that provides both actionable real-time operational feedback and historical reporting. Its reporting functionality includes multiple delivery mechanisms, such as web, text, e-mail, File-Transfer Protocols (FTP), VA self-service Graphical User Interface (GUI), and iPad Mobile Application. This reporting infrastructure provides direct support across all components of the restoration organization, including Operations, Planning, Logistics, Finance, and Communications, as well as external agencies. The Situation Status Unit will coordinate all reporting requests.

Other reporting tools and/or sources will be employed for data that is not captured within SAS reports.

Figure 14.1 summarizes PSEG Long Island's current reporting capabilities.

	REPORT	DATA SOURCE	PROJECTED
A	Outage Number	SAS RDRP	On Demand
B	Foreign Crewing	NAMAG Call/ FCP Team Crew Composite website	3 times a day
C	Manpower	Division will enter manpower number in the Crew Composite website	3 times a day
D	Storm Call Notes	Storm call	3 times a day
E	ETRs	Global: Operations Section Chief Regional: Survey & Ops Control Division Supervisor	Once a day
F	Storm Factors	Global: Operations Section Chief Regional: Survey & Ops Control Division Supervisor	On demand
G	EOC/CIC Liaisons assignments	Liaisons Lead	Once a day
H	Storm Matrix	Emergency Planning Survey & Ops Control Division Supervisor	Once a day
I	Storm Accounting Declaration	Emergency Planning	Once for the storm
J	Critical Facility/ LSE customers	SAS report	On demand
K	DPS Report (EORS)	The report will be generated from the following reports: A,B,C,E,J	4 times day
L	MUNI Call Template	The report will be generated from the following reports: K, D	2 times a day
M	Divisional Summary (NJ)	The report will be generated from the following reports: A,B,C	3 times a day
N	Major Storm (MSSR) (NJ)	OMS	Once a day

Figure 14.1 – Reporting Information Table

This document shall be revised every **1** year or incrementally as significant changes occur.

14.2.3 Coordination with Department of Public Service (DPS)**14.2.3.1 Guidelines**

The Planning Section maintains relationships with the DPS, throughout the year and during emergencies. The Planning Section will provide updates on key restoration initiatives and plans to DPS, as conditions warrant. The Communications Organization will still oversee the DPS Hotline as detailed in Section 12.7.1. The Planning Section Chief coordinates with DPS as follows:

- Contacting the DPS Operations Section
- Advising DPS Operations Section of PSEG Long Island's storm anticipation plans and/or status, as appropriate
- Verifying and establishing points of contact for delivery of reports
- Maintaining ongoing communication with DPS staff, to respond promptly to requests for information

Concurrently, similar notifications are made to senior officials at LIPA.

14.2.3.2 Activation Plan

At the request of the DPS, the DPS EORS Report shall be furnished, via e-mail or fax, four times daily at 7:00AM, 11:00AM, 3:00PM and 7:00PM, unless otherwise specified.

Per Commission guidelines, the reports will include, at a minimum:

- Summary of outages
- Crewing information on site and en-route
- Planned crew relocation and mutual assistance activity
- Discussion of major damage
- ETRs
- Summaries of work plans for restoring customers
- Listing of critical facilities and LSE customers affected
- Summary of dry ice/bottled water distribution activities
- Listing of any additional supplies or services being provided at Community Outreach sites

Report submissions may qualify as a notification to DPS Staff (provided they contain the required information within the appropriate timeframe). Other notifications to DPS staff may need to be made in order to address other applicable information requests.

This document shall be revised every **1** year or incrementally as significant changes occur.

14.2.3.3 Emergency Outage Reporting to NYS DPS/NYS OEM

The EORS data sheet has been developed by the DPS staff to communicate electric outage data in a timely and consistent format. Information compiled in the reporting system is used by DPS to monitor utility progress, and to inform other agencies, including the NYS OEM, of response status.

Submission of data is required by all New York utilities whenever NYS OEM activates the NYS EOC, or as requested by the DPS Staff. The main components of the EORS Report include:

- Outage data (Outage Report)
- ETRs
- Company resource summary
- Critical Facility customer counts
- LSE customer counts

During any type of event, outage data and crew assignment data are to be submitted, as requested by DPS staff (usually at 7AM, 11AM, 3PM, and 7PM). Templates provided by DPS staff will be used to report information. The information is provided during an event through an automatic data file transfer.

Crew assignment data includes a breakdown of Company and Foreign (non-Company) Line Crews, as well as Tree and Service Crews utilized for response efforts by the company and operating division. This EORS information will be transmitted, according to the most recent instructions from DPS staff. A sample EORS form has been provided in Appendix M.

In addition, PSEG Long Island, together with other New York utilities, participates in an automated process that provides outage information to the DPS staff every 30 minutes, throughout the year, as conditions warrant.

14.3 Resource Coordination Unit

The Resource Coordination Unit oversees the maintenance and coordination of incident resources and restoration assignments. The Unit is broken down into two distinct functional areas:

- Resource Assignment
 - Storm assignments
 - Manpower data
- Resource Coordination
 - Utilities
 - Damage assessment
 - Flood assessment
 - MSTC

14.3.1 Resource Coordination

This Unit is responsible for maintaining the status of all assigned resources (primary and support) at an incident. The Resource Coordination Unit makes certain that all assigned personnel and other resources have checked in at the incident. Physical resources consist of personnel, teams, facilities, supplies, and major items of equipment available for assignment to, or employment during, incidents.

For effective management of their deployment, committed and assigned resources must be categorized by capability and capacity across disciplines, and tracked continuously as to their current location and status. The following tools are useful for maintaining an up-to-date and accurate picture of resource utilization:

- 1) Status Conditions - Tactical resources at an incident can have one of three status conditions:
 - a) Available resources are personnel, teams, equipment, or facilities that have been deployed to an incident, and are ready for a specific work detail or function
 - b) Assigned resources are personnel, teams, equipment, or facilities that have checked in (or in the case of equipment and facilities, receipted for) and are currently supporting incident operations
 - c) Out-of-service resources are personnel, teams, equipment, or facilities that have been assigned to an incident, but are unable to function for mechanical, rest, or personal reasons; or because their condition makes them unusable
- 2) Changes in Status – Resource status changes will be coordinated through the Resource Coordination Unit

This document shall be revised every **1** year or incrementally as significant changes occur.

14.3.2 Resource Assignment

A key component of PSEG Long Island's ability to successfully implement its ERP is the readiness of its employees to respond to an outage emergency. All PSEG Long Island employees are assigned a specific storm restoration assignment that they are required to fulfill when emergency conditions dictate. Storm Anticipation and Emergency Classification Protocols (correspondingly described in Section 4 and Section 5) determine the activation levels and the corresponding personnel needs.

While many PSEG Long Island employees currently play a role in daily operations, others are shifted from their normal function to their storm support role. These additional personnel resources help PSEG Long Island to better manage and respond to widespread outages and other system emergencies.

Storm assignments center on PSEG Long Island's three main emergency focus areas: Operations, Communications, and Logistics. Training is conducted on all storm restoration assignments throughout the year, with drills and exercises utilized to practice storm assignments. Please refer to Section 14.7 for more information on training, drills, and exercises.

PSEG Long Island's EP Department is responsible for administering and maintaining the readiness of personnel, and tracking assignments through the company's storm assignment database, throughout the year. Upon hiring, all employees are assigned a storm restoration assignment. These roles are determined by the employee's current job function skill set, and PSEG Long Island's storm restoration needs. Where allowable, considerations are also given to the employees work or home location. Efforts are also made to best match roles to the skill sets of the assigned personnel, when possible.

Employees, or their direct supervisors, are notified via e-mail and/or telephone of their assigned roles. The EP Department ensures all employees are aware of their emergency assignment, responsibilities, and corresponding assigned restoration location. The EP Department ensures all storm restoration employees have been provided the training and resources to effectively perform their storm role. The EP Department also regularly verifies the required staffing levels for restoration efforts and adjusts manpower, as necessary.

Additionally, the EP Department sends out notifications to employees throughout the year, pertaining to storm restoration changes and/or updates. The EP Department also ensures that storm restoration roles and staffing levels are, at a minimum, updated semi-annually, and maintained throughout the year.

This document shall be revised every 1 year or incrementally as significant changes occur.

14.4 Documentation Unit

The Documentation Unit oversees the collection and archiving of incident and/or event data in support of restoration operations. This Unit will also coordinate the collection and processing of key storm documentation including:

- Storm call notes
- Pre-storm checklists
- Incident data
- Reporting data
- DPS scorecard data (if conditions warrant)

The Documentation Unit will also assist with collection and retention of pre-event restoration checklists. Pre-storm checklists have been developed for key restoration positions, and include position-based action items and associated timeframes for completion. Having pre-established checklists provides continuity between events, and provides a position guideline when restoration assignments change. Checklists are ultimately distributed pre-storm, collected post-event, and stored for future review and continuous improvement purposes.

14.5 Human Resources Unit

The Human Resources Unit oversees resource support initiatives relative to restoration personnel, including employee lodging, family assistance, and/or labor relations.

The Human Resources Unit is broken up into three components:

- Employee Lodging Resource Group
 - This group coordinates employee lodging assistance, when conditions warrant accommodations (i.e., safety concerns and/or operational readiness). The Employee Lodging Resource Group will work with the Logistics Organization to coordinate housing requests of PSEG Long Island employees, based upon availability and need.
- Employee and Family Assistance Group
 - This group coordinates employee and family assistance based upon event conditions and need. Coordination can include, but is not limited to, assistance with housing, transportation, and/or family support concerns. The group also coordinates employee and family assistance initiatives with external stakeholders and/or agency representatives, as needed.
- Labor and Employee Relations
 - This group coordinates labor related enhancements and/or changes associated with restoration plans and/or conditions. The Labor and Employee Relations Group will also establish and maintain on-going communications with Union Leadership.

This document shall be revised every **1** year or incrementally as significant changes occur.

14.6 Demobilization Unit

The Demobilization Unit oversees the coordination and dissemination of the demobilization plan(s) and/or requests with participating personnel and organizations. The Demobilization Unit reviews operational and resource data to determine potential size and extent of demobilization efforts, and plans in accordance with these assessments. This Unit also works to coordinate with FCP on crew release times and plans, and also reviews and coordinates resource needs and requests, relative to the demobilization effort with internal and external stakeholders.

At the conclusion of major restoration efforts, the orderly transition from an intense focused restoration effort to a reduced level of restoration and preparedness is necessary. The Distribution Survey and Operations Control Division Supervisors and T&D Crew Control Division Supervisors assess the need, within their geographic division, for the continued deployment of restoration crews. This is done in order to make permanent repairs, and to act as ready teams, in the event of additional isolated outages, due to weakened plant facilities.

This information is provided to the T&D Survey and Operations Control Branch Director and the T&D Crew Control Branch Director for final evaluation, prior to submittal to the Operations Section Chief, Planning Section Chief, and Demobilization Unit Leader. They jointly determine the continuing level of crew involvement, after all customers are restored, based on the following conditions:

- Extent of damage repaired and quantity of temporary repairs made during the storm
- Forecast weather conditions for the next 48 to 72 hours
- Availability of personnel for continuing operations

The Operations Section Chief will notify the Incident Commander and the remaining Command and General Staff personnel, as well as the T&D Survey and Operations Control and T&D Crew Control Branch Directors, when and to what degree, demobilization will occur. The T&D Survey and Operations Control and T&D Crew Control Branch Directors initiates the transition of staff to normal operations by informing the Distribution Survey and Operations Control Division Supervisors and T&D Crew Control Division Supervisors, in each of the operating divisions, and the FCP Area Manager.

This document shall be revised every 1 year or incrementally as significant changes occur.

The Distribution Survey and Operations Control Division Supervisors and T&D Crew Control Division Supervisors will commence the transition to normal operations by:

- Determining which sites, if any, require continued coverage as the transition to normal operation commences, and providing for such coverage
- Notifying all areas for which the function interacts, that the function is commencing with demobilization plans
- Demobilizing of on duty personnel, as appropriate, and advising personnel scheduled for subsequent shifts that they will not be required, and that they should report to their regular work assignment for the following operational period
- Ensuring the return of all restoration equipment utilized and unused material

The restoration workforce deployed during a major storm may consist of division, non-PSEG Long Island represented and non-PSEG Long Island non-represented Repair and Construction Crews, Tree Crews, Damage Assessors, Wire Watchers, Crew Guides, and other personnel. Demobilization of external resources is planned to deactivate resources, as they complete their defined storm role in restoration. This is done in coordination with the NAMAG, NRE, and/or appropriate collective bargaining agreements.

The FCP Area Manager is responsible for communicating a timetable for the orderly transition and release of restoration personnel and services. Restoration personnel should be released in the following order, but will ultimately be determined by conditions specific to the given event:

- 1) Non-represented, non-PSEG Long Island personnel
- 2) Represented, non-PSEG Long Island personnel
- 3) PSEG Long Island non-division, represented personnel
- 4) PSEG Long Island division personnel

The Distribution Survey and Operations Control Division Supervisors and T&D Crew Control Division Supervisors are responsible for the coordination and implementation of the orderly transition and release of restoration personnel and services.

At the conclusion of demobilization, all Command and General Staff checklists are to be submitted to the Documentation Unit Leader.

This document shall be revised every **1** year or incrementally as significant changes occur.

14.7 Training and Exercises & Drills

Continual training, in conjunction with periodic drills and exercises, are critical elements of the emergency planning process, and effective methods to refresh and reinforce skills in-between actual events.

14.7.1 Training

An important aspect of storm restoration planning is the advanced training of company personnel. Training is vital to a timely and effective restoration effort, and PSEG Long Island goes to great lengths to ensure its employees are properly trained for their restoration roles and responsibilities. There is often very little time for training, pending the onset of a storm, so advanced training during normal conditions is vital to ensuring all employees are ready to collectively respond during emergencies.

As mentioned in Section 14.3, all employees are assigned a restoration role, upon their hiring. Ultimately, PSEG Long Island strives to ensure that all of its employees are properly trained on their storm assignments, and ready to assist, if restoration protocols are put into effect. The EP Department is responsible for the development, identification, coordination, and notification of restoration roles for all personnel and administration of associated training.

Training can vary in length depending on an employee's work experience and their associated role. For example, upon hiring, some employees will receive more in-depth training, while other employees will undergo annual refresher courses on restoration roles throughout the year.

PSEG Long Island utilizes a variety of training programs and methods when training its employees for emergency restoration operations. Training can include lectures, exercises, and video presentations. Modular training sessions are also used for training employees. Modular training sessions can be both self-taught and/or traditional, with classroom instructors running the training. Online courses are also utilized and can serve as an effective refresher immediately before the onset of an event. Interactive classroom style training often provides the greatest amount of success, and is one of the main sources of training companywide.

Ultimately, these sessions allow employees to work hands-on, and experience real life training scenarios. This hands-on training method allows employees to better comprehend and anticipate their expected roles during an emergency.

This document shall be revised every **1** year or incrementally as significant changes occur.

Figure 14.2 details PSEG Long Island's tentative 2017 Training Schedule. Modifications to the schedule may be introduced throughout the year, as training requirements dictate.

TRAINING	DESCRIPTION	TARGET AUDIENCE	TARGETED TIME FRAME
PSC Scorecard Metrics	Awareness	Process Owners	1 st Quarter
Storm Response including: • Restoration Process • Roles and Expectations • Civic Structure • OMS • ICS	Initial/Refresher	Key Customer facing roles: Emergency Operation Center (EOC) Liaisons District Managers Muni Liaisons Lead /Console Information Coordinators Major Account Executives	Ongoing
Console Coordination – Escalation Processing	Initial/Refresher	Lead / Console Information Coordinators	1 st Quarter
EOC & Municipal Liaison Training	Initial/Refresher	EOC Liaisons Muni Liaisons	2 nd Quarter
Division Survey Coordination	Refresher	Division T&D Damage Assessment Coordinators & Operators	1 st / 2 nd Quarter
Transmission Survey	Initial/Refresher	Transmission Survey Teams	1 st Quarter
Distribution Survey	Initial	New Distribution Survey Teams	1 st Quarter and 3 rd Quarter
Distribution Survey	Refresher	Distribution Survey Teams	2 nd Quarter and 4 th Quarter
Division Coordination	Refresher	Division Mutual Assistance Coordinators (MACs)	1 st Quarter
Dispatch Area Operations	Initial	New Dispatch Area Coords. New Alt Dispatch Area Coords. New Dispatch Area Operators	1 st Quarter
Dispatch Area Operations	Refresher	Dispatch Area Coords. Alt Dispatch Area Coords. Dispatch Area Operators	1 st Quarter

Figure 14.2 – 2017 Training Schedule

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

TRAINING	DESCRIPTION	TARGET AUDIENCE	TARGETED TIME FRAME
Crew Processing	Initial/Refresher	Crew Processing Organization/Team	2 nd Quarter
Crew Guide	Initial	Crew Guides	1 st Quarter
IS-100.B Intro to ICS, ICS-100 IS-700.A National Incident Management System NIMS, An Introduction IS-200.B ICS for Single Resources and Initial Action Incidents	Independent Study through FEMA Emergency Management Institute website	PSEG Long Island Leadership Team (Executive & Director Levels)	Ongoing

Figure 14.2 (continued) – 2017 Training Schedule

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

14.7.2 Drills & Exercises

Training and preparation of employees continues to be a priority of PSEG Long Island. Restoration personnel participate in various drills and exercise throughout the year. PSEG Long Island currently plans, develops, and executes a variety of exercise programs with focuses on Operations, Logistics, and Communications. PSEG Long Island develops and aligns drills and exercises, in conjunction with Department of Homeland Security's (DHS) – HSEEP. This program provides a set of guidelines for exercise plans, including development, design, and evaluation protocols. PSEG Long Island conducts the following exercises and/or drill types:

- Discussion-Based Exercises
 - Tabletop exercises
 - Workshops
 - Seminars
- Operations-Based Exercises
 - Drills
 - Functional exercises
 - Full-scale exercises

A full listing of PSEG Long Island's drills and exercise can be found in Figure 14.3.

14.7.2.1 Drills

Drills typically have a narrow focus and are conducted in a training environment. Drills test a single operation or organization, in isolation from other response elements, and involve personnel and equipment in a realistic environment. All employees affected by the planned drill will be mobilized, prepped, and observed throughout the process.

PSEG Long Island conducts drills regularly, across many operational departments, with restoration responsibilities. Drills are developed to validate a specific function within a restoration organization. Drills can also be utilized to test action plans and evaluate opportunities for improvements. Drills can range in size and scope, depending on planned objectives. In the end, drills better prepare our employees for real-life emergencies, and PSEG Long Island will continue to train its employees through simulation and practice.

14.7.2.2 Exercises

Exercises are an important part of PSEG Long Island's overall preparedness initiatives. They play a vital role in testing the readiness and effectiveness of our planned response actions. Exercises allow PSEG Long Island to test our plans, and determine the corresponding results of each, during non-emergency, yet lifelike, situations. These simulations assist in identifying the areas in need of improvement or additional attention going forward. Exercises also provide opportunities for employee development, by keeping employees better prepared through practice, and will ultimately assist with identifying the areas where additional training or support may be necessary.

PSEG Long Island continues to incorporate concepts and elements of the HSEEP in developing and evaluating exercises. HSEEP is a set of guiding principles, utilized for exercise programs, that was developed by FEMA to provide standardization for exercise development, evaluations, and improvement planning initiatives. PSEG Long Island currently utilizes HSEEP principles during planned exercises, as well as for actual events.

PSEG Long Island utilizes both discussion-based and operational-based exercises:

- Discussion-Based Exercises:
 - Tabletop exercises
 - Seminars
 - Workshops
- Operational-Based Exercises :
 - Drills
 - Functional exercises

The goal of each is to practice a planned restoration function(s) and to identify potential gaps or areas for improvement during non-emergency times. In turn, each exercise is tailored accordingly, and can be developed in a variety of ways including:

- Role-specific
- Organization-specific
- Location-specific
- Condition-specific
- Objective-specific

PSEG Long Island also conducts large-scale functional exercises throughout the year. These larger simulations often bring together both internal personnel and external stakeholders groups, to gauge the interaction and coordination among them. Large-scale exercises provide an additional level of focus, due to their increased size and scope.

This document shall be revised every 1 year or incrementally as significant changes occur.

14.7.2.3 Drill & Exercise Schedule

PSEG Long Island is committed to continued exercising for the benefit of preparedness and restoration operations. Figure 14.3 details PSEG Long Island's tentative 2017 Exercise and Drill Schedule. Modifications to the schedule may be introduced through the year, as requirements dictate.

EXERCISE/DRILL	DESCRIPTION	TARGET AUDIENCE	TARGETED TIME FRAME
Alternate Control Center (ACC) Drill	Drill activation of the ACC in response to an emergency at main Control Center	Transmission Control Center personnel	2 nd Quarter
Logistics Exercise	Drill activities related to the activation of the LSC	Logistics Section personnel	2 nd Quarter
Crew Processing Exercise	Drill activities related to the activation of the FCP Area	Foreign Crew Processing Area personnel	2 nd Quarter
Communications Exercise	Drill activities related to the activation of the Communications Organization and its supporting units	Communications personnel	2 nd Quarter
Planning Section Exercise	Drill activities related to Planning Section	Planning Section personnel	2 nd Quarter
Annual Hurricane Tabletop Exercise	<p>Simulate PSEG Long Island's response to an incident and demonstrate effectiveness of the command structure</p> <p>The objectives of this exercise are to:</p> <ul style="list-style-type: none"> • Direct, coordinate, and perform emergency restoration preparation & response activities • Develop and provide consistent, timely, and accurate pre-storm and post-storm messaging to PSEG Long Island customers and stakeholders • Coordinate the logistics needs of all groups within the organization 	PSEG Long Island Command and General Staff with additional participation from external utilities, emergency response organizations, NYS DPS, LIPA, etc.	2 nd Quarter <i>Prior to June 1st</i>

Figure 14.3 – 2017 Exercise/Drill Schedule

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

EXERCISE/DRILL	DESCRIPTION	TARGET AUDIENCE	TARGETED TIME FRAME
Cross-River Resource Sharing Tabletop Exercise	Drill activities related to the process of sharing resources (personnel, equipment, and material) between Long Island and New Jersey	PSEG Long Island Operations, Logistics, and Communications Leadership, in conjunction with parallel PSE&G New Jersey Leaders	4 th Quarter
Division Communications Exercise	<p>Simulate the activities at the division level related to the collection and dissemination of restoration info to Muni Liaisons and other key Comms personnel</p> <p>The objectives of these exercises are to:</p> <ul style="list-style-type: none"> • Test, practice, and demonstrate the effectiveness of the Division Comms and Muni Comms process • Confirm roles and responsibilities 	<p>Distribution Survey & Operations Control</p> <p>Division Supervisors</p> <p>Division ETR Coords.</p> <p>Division Comms Liaisons</p> <p>District Managers</p> <p>Muni Liaisons</p> <p>Lead Console Information Coordinators (LCICs)</p> <p>Console Information Coordinators (CICs)</p>	1st Quarter
Divisional Survey Workshop	<p>Simulate the activities at the division level related to the activation, preparation and implementation of Divisional Survey and/or Remote Dispatch Area Survey</p> <p>The objectives of these exercises are to:</p> <ul style="list-style-type: none"> • Test, practice, and demonstrate the effectiveness of the Divisional Survey process • Collect, record, and process damage information from both Console Survey and Substation Survey operations • Confirm roles and responsibilities 	<p>Division Restoration Task Force Leaders</p> <hr/> <p>Division T&D Damage Assessment Coordinators & Operators</p>	2nd Quarter

Figure 14.3 (continued) – 2017 Exercise/Drill Schedule

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

EXERCISE/DRILL	DESCRIPTION	TARGET AUDIENCE	TARGETED TIME FRAME
Dispatch Area Workshops	<p>Reinforce the activities performed at the Remote Dispatch Area level as they relate to the collection and reporting of damage and repair information.</p> <p>Additionally, responsibilities and tasks will be confirmed.</p>	<p>Division Restoration Task Force Leaders Division Mutual Assistance Coordinators</p> <hr/> <p>Dispatch Area Coordinators Alt Dispatch Area Coordinators Dispatch Area Operators</p>	2nd Quarter

Figure 14.3 (continued) – 2017 Exercise/Drill Schedule

14.7.3 Annual Hurricane Preparedness Tabletop Exercise

PSEG Long Island conducts a minimum of one company-wide annual hurricane preparedness tabletop exercise to test the abilities and coordination of all restoration personnel and departments. More importantly, this discussion-based exercise tests the effectiveness of employees performing job functions outside their normal areas of responsibility.

The tabletop exercise is designed to fully simulate all planning, execution, and the follow-up activities associated with large-scale outages. The annual hurricane preparedness exercise brings together all the relevant departments needed for an effective response.

Coordination across organizational lines is vital during emergencies. Our annual tabletop exercise sharpens our one-team approach, and requires participants to make real-time decisions in response to real-world injects, as if they were responding to an actual event. The storm exercise scenario is based around a large-scale electric service interruption (i.e., tropical storm or hurricane). The EP Manager will oversee the drill's design, implementation, and results. The goals of the tabletop exercise may include, but are not limited to:

- Testing the readiness of PSEG Long Island employees
- Training personnel and clarifying roles and responsibilities
- Demonstrating PSEG Long Island's ability to plan, implement, and successfully exercise established restoration processes and protocols
- Demonstrating established communications protocols and plans
- Demonstrating the ability to utilize the OMS system to facilitate restoration actions and enhance associated storm communications including ETRs

This document shall be revised every **1** year or incrementally as significant changes occur.

- Demonstrating PSEG Long Island’s commitment to safety, efficiency, and communications, while delivering excellence in all restoration organizations
- Illustrating coordination, both internally and with external agencies, utilities, and partners
- Identifying resource gaps and/or process improvement opportunities

PSEG Long Island also invites outside agencies such as fire, law enforcement, public safety, emergency management personnel, LIPA, and DPS to participate in the annual storm drill. The above listed outside agencies are notified of the exercise during the planning stages, and are regularly engaged in these exercises. Ultimately, effective coordination between PSEG Long Island and the first responder community is vital to any restoration event, and participation of these entities provides a great forum to work in conjunction with and learn from one another.

Following the annual hurricane preparedness tabletop exercise, PSEG Long Island’s EP Department reviews the event, in its entirety, to identify areas for improvement. The EP Organization conducts an AAR, identifies improvements to be made, assigns and tracks corrective actions to completion, and/or institutes additional training of employees.

PSEG Long Island also actively participates in drills and exercises, which include external stakeholders, throughout the year. These drills can encompass events facilitated by local and state emergency response organizations, as well as other drills conducted by our partner utilities (i.e., GasCo, TelCo, and CATVCo). PSEG Long Island also participates in a variety of large-scale exercises focused on coordination, including materials sharing drills and NRE exercises.

14.8 After-Action Reviews (AARs) and Continuous Improvement

Comprehensive performance assessments are a critical component to continuous improvement, and PSEG Long Island is committed to conducting such reviews in the aftermath of a large-scale storm or other system emergencies. As a practice, PSEG Long Island conducts AARs to identify learning opportunities, and to introduce changes to enhance the overall process going forward. PSEG Long Island also collects invaluable feedback through a variety of information gathering and reporting mechanisms, as illustrated below.

This approach provides the means to conduct a complete, thorough, and timely evaluation of our performance and protocols, and leads to overall process improvements. PSEG Long Island continuously solicits input from internal and external stakeholder groups and aims to build upon its knowledge base for the purpose of process improvement, as shown below.

This document shall be revised every **1** year or incrementally as significant changes occur.

The following practices are routinely utilized for the purposes of Performance Reviews and After-Action Reporting:

1) After-Action Reviews (AARs)

Performance Reviews and After-Action Reporting is a formal and thorough process, with well-documented and comprehensive reports being generated for the purpose of memorializing performance during an event, and providing opportunities for education, training, and continuous improvement. Immediately following a major storm event, PSEG Long Island will launch a formal AAR of its performance.

Teams of Subject Matter Experts (SMEs) from across the organization are pulled together to lead efforts to solicit feedback on what worked well, and to identify opportunities for improvement. Feedback is proactively solicited from both internal and external stakeholder groups, and is analyzed and captured in thorough and comprehensive reports detailing the subject event opportunities for improvement. This information is then summarized, categorized, prioritized, and assigned to appropriate groups and individuals for development and implementation.

Detailed tracking reports are developed, which summarize key initiatives, responsible parties, and targeted due dates. PSEG Long Island EP maintains and monitors the action plan to ensure that all initiatives are tracked to completion. Efforts are also undertaken to properly communicate any changes, ensure appropriate training is provided, and document changes within the ERP, as appropriate.

2) Continuous Analysis and Improvements

PSEG Long Island reviews restoration efforts on an ongoing basis to determine what worked well, and to identify opportunities for improvement. Opportunities are ultimately identified, prioritized, assigned, and tracked to completion. Lean Six Sigma activities are also conducted in support of continuous improvement.

3) Consultation with PSE&G New Jersey

Close coordination and the sharing of best practices with PSE&G New Jersey provides additional insight to effective practices and emergency restoration protocols. PSEG Long Island continues to consult and confer with our PSE&G counterparts to enable an effective dialog and sharing of institutional knowledge.

4) Consultation with SMEs

PSEG Long Island gathers information on best practices and efficiency improvements from SMEs across the electric utility industry. These individuals provide real life experience and knowledge, which is beneficial to identifying process improvements going forward.

5) Consultation with External Stakeholders

PSEG Long Island solicits information on an ongoing basis from external stakeholders, including first response organizations, municipalities, government agencies, and others. These sources provide local insight that can greatly benefit PSEG Long Island's preparation and response efforts during restoration events. Such input is of great value, as PSEG Long Island works to ensure a timely and efficient restoration response.

This document shall be revised every 1 year or incrementally as significant changes occur.

6) Consultation with NYS DPS

PSEG Long Island aims for continuous improvement through formal meetings and briefings with NYS DPS. PSEG Long Island will continue to solicit feedback and utilize NYS DPS's Utility Scorecard, as a guidance document and assessment tool for large-scale outages. PSEG Long Island will continue to seek feedback and integrate the recommendations, as a means to continuously improve its performance.

7) Participation in External Events

PSEG Long Island actively participates and takes a leadership role in many industry groups and organizations. Additionally, PSEG Long Island representatives routinely attend conferences and workshops in areas of emergency management and electrical transmission and distribution. These outlets provide access to innovative insight and cutting-edge information into processes being put in place by others.

These meetings and groups also contribute to improving relationships and coordination during large-scale restoration efforts. PSEG Long Island representatives participate in numerous forums and industry groups including, but not limited to:

- EEI
- Energy Council of the Northeast (ECNE)
- NAMAG
- Emergency Managers' Forum
- All Hazards Consortium (AHC)
- Chartwell Outage Communications Committee
- Participation in various municipal and local workshops and exercises

PSEG Long Island continuously looks for areas of improvement and opportunities to drive change for the better. Internal analysis and feedback from employees and various stakeholder groups proves invaluable to future enhancements. Performance reviews, After-Action Reporting, and participation in external events continue to be major focus areas of PSEG Long Island's restoration efforts going forward.

15. LOGISTICS PROTOCOLS

15.1 Overview and Plan Methodology

The Logistics Support Organization (LSO) plays a vital role in the support of PSEG Long Island's storm restoration efforts. The LSO's mission is to facilitate and to ensure that all required storm support resources are made available, in an effective and timely manner, to enable a thorough and efficient storm response. These activities are governed by the severity and scope of the emergency. If feasible, the actions of the LSO will routinely begin prior to the storm arrival given the importance and reliance on their services. LSO operations remain in effect throughout the duration of the activation and/or emergency, and often continue into the recovery phase of restoration operations.

The goal of the LSO is to provide the T&D Electric Operations and the Customer/Communications organizations with all logistics-related support services and/or needs required to restore power in a safe, efficient, and effective manner. The LSO plans for, and supports, the operational needs of all corporate-wide emergencies, including areas such as electric restoration operations, Foreign Crew Management (FCM) processing, Remote Dispatch Area and substation operations, environmental responses, and safety operations.

The Logistics Organization facilitates and organizes its actions into three functional branches: Support, Staging, and Service. The LSO's three-branch structure supports a more strategic and long-term perspective regarding resource requests and needs. Each branch is further broken down into sub-functional areas to consolidate and more efficiently respond to emergencies and/or activations. Each functional area has an assigned Unit Leader and the support personnel needed to carry out the associated critical actions and responsibilities. The Logistics Organization's branches and supporting functional areas are detailed below:

- 1) Support Branch
 - a) Fleet Maintenance & Fueling
 - b) Real Estate
 - c) Facilities Management
 - d) IT/Communications
 - e) Security

This document shall be revised every 1 year or incrementally as significant changes occur.

- 2) Staging Branch
 - a) Crew Processing Reception Site
 - b) Staging Sites (general)
 - c) Base Camps
 - d) Material Laydown Yards
 - e) Vehicle Staging and Fueling
- 3) Service Branch
 - a) Materials Procurement
 - b) Materials Distribution
 - c) Lodging
 - d) Meals
 - e) Busing

15.2 Logistics Support Center (LSC)

PSEG Long Island's LSC is critical in facilitating effective communications and coordination during restoration operations. The LSC utilizes a large conference room, that is transformed into a Logistics Operations Center, which includes representation from all key functional areas and the personnel responsible for leading the associated efforts. The LSC allows for information sharing on a real-time basis, and the ability for functional unit leaders to have instant "face-to-face" interactions with one another. This close coordination allows for improved situational awareness and more rapid and efficient decision-making, thereby creating a more organized and comprehensive response structure.

The readiness of the LSC is maintained throughout the year, and can be activated at a moment's notice by the Logistics Section Chief. Personnel assigned to the LSO also prepare for activations through annual exercises, training and drills, where the LSC is fully set up to further simulate a real world scenario. The LSC facility layout is shown in Figure 15.1.

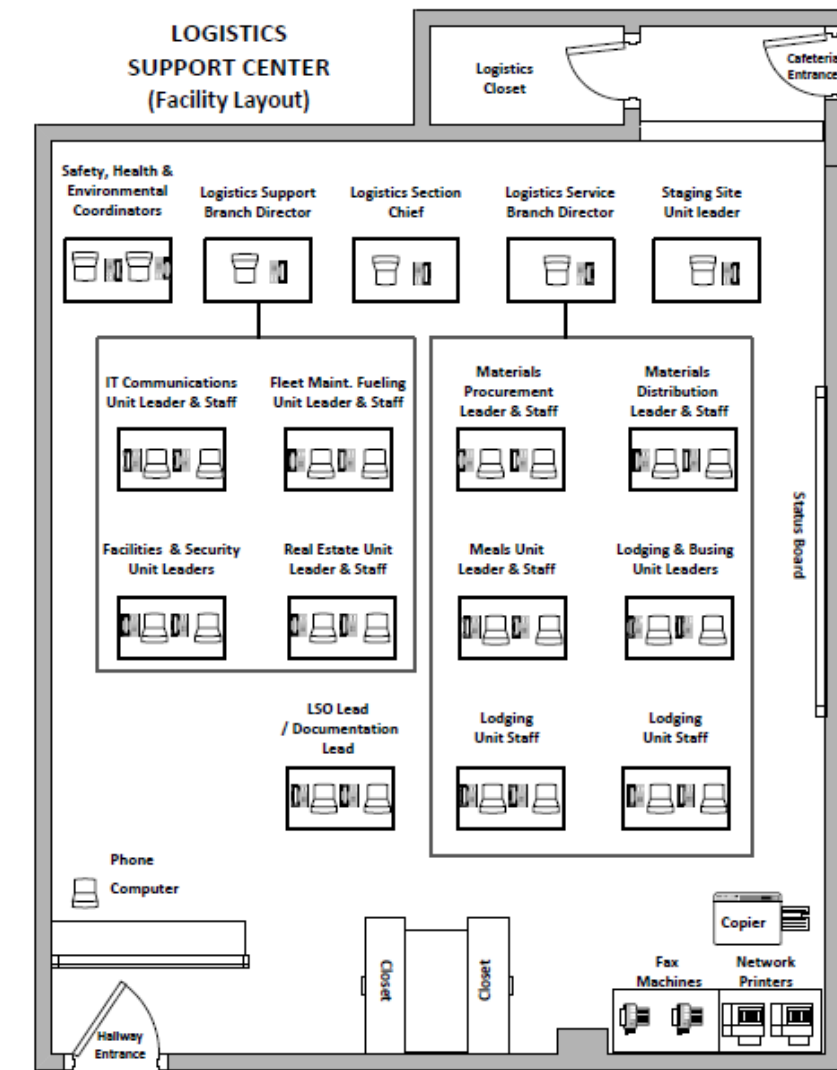


Figure 15.1 – Logistics Support Center (LSC) Facility Layout

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.3 Senior Leadership

15.3.1 Logistics Section Chief

In anticipation of a large-scale storm or other system emergency affecting the electric system, or upon a PSEG Long Island declaration of Condition III “Red,” the PSEG Long Island T&D Electric Services Director assumes the role of Logistics Section Chief. If the T&D Electric Services Director is not available, the Service Branch Director, or designee, will fill this role.

The role of the Logistics Section Chief is to lead the Logistics Organization, its personnel, and all supporting functional areas. Throughout the duration of an event, the Logistics Section Chief coordinates LSO initiatives with the Incident Commander, and other PSEG Long Island Senior Leadership.

Key activities and responsibilities for the Logistics Section Chief include, but are not limited to the following:

- Leading the LSO on all logistics-related operational plans and initiatives
- Coordinating Logistics goals, timelines, and objectives with PSEG Long Island Senior Leadership, in conjunction with Support, Staging, and Service Branch Directors
- Overseeing the Support, Service, and Staging Branches and their supporting organizations, including: Security, Fleet Maintenance & Fueling, Facilities, Real Estate, IT/Communications, Lodging, Busing, Materials Procurement and Distribution, Meals, and Staging Site operations
- Coordinating logistical needs of Foreign Utility Crews, contractors, and/or supporting staff to be utilized during restoration operations in conjunction the FCP Team
- Overseeing all company work locations, in conjunction with Staging Site Unit Leader, on all secondary work sites, including base camps, staging sites, and support service locations
- Overseeing the SHE functional areas and daily work plans
- Coordinating logistics resource sharing with PSE&G New Jersey as warranted
- Participating in demobilization plans and associated functional areas

This document shall be revised every **1** year or incrementally as significant changes occur.

15.4 Support Branch

15.4.1 Overview

The Support Branch of the Logistics Organization is comprised of the following functional areas:

- Fleet Maintenance and Fueling Unit
- IT/Communications Unit
- Facilities Unit
- Real Estate Unit
- Security Unit

15.4.2 Support Branch Director

The Support Branch Director coordinates and leads these functional areas and its associated personnel. Throughout the event, the Support Branch Director coordinates with the Logistics Section Chief on planning initiatives, action items, and any potential areas of concern associated with these functional areas.

Key activities and responsibilities for the Support Branch Director include the following:

- Leading and coordinating the Logistics Support Branch and its personnel on daily planning and operations initiatives associated with the assigned functional areas
- Conducting daily meetings/calls with the Logistics Section Chief and Support Branch Unit leaders to discuss status of activities and any issues or concerns that have arisen and need to be addressed
- Reviewing and preparing branch priorities and goals in support of planned restoration event
- Coordinating and overseeing all planning initiatives and daily action plans of all Support Branch personnel
- Continuously reviewing and assessing the quantities of all Support Branch equipment, fuel supplies, and resources to ensure appropriate levels are on hand at all times

This document shall be revised every **1** year or incrementally as significant changes occur.

15.4.3 Fleet Maintenance and Fueling Services Unit

The role of the Fleet Maintenance & Fueling Unit Leader in the LSO is to continuously assess the event for vehicle and fuel related logistical needs, and to obtain and allocate resources, as required, to meet the demands of the event.

Key actions and responsibilities for the Fleet Maintenance & Fueling Unit Leader and staff include the following:

- Overseeing all Fleet Maintenance and Fueling Unit Staff and associated activities
- Overseeing operation of all Fleet garages on a 24-hour basis, throughout the duration of the event
- Overseeing and ensuring vehicle repair and maintenance
- Providing emergency road service/towing services
- Utilizing in-house gas/diesel fuel tankers, multiple mobile wet-hose fuel tankers, and operators from fuel contractors to ensure continuous fuel deliveries, while maintaining sufficient fuel quantities throughout the restoration event
- Coordinating and performing fueling of PSEG Long Island units stationed in operating yards, employee vehicles (during fuel shortages at gas stations), and portable generators set up at various locations
- Coordinating and performing refueling of all PSEG Long Island, off-Island crew trucks, and vehicles staged at hotel sites, base camps, alternative housing sites, and truck staging sites
- Staging site setup, operation, and demobilization (Fleet & Fueling requirements)
- Assessing and addressing special transportation needs
- Serving as a liaison with the NYS DOT to handle any issues that arise

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.4.4 Real Estate Unit

The role of the Real Estate Unit Leader in the LSO is to continuously assess the event for Real Estate related needs, including staging site locations and site agreements.

Key actions and responsibilities for the Real Estate Unit leader and staff include the following:

- Communicating with the property owners (buildings/parks/airports/universities), where pre-arranged site agreements exist with PSEG Long Island, to utilize their property as established emergency staging areas
- Communicating with non-agreement property site owners to secure additional sites, as needed
- If necessary, contact landowners of vacant land and/or useable facilities for short term lease agreements, as required
- Verifying that local staging sites are available and in pre-planned operational condition
- Coordinating with the Lodging Unit Leader to ensure adequate real estate assets have been identified and secured, as needed with relation to FCP and associated off-Island personnel

The Real Estate Unit Leader is required, on a semi-annual basis, to validate and update, as necessary, their list of contact information (names, phone numbers, e-mail addresses, fax numbers, etc.) for all staging areas (i.e., buildings, parks, airports, universities, dormitories, firehouses, etc.) on file. The Real Estate Unit Leader shall contact their list of staging area property owners/representatives, via telephone or e-mail, to confirm/update each staging site's subject contact information.

This document shall be revised every **1** year or incrementally as significant changes occur.

15.4.5 Facilities Unit

The Facilities Unit Leader is responsible for the management and maintenance of all company facilities, operating yards, and associated support locations during restoration operations. The Facilities Unit Leader is also responsible for overseeing all facilities management services, including the proper operations of Heating, Ventilation and Air Conditioning (HVAC) equipment, housekeeping, garbage removal, etc. performed to support and maintain company and restoration sites.

Key actions and responsibilities for the Facilities Unit Leader and staff include the following:

- Overseeing daily facility operations of all PSEG Long Island work and support locations
- Coordinating maintenance and repair of company facilities and equipment during an event
- Overseeing the set-up of the CCC, LSC, and Remote Dispatch Areas
- Overseeing all building repairs and contract work performed at company and support locations
- Providing facility maintenance and custodial services (e.g., sanitation, lighting, clean up) for both company work locations and activated staging sites and substations
- Directing the testing (pre-storm) and maintenance of the integrity of critical back-up power systems (i.e., emergency generators & Uninterruptible Power Supplies (UPS)) throughout restoration
- Coordinating work to be done with landlord (as applicable) and/or contracted maintenance companies
- Managing mail, duplication, and messenger services

This document shall be revised every **1** year or incrementally as significant changes occur.

15.4.6 Information Technology (IT) / Communications Unit

The IT/Communications Unit Leader is responsible for the management of PSEG Long Island's voice and data system activities associated with the assessment and allocation of resources, required to meet the demands of the restoration event.

Key actions and responsibilities for the IT/Communications Unit Leader and staff include the following:

- Overseeing all IT/Communications Unit staff and planned restoration activities
- Ensuring PSEG Long Island's CCC, LSC, Emergency Restoration Preparedness Room, and Remote Dispatch Area site locations' voice and data systems are set-up and tested pre-activation, and maintained in good working order, throughout the duration of the activation
- Ensuring key company software applications, websites, programs, and support equipment are in proper working order pre-activation, and properly monitored and maintained, throughout the duration of the activation
- Managing the inventory of key IT/Communications hardware and software for operational readiness and availability
- Coordinating with critical IT/Communications vendors to advise them of PSEG Long Island's pending actions and/or any special requests
- Ensuring company-provided two-way radio communications equipment is set-up and tested pre-activation, and maintained in good working order, throughout the duration of the activation
- Actively monitoring the operational readiness and functionality of PSEG Long Island's cellular capabilities, and coordinating with key cell providers to restore service disruptions, if necessary

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.4.7 Security Unit

The Security Unit Leader is responsible for the development and implementation of PSEG Long Island's security plans to ensure the safety and security of company employees, support personnel, work locations, and assets.

Key actions and responsibilities for the Security Unit Leader and staff include the following:

- Coordinating and overseeing the daily operations of PSEG Long Island corporate and contracted security personnel
- Overseeing the security of all PSEG Long Island company work sites and assets
- Reviewing and determining any security threats and potential hazards at all current and planned work locations
- Providing appropriate levels of security patrols at all utility crew sites including:
 - Staging sites
 - Crew processing sites
 - Material laydown yards
 - Hotels and/or motels
 - Base camps and/or tent cities
 - Alternative housing facilities
 - Truck staging sites
 - Fueling locations
- Overseeing all credentialing and access protocols at all company work locations and secondary restoration work sites
- Investigating, documenting, and reporting on security incidents and/or claims performed against company personnel, work locations, and/or assets
- Coordinating with Federal, State, and Local law enforcement to facilitate restoration activities and crew movements, as necessary

This document shall be revised every **1** year or incrementally as significant changes occur.

15.5 Staging Branch

15.5.1 Overview

The Staging Branch of the Logistics Organization is responsible for the setup, management, and coordination of all activities at staging sites and/or emergent support facilities operated during restoration operations. PSEG Long Island utilizes a variety of staging sites to support emergency operations.

Site types are broken down by functional area or support category, and can include, but are not limited to, the following:

- Crew Processing sites
 - Foreign Utility Crew processing, coordination, and deployments
- Staging Sites (general)
 - Forward operating sites and Remote Dispatch Areas operations
- Base Camps
 - Crew staging and short- and long-term lodging sites
- Material Laydown Sites
 - Material preparation and staging
- Vehicle Staging and Fueling
 - Utility crew vehicle staging and fueling sites

15.5.2 Staging Site Locations

PSEG Long Island has eighteen pre-arranged site agreements across Long Island (Nassau County (8); Suffolk County(10)) in place, and has secured access to over thirty different properties in past storm events. The eighteen secured sites with agreements are as follows:

Nassau County

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Suffolk County

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

PSEG Long Island has also made secondary arrangements with additional sites, should conditions require a larger operational footprint. Arrangements have been outlined with site contacts, and the utilization of these sites can be coordinated upon emergency activations, in conjunction with property owner needs and daily operations.

While these sites have “non-agreements,” a memorandum of understanding has been established for their use between property owners and PSEG Long Island, during certain conditions. The Logistics Organization’s Real Estate Unit, along with staging site personnel, will arrange and coordinate, as required. There are twenty-nine total sites (Nassau County (7), Suffolk County (20), Queens County (2)). The twenty-nine staging sites with *non-agreements* are:

Nassau County

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Suffolk County

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

This document shall be revised every 1 year or incrementally as significant changes occur.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Queens County

- [REDACTED]
- [REDACTED]

15.5.3 Bethpage Foreign Crew Processing Site

If an event requires Foreign Utility Crews and additional outside personnel to support the effort, PSEG Long Island will activate and utilize Bethpage State Park as an FCP reception site. PSEG Long Island utilizes this site during all Foreign Crew activations and arrivals. The site is centrally located to assist with crew deployments, and is in close proximity to PSEG Long Island's operational headquarters in Hicksville, New York.

The Bethpage FCP site is built-out, per established site drawings, to serve as the main reception staging area for accepting arriving Foreign Crews. At the site, incoming Foreign Crews are processed for use in deployments, in support of restoration efforts. All Foreign Crew vehicles and/or trucks are then re-fueled in preparation for crew deployments.

Crews receive safety and information briefings by PSEG Long Island personnel and safety advocates that are positioned on site. Crews are then paired with PSEG Long Island Crew Guides, to assist with restoration locations, due to their unfamiliarity with the territory. Trucks are then refueled while plans for deployment are completed. Finally, crews are subsequently issued the required restoration storm kits (equipment and materials), before proceeding to operational locations. Crews are also provided with refreshments and/or meal services, at this reception staging area, as required.

This document shall be revised every 1 year or incrementally as significant changes occur.

15.5.4 Mobile Command Center(s)

PSEG Long Island also utilizes Mobile Command Centers during large-scale system emergencies and storm restoration efforts. Mobile Command Center vehicles can replace temporary accommodations that previously needed to be rented and set-up, whenever a major storm brings in outside utility crews.

Built on a three-axle trailer platform, the Mobile Command Centers have its own Wi-Fi network, televisions displaying satellite news feeds, and eight workstations. Security cameras and external lighting assist with location deployments and safety concerns. Other amenities include an on-board generator, air conditioning, heat, and a refrigerator.

This allows Foreign Crews to be processed in a more comfortable environment, while saving time and equipment rental fees. The Mobile Command Center can also be deployed to hard-hit areas or other areas requiring a local presence within our service territory, in order to manage and assist PSEG Long Island personnel on site, as well. A photograph of PSEG Long Island's Mobile Command Centers is included in Figure 15.2.



Figure 15.2 – Mobile Command Center

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.5.5 Staging Site Roles and Key Positions

Depending on the planned usage and size of the staging site, the Support Branch Director may oversee a contingent of key staging site positions and their associated functional areas. The Staging Site Branch Director determines the needs of each particular site, and determines an acceptable level of personnel to be utilized. The functional staging site roles include, but are not limited to:

- Site Preparation Unit Leader
- Fleet Unit Leader
- Materials and Logistics Unit Leader
- Waste and Environmental Unit Leader
- Field Advisors

15.5.6 Staging Branch Director

The Staging Branch Director oversees and coordinates the planning and management of all activities at staging locations and/or support sites, in conjunction with restoration operations.

Additional actions and responsibilities of the Staging Branch Director include, but are not limited to:

- Assisting with the coordination and staging needs of Foreign Utility Crews and support personnel during deployments to PSEG Long Island's service territory
- Reviewing all potential staging sites and/or base camp locations for operational capabilities, readiness, and potential hazards
- Overseeing the design and establishment of all staging site and base camp layouts
- Determining all staging site support needs, including equipment, feeding, sanitation, sleeping amenities, lighting, dumpsters, generators, first aid stations, security, etc.
- Reviewing all staging site and/or base camp inventory levels to ensure proper resources can be maintained throughout the duration of restoration operations
 - Coordinating logistics between warehouses and staging sites
 - Providing intra-site logistics to move materials to where they are needed, in support of storm activities
 - Coordinating fueling activities at staging sites

This document shall be revised every **1** year or incrementally as significant changes occur.

15.5.7 Additional Staging Support

If a storm event causes significant damage to PSEG Long Island's T&D Electric System, and a large Foreign Crew workforce is required to support PSEG Long Island, additional assistance and arrangements can be established. If the planned Foreign Crew personnel headcount exceeds the capacity of available Long Island and Queens County hotels, alternative housing arrangements will be implemented. These measures include setting up sleeping arrangements at available universities, large vacant buildings/complexes, and firehouses across the territory to house the Foreign Crews.

PSEG Long Island will also utilize third party logistics contractors to build out base camps in order to house, feed, and fully accommodate the needs of the Foreign Crews, if necessary. The photos (see Figures 15.3 and 15.4) depict base camps constructed during Superstorm Sandy in 2012, in support of restoration efforts. Approved logistics contractors will seek to provide Foreign Crew personnel with base camps that perform all required services.

PSEG Long Island personnel serve in an operational and financial oversight role at the base camps, and support locations throughout the duration of the event. The Staging Branch also oversees the planned site layouts, security, and safety initiatives of the agreed upon sites. The Support Branch Director, along with the Lodging Unit Leader, also assists the Staging Unit in preparation of large-scale utility crew base camps, as required.



Figure 15.3 - [REDACTED]



Figure 15.4 – [REDACTED]

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.6 Service Branch

15.6.1 Overview

The Service Branch of the Logistics Organization is comprised of the following functional areas:

- Materials Procurement Unit
- Materials Distribution Unit
- Lodging Unit
- Meals Unit
- Busing Unit

15.6.2 Service Branch Director

The Service Branch Director coordinates and leads these functional areas and its associated personnel. Throughout the event, the Service Branch Director coordinates with the Logistics Section Chief on planning initiatives, action items, and any potential areas of concern associated with these function areas.

Key activities and responsibilities for the Service Branch Director include the following:

- Coordinating Service Branch operations, in conjunction with Logistics Organization Senior Leaders, including the Logistics Section Chief, Support Branch Director, and the Staging Site Unit Leader
- Preparing Service Branch priorities and goals for restoration event
- Coordinating and overseeing all planning initiatives and daily action plans of all Service Branch personnel
- Determining the level of service resources and support required to support restoration operations
- Overseeing and reviewing Service Branch material levels and recommend desirable levels of inventory and support

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

15.6.3 Materials Procurement Unit

The Materials Procurement Unit Leader directs and coordinates the efforts of the Procurement and Accounts Payable Departments for logistical operations during restoration efforts. The Materials Procurement Unit Leader also oversees the activities pertaining to materials and equipment purchases, service related needs, vendor management, supply sources, accounts payable issues, and inbound logistics.

Key actions and responsibilities for the Materials Procurement Unit Leader and staff include the following:

- Overseeing the resource ordering process of all materials, equipment, and services requested in support of restoration field operations
- Contacting current material suppliers and vendors to advise them of pending restoration activities and the potential need for increased and expedited supplies
- Reviewing and updating all vendor contacts, supply agreements, and planned services
- Reviewing, overseeing, and expediting the status of open orders pertaining to critical storm supplies
- Reviewing, overseeing, and expediting the commercial review process of all storm contractor orders
- Reviewing, overseeing, and expediting the acquisition process of non-stock materials, equipment, and services
- Reviewing and pre-arranging third party logistics contract services, as needed
- Securing rental equipment (i.e., portable light towers, portable generators, portable rest rooms, signage, office trailers, etc.) for build out of material lay down and/or staging sites, as needed

The Materials Procurement Unit is required, on a semi-annual basis, to validate and update, as necessary, their list of contact information (names, phone numbers, e-mail addresses, fax numbers, etc.) for all logistics-related vendors and contractors on file. Through semi-annual review of the contact information, the procurement of materials and services required during an emergency becomes more efficient.

The Materials Procurement Unit also contacts their list of logistics vendors and contractors to confirm contracts and/or agreements. The Materials Procurement Unit will also contact vendors and/or contractors, pre-emergency, to review potential plans and/or needs.

This document shall be revised every **1** year or incrementally as significant changes occur.

15.6.4 Materials Distribution Unit

The Materials Distribution Unit Leader is responsible for assessing and properly allocating the material(s) needs in support of restoration operations including ordering, receiving, maintaining, and distributing all supplies and equipment, in support of restoration operations.

Key actions and responsibilities for the Materials Distribution Unit Leader and staff include the following:

- Assessing and quantifying the material needs of pending restoration efforts, in conjunction with the Service Branch Director and Unit Leaders
- Reviewing and ensuring inventory is taken of existing material stockpiles (i.e., transformers, poles, cables, etc.) and confirming that the on-hand material inventory levels meet their respective storm target quantity levels
- Overseeing the materials process of receiving, distributing, storing, and replenishment of materials, supplies, and equipment, in support of restoration operations
- Overseeing all storeroom facilities and secondary mobile distribution sites throughout the entirety of restoration operations
- Ensuring storm restoration kits consisting of primary, secondary, service cables, and associated hardware are ready for deployment and issuance to Foreign Utility and Contractor Crews, when utilized.
- Ensuring the availability for additional emergency deliveries (cable, transformer, pole, and line hardware suppliers)
- Coordinating with all of the other NYS Utilities, under the NYS Utilities Material Sharing Program, to draw on the group's stockpile of key materials and equipment (i.e., transformers, poles, cross arms, cables, wire, insulators, fuses, etc.) during restoration, if required

15.6.4.1 Material Sharing Group

If material or equipment mutual assistance is required, the Planning Section Unit Leader, in conjunction with the Materials Distribution Unit Leader or Logistics designee, will participate in the NYS Utilities Material Sharing Group's conference calls, and initiate the NYS Utilities Materials Sharing Group protocol to prepare to draw on the group's stockpile of key materials and equipment.

The NYS Utilities Material Sharing Group was established in accordance with the New York PSC's "Order Instituting a Process for the Sharing of Critical Equipment" in Case 13-M-0047 (issued November 19, 2013) 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 electric utility service.

This document shall be revised every **1** year or incrementally as significant changes occur.

This would only occur when such service has been disrupted by weather events, equipment malfunctions, sabotage, or any other occurrence for which emergency assistance is deemed necessary or advisable. Participating companies have agreed to establish a warehouse network in order to stockpile key materials and equipment to share, as outlined by the Group's governing principles and procedures.

15.6.5 Lodging Unit

The Lodging Unit Leader is responsible for the oversight and management of sleeping accommodations for PSEG Long Island personnel, Foreign Utility Crews, and support personnel as required.

Key actions and responsibilities for the Lodging Unit Leader and their staff include the following:

- Overseeing restoration lodging plans and accommodations for incoming Foreign Utility Crews, contractors, and support personnel
- Overseeing the restoration lodging plans for PSEG Long Island employees, if conditions warrant
- Reviewing and determining the anticipated lodging requirements and finalized plans, in support of restoration operations
- Reviewing alternative housing needs and potential agreements, in cases where hotel/motel arrangements are not feasible (locations can include universities, firehouse, government sites, sporting arenas, etc.)
- Reviewing and implementing existing contracts with third party logistics contractors to establish and operate base camp staging sites to be used for lodging Foreign Crews, contractor personnel, and PSEG Long Island personnel, if required

The Lodging Unit Leader is required to semi-annually update the contact information (names, addresses, phone numbers, e-mail addresses, fax numbers, etc.) of their Nassau County, Suffolk County, and Queens County hotel/motel lists. The Lodging Unit Leader will contact, via phone or e-mail, each hotel/motel, and verify/update the respective hotel/motel's subject contact information.

15.6.6 Meals Unit

The Meals Unit Leader is responsible for coordinating and supplying the food needs in support of PSEG Long Island employees and support personnel.

Key actions and responsibilities for the Meals Unit Leader and staff include the following:

- Reviewing and coordinating food service operations at all company and secondary work locations, in support of PSEG Long Island employees and support personnel
- Reviewing and coordinating food service operations at all supporting locations, including operating yards, material laydown yards, truck staging areas, Remote Dispatch Areas, FCP sites, and potential lodging locations
- Coordinating food service operations at Bethpage State Park reception processing site for the arriving Foreign Crews
- Coordinating daily food service operations for all Foreign Crews, Crew Guides, and support personnel, at staging sites and alternative lodging locations, throughout their planned deployments to the PSEG Long Island service territory

The Meals Unit Leader is required, on a semi-annual basis, to validate and update, as necessary, their list of contact information (names, phone numbers, e-mail addresses, fax numbers, etc.) for all food/eatery establishments (delicatessens, restaurants, caterers, etc.) on file. The Meals Unit Leader will contact their list of food/eatery establishments, via telephone or e-mail, to confirm/update each establishment's subject contact information.

15.6.7 Busing Unit

The Busing Unit Leader is responsible for assessing and establishing the shuttling needs associated with restoration activities and associated operations.

Key actions and responsibilities for the Busing Unit Leader and staff include the following:

- Providing bus/shuttle services from staging areas, operating centers, and places of lodging for PSEG Long Island personnel, as required
- Providing bus/shuttle services from staging areas, operating centers, and places of lodging for Foreign Utility Crews, Contractor Crews, and support personnel, as required
- Coordinating with other Unit Leaders, within the Service Branch, to ensure additional shuttling needs have been identified, coordinated, and addressed

This document shall be revised every **1** year or incrementally as significant changes occur.

15.7 National Guard Assistance – Logistics Support

The Logistics Organization also supports the needs of National Guard personnel when deployed to PSEG Long Island's service territory. All PPE required to perform assigned roles will be provided to all National Guard personnel. Supplemental equipment, relative to planned tasks, may also be distributed, if required. Training may also be provided at worksites or staging areas, if necessary. Additional information pertaining to National Guard assistance and deployments can be viewed within Section 13.2.2.4.

15.8 Demobilization

Upon the direction of the Logistics Section Chief, the LSO and support units will begin demobilization of the LSC and/or staging site(s), as required. These actions can be utilized in anticipation of an event coming to conclusion, or the shifting of priorities due to restoration changes. While performing demobilization actions, the Logistics Organization will review and aim to replenish inventory levels depleted during restoration operations. The Logistics Organization will also coordinate demobilization protocols with the Planning Section Unit Leader and corresponding Demobilization Unit.

16. FINANCE/ADMINISTRATION PROTOCOLS

16.1 Overall Approach and General Strategies

The Finance/Administration Section is established when there is a specific need for financial and administrative services to support storm restoration activities. The primary purpose of this section is to monitor the numerous sources of funds, and track and report the rate and level of expenditures during restoration operations.

The Finance/Administration Section also oversees a variety of other functions, in conjunction with restoration operations, including reimbursement requirements, reconciliation protocols, FEMA oversight, and payroll administration.

16.2 Reimbursement Unit

The Reimbursement Unit, in conjunction with Procurement personnel, ensures that finance information is adequately documented for auditing and reimbursement purposes, and assures the determination of all eligible expenses. The Reimbursement Unit will ensure that all PSEG Long Island personnel are compliant with federal, state, and local guidelines, pertaining to reimbursement during restoration operations. The Reimbursement Unit will also oversee all FEMA compliance matters and requests, as required. The Reimbursement Unit will review and oversee all required documentation and emergency tracking requirements, as well.

16.3 Cost Unit

The Cost Unit provides overall cost analysis data and support for the incident. This Unit will ensure that equipment and personnel, for which payment is required, are properly identified, cost data is obtained and recorded, and estimates of incident costs are analyzed and prepared. The Cost Unit will oversee work costs performed, time of completion, and overall reconciliation of expenditures and/or invoices. The Cost Unit also provides input on cost estimates and usage of all assigned resources during restoration events.

16.4 Approval and Authority Unit

The Approval and Authority Unit is responsible for verifying the authority and corresponding approvals of storm restoration purchases and expenditures. This Unit will verify, approve, and set limits for all purchasing approved by PSEG Long Island personnel.

This document shall be revised every **1** year or incrementally as significant changes occur.

16.5 Time and Payroll Unit

The Time and Payroll Unit is responsible for ensuring proper daily recording of personnel time and the issuance of payroll, in accordance with PSEG Long Island policy. Personnel records pertaining to “storm operations” will be verified, checked for accuracy, and retained, according to existing policies, with the assistance of local management, as required. Any changes to daily time and/or payroll protocols, in response to restoration operations, will be identified, maintained, and distributed to all effected personnel.

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

17. DEPARTMENT OF PUBLIC SERVICE (DPS) SCORECARD PROTOCOLS

17.1 Emergency Response Performance Measurement Guide

The scorecard was developed by the NYS DPS to measure the performance of utilities across NYS, when restoring power to customers after an outage event three days or greater in length. The scorecard is intended to hold utilities accountable to standards and expectations that can help assure that they have the ability, capacity, and mindset to act quickly and effectively during outages. While outage events can never be eliminated, these metrics establish minimum-targeted performance levels to assess utilities' restoration activities after significant outages.

This scorecard is to be applied to any event during which the outage duration, as defined below, lasts more than three days. The "Start of Event" is triggered when more than 5,000 customers are interrupted, within a division, for more than 30 minutes, or more than 20,000 customers are interrupted, companywide, for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions, or start of utility restoration.

Per DPS guidelines, PSEG Long Island will be required to provide data with which the scorecard can be completed, on a per event basis, within 30 days of the completion of customer restoration. DPS staff will use the information, provided by the utility, in its review, and determine a score for each event for every utility. Electric companies will continue to be required to file a Part 105 report within 60 days, as set forth in the NYCRR¹.

17.2 Scorecard Categories

The scorecard assigns metrics and points across three categories: Preparation (150 points), Operational Response (550 points), and Communications (300 points). The three categories are intended to capture the key activities associated with preparing for, and responding to, a major storm event.

¹ 16 NYCRR §105.4(c) Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.

17.2.1 Preparation

The Preparation metric is intended to score utility performance with respect to activities and communications performed prior to forecast storms, and in response to alerts from the NWS, or a utility's private weather service.

17.2.2 Operational Response

The Operational Response metrics are intended to score performance with respect to the utility's response and ability to effectively mobilize personnel. Accurate and timely ETRs continue to be an area in which the utilities need to improve. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle (ETRs in press releases should reflect the area where press releases are distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held, etc.).

17.2.3 Communications

The Communications metrics are intended to score performance with respect to the utility's ability to receive and disseminate information, related to the impact of the storm/outage and restoration activities. The need for communicating with customers, public, news media, and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.).

17.3 Scorecard Metrics Owners Responsibility

To facilitate the Scorecard process, metrics were assigned to the appropriate stakeholders throughout the PSEG Long Island organization. Accordingly, each stakeholder will be responsible for providing the appropriate information that will be collected and provided to the NYS DPS to demonstrate performance against the corresponding measurement criteria included in the scorecard. As a means to ensure visibility and its associated metric ownership, the DPS storm response scorecards are shown in Figure 17.1 through Figure 17.3.

This document shall be revised every 1 year or incrementally as significant changes occur.

NYS Storm Performance Scorecard Metrics

PREPARATION (10% of total – 150 points)		
Area of interest	Metric	Owner
Event Anticipation	Complete steps to provide timely and accurate emergency event preparation in response to the NWS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory	OH/UG Senior Manager, Corporate Communications Director, External Affairs Director, Revenue Operations Director, Account Management Manager, Emergency Planning (EP) Manager, T&D Services Director

Figure 17.1 – Draft Emergency Response Performance Measures: Preparation

OPERATIONAL RESPONSE (60% of total – 550 points)		
Area of interest	Metric	Owner
Down Wire	Response to downed wires reported by Municipal emergency Official	Operations Senior Manager
Preliminary Damage Assessment	Completion of preliminary damage assessment	Operations Senior Manager
Crewing	80% of the forecast crewing committed to the utility	OH/UG Senior Manager
ETR (Made available by utility on web, IVR, etc.)	Publication of global ETR in accordance with ETR protocol.	Corporate Communications Director
	Publication of Regional/County ETRs in accordance with ETR protocol.	
	Publication of Local/Municipal ETRs in accordance with ETR protocol	

Figure 17.2 – Draft Emergency Response Performance Measures: Operational Procedure

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

OPERATIONAL RESPONSE (60% of total – 550 points)		
Area of interest	Metric	Owner
ETR Accuracy	Global ETR accuracy as published in accordance with ETR requirement time	Operations Senior Manager
	Regional ETR accuracy as published in accordance with ETR requirement time	
	Local ETR accuracy as published in accordance with ETR requirement time	
Municipality Coordination	Coordination with Municipalities regarding hazards or electric utility equipment impeding road clearing, down wires, Critical Facilities, etc.	External Affairs Director
County EOC Coordination	Coordination with County EOCs	Emergency Planning (EP) Manager
Utility Coordination	Electric utility coordination with other utilities (Electric, gas, communications, water)	Operations Senior Manager
Safety	Measure of any employee or contractor serious injury doing hazard work during storm/outage and restoration	T&D Services Director
Mutual Assistance	Crew requests made through all sources of mutual assistance	OH/UG Senior Manager
Restoration Times	Time it takes utility to restore power to 90% of customers affected	Operations Senior Manager

Figure 17.2 (continued) – Draft Emergency Response Performance Measures: Operational Procedure

This document shall be revised every 1 year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

COMMUNICATIONS (30% of total – 300 points)		
Area of interest	Metric	Owner
Call Answer Rates	Customer calls answered by properly staffing call centers	Customer Contact and Billing Director
Municipal Calls	Municipal call must be properly managed and provide, at minimum, baseline information, updates on road clearing activities, and allow for questions and answers	External Affairs Director
Web availability	Company's web site must be available around the clock, and must be updated at least hourly, until restoration is complete	Corporate Communications Director
LSE Customers	LSE customer contact	Revenue Operations Director
PSC Reporting	Provide storm event information to PSC in accordance with EORS guideline requirements	Emergency Planning (EP) Manager
Customer Communications	Press releases/text messaging/e-mail/social media to customers	Corporate Communications Director
Outgoing message on telephone line	Recorded messages providing callers with outage information is updated within one hour of communication releases	Customer Contact and Billing Director
PSC complaints	Number of storm/outage related PSC complaints received	Customer Experience and Utility Marketing Director

Figure 17.3 – Draft Emergency Response Performance Measures: Communication

PSEG Long Island has taken steps to appropriately address the aforementioned scorecard metrics and associated targeted performance levels, building processes, and procedures into its ERP that position the company to successfully deliver against these metrics.

This document shall be revised every **1** year or incrementally as significant changes occur.

PSEG Long Island Confidential. The intellectual property of LIPA.

18. APPENDICES

Appendix A – Cross Reference Spreadsheet with Public Service Law NYCRR 105

PART 105 SECTION	SECTION TEXT	WHERE ADDRESSED IN PSEG LI PLAN
§ 105.1	Preamble. These electric utility emergency plans are primarily intended to ensure adequate utility response for storm and storm- like emergencies; however, some aspects of the plans will have application to virtually all electric emergencies (e.g., customer contacts, communication with the media and government officials) and should be used accordingly.	Section 1.2
§ 105.2	Definitions. For the purposes of this Part, the following definition shall apply:	N/A
§ 105.2 (a)	Storm drill. A storm drill is a training exercise held by an electric utility to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the utility's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the utility. Drills shall simulate the involvement of a majority of a utility's customers served by overhead transmission and distribution facilities or individual operating areas on a sequential basis. The purposes of the drill can be achieved through the mobilization of utility personnel with specific storm response, service restoration assignments under simulated storm conditions or through the actual preparation for an advancing storm, which may or may not damage the overhead T&D system. However, in either case, to qualify as a drill, the participants must have carried out all of their storm response assignments under either an impending storm scenario or a simulated storm scenario. Also the drill must involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section 105.3 of this Part that all requirements of this definition were met.	Section 14.7
§ 105.3	Submission of electric emergency plans. Each electric corporation shall file, in accordance with the requirements of section 3.5 of this Title, with the Commission an electric emergency plan that addresses storms, as well as other causes of electrical emergencies with storm-like characteristics, and that complies with the requirements of section 105.4 of this Part. On or before April 1 st of each year or on such other date as the Commission may prescribe, each electric corporation shall file such amendments to its emergency plan as it deems necessary, or as the Commission may require, to maintain a high level of preparedness, or a statement that no amendments are contemplated. In any event, by April 1 st of each year, each electric corporation shall certify in a report filed with the Secretary that within the past 12 months, it has taken the following actions:	Emergency Restoration Plan
§ 105.3 (a)	periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section 105.4(b)(5) of this Part; and	Appendix D, E, F, and L
§ 105.3 (b)	conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities. Submissions made under this section shall be sent to the Director of the Office of Electric, Gas, and Water. Each electric corporation shall make available for public inspection its currently effective system-wide electric emergency plan at its principal corporate headquarters. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each operating area.	Section 14.7
§ 105.4	Content of electric emergency plans.	N/A

Figure A.1 – Cross Reference Spreadsheet with Public Service Law NYCRR 105

PART 105 SECTION	SECTION TEXT	WHERE ADDRESSED IN PSEG LI PLAN
§ 105.4 (a)	(a) Each electric corporation's electric emergency plan shall be compiled in a loose-leaf manual to facilitate updating. The manual shall provide a current, detailed description of each corporation's service restoration plan and, to the extent practicable, shall contain the information set forth in subdivision (b) of this section.	Emergency Restoration Plan
§ 105.4 (b)	Each electric corporation's emergency plan shall include the following information:	N/A
§ 105.4 (b) (1)	Table of Contents.	Table of Contents
§ 105.4 (b) (2)	Introduction. A statement of the purpose, policies and objectives of the plan.	Section 1
§ 105.4 (b) (3)	Emergency classifications. 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, non-company personnel will be needed to repair system damage.	Section 5 Section 8.4
§ 105.4 (b) (4)	Emergency response training program. State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. 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. State the extent to which any personnel outside the company may be involved in a storm drill. 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 3.2.2 Section 14.3 Section 14.7
§ 105.4 (b) (5)	Advance planning and preparation. Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. State the corporation's procedures to update at least semiannually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:	Section 3 Section 14.3 Appendix L
§ 105.4 (b) (5) (i)	all utility personnel assigned service restoration responsibilities;	Section 14.3
§ 105.4 (b) (5) (ii)	mutual aid companies and contractors;	Section 13.2.2 Appendix G
§ 105.4 (b) (5) (iii)	all life support and other special needs customers;	Section 12.5.2
§ 105.4 (b) (5) (iv)	human services agencies;	Section 12.5.2 Section 12.5.3 Appendix F.8
§ 105.4 (b) (5) (v)	print and broadcast media;	Section 12.11 Section 12.11.3 Appendix E
§ 105.4 (b) (5) (vi)	operators/managers of motels, restaurants and dormitories, etc.;	Section 15.7
§ 105.4 (b) (5) (vii)	state, county and local elected officials, law enforcement officials, and emergency management and response personnel;	Section 11.1.1 Appendix F
§ 105.4 (b) (5) (ix)	medical facilities; and	Section 12.7.2 Appendix D

Figure A.1 (continued) – Cross Reference Spreadsheet with Public Service Law NYCRR 105

PART 105 SECTION	SECTION TEXT	WHERE ADDRESSED IN PSEG LI PLAN
§ 105.4 (b) (5) (x)	vendors.	Section 15.6.3
§ 105.4	At least annually, the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. State also, provisions for the preparation and 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 and the use of portable generators.	Section 1.1 Section 13.1.3 Section 13.5.2 Section 14.3 Section 15.4.3 Section 15.6.4
§ 105.4 (b) (6)	Emergency anticipation. 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. 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 14.3 Section 4 Section 5
§ 105.4 (b) (7)	Service restoration procedures. 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. 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. Identify criteria for determining when centralized versus decentralized control is appropriate. 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. 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. 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. Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews. 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 Section 8 Section 13
§ 105.4 (b) (8)	Personnel responsibilities. 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. 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 2 Section 5 Section 6

Figure A.1 (continued) – Cross Reference Spreadsheet with Public Service Law NYCRR 105

PART 105 SECTION	SECTION TEXT	WHERE ADDRESSED IN PSEG LI PLAN
§ 105.4 (b) (9)	Customer contacts. Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. 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. 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. 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 12.5.3 Section 12.6 Section 12.6.1
§ 105.4 (b) (10)	Communications. 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. 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. State the corporation's planned frequency of communication updates to the media.	Section 11.1 Section 11.2 Section 11.3 Section 11.4 Section 12.6 Section 12.7.2 Appendix F
§ 105.4 (b) (11)	Outside aid. State corporate policy and criteria governing conditions under which requests for service restoration aid from other utilities, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.	Section 5 Section 13.2.1 Appendix G
§ 105.4 (b) (12)	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 15
§ 105.4 (c)	Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.	Section 17.3
§ 105.4 (d)	Each electric corporation may submit such additional information and plans as it believes necessary or desirable to fulfill the purposes of this Part.	-----
§ 105.4 (e) (1)	Each electric corporation may delete the names and phone numbers of its employees and outside contact persons from the copies of plans filed with the commission and available for public inspection at its corporate headquarters. Such deleted information shall be subject to inspection by the commission or Department of Public Service employees.	PSEG Long Island will provide DPS a redacted copy of the Emergency Restoration Plan for public viewing

Figure A.1 (continued) – Cross Reference Spreadsheet with Public Service Law NYCRR 105

PART 105 SECTION	SECTION TEXT	WHERE ADDRESSED IN PSEG LI PLAN
§ 105.4 (e) (2)	Any electric corporation may request that the commission designate as confidential any information required to be submitted in emergency plans. Confidential information may include, for example, internal security matters. Such requests shall identify the specific information requested to be treated as confidential and shall explain why confidentiality is sought. Unless the commission directs otherwise, such information shall not be included in the plans available for public inspection.	-----
§ 105.5	Commission review and approval. Upon receipt and review of emergency plans or amendments filed by an electric corporation under this Part, the commission may require any such corporation to modify such plans or amendments or otherwise prescribe conditions for approval. Approval will be based on compliance with the requirements of this Part.	-----
§ 105.6	Compliance with electric emergency plans	-----
§ 105.6 (a)	Each electric corporation shall comply with the guidelines and practices set forth in its effective emergency plans. Each electric corporation shall comply with any additional electric emergency plan requirements that may be imposed by the commission.	-----
§ 105.6 (b)	Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the secretary of the commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.	-----

Figure A.1 (continued) – Cross Reference Spreadsheet with Public Service Law NYCRR 105

Appendix B – ERIp Titles and Descriptions

TITLE	DESCRIPTION
ERIP 1.1.1.100 – Summaries	This document is a brief summary of the procedures in ERIP 1.1.
ERIP 1.1.1.200 – Table of Contents	This document is the Table of Contents for ERIP 1.1.
ERIP 1.1.1 – Storm Anticipation – System	This procedure describes the actions that are taken prior to the impact of a storm. It provides a checklist for senior management to implement at given intervals prior to impact of the storm on Long Island and the Rockaways' Service Territory.
ERIP 1.1.1.1	Vice President, T&D – Storm Anticipation Checklist
ERIP 1.1.1.2	Senior Manager T&D Operations – Storm Anticipation Checklist
ERIP 1.1.1.3	Director, Transmission Operations – Storm Anticipation Checklist
ERIP 1.1.1.3.1	Director, Substation Protection and Telecommunications – Storm Anticipation Checklist
ERIP 1.1.1.4	Director, Overhead & Underground Lines Department – Storm Anticipation Checklist
ERIP 1.1.1.8	Vice President, Customer Services – Storm Anticipation Checklist
ERIP 1.1.1.11	Manager, Power Asset Management (PAM) – Storm Anticipation Checklist
ERIP 1.1.1.12	PSEG LI President & COO – Storm Anticipation Checklist
ERIP 1.1.1.13	Storm Anticipation Callout List
ERIP 1.1.1.14	Storm Anticipation Meeting Agenda
ERIP 1.1.2 – Mobilization of Personnel	This procedure identifies the personnel responsible and the actions necessary for notifying the Operations Organization of the declaration of Condition III "Red".
ERIP 1.1.3 – Obtaining Foreign Crew Support	This procedure specifies how to obtain outside assistance via the latest "Mutual Assistance Roster" issued by the T&D Committee of the Edison Electric Institute (EEI) and from qualified contractors.
ERIP 1.1.4 – Command and Control – System Headquarters	This procedure describes the actions to be taken by the Chief Operations Coordinator and the PSEG LI Vice President Transmission & Distribution in the declaration of Condition III "Red".
ERIP 1.1.5 – Lockout Information Coordination	The purpose of this procedure is to provide the means for a timely analysis of distribution lockout information, to provide the Transmission & Distribution Operations Department with the necessary data to assess damage to the distribution system and to assist in determining corrective measures.
ERIP 1.1.6 – Placing Substations into Local Control	The purpose of this procedure is to describe the various steps necessary to establish which substations should be placed into local control and in what order.
ERIP 1.1.7 – Reports to System Headquarters	The purpose of this procedure is to provide for a series of reports from the substation to System Headquarters through Division Headquarters.
ERIP 1.1.8 – Estimating Storm Damage and Restoration Time	This procedure provides a methodology for making early estimates of the number of customers out of service and the number of primary and secondary damage locations. These estimates are based on transmission and distribution lockouts.
ERIP 1.1.9 – Information Reporting to Communications Organization and NYS DPS	This procedure describes the coordinated collection of restoration data to be periodically shared between the Communications Coordination Center (CCC) and the NYS DPS.
ERIP 1.1.10 – Crew Guide Instructions	The purpose of this procedure is to provide information and instructions to the personnel performing as Crew Guides to Foreign Utility and Contractor Crews.
ERIP 1.1.12 – Outfitting Foreign Utility and Contractor Crews (LOGISTICS)	This procedure provides instructions for issuing materials and kits to the Foreign Utility and Contractor Crews as they arrive.
ERIP 1.1.14 – Staging of Foreign Utility Crew Equipment (LOGISTICS)	This procedure details the actions needed to secure staging facilities for Foreign Utility Crew equipment, if this equipment cannot be accommodated in close proximity to their work locations.
ERIP 1.1.15 – Manning Substations without Supervisory Control	This procedure provides instructions for dispatching personnel to substations that are not centrally monitored.
ERIP 1.1.16 – Maintaining Substation Stationery Kits	This procedure provides specific information regarding the maintenance of the substation stationery kits.
ERIP 1.1.17 – Computer and Communications Support during Storms or other Electric System Emergencies	This procedure defines those actions to be taken to provide the computer and communications resources required for the effective operations of Corporate Computer Systems in direct support of the restoration of electric service during storms or other system emergencies.
ERIP 1.1.19 – Dispatching and Restoring Parallel Generation with Independent Power Producers	This procedure describes those steps necessary to maintain safe operating conditions between PSEG Long Island and the Independent Power Producers, before, during and after the passage of a severe storm.
ERIP 1.1.22 – Municipal Road Clearance Coordination	This procedure provides the guidelines for establishing Road Clearance Teams to respond to municipal requests to PSEG Long Island for assistance in the clearing of priority/critical roads.

TITLE	DESCRIPTION
ERIP 1.1.23 – Wire Watcher Instructions	This procedure describes the mobilization and dispatch operation of Wire Watchers from various departments within PSEG Long Island and outside contractors during minor and major storm events and outlines the responsibilities and actions required of Wire Watchers when assigned to stand by downed electric wires.
ERIP 1.1.24 – National Guard Assistance	This procedure provides for power restoration support from National Guard personnel when a catastrophic event occurs and the customary sources of supplemental personnel, such as mutual assistance, contractors, or internal staff, cannot provide adequate personnel to address needs.
ERIP 1.1.26 – ETR Instructions (OPERATIONS)	This procedure details the development of Estimated Time of Restoration (ETRs) by PSEG LI Distribution Operations which is used in customer and stakeholder outage communications, the responsibilities of the various organizations tasked with informing and updating customers of electrical outages, This procedure also outlines the communication/messaging process to customers during major events, the departments responsible for initiating these communications and the methods of communications. In addition, this procedure discusses the NYS DPS ETR metrics approved by the NYS Public Service Commission.
ERIP 1.2.1.100 – Summaries	This document is a brief summary of the procedures in ERIP 1.2.
ERIP 1.2.1.200 – Table of Contents	This document is the Table of Contents for ERIP 1.2.
ERIP 1.2.1 – Storm Anticipation – Division	This procedure describes the actions that are taken at a Division level prior to the impact of a storm. It provides a checklist of actions to implement at Division Headquarters.
ERIP 1.2.2 – Command and Control – Division Headquarters	The purpose of this procedure is to describe the actions to be taken by the Division Operations Coordinators in response to a declaration of Storm Condition of Readiness III “Red”.
ERIP 1.2.3 – Division Reports to System Headquarters	This procedure provides a system of status reports from the field to System Headquarters through the Division Headquarters.
ERIP 1.2.4 – Patrol and Restoration of Transmission Circuits	The purpose of this procedure is to provide a method by which adequate transmission sources can be reestablished and maintained.
ERIP 1.2.5 – Wire Down Survey	The purpose of this procedure is to define the steps necessary to screen and survey “Green Ticket” or “Wire Down” calls.
ERIP 1.2.6 – Processing of Rapid Survey – Division	This procedure provides instructions for processing information obtained from the Rapid Survey.
ERIP 1.2.7 – Damage and Repair Tracking – Division (Storm Console Operation Instructions)	This procedure describes the method of tracking repair jobs at the Division Headquarters Console using both the CARES Computer System and manual methods.
ERIP 1.2.8 – Assigning Repair Jobs by Priority – Division	The purpose of this procedure is to establish a method for assigning repair work with priorities in order to create an orderly and efficient system for restoring customers.
ERIP 1.2.9 – Mobilization and Dispatch of Electric Line Crews	The purpose of this procedure is to describe the process of dispatching high voltage crews in the Electric Design & Construction Department.
ERIP 1.2.10 – Mobilization and Dispatch of Two-Man Makeup Crews	The purpose of this procedure is to provide instructions for activating and dispatching Two-Man Makeup Crews.
ERIP 1.2.11 – Material Delivery Instructions (LOGISTICS)	This procedure provides the Materials Management Department and Operations personnel with instructions for obtaining and delivering materials to the substations and job sites.
ERIP 1.2.12 – Division Support Instructions	This procedure details the actions taken by the Division Support Coordinator.
ERIP 1.2.13 – Telco – PSEG LI Joint Restoration Instructions	This procedure provides the working arrangements between PSEG LI and Verizon.
ERIP 1.2.16 – Local Control Analysis Guide	This procedure describes the manual use / preparation of the Division Crew Assignment Guide.
ERIP 1.2.20 – Substation Restoration Personal Computer Kits	The purpose of this procedure is to define the responsibilities and actions to be taken to distribute, collect and inventory Substation Restoration Personal Computer kits.
ERIP 1.2.22 – Mobilization and Dispatch of Survey Crews During “Condition Blue” Events	The purpose of this procedure is to describe the operations and actions used to mobilize and dispatch Survey Crews from various departments.
ERIP 1.2.24 – Emergency De-energization / Re-energization for Homes and Businesses	The purpose of this procedure is to describe the necessary actions to be taken by PSEG Long Island (PSEG LI) and their customers to restore electric service when PSEG LI determines that post-incident flood assessments are required and initiates restoration activities in areas where customer premises may have sustained water damage and/or water intrusion to their electrical equipment due to flooding.
ERIP 1.2.25 – CATV – PSEG LI Joint Restoration Instructions	This procedure provides the working arrangements between PSEG LI and Cablevision, Time-Warner Cable and Verizon FiOS.
ERIP 1.2.26 – GasCo – PSEG LI Joint Restoration Instructions	This procedure provides the working arrangements between PSEG LI and National Grid (DNY) Gas.

TITLE	DESCRIPTION
ERIP 1.2.27 – Emergency De/Re-energization for Substations and Large Areas	The purpose of this procedure is to describe the necessary actions to be taken by PSEG Long Island (PSEG LI) when PSEG LI determines that substations/areas that need to be de-energizing to safeguard the electric system equipment and mitigate the impact of storm surge and flooding or when requests are received from Municipalities/Local jurisdictions to de-energize electric service to an area(s) in response to mandatory evacuation(s) to ensure public safety in preparation for a major storm.
ERIP 1.3.0.100 – Summaries	This document is a brief summary of the procedures in ERIP 1.3.
ERIP 1.3.0.200 – Table of Contents	This document is the Table of Contents for ERIP 1.3.
ERIP 1.3.1 – Activation and Preparations for Survey, Substation Dispatch Authority and Local Control	This procedure identifies the actions necessary to activate the substation in preparation for Rapid Survey, Substation Dispatch Authority (SDA), Local Control (LC), Emergency Restoration Survey and Repairs.
ERIP 1.3.2 – Conduct of Rapid Survey – Substation	This procedure describes what actions take place at the substation while conducting Rapid Survey.
ERIP 1.3.3 – Assumption of Local Control	This procedure describes the actions of the Substation Area Coordinator (SAC) to assume control of the substation and to direct repair operations.
ERIP 1.3.4 – Conduct of Emergency Restoration Survey	This procedure describes what actions take place at the substation while conducting Emergency Restoration Survey.
ERIP 1.3.5 – Damage and Repair Tracking – Miniconsole	This procedure describes the mapping and tracking of damage jobs on the substation mini-console.
ERIP 1.3.6 – Assigning Repair Jobs by Priority – Substation	This procedure instructs the SAC on the correct method of assigning crews to repair jobs based on priority.
ERIP 1.3.7 – Emergency Switching – Distribution System	This procedure provides for the safe emergency operation of distribution feeder breakers and line sectionalizing devices on radial distribution feeders.
ERIP 1.3.8 – Survey Team Instructions	This procedure describes two types of field damage survey: Rapid Survey and Restoration Survey.
ERIP 1.3.10 – Reporting and Documentation – Forms	This procedure defines the records the SAC is required to keep for their substation.
ERIP 1.3.11 – Use of Personal Vehicles	This procedure describes the method used to lease a personal vehicle from an employee.
ERIP 1.3.13 – Substation Reports to Division Headquarters	This procedure describes the reports required from each substation in local control to Division Headquarters.
ERIP 1.3.14 – Instructions on Completing Electric Damage Patrol / Repair Order (Storm) (RP-5)	This procedure describes the proper completion of the Electric Damage Patrol / Repair Order (Storm) (RP-5).
ERIP 1.3.15 – Restoration, Substation and Telephone Directory	This procedure is a directory of all distribution substations. It contains the substation address and grid number, as well as the CCC and ERP telephone numbers.
ERIP 1.3.16 – PC Operator Instructions	This procedure describes the initial actions that the PC Operator employs to prepare the substation laptop for restoration activities.
ERIP 1.3.16.1 – Restoration Software Installation Instructions	This procedure is the instructions for installing software.
ERIP 2.2.1 – Information Officer (VP Customer Services)	This procedure provides the Vice President of Customer Services with pre- and post-emergency implementing actions checklists. These checklists will ensure the implementation of Communications Organization and CCC activities.
ERIP 2.2.3 – Activation and Deactivation of Communications Command	This procedure describes the method to be used in the activation and deactivation of Communications Command Center.
ERIP 2.2.4 – Regional Public Affairs in the Communications Command Center	This procedure directs the user to those procedures that will aid in the activation of the Regional Public Affairs teams. It also delineates the procedures to be followed: pre- and post-event notifications to government officials; when questions or problems are called into the Regional Public Affairs staff; and when questions or problems are called into the Emergency Management Liaison.
ERIP 2.2.5 – Contact Center Operations during Emergency Conditions	This procedure is to ensure adequate staffing levels in the Contact Center and to describe the operation of the Contact Center under storm or electric emergency conditions.
ERIP 2.2.7 – Activation and Deactivation of Alternate CCC Facilities	This procedure describes the method to be used in the activation and deactivation of Brentwood rooms B-8 and B-10 in the event Hicksville CCC becomes unusable or uninhabitable.
ERIP 2.2.8 – Communications Messaging Coordinator	This procedure provides the Communications Messaging Coordinator with pre- and post-emergency implementing actions checklists and contact lists. These checklists will ensure the implementation of Communication activities.
ERIP 2.2.9 – Customer Outreach Centers	This procedure provides the Customer Care and Community Outreach Coordinator and the Customer Outreach Manager with pre- and post-emergency implementing actions guidelines.

TITLE	DESCRIPTION
ERIP 2.3.1 – Communications	This procedure describes the coordinated actions taken to assure PSEG Long Island customers and stakeholders are provided appropriate information related to incidents that impact the electric system within Long Island and the Rockaways' Service Territory.
ERIP 2.3.2 – Activation and Operation of Coordinated Municipal Conference Calls	The purpose of this procedure is to describe the actions implemented to establish a series of conference calls with various levels of officials, emergency and/or operational leads. The Municipal Conference Calls provide a consistent and regular platform for the dissemination of relevant incident information and coordination of efforts between PSEG Long Island and the municipalities.
ERIP 2.3.3 – Support Staff in the Communications Command Center	This procedure provides the CCC Support Staff with guidelines. The guidelines and process will assist the CCC Support Staff in providing overall support to the CCC leads.
ERIP 2.3.4 – Emergency Communications to Critical Facilities	This procedure outlines the pre- and post-emergency notifications to the Major Accounts/Critical Facilities and when questions or problems are received.
ERIP 2.3.6 – Life Support Equipment and Special Needs Customer Notification	This procedure defines the role of the Contact Center personnel in notifying and maintaining communications with Life Support Equipment (LSE) and Special Needs (SN) customers during storm or power related emergencies.
ERIP 2.3.9 – Protocol Management of Special Requests in the CCC	This procedure outlines the process of handing special requests from elected officials received through the Municipal Hotline during an event.
ERIP 2.3.10 – Emergency Operation Center Liaison Operations Guidelines	This procedure provides guidance and direction for those assigned to serve as Liaisons to the EOCs of Nassau County, New York City, Suffolk County and New York State.
ERIP 2.4.1 – Communications and Mitigation Implementation Team (COMMIT) Activation and Actions Procedure	This procedure describes the actions which will be taken in anticipation of events that could result in a shortage of electric supply or as a result of an immediate electric system emergency that could adversely impact PSEG Long Island customers. As a result, the procedure is intended to identify the actions and communications necessary to inform, and/or respond to critical issues raised by government entities, media, and customers.

Figure B.1 – ERIP Titles and Descriptions

A list of newly created or revised ERIPs is provided in Figure B.2 below. The ERIPs listed previously in Figure B.1 are currently under review and/or revision to reflect the existing processes implemented under the Emergency Restoration Plan.

As changes are finalized, or upon creation of a new ERIP, documents listed in Figure B.1 will be archived and added to Figure B.2. The nomenclature of the documentation is tailored to more accurately align with the ICS structure.

TITLE	DESCRIPTION
General	
Safety, Health, Environmental (SHE)	
ERIP-SHE-001 – Environmental Protocols During Restoration Events	This procedure details the roles and responsibilities required to secure/maintain contracts with Environmental Contractors, control and maintain spills during restoration events, and reconcile invoices.
Legal	
Liaison	
Communications	
Operations	
ERIP-OPS-001 – Foreign Crew Processing Protocols During Restoration Events	This procedure outlines PSEG Long Island’s procedures for processing Foreign Utility Crews and associated support personnel during restoration events. It details the activation of the Foreign Crew Processing Organization, including both its personnel, Foreign Crew Processing Center, and Foreign Crew Reception Staging Area. Furthermore, the procedure details the functional units of the Foreign Crew Processing Organization and their associated roles and responsibilities.
Planning	
Logistics	
ERIP-LOG-001 – Security Protocols During Restoration Events	This procedure details the roles and responsibilities required to secure/maintain contracts with security vendors, mobilize and demobilize security staff, and reconcile invoices.
ERIP-LOG-002 – Fleet/Fuel Protocols During Restoration Events	This procedure details the roles and responsibilities required to secure/maintain contracts with fleet/fuel vendors, mobilize and demobilize fleet/fuel assets, and reconcile invoices.
ERIP-LOG-003 – Real Estate Protocols During Restoration Events	This procedure details the roles and responsibilities required to utilize non-PSEG Long Island properties during restoration events and document the site usage.
ERIP-LOG-004 – Facilities Protocols During Restoration Events	This procedure details the roles and responsibilities required to secure and/or maintain facility service functions, respond to facility service requests, and reconcile invoices.
ERIP-LOG-005 – Lodging Protocols During Restoration Events	This procedure details the lodging processes utilized to obtain temporary housing accommodations for assisting Foreign Utility Crews and/or PSEG Long Island personnel during storm restoration events or other system emergencies when conditions warrant such arrangements.
ERIP-LOG-006 – Busing Protocols During Restoration Events	This procedure details the roles and responsibilities required to secure/maintain contracts with busing contractor(s), mobilize and demobilize transportation services, and reconcile invoices.
ERIP-LOG-007 – IT/Communications Protocols During Restoration Events	This procedure details the roles and responsibilities required to setup, test, and maintain IT/Communications networks, equipment, and applications during restoration events.
Finance	

Figure B.2 – Newly Created/Updated ERIP Titles and Descriptions

Appendix C – Restoration Checklists

A list of newly created or revised checklists is provided in Figure C.1 below. Restoration checklists are currently under review and/or revision to reflect the action items performed pre-event.

Figure C.1 will be updated as changes are finalized, or upon creation of new checklists. The nomenclature of the documentation is tailored to more accurately align with the ICS structure.

Checklists that were previously categorized as ERIPs in Figure B.1 will be archived and added to Figure C.1.

TITLE
General
Safety, Health, Environmental (SHE)
Legal
Liaison
Communications
Operations
CL-OPS-001 – Foreign Crew Processing Area Manager Checklist
Planning
CL-PLN-001 – Planning Section Chief Checklist
Logistics
CL-LOG-003 – Support Branch Director Checklist
CL-LOG-006 – Fleet Maintenance & Fueling Unit Leader Checklist
CL-LOG-007 – Facilities Unit Leader Checklist
CL-LOG-008 – Real Estate Unit Leader Checklist
CL-LOG-009 – Information Technology & Communications Unit Leader Checklist
CL-LOG-010 – Security Unit Leader Checklist
CL-LOG-013 – Lodging Unit Leader Checklist
CL-LOG-014 – Busing Unit Leader Checklist
Finance

Figure C.1 – Newly Created/Updated Restoration Checklists

Appendix D – Critical Facilities

The Large Customer Support and Critical Facilities team is divided by segments and the contact information for each Segment and Account Manager is shown in Figure D.1

[illegible]

Figure D.1 – LCS Account Manager and Support Assignments by Segment

Figure D.2 on the following pages shows a list of all Critical Facilities for Tiers 1, 2 and 3. The table is summarized and includes the Segment, Primary Parent Company (when applicable), Customer Name, and Address. This summary table is pulled from a comprehensive internal list that includes all of the following fields:

- Market Segment
- Primary Parent Customer
- Customer Name
- Address
- Town, State
- Restoration Code (Critical Facility Code)
- Restoration Description (Critical Facility Description)
- Electric Rate
- Account
- Account Grid
- Circuit ID
- Electric Meter ID
- Electric Service Division

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Business & Financial Svcs	Globecomm Systems	GLOBECOMM SYSTEMS IN	45 OSER AV	HAUPPAUGE NY
Business & Financial Svcs	Globecomm Systems	GLOBECOMM SYSTEMS IN	45 OSER AV	HAUPPAUGE NY
Federal/State Govt	Brookhaven National Lab	BROOKHAVEN NATL LABS	5 TH AV	BROOKHAVEN NY
Federal/State Govt	Brookhaven National Lab	BROOKHAVEN NATL LABS	CAMP UPTON SITE	BROOKHAVEN NY
Federal/State Govt	Cold Spring Harbor Lab	COLD SPRING HARBOR L	UPPER CAMPUS RD	C SPRNG HBR NY
Federal/State Govt	Cold Spring Harbor Lab	COLD SPRING HBR LABS	NORTHERN BL	C SPRNG HBR NY
Federal/State Govt	Cold Spring Harbor Lab	COLD SPRNG HBR LAB	500 SUNNYSIDE BLVD	WOODBURY NY
Federal/State Govt	Federal Aviation Admin	DOT FAA ASR-9 FACLT	RAILROAD AV	RONKONKOMA NY
Federal/State Govt	Federal Aviation Admin	FAA 95-C 60520	4205 JOHNSON AV	RONKONKOMA NY
Federal/State Govt	Federal Aviation Admin	FAA RADAR SURVEILNCE	CLARK ST	BOHEMIA NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	FT TILDEN AV	NEPONSIT NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	FAEA-3982	ISLAND PARK NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	OAKFIELD AV	WANTAGH NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	FAEA-7502	PLAINVIEW NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	COMMACK RD	DEER PARK NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	306 CEDAR CT	COPIAGUE NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	ROUTE 110 2C60107	FARMINGDALE NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	FA1 2525	E ISLIP NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	LIDGE DR	FARMNGVILLE NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	FA EA 3044	RONKONKOMA NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	RAILROAD AV SS	HOLBROOK NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	5 AIRWAY RD	RONKONKOMA NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	SMITHTOWN AV WS	BOHEMIA NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	SMITHTOWN AV	BOHEMIA NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	SUNSET DR	MASTIC NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	ROUTE 25A	CALVERTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	RIVERHEAD SPEONK RD	RIVERHEAD NY
Federal/State Govt	Federal Aviation Admin	FED AVIATION ADMIN	PAULS LA	BRIDGEHMPN NY
Federal/State Govt	Internal Revenue Service	IRS CONTROLS OFFICE	BUCKLEY RD	HOLTSVILLE NY
Federal/State Govt	National Parks	F I NATL SEASH ANNEX	CEDAR CT	KISMET NY
Federal/State Govt	National Parks	F I NATL SEASHORE	BURMA RD	DAVIS PARK NY
Federal/State Govt	National Parks	JACOB RIIS PK - MALL	BEACH 154TH ST	NEPONSIT NY
Federal/State Govt	National Parks	NATIONAL PARK SERV	169 BEACH CHANNEL DR	FT TILDEN NY
Federal/State Govt	NYS Air National Guard	NYS AIR NATL GUARD	RIVERHEAD RD	WHAMPT BCH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	PRK POLICE BARRACK	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	SEW PMP PAR 3 GAME	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	E BTH HSE BUS STOP	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	FIELD 5 SW VAULT	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	FILTER PLANT	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	WELL 3	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	JONES BCH STATE PARK	SEWAGE STA 4 PKY	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	L I STATE PARK COMM	BETHPAGE RD	FARMINGDALE NY
Federal/State Govt	NYS Dept of Parks	L I STATE PARK COMM	MONTAUK POINT RD	MONTAUK NY
Federal/State Govt	NYS Dept of Parks	L I STATE PARK COMM	MONTAUK PT ST BLVD	MONTAUK NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	YELLOW BETHPAGE RD	FARMINGDALE NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	WEST BATH HOUSE	WANTAGH NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	ROUND SWAMP RD	BETHPAGE NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	ROUND SWAMP RD	FARMINGDALE NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	BELMONT PARK	N BABYLON NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	HECKSCHER SPUR RD	GREAT RIVER NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	E MAIN ST	GREAT RIVER NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	R MOSES PKY	KISMET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	WADING RIV RD	CALVERTON NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	OLD MONTAUK HWY	MONTAUK NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	CAMP HERO RD	MONTAUK NY
Federal/State Govt	NYS Dept of Parks	LI STATE PARK COMM	FAIRVIEW AV	MONTAUK NY
Federal/State Govt	NYS Dept of Parks	MONTAUK HISTORICAL	MONTAUK POINT RD	MONTAUK NY
Federal/State Govt	NYS Dept of Transportation	DOT-FAA-FED BLDC	1515 STEWART AV	WESTBURY NY
Federal/State Govt	NYS Dept of Transportation	N Y STATE TRANS	WANTAGH PKY	WANTAGH NY
Federal/State Govt	NYS Dept of Transportation	NY STATE DEPT TRANS	R MOSES PKY	WEST ISLIP NY
Federal/State Govt	NYS Dept of Transportation	NYS DEPT TRANSPORT	BROADHOLLOW RD	FARMINGDALE NY
Federal/State Govt	NYS Dept of Transportation	NYS DOT	MEADOWBROOK PKY	WANTAGH NY
Federal/State Govt	NYS Dept of Transportation	NYS DOT	LOOP PKY	LIDO BCH NY
Federal/State Govt	NYS Dept of Transportation	NYS STATE DEPT TRANS	SOUTHERN STATE PKY	VALLEY STRM NY
Federal/State Govt	NYS Dept of Transportation	ST OF NY DEPT TRANS	NO FERRY RD RT 114	SAG H LTS S G
Federal/State Govt	NYS Office of General Services	NY STATE OFF GEN SER	VETS HWY	HAUPPAUGE NY
Federal/State Govt	NYS Office of General Services	ST OF NY-DEPT OF MIL	SMITHTOWN AV	RONKONKOMA NY
Federal/State Govt	NYS Police	N Y STATE POLICE	SOUTHERN STATE PKY	VALLEY STRM NY
Federal/State Govt	NYS Police	N Y STATE POLICE	CENTER RD	FARMINGDALE NY
Federal/State Govt	NYS Police	N Y STATE POLICE	NAPEAGUE MEADOW RD	AMAGANSETT NY
Federal/State Govt	US Army	U S ARMY DF&E BUDGET	200 ROUTE 25A	WADING RIV NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	EATONS NECK RD	NORTHPORT NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	R MOSES PKY	KISMET NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	OLD FIELD RD	OLD FIELD NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	DUNE RD	HAMPT BAYS NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	LIGHTHOUSE RD	HAMPT BAYS NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	4 PRESIDIO PL	E HAMPTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Federal/State Govt	US Coast Guard	U S COAST GUARD	MONTAUK POINT RD	MONTAUK NY
Federal/State Govt	US Coast Guard	U S COAST GUARD	STAR ISLAND RD	MONTAUK NY
Federal/State Govt	US Coast Guard	USCG	STEWART AV	WESTHAMPTON NY
Federal/State Govt	US Dept of Homeland Security	US DEPT OF HOMELAND	MAIN RD	ORIENT NY
Federal/State Govt	US General Services Admin	1ST MARINE CORP DIST	605 STEWART AV	GARDEN CITY NY
Federal/State Govt	US Postal Service	U S POST OFFICE	65 MAXESS RD	MELVILLE NY
Health Services-Hospitals	Brookhaven Memorial Hospital	BROOKHAVEN MEM HOSP	101 W MAIN ST	PATCHOGUE NY
Health Services-Hospitals	Brookhaven Memorial Hospital	BROOKHAVEN MEM HOSP	101 HOSPITAL RD	E PATCHOGUE NY
Health Services-Hospitals	Brookhaven Memorial Hospital	BROOKHAVEN MEM HOSP	101 HOSPITAL RD	E PATCHOGUE NY
Health Services-Hospitals	Brookhaven Memorial Hospital	BROOKHAVEN MEMORIAL	285 SILLS RD	E PATCHOGUE NY
Health Services-Hospitals	Brookhaven Memorial Hospital	BROOKHAVEN MEMORIAL	285 SILLS RD	E PATCHOGUE NY
Health Services-Hospitals	Brunswick Hospital	BRUNSWICK HOSP CTR	366 BROADWAY	AMITYVILLE NY
Health Services-Hospitals	Brunswick Hospital	BRUNSWICK HOSPITAL	LOUDEN AV	AMITYVILLE NY
Health Services-Hospitals	Brunswick Hospital	BRUNSWICK HOUSE CARL	LOUDEN AV	AMITYVILLE NY
Health Services-Hospitals	Catholic Health Services	CHS SERVICES INC	245 OLD COUNTRY RD	MELVILLE NY
Health Services-Hospitals	Catholic Health Services	CONSOLATN NRS HM INC	111 BEACH DR	WEST ISLIP NY
Health Services-Hospitals	Catholic Health Services	GOOD SAMARITAN HOSP	MONTAUK HWY	WEST ISLIP NY
Health Services-Hospitals	Catholic Health Services	GOOD SAMARITAN HOSP	55 W MAIN ST	BAY SHORE NY
Health Services-Hospitals	Catholic Health Services	GOOD SAMARITAN HOSP	929 W SUNRISE HWY	BAY SHORE NY
Health Services-Hospitals	Catholic Health Services	GOOD SAMARITAN HOSP	CANDEE AV	SAYVILLE NY
Health Services-Hospitals	Catholic Health Services	GOOD SAMARITAN HOSPI	70 ARKAY DR	HAUPPAUGE NY
Health Services-Hospitals	Catholic Health Services	MARY HAVEN CTR OF	332 THOMPSON ST	PT JEFFERSN NY
Health Services-Hospitals	Catholic Health Services	MARYHAVEN CENTER OF	720 ALBIN AV	W BABYLON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	Catholic Health Services	MERCY HAVEN INC	2571 ASTER PL N	WESTBURY NY
Health Services-Hospitals	Catholic Health Services	MERCY HAVEN INC	226 FEUSTAL ST	W BABYLON NY
Health Services-Hospitals	Catholic Health Services	MERCY HAVEN INC	705 MONTAUK HWY	BAY SHORE NY
Health Services-Hospitals	Catholic Health Services	MERCY HAVEN INC	396 MIDDLE RD	BAYPORT NY
Health Services-Hospitals	Catholic Health Services	MERCY HOSPITAL	1000 N VILLAGE AV	ROCKVLE CTR NY
Health Services-Hospitals	Catholic Health Services	MERCY HOSPITAL	1000 N VILLAGE AV	ROCKVLE CTR NY
Health Services-Hospitals	Catholic Health Services	MERCY HOSPITAL IMAG	1000 N VILLAGE AV	ROCKVLE CTR NY
Health Services-Hospitals	Catholic Health Services	SISTERS OF ST JOSEPH	BRENTWOOD RD	BRENTWOOD NY
Health Services-Hospitals	Catholic Health Services	ST CATHERINE OF	ROUTE 25A	SMITHTOWN NY
Health Services-Hospitals	Catholic Health Services	ST CATHERINE OF SIEN	48 ROUTE 25A	SMITHTOWN NY
Health Services-Hospitals	Catholic Health Services	ST CHARLES HOSPITAL ENGINEER DEP	200 BELLE TERRE RD	PT JEFFERSN NY
Health Services-Hospitals	Catholic Health Services	ST CHARLES HOSPITAL REHAB BLDING	200 BELLE TERRE RD	PT JEFFERSN NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	100 PT WASH BLVD	ROSLYN NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	PT WASH BLVD	MANHASSET NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	PT WASH BLVD	MANHASSET NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	PT WASH BLVD	MANHASSET NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	PT WASH BLVD	PT WASH NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	100 PT WASH BL	ROSLYN NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL	PORT WASH BLVD	MANHASSET NY
Health Services-Hospitals	Catholic Health Services	ST FRANCIS HOSPITAL S S TEMP	100 PT WASH BL	ROSLYN NY
Health Services-Hospitals	Catholic Health Services	WSNCHS NORTH INC	4295 HEMPSTEAD TPK	BETHPAGE NY
Health Services-Hospitals	Catholic Health Services	WSNCHS NORTH INC DBAST JOSEPHS	4295 HEMPSTEAD TPK	BETHPAGE NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E	7 WILLOWBROOK AV	BAY SHORE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	Family Residence and Essential ENT	F R E E	11 WILLOWBROOK AV	BAY SHORE NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E	528 MIDDLE CNTRY RD	CORAM NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	437 LINCOLN BLVD	HAUPPAUGE NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	461 LINCOLN BLVD	HAUPPAUGE NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	395A GREAT E NK RD	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	389B GREAT E NK RD	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	1633 AUGUST RD	N BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	1737 AUGUST RD	N BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	88 CLAIRE CT	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	92 CALVERT AV	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	F R E E INC	92 CALVERT AV	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RES & ESSNTL	49 PINEWAY AV	MASTIC BCH NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RES & ESSNTL ENT	133 ELEANOR AV	MASTIC NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RESI & ESSEN ENT	911 PARK AV	HUNTINGTON NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RESI & ESSEN ENT	22 MAPLEWOOD DR	SHIRLEY NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RESI & ESSENT	1 MEEKS LA	ISLIP NY
Health Services-Hospitals	Family Residence and Essential ENT	FAM RESI & ESSENT	45 PENNSYLVANIA AV	BRENTWOOD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	Family Residence and Essential ENT	FAM RESI & ESSENT	120 PLANT AV	HAUPPAUGE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY AND CHILDRENS	1745 WANTAGH AV	WANTAGH NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESI & ESSENT	1363 N JERUSALEM RD	E MEADOW NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESI & ESSENT	49 BOND LA	HICKSVILLE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESI & ESSENT	12 OLD EAST NECK RD	MELVILLE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESI & ESSENT	32 RICHBOURNE LA	MELVILLE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESI & ESSENT	171 STARLIGHT WK	HOLBROOK NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	490 MAIN ST	FARMINGDALE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	675 CONKLIN ST	FARMINGDALE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	80 WEAVER DR	MASSAPEQUA NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	327 NEWBRIDGE RD	HICKSVILLE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	8591 N MONROE AV	LINDENHURST NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	96 CALVERT AV	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	HAY RD	RIDGE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	29 CORAM SWZYTWN RD	MIDDLE IS NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	961 GRUNDY AV	HOLBROOK NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES	98 HOSPITAL RD	E PATCHOGUE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES &	67 1ST ST	LOCUST VLY NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES &	191 BETHPAGE RD	O BETHPAGE NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RESIDENCES &	23 DEFOREST AV	WEST ISLIP NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY REST & ESSENT	345 S WELLWOOD AV	LINDENHURST NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY REST & ESSENT	21 ROCKLAND AV	W BABYLON NY
Health Services-Hospitals	Family Residence and Essential ENT	FAMILY RSDNC WOODBNE	466 WOODBINE ST	UNIONDALE NY
Health Services-Hospitals	John T Mather Memorial Hospital	ACTIVE RETIREMENT IN	1 JEFFSON FERRY DR	S SETAUKET NY
Health Services-Hospitals	John T Mather Memorial Hospital	ACTIVE RETIREMENT IN	1 JEFFSN FERRY WAY	S SETAUKET NY
Health Services-Hospitals	John T Mather Memorial Hospital	ACTIVE RETIREMENT IN	243 JEFFER FERRY WAY	S SETAUKET NY
Health Services-Hospitals	John T Mather Memorial Hospital	JOHN MATHER MEM HOSP	NORTH COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	JOHN MATHER MEMORIAL	NORTH COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	JOHN T MATHER HOSPI	N COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	JOHN T MATHER HOSPITAL	75 N COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	MATHER HOSPITAL	N COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	MATHER MEMORIAL HOSP	N COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	John T Mather Memorial Hospital	MATHER MEMORIAL HOSP	N COUNTRY RD	PT JEFFERSN NY
Health Services-Hospitals	LIDDSO	L I D C	195 OLD SOUTH PATH	MELVILLE NY
Health Services-Hospitals	LIDDSO	L I D C	220 OLD SOUTH PATH	MELVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	LIDDSO	L I D C	218 OLD SOUTH PATH	MELVILLE NY
Health Services-Hospitals	LIDDSO	L I D C	214 OLD SOUTH PATH	MELVILLE NY
Health Services-Hospitals	LIDDSO	L I D C	123 CARMAN RD	DIX HILLS NY
Health Services-Hospitals	LIDDSO	L I D C	129 CARMAN RD	DIX HILLS NY
Health Services-Hospitals	LIDDSO	L I D D S O	14 PEARSALL AV	LYNBROOK NY
Health Services-Hospitals	LIDDSO	L I D D S O	111 HEMPSTEAD AV	MALVERNE NY
Health Services-Hospitals	LIDDSO	L I D D S O	330 NASSAU BLVD	GDN CITY PK NY
Health Services-Hospitals	LIDDSO	L I D D S O	184 W SHORE RD	HUNTINGTON NY
Health Services-Hospitals	LIDDSO	L I D D S O	115 MANOR RD	HUNTINGTON NY
Health Services-Hospitals	LIDDSO	L I D D S O	64 RIDGE RD	RIDGE NY
Health Services-Hospitals	LIDDSO	L I D D S O	WEST YAPHANK RD	MIDDLE IS NY
Health Services-Hospitals	LIDDSO	LIDDSO EASTERN 913-	RAINBOW COMMONS CT	MELVILLE NY
Health Services-Hospitals	LIDDSO	LIDDSO WESTERN 901-	MELVILLE ESTATES CT	MELVILLE NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU	CARMAN AV	E MEADOW NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU 66	875 JERUSALEM AV	UNIONDALE NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU AH PATTERSON HM	875 JERUSALEM AV	UNIONDALE NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU CJ	875 JERUSALEM AV	UNIONDALE NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU S5	875 JERUSALEM AV	UNIONDALE NY
Health Services-Hospitals	Nassau University Medical Center-NuHealth	COUNTY OF NASSAU V4	875 JERUSALEM AV	UNIONDALE NY
Health Services-Hospitals	North Shore/LIJ Health System	COMM HOSP GLEN COVE	21 WALNUT RD	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	COMM HOSP GLEN COVE N SHORE LIJ	ST ANDREWS LA	GLEN COVE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	North Shore/LIJ Health System	COMM HOSP GLEN COVE N SHORE LIJ	ST ANDREWS LA	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	COMM HOSP GLEN COVE N SHORE LIJ	WALNUT RD	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	COMMUNITY HOSPITAL N SHORE LIJ	ST ANDREWS LA	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	FRANKLIN GEN HOSP N SHORE LIJ	1072 FRANKLIN AV	VALLEY STRM NY
Health Services-Hospitals	North Shore/LIJ Health System	FRANKLIN GEN HOSPITAN SHORE LIJ	900 FRANKLIN AV	VALLEY STRM NY
Health Services-Hospitals	North Shore/LIJ Health System	HUNTINGTON HOSPITAL	270 PARK AV	HUNTINGTON NY
Health Services-Hospitals	North Shore/LIJ Health System	HUNTINGTON HOSPITAL	VIEW ACRE DR	HUNTINGTON NY
Health Services-Hospitals	North Shore/LIJ Health System	HUNTINGTON HOSPITAL	284 PULASKI RD	GREENLAWN NY
Health Services-Hospitals	North Shore/LIJ Health System	INVITRO FERTILIZATN N SHORE LIJ	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	L I J HOSPITAL	1554 NORTHERN BLVD	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	L I JEWISH DEPT OF H	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	L I JEWISH DEPT OF H	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	L I JEWISH DEPT OF H	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	L I JEWISH-HILLSIDE	400 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	LI JEWISH HILLSIDE	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	LI JEWISH HILLSIDE	444 LAKEVILLE RD	NEW HYDE PK NY
Health Services-Hospitals	North Shore/LIJ Health System	LI JEWISH MED CTR	1554 NORTHERN BLVD	MANHASSET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	North Shore/LIJ Health System	LONG ISLAND JEWISH	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	N SHORE COMM SVC	401 W GRUMMAN RD	BETHPAGE NY
Health Services-Hospitals	North Shore/LIJ Health System	N SHORE COMM SVC INC	10 MEDICAL PL	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	N SHORE UNIVERSITY HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NO SHORE COM SVC INC	100 COMMUNITY DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NO SHORE HEALTH SYS	10 NEVADA DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMM SVC	100 COMMUNITY DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMM SVC	225 COMMUNITY DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	733 SUNRISE HWY	LYNBROOK NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	1979 MARCUS AV	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	410 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	175 COMMUNITY DR	GREAT NECK NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	225 COMMUNITY DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	270 PULASKI RD	GREENLAWN NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	270 PULASKI RD	GREENLAWN NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	270 PULASKI RD	GREENLAWN NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNIT	440 E MAIN ST	BAY SHORE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMMUNITI	611 NORTHERN BLVD	GREAT NECK NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE COMP WOM	4300 HEMPSTEAD TPK	BETHPAGE NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HEALTH S	25 CENTRAL PK RD	PLAINVIEW NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSP	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	15 BURKE LA	SYOSSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	400 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE HOSPITAL	865 NORTHERN BL	GREAT NECK NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE LIJ	43 CROSSWAYS PK DR	WOODBURY NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE LIJ	620 MAIN ST	ISLIP NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE LIJ HEAL	972 BRUSH HOLLOW RD	WESTBURY NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE LIJ HEAL	420 LAKEVILLE RD	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIV HOSGLEN COVE	101 ST ANDREWS LA	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVER	888 OLD COUNTRY RD	PLAINVIEW NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVER	888 OLD COUNTRY RD	PLAINVIEW NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVERS	OLD COUNTRY RD	PLAINVIEW NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVERS	888 OLD COUNTRY RD	PLAINVIEW NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVERSI	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVERSI	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE UNIVERSI	300 COMMUNITY DR	MANHASSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTH SHORE-LIJ HEAL	10 MEDICAL PLZ	GLEN COVE NY
Health Services-Hospitals	North Shore/LIJ Health System	NORTHSHORE COMMUNITY	1001 S OYSTER BAY RD	BETHPAGE NY
Health Services-Hospitals	North Shore/LIJ Health System	NSH COMMUNITY SERV	972 BRUSH HOLLOW RD	WESTBURY NY
Health Services-Hospitals	North Shore/LIJ Health System	NSLIJ HEALTH SYSTEM	8 GREENFIELD RD	SYOSSET NY
Health Services-Hospitals	North Shore/LIJ Health System	NSUH	225 COMMUNITY DR	L SUCCESS NY
Health Services-Hospitals	North Shore/LIJ Health System	REGIONCARE INC N SHORE LIJ	200 COMMUNITY DR	GREAT NECK NY
Health Services-Hospitals	North Shore/LIJ Health System	SOUTH OAKS HOSPITAL	400 BROADWAY	AMITYVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	North Shore/LIJ Health System	SOUTHSIDE HOSPITAL	ALETTA PL	BAY SHORE NY
Health Services-Hospitals	North Shore/LIJ Health System	SOUTHSIDE HOSPITAL	E MAIN ST	BAY SHORE NY
Health Services-Hospitals	North Shore/LIJ Health System	SOUTHSIDE HOSPITAL	E MAIN ST	BAY SHORE NY
Health Services-Hospitals	North Shore/LIJ Health System	SOUTHSIDE HOSPITAL	MONTAUK HWY	BAY SHORE NY
Health Services-Hospitals	North Shore/LIJ Health System	SUMEET K ANAND MD PC	1111 MONTAUK HWY	WEST ISLIP NY
Health Services-Hospitals	North Shore/LIJ Health System	WEDGEWOOD NURSING HOME AS RECEVR	199 COMMUNITY DR	GREAT NECK NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	NYS AHRC INC	RIVERHEAD WHAMPT RD	WESTHAMPTON NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	NYS ASSOC FOR RETARDCHILD INC	2900 VETERANS HWY	BOHEMIA NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	NYS DIV FOR YOUTH	1230 COMMACK RD	DIX HILLS NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	PILGRIM STATE HOSP	201 GARDEN PL	W HEMPSTEAD NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	PILGRIM STATE PSYCHI	G RD	BRENTWOOD NY
Health Services-Hospitals	NYS Office of Mental Health-Kings Park-Pilgrim-Sagamore	SAGAMORE PSYCH CNTR	197 HALF HOLLOW RD	DIX HILLS NY
Health Services-Hospitals	Peconic Bay Medical Center	CENTRAL SUFFOLK HOSP	1300 ROANOKE AV	RIVERHEAD NY
Health Services-Hospitals	Peconic Bay Medical Center	CENTRAL SUFFOLK HOSPACCT PAYABLE	1300 ROANOKE AV	RIVERHEAD NY
Health Services-Hospitals	Peconic Bay Medical Center	CENTRAL SUFFOLK HOSPACCT PAYABLE	1300 ROANOKE AV	RIVERHEAD NY
Health Services-Hospitals	Peconic Bay Medical Center	PECONIC BAY MEDICAL CENTER- AP	1300 ROANOKE AV	RIVERHEAD NY
Health Services-Hospitals	ProHealth	PRO HEALTH CORP	4277 HEMPSTEAD TPK	BETHPAGE NY
Health Services-Hospitals	ProHealth	PRO HEALTH CORP	2 OHIO DR	NEW HYDE PK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	ProHealth	PRO HEALTH REALTY	4277 HEMPSTEAD TPK	BETHPAGE NY
Health Services-Hospitals	South Nassau Community Hospital	SO NASSAU COMM HOSP	1420 BROADWAY	HEWLETT NY
Health Services-Hospitals	South Nassau Community Hospital	SO NASSAU COMM HOSP	2277 GRAND AV	BALDWIN NY
Health Services-Hospitals	South Nassau Community Hospital	SO NASSAU COMM HOSP	196 MERRICK RD	OCEANSIDE NY
Health Services-Hospitals	South Nassau Community Hospital	SO NASSAU COMM HOSP	3618 OCEANSIDE RD	OCEANSIDE NY
Health Services-Hospitals	South Nassau Community Hospital	SO NASSAU COMM HOSP	2750 MERRICK RD	BELLMORE NY
Health Services-Hospitals	Southampton Hospital	SHA PROPERTIES INC	188 W MONTAUK HWY	HAMPT BAYS NY
Health Services-Hospitals	Southampton Hospital	SOUTHAMPTON HOSPITAL	MEETINGHOUSE LA	SOUTHAMPTON NY
Health Services-Hospitals	Southampton Hospital	SOUTHAMPTON HOSPITAL	OLD TOWN RD	SOUTHAMPTON NY
Health Services-Hospitals	Southampton Hospital	SOUTHAMPTON HOSPITAL	WICKAPOGUE RD	SOUTHAMPTON NY
Health Services-Hospitals	St John's Episcopal Hospital-EHS	ST JOHNS EPIS HOSP	1715 BROOKHAVEN AV	FAR ROCKWY NY
Health Services-Hospitals	St John's Episcopal Hospital-EHS	ST JOHNS EPIS HOSP	327 BEACH 19TH ST	FAR ROCKWY NY
Health Services-Hospitals	Stony Brook University Hospital	SUNY UNIVSTY HOSPTL	37 RESEARCH WAY	E SETAUKET NY
Health Services-Hospitals	Stony Brook University Hospital	SUNY UNIVSTY HOSPTL	33 RESEARCH WAY	SETAUKET NY
Health Services-Hospitals	Stony Brook University Hospital	SUNY UNIVSTY HOSPTL	31 RESEARCH WAY	E SETAUKET NY
Health Services-Hospitals	Veterans Administration Hospital	VET ADM HOSP VA MED	79 MIDDLEVILLE RD	NORTHPORT NY
Health Services-Hospitals	Winthrop Hospital	NASSAU HOSPITAL	120 MINEOLA BLVD	MINEOLA NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIV HOSP	777 ZECKENDORF BLVD	GARDEN CITY NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIV HOSP	1401 FRANKLIN AV	GARDEN CITY NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIV HOSP	200 OLD COUNTRY RD	MINEOLA NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIV HOSP	1ST ST	MINEOLA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIV HOSP	SECOND ST	MINEOLA NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIVERSITY	1ST ST	MINEOLA NY
Health Services-Hospitals	Winthrop Hospital	WINTHROP UNIVERSITY BRIAN KENNY	259 1ST ST	MINEOLA NY
Health Services-Nursing Homes	Arcadia Management	ISLAND MANOR OPER CO	1065 SMITHTOWN AV	BOHEMIA NY
Health Services-Nursing Homes	Arcadia Management	ISLANDIA COMM SRS OP	1515 VETS HWY	HAUPPAUGE NY
Health Services-Nursing Homes	Arcadia Management	ISLANDIA COMM SRS OP	BLYDENBURGH RD	ISLANDIA NY
Health Services-Nursing Homes	Arcadia Management	ISLANDIA COMM SRS OPER CO	1515 VETS MEM HWY	ISLANDIA NY
Health Services-Nursing Homes	Arcadia Management	SHIRLBART RE OPER CO	1740 EXPRESSWAY DR	HAUPPAUGE NY
Health Services-Nursing Homes	Arcadia Management	SHIRLBART RE OPER CO	1740 EXPRESSWAY DR	HAUPPAUGE NY
Health Services-Nursing Homes	Arcadia Management	THE WESTBURY HOME	3 ABERDEEN RD	WESTBURY NY
Health Services-Nursing Homes	Arcadia Management	WESTBURY HOME OPER C	45 JERICO TPK	JERICO NY
Health Services-Nursing Homes	Atria Senior Living	EUA COGENEX CORP	165 BEVERLY RD	HUNT STA NY
Health Services-Nursing Homes	Atria Senior Living	FB KAP ASSOC LLC	51 GREAT NECK RD	GREAT NECK NY
Health Services-Nursing Homes	Atria Senior Living	KAPSON CONST CORP	100 PENNINSULA BLVD	LYNBROOK NY
Health Services-Nursing Homes	Atria Senior Living	KAPSON CONST CORP	4089 NESCONSET HWY	CENTEREACH NY
Health Services-Nursing Homes	Atria Senior Living	KAPSON CONST CORP	NESCONSET HWY	CENTEREACH NY
Health Services-Nursing Homes	Atria Senior Living	LARKFIELD GARDENS	10 CHESHIRE PL	E NORTHPORT NY
Health Services-Nursing Homes	Atria Senior Living	NORTH SHORE LODGE	4089 NESCONSET HWY	CENTEREACH NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS	125 OCEAN AV	LYNBROOK NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS	12 WASHINGTON AV	PLAINVIEW NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS	96 CUTTERMILL RD	GREAT NECK NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS	146 GLEN ST	GLEN COVE NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS	53 OCEAN AV	BAY SHORE NY
Health Services-Nursing Homes	Atria Senior Living	SENIOR QUARTERS MAGA	67 BRYANT AV	ROSLYN NY
Health Services-Nursing Homes	Atria Senior Living	SENIORS AT GREAT NEC	51 GREAT NECK RD	GREAT NECK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Nursing Homes	Avalon Gardens Rehab and Healthcare Center-Lutheran Ctr	LUTHERAN NURSNG HOME	ROUTE 25A	SMITHTOWN NY
Health Services-Nursing Homes	Avalon Gardens Rehab and Healthcare Center-Lutheran Ctr	LUTHERAN NURSNG HOME	ST JOHNLAND RD	SMITHTOWN NY
Health Services-Nursing Homes	Bayview Nursing and Rehab Center	UN CEREBRAL PALSY	1 LONG BEACH RD	ISLAND PARK NY
Health Services-Nursing Homes	Bellhaven Nursing Center	BELLHAVEN CENTER CASHEHN	110 BEAVER DAM RD	BROOKHAVEN NY
Health Services-Nursing Homes	Bezalel Nursing Home	BEZALEL NURSING HME	2938 FAR ROCKWY BLVD	FAR ROCKWY NY
Health Services-Nursing Homes	Birchwood Health Center	S & L BIRCHWOOD LLC	78 BIRCHWOOD DR	HUNT STA NY
Health Services-Nursing Homes	Birchwood Health Center	S AND L BIRCHWOOD LLC	78 BIRCHWOOD DR	HUNT STA NY
Health Services-Nursing Homes	Birchwood Health Center	S AND L BIRCHWOOD LLC	78 BIRCHWOOD DR	HUNT STA NY
Health Services-Nursing Homes	Birchwood Health Center	S AND L BIRCHWOOD LLC	78 BIRCHWOOD DR	HUNT STA NY
Health Services-Nursing Homes	Birchwood Health Center	S AND L BIRCHWOOD LLC	78 BIRCHWOOD DR	HUNT STA NY
Health Services-Nursing Homes	Brookhaven Healthcare Facility	BROOKHAVEN HEALTH	801 GAZZOLA DR	E PATCHOGUE NY
Health Services-Nursing Homes	Brookhaven Rehab and Healthcare Center	BROOKHAVEN H R F	250 BEACH 17TH ST	FAR ROCKWY NY
Health Services-Nursing Homes	Carillon House Nursing Home	CARILLON HOUSE NURSI	830 PARK AV	HUNTINGTON NY
Health Services-Nursing Homes	Carillon House Nursing Home	J F CARILLO CARILLON HSE	830 PARK AV	HUNTINGTON NY
Health Services-Nursing Homes	Carillon House Nursing Home	JOSEPH F CARILLO DBA CARILLON	830 PARK AV	HUNTINGTON NY
Health Services-Nursing Homes	Central Island Healthcare	OZONE ACQUISITIONS LLC	825 OLD COUNTRY RD	PLAINVIEW NY
Health Services-Nursing Homes	East Neck Nursing Center	EAST NK NURSING CNTR	134 GREAT NECK RD	W BABYLON NY
Health Services-Nursing Homes	Garden Care Center	GARDEN CARE CTR INC	135 FRANKLIN AV	FRANKLIN SQ NY
Health Services-Nursing Homes	Glengariff Nursing Home	GLEN GARIFF CORP BOX 71	GLEN GARIFF DR	GLEN COVE NY
Health Services-Nursing Homes	Glengariff Nursing Home	GLEN GARIFF NURSING	GLENGARIFF DR	GLEN COVE NY
Health Services-Nursing Homes	Glengariff Nursing Home	GLENGARIFF NURSING	GLENGARIFF DR	GLEN COVE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Nursing Homes	Grace Neck Plaza	THE GRACE PLAZA CO	15 ST PAULS PL	GREAT NECK NY
Health Services-Nursing Homes	Gurwin Jewish Geriatric Center	GURWIN JEWISH	68 HAUPPAUGE RD	COMMACK NY
Health Services-Nursing Homes	Gurwin Jewish Geriatric Center	GURWIN JEWISH GERIAT	68 HAUPPAUGE RD	COMMACK NY
Health Services-Nursing Homes	Gurwin Jewish Geriatric Center	GURWIN JEWISH-FAY J	50 HAUPPAUGE RD	COMMACK NY
Health Services-Nursing Homes	Helen Keller National Center	HELEN KELLER NATIONAL CTR	141 MIDDLE NECK RD	SANDS PT NY
Health Services-Nursing Homes	Long Beach Grandell	LONG BEACH GRANDELL	645 W BROADWAY	LONG BCH NY
Health Services-Nursing Homes	Long Beach Memorial Nursing Home Inc	MLAP ACQUISITION I LLC	375 E BAY DR	LONG BCH NY
Health Services-Nursing Homes	Nassau Extended Care Center	EXTENDED DAY CARE CO	1 GREENWICH ST	HEMPSTEAD NY
Health Services-Nursing Homes	Nesconset Nursing Home	NESCONSETT NURSING	100 SOUTHERN BLVD	NESCONSET NY
Health Services-Nursing Homes	New Brookhaven Townhouse	NEW BROOKHAVEN TWNHS	10 STIRIZ RD	BELLPORT NY
Health Services-Nursing Homes	New Surfside Nursing Home	SURFSIDE NURSING HOME DIP	2241 NEW HAVEN AV	FAR ROCKWY NY
Health Services-Nursing Homes	Ocean Promenade Nursing Center	OCEAN PROM NURS CNTR	11212 OCEAN PROM	ROCKWY PK NY
Health Services-Nursing Homes	Park Avenue Nursing Home	PARK NURSING HOME A MCDONOUGH	128 BEACH 115TH ST	ROCKWY PK NY
Health Services-Nursing Homes	Parkview Nursing	PARKVIEW CARE & REHBCTR D I P	5353 MERRICK RD	MASSAPEQUA NY
Health Services-Nursing Homes	Peninsula Center for Extended Care & Rehab	CARDIFF BAY,LLC DGBAPENN NUR&REH	5015 BEACH CHANNEL	EDGEMERE NY
Health Services-Nursing Homes	Plattduetche Home	PLATTDEUTSCH HOME	1150 HEMPSTEAD TPK	FRANKLIN SQ NY
Health Services-Nursing Homes	Promenade Nursing Home	PROMENADE NURSNG INC	140 BEACH 114TH ST	ROCKWY PK NY
Health Services-Nursing Homes	Resort Nursing Home	RESORT HEALTH FACLTYBUSINESS OFF	430 BEACH 68TH ST	ARVERNE NY
Health Services-Nursing Homes	Resort Nursing Home	RESORT NURSING HOME	6411 BEACH CHANNEL	ARVERNE NY
Health Services-Nursing Homes	Riverhead Nursing Home	RIVERHEAD NURSNG HME	HARRISON AV	RIVERHEAD NY
Health Services-Nursing Homes	St James Healthcare Center	ST JAMES HEALTH CARE	275 MORICHES RD	ST JAMES NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Nursing Homes	St James Plaza Nursing-Mills Pond	ST JAMES NURSING	273 MORICHES RD	ST JAMES NY
Health Services-Nursing Homes	St Johnland Nursing Home	ST JOHNLAND NURSG HMSWG PUMP STA	SUNKEN MEADOW RD	KINGS PARK NY
Health Services-Nursing Homes	St Johnland Nursing Home	ST JOHNLAND NURSING	395 SUNKEN MEADOW RD	KINGS PARK NY
Health Services-Nursing Homes	Sunharbor Manor	SUNHARBOR MANOR	255 WARNER AV	ROSLYN HGTS NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED	1555 GLEN CURTIS CRS	E MEADOW NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED	1231 OLD COUNTRY RD	PLAINVIEW NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED	1 SUNRISE DR	SETAUKET NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	39 FOREST AV	GLEN COVE NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	337 DEER PARK AV	DIX HILLS NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	580 MONTAUK HWY	W BABYLON NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	30 HAUPPAUGE RD	SMITHTOWN NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	320 PATCHOGUE RD	HOLBROOK NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE ASSISTED LIV	320 PATCH HOLBROOK RD	HOLBROOK NY
Health Services-Nursing Homes	Sunrise Assisted Living	SUNRISE DEV INC	53 FRANKLIN AV	LYNBROOK NY
Health Services-Nursing Homes	Surfside Manor	BHSH CORP	9502 ROCKWY BEACH BL	ROCKWY BCH NY
Health Services-Nursing Homes	Surfside Manor	SURFSIDE NURSING	2236 BROOKHAVEN AV	FAR ROCKWY NY
Health Services-Nursing Homes	The Hamptons Center for Rehab and Nursing	NORTH SEA ASSOC LLC	64 COUNTY RD 39	SOUTHAMPTON NY
Health Services-Nursing Homes	The Hamptons Center for Rehab and Nursing	NORTH SEA ASSOCIATES	64 CR 39	SOUTHAMPTON NY
Health Services-Nursing Homes	The Hamptons Center for Rehab and Nursing	NORTH SEA ASSOCIATES	64 COUNTRY RD 39	SOUTHAMPTON NY
Health Services-Nursing Homes	The Hamptons Center for Rehab and Nursing	SOUTHAMPTON NURSING	330Q MEETINGHOUSE LA	SOUTHAMPTON NY
Health Services-Nursing Homes	Townhouse Extended Care Center	TOWNHOUSE EXTENDED	755 FULTON AV	HEMPSTEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Health Services-Nursing Homes	United Presbyterian	UNITED PRESBYTERIAN	378 SYOSSET WDBRY RD	SYOSSET NY
Health Services-Nursing Homes	United Presbyterian	UNITED PRESBYTERIAN CORP FINANCE	378 SYOSSET WDBRY RD	WOODBURY NY
Health Services-Nursing Homes	United Presbyterian	UNITED PRESBYTERIAN CORP FINANCE	378 SYOSSET WDBRY RD	WOODBURY NY
Health Services-Nursing Homes	United Presbyterian	UNITED PRESBYTERIAN CORP FINANCE	378 SYOSSET WDBRY RD	WOODBURY NY
Health Services-Nursing Homes	United Presbyterian	UNITED PRESBYTERIAN CORP FINANCE	378 SYOSSET WDBRY RD	WOODBURY NY
Health Services-Nursing Homes	West Lawrence Care Center	SEAGIRT HEALTH SERV	1731 SEAGIRT BLVD	FAR ROCKWY NY
Health Services-Nursing Homes	West Lawrence Care Center	SEAGIRT HLTH REL FAC	1410 SEAGIRT BLVD	FAR ROCKWY NY
Health Services-Nursing Homes	Woodmere Healthcare Center	WOODMERE HLTH RELATDS GOLMAN	121 FRANKLIN PL	WOODMERE NY
Health Services-Nursing Homes	Woodmere Healthcare Center	WOODMERE LANES	948 BROADWAY	WOODMERE NY
Health Services-Nursing Homes	Woodmere Healthcare Center	WOODMERE PARK ASSOCI	901 HARVARD CT	WOODMERE NY
Health Services-Nursing Homes	Woodmere Healthcare Center	WOODMERE REHABILITATION	20 FRANKLIN PL	WOODMERE NY
Manufacturing	Di Carlo Foods	DI CARLO DISTR INC	1630 N OCEAN AV	HOLTSVILLE NY
Manufacturing	Kedrion Melville Inc	KEDRION MELVILLE INC	155 DURYEA RD	MELVILLE NY
Manufacturing	Kedrion Melville Inc	KEDRION MELVILLE INC	155 DURYEA RD	MELVILLE NY
Manufacturing	Kozy Shack	KOZY SHACK FRESHWAY	27 LUDY ST	HICKSVILLE NY
Manufacturing	Kozy Shack	KOZY SHACK FRESWAY	40 LUDY ST	HICKSVILLE NY
Manufacturing	Kozy Shack	KOZY SHACK INC	83 LUDY ST	HICKSVILLE NY
Manufacturing	Kozy Shack	KOZY SHACK INC	50 LUDY ST	HICKSVILLE NY
Manufacturing	Kozy Shack	KOZY SHACK INC	50 LUDY ST	HICKSVILLE NY
Manufacturing	Luitpold Pharmaceuticals Inc	LUITPOLD PHARMACEUTL	WM FLOYD PKY	YAPHANK NY
Manufacturing	Madelines Chocolates	MADELAINE CHOCOLATE	305 BEACH 96TH ST	ROCKWY BCH NY
Manufacturing	Madelines Chocolates	MADELAINE CHOCOLATE	316 BEACH 96TH ST	ROCKWY BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Manufacturing	Madelines Chocolates	MADELAINE CHOCOLATE NOVELTIES	9603 BCH CHANNEL DR	ROCKWY BCH NY
Manufacturing	Oceanside Institutional Industries	OCEANSIDE INDST IND IND INCORP	2521 LONG BEACH RD	OCEANSIDE NY
Manufacturing	Oceanside Institutional Industries	OCEANSIDE INST IND	2555 LONG BEACH RD	OCEANSIDE NY
Manufacturing	Telephonics Inc	TELEPHONICS CORP	780 PARK AV	HUNTINGTON NY
Manufacturing	Telephonics Inc	TELEPHONICS INC	815 BROADHOLLOW RD	FARMINGDALE NY
Manufacturing	Wenner Bakery	WENNER BREAD PRODUCT	2001 N ORVILLE DR	RONKONKOMA NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	LEECH CIR N	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	16 BRIDGE ST	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	ARTERIAL HWY	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	DUCK POND RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	MC LAUGHLIN ST	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	GLEN COVE AV WS	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	KELLY ST	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	SEAMAN RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Glen Cove	CITY OF GLEN COVE	NANCY CT	GLEN COVE NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	1041 W PARK AV	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	MAPLE BLVD	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	PACIFIC BLVD	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	ROOSEVELT BLVD	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	859 PARK AV	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	765 PARK PL	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	WATER ST	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	415 PARK PL	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	W CHESTER ST	LONG BCH NY
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	NATIONAL BLVD	LONG BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	City of Long Beach	CITY OF LONG BEACH	LAFAYETTE BLVD	LONG BCH NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	T OF HEMP HOUSING	460 SALISBURY PK DR	WESTBURY NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	339 BAYVIEW AV	INWOOD NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	FLOWER RD	VALLEY STRM NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2 BABYLON TPK	ROOSEVELT NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2 BABYLON TPK	ROOSEVELT NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2 BABYLON TPK	ROOSEVELT NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	555 NEWBRIDGE RD	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	460 SALISBURY PK DR	WESTBURY NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2025 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2025 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2025 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	2000 BELLMORE AV	BELLMORE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	1150 SEAMANS NECK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	1150 SEAMANS NECK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	1150 SEAMANS NECK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	1150 SEAMANS NECK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	750 JERUSALEM AV	UNIONDALE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	750 JERUSALEM AV	UNIONDALE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMP HS AUTH	UNIONDALE AV	UNIONDALE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1180 MARTHA PL	FRANKLIN SQ NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1180 MARTHA PL	FRANKLIN SQ NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1174 MARTHA PL	FRANKLIN SQ NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	1810 GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	555 NEWBRIDGE RD	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HEMPSTEAD	555 NEWBRIDGE RD	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HS AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HSE AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HSE AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HSE AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HSE AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Hempstead Housing Authority	TOWN OF HMP HSE AUTH	2900 ROCKAWAY AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	MIRIAM PKY	ELMONT NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	DUTCH BDWY	ELMONT NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	BROADWAY	HEWLETT NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	E SAMPSON ST	E ROCKAWAY NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	900 MERRICK RD	BALDWIN NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	LONG BEACH BLVD	LONG BCH NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	WANTAGH AV	BETHPAGE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	CARMAN AV ES	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	OLD COUNTRY RD	WESTBURY NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	MERRICK AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	EISENHOWER PARK	E MEADOW NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	MERRICK AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	1255 NEWBRIDGE RD	N BELLMORE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	MERRICK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	3636 MERRICK RD	SEAFORD NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	SPAGNOLI RD	BETHPAGE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	SCHOOL ST	BAYVILLE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	LUDLAM AV	BAYVILLE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	WELLINGTON RD	LOCUST VLY NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	7700 JERICHO TPK	WOODBURY NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	807 JERUSALEM AV	UNIONDALE NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	15TH ST	MINEOLA NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	COMMUNITY DR	MANHASSET NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	970 BRUSH HOLLOW RD	WESTBURY NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	SOUTH RD	SANDS PT NY
Nas/Suf County Govt Twnsps	Nassau County	COUNTY OF NASSAU	HARBOR HILL RD	ROSLYN HGTS NY
Nas/Suf County Govt Twnsps	Nassau County	NAS CTY CHAP ASSN HELP OF RETD	189 WHEATLEY RD	GLEN HEAD NY
Nas/Suf County Govt Twnsps	Nassau County	NASSA COUNTY CORRECT	100 CARMAN AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	NASSAU CNTY LAWRENCE	101 CAUSEWAY	LAWRENCE NY
Nas/Suf County Govt Twnsps	Nassau County	NASSAU COUNTY	100 MORRIS AV	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	NASSAU COUNTY CORREC	100 CARMAN AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	NASSAU COUNTY DPW	160 N FRANKLIN ST	HEMPSTEAD NY
Nas/Suf County Govt Twnsps	Nassau County	NASSAU COUNTY LAWREN	1 ROCK HALL RD	LAWRENCE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	INCINERATOR RD	LAWRENCE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	LONGACRE AV	WOODMERE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	BAYVIEW AV	INWOOD NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	EAST AVENUE	LAWRENCE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	WOODMERE BLVD	WOODMERE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	OCEAN AV	VALLEY STRM NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MILL RD	VALLEY STRM NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	BODEN AV	VALLEY STRM NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	4TH AV	E ROCKAWAY NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	FELIX CT	BALDWIN NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	S MILBURN NORTH AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	S GRAND AV	BALDWIN NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	FOX RD	BALDWIN NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	REGENT DR	LIDO BCH NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	KNIGHT ST	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	ROYAL AV	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MOTT ST	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	LONG BEACH RD	OCEANSIDE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	BERNICE DR	E MEADOW NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	NEWBRIDGE RD	BELLMORE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MERRICK RD	MERRICK NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MERRICK RD	WANTAGH NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	CEDAR DR	MASSAPEQUA NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	ROOSEVELT BLVD	MASSAPEQUA NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	PARK / ALHAMBRA RD	MASSAPEQUA NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	1 BILTMORE BLVD	MASSAPEQUA NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	WHITEWOOD DR	MASS PK NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	20 MELENY RD	LOCUST VLY NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	PELICAN CT	SYOSSET NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	COLD SPRING RD	SYOSSET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	STRATFORD DR S	ALBERTSON NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	POWERHOUSE RD	ROSLYN HGTS NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MALLARD RD	CARLE PLACE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	E WILLISTON AV	E WILLISTON NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	SKILLMAN ST	ROSLYN NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	KNOTT DR	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	COMP LA	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	VIOLA DR	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	FRANKLIN AV	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	TITUS RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	MEADOWFIELD LA	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	DOCK PL	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	GLENGARIFF DR	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	LONG MEADOW LA	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	DANAS ISLAND HWY	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	SOUTHLAND DR	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	HARWOOD DR W	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	12 WOODLAND RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	END LANDING RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	GARVIES POINT RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITED WATER LONG IS	SHORE RD	GLEN COVE NY
Nas/Suf County Govt Twnsps	Nassau County	UNITER WATER LONG IS	BAYVIEW AV	WANTAGH NY
Nas/Suf County Govt Twnsps	Oyster Bay Housing Authority	TOWN OF OYSTER BAY	215 WASHINGTON AV	MASSAPEQUA NY
Nas/Suf County Govt Twnsps	Oyster Bay Housing Authority	TWN OF OYSTER BAY	115 CENTRAL PARK RD	PLAINVIEW NY
Nas/Suf County Govt Twnsps	Suffolk County	PUMP STAT 10 SUFFOLK	WESTERN CONCRSE HWY	COPIAGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	S C DPW BLDG DIV	SMITHTOWN AV	RONKONKOMA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Suffolk County	S C PARK DEPT	MONTAUK HWY	W SAYVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	S C POLICE DPW BLDG	ROUTE 25	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	S C POLICE DPW BLDGS	MAIN ST	C MORICHES NY
Nas/Suf County Govt Twnsps	Suffolk County	S C POLICE DPW BLDGS	RIVERHEAD MOR RD	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Suffolk County	S W SEWER DIST	N-S OCEAN PKY	CEDAR BCH NY
Nas/Suf County Govt Twnsps	Suffolk County	SC DPW - SANIT DIV	GATEWAY BLVD	PATCHOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SC DPW -SANIT DIV	GATEWAY BLVD	PATCHOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	THREEPENCE DR	MELVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	FARMINGTON LA	MELVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	MILE END LA	DIX HILLS NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	TRUXTON RD	MELVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	RUSTIC GATE LA	DIX HILLS NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	VETERANS MEM HWY	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	BURNOUT CT ESSEX DR	FARMINGVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	NICOLLS RD	STONY BROOK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	NESCONSET HWY	STONY BROOK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	PARSONS RD	ST JAMES NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	MILLBROOK DR	STONY BROOK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	BEACH ST	PT JEFFERSN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	MAIN & BARNUM AV	PT JEFFERSN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	DARE RD	SELDEN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	SOUTH ST	SELDEN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	FREEMONT LA	CENTEREACH NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	HAWKINS RD	SELDEN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	BICYCLE PATH	SELDEN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	SALISBURY RUN	CORAM NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	ROBERTA AV	FARMNGVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	WOODBIDGE DR	RIDGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	GRIFFIN DR	MT SINAI NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	FEDERAL LA	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	PINE RD	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	WEST DENNIS LA	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	PINE RD	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	NORTHRIDGE DR	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	PENNAQUID RD	SELDEN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	ROUTE 112	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	HARTSDALE LA	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	113A WEDGEWOOD DR	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	969 OLD TOWN RD	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	RICHMOND BLVD	RONKONKOMA NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	YAPHANK AV	YAPHANK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	LACE BARK LA	MEDFORD NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	SIPP AV	E PATCHOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	E WOODSIDE AV SS	MEDFORD NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	E WOODSIDE AV	MEDFORD NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	HOSPITAL RD	E PATCHOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	6* LOLLYPINE LA	MEDFORD NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	147 GLEN SUMMER RD	HOLBROOK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CNTY DIV SAN DPW	PAT YAPHANK RD	BELLPORT NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CTY DPW BLDG DIV	JESSUP LA	WHAMPT BCH NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CTY DPW BLDG DIV	POST LA	QUOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF CTY DPW BLDG DIV	EDGE OF WOODS RD	SOUTHAMPTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Suffolk County	SUFCO DPW BLDG	77 VETERANS HWY	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	VETERANS MEM HWY	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	OLD WILLETS PATH	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	TIMBER PT PARK	GREAT RIVER NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	BLYDENBURGH RD	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	YAPHANK AV	YAPHANK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	360 YAPHANK AV	YAPHANK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUF-CTY DPW BLDG DIV	OLD RIVERHEAD RD	WESTHAMPTON NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	NEW YORK AV	MELVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	219 RICHMOND AV	AMITYVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	559 FARMINGDALE RD	W BABYLON NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	OAK NECK LA	WEST ISLIP NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	NEPTUNE CT	BRIGHTWTRS NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	PROSPECT AV	BAY SHORE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	MAPLE AV	BAY SHORE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	MONTGOMERY AV	BAY SHORE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	SAXON AV	BAY SHORE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	OCEAN AV	ISLIP NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	THE HELM	E ISLIP NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	395 OSER AV	HAUPPAUGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	BEACH RD	PT JEFFERSN NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	FOXBORO AV	FARMINGVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	ROUTE 112	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	OLD NICHOLS RD	RONKONKOMA NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF COUNTY DPW	RIVERHEAD RD	WHAMPT BCH NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF CTY DEPT OF PKS	TIMBER POINT	GREAT RIVER NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Suffolk County	SUFF CTY DEPT OF PKS	MONTAUK HWY	W SAYVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF CTY DEPT OF PKS	RIVERSIDE DR	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF CTY DEPT OF PKS	RIVER RD	MANORVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFF CTY DPW	600 BERGEN AV	W BABYLON NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK CNTY DPW	COBBLESTONE CT	MIDDLE IS NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY	PONDVIEW	E PATCHOGUE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DEPT	YAPHANK RD	YAPHANK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DPW	1 COMPUTER ASSOC PLZ	ISLANDIA NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DPW	HALLEY LA	MILLER PL NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DPW	PIPE STAVE HOL RD	MILLER PL NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DPW	969 OLD TOWN RD	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK COUNTY DPW	HICKORY HILL DR	HOLTSVILLE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK DPW SANIT	WHISKEY RD	RIDGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK DPW SANITATN	WHISKEY RD	RIDGE NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK DPW SANITATN	JOANNE DR	HOLBROOK NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK DPW SANT DIV	HAYES LA	CORAM NY
Nas/Suf County Govt Twnsps	Suffolk County	SUFFOLK DPW SANTIATN	221 MORICHES RD	ST JAMES NY
Nas/Suf County Govt Twnsps	Suffolk County	VANDERBILT MUS COMM	178 LITTLE NECK RD	CENTERPORT NY
Nas/Suf County Govt Twnsps	Town of Babylon	TOWN OF BABYLON COMPTROLLER	200 E SUNRISE HWY	LINDENHURST NY
Nas/Suf County Govt Twnsps	Town of Babylon	TOWN OF BABYLON FUELING STAT	200 E SUNRISE HWY	LINDENHURST NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TN OF BROOKHAVEN	DAWN DR	SHIRLEY NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TOWN OF BKHVN DEPT	DAWN DR	SHIRLEY NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TOWN OF BROOKHAVEN	BUCKLEY RD ES	HOLTSVILLE NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TOWN OF BROOKHAVEN	135 DAWN DR	SHIRLEY NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TOWN OF BROOKHAVEN	WINTERS RD	SHIRLEY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Town of Brookhaven	TOWN OF BROOKHAVEN	CARNATION DR	SHIRLEY NY
Nas/Suf County Govt Twnsps	Town of Brookhaven	TWN BRKHVN AUX POLIC	TERRYVILLE RD	PT JEFF STA NY
Nas/Suf County Govt Twnsps	Town of East Hampton	TOWN OF E HAMPTON	159 PANTIGO RD	E HAMPTON NY
Nas/Suf County Govt Twnsps	Town of East Hampton	TOWN OF E HAMPTON	159 PANTIGO RD	E HAMPTON NY
Nas/Suf County Govt Twnsps	Town of East Hampton	TOWN OF E HAMPTON	S EMBASSY ST	MONTAUK NY
Nas/Suf County Govt Twnsps	Town of East Hampton	TOWN OF E HAMPTON	MADISON HILL DR	MONTAUK NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWH OF HEMPSTEAD	EAST MEADOW AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	WANTAGH AV	BETHPAGE NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	BOWLING LA	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	AZALEA LA	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	WANTAGH AV	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	LORING RD	LEVITTOWN NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	IRIS PL	WESTBURY NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	CARMAN AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	PROSPECT AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	CYPRESS AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	FRANKLIN AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	DIBBLEE DR	GARDEN CITY NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	TOH RECYCLE PLNT	WESTBURY NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	1500 STEWART AV	GARDEN CITY NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	MITCHELL ST	UNIONDALE NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER	1000 HEMPSTEAD BLVD	UNIONDALE NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMP WATER DEPT	1995 PROSPECT AV	E MEADOW NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMPSTEAD	134 ELMONT RD	ELMONT NY
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMPSTEAD	350 FRONT ST	HEMPSTEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Town of Hempstead	TOWN OF HEMPSTEAD REFUSE STAT	1600 MERRICK RD	MERRICK NY
Nas/Suf County Govt Twnsps	Town of Huntington	CENTERPORT SEWER DIS	CENTERSHORE RD	CENTERPORT NY
Nas/Suf County Govt Twnsps	Town of Huntington	CENTERPORT SEWER DIS	PARK CIR	CENTERPORT NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	WOLF HILL RD	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	ELKLAND RD	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	6 DEER PARK AV	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	OTSEGO AV	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	CARLLS STR PATH	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	RYDER AV	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	VANDERBILT PKY	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	DIX HILLS WATER DIST	COLBY DR	DIX HILLS NY
Nas/Suf County Govt Twnsps	Town of Huntington	HUNT SEWER TREATMENT	CREEK RD	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	E MAIN ST	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	PARK AV	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	HILLWOOD DR	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	BROMPTON PL	HUNTINGTON NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	FROG POND RD	HUNT STA NY
Nas/Suf County Govt Twnsps	Town of Huntington	TOWN OF HUNTINGTON	100 E 5TH ST	HUNT STA NY
Nas/Suf County Govt Twnsps	Town of Islip	BAYPORT AERODROME	THIRD ST	BAYPORT NY
Nas/Suf County Govt Twnsps	Town of Islip	FAIR HARBOR WATER DT	BAY WK	FAIR HARBOR NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	143 2ND AV	BAY SHORE NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	655 MAIN ST	ISLIP NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	BAYVIEW AV	E ISLIP NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	150 ARRIVAL DR	BOHEMIA NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	100 ARRIVAL AV	RONKONKOMA NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	CLARK DR	BOHEMIA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP	CLARK DR	BOHEMIA NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP DBA LI	EDWARDS ST	BAYPORT NY
Nas/Suf County Govt Twnsps	Town of Islip	TOWN OF ISLIP PARK	FAWN DR	E ISLIP NY
Nas/Suf County Govt Twnsps	Town of North Hempstead	TOWN NORTH HEMPSTEAD	220 PLANDOME RD	MANHASSET NY
Nas/Suf County Govt Twnsps	Town of North Hempstead	TOWN OF N HEMPSTEAD	CRESCENT DR	ALBERTSON NY
Nas/Suf County Govt Twnsps	Town of North Hempstead	TOWN OF N HEMPSTEAD	FAIRWAY DR	PT WASH NY
Nas/Suf County Govt Twnsps	Town of Oyster Bay	OYSTER BAY SEWER DIS	15 BAY AV	OYSTER BAY NY
Nas/Suf County Govt Twnsps	Town of Oyster Bay	TOWN OF OYSTER BAY	BAY AV	OYSTER BAY NY
Nas/Suf County Govt Twnsps	Town of Oyster Bay	TOWN OF OYSTER BAY	74 AUDREY AV	OYSTER BAY NY
Nas/Suf County Govt Twnsps	Town of Oyster Bay	TWN OF OYSTER BAY	WINDING RD	O BETHPAGE NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD SEWER DIST	E MAIN ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD SEWER DIST	ROUTE 58	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD SEWER DIST	MIDDLE RD SS	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD WATER DIST	OSBORN AV	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD WATER DIST	SOUND SHORE RD	JAMESPORT NY
Nas/Suf County Govt Twnsps	Town of Riverhead	RIVERHEAD WATER DIST	GERARD ST	WADING RIV NY
Nas/Suf County Govt Twnsps	Town of Riverhead	T O RIVERHEAD WATER	EDWARDS AV	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TN OF RIVERHEAD	4062 GRUMMAN BLVD	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TN OF RIVERHEAD-WTR	4062 GRUMMAN BLVD	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	RIVERSIDE DR	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	RAYNOR AV	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	1035 PULASKI ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	W MAIN ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	1405 OLD COUNTRY RD	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	CRANBERRY ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	200 HOWELL AV	RIVERHEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	210 HOWELL AV	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	323 HOWELL AV	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	24 E 2ND ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	ELTON ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	PALANE NORTH CT	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	ROUTE 58	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	E MAIN ST	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	MIDDLE RD	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	OLD COUNTRY RD NS	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	MIDDLE COUNTRY RD	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD	FRESH POND AV	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD SE	GRUMMAN BLVD	CALVERTON NY
Nas/Suf County Govt Twnsps	Town of Riverhead	TOWN OF RIVERHEAD WA	1596 NORTHVILLE TPK	RIVERHEAD NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	SHELTER IS FIRE DIST	COBBETTS LA	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	SHELTER IS FIRE DIST	FERRY RD	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	SHELTER ISLAND HGTS	PROSPECT AV	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	TN OF SHELTER ISLAND	47 S FERRY RD	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	TN OF SHELTER ISLAND	NEW YORK AV	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	TOWN OF SHELTER IS	N FERRY RD	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Shelter Island	TOWN OF SHELTER IS	S FERRY RD	SHELTER IS NY
Nas/Suf County Govt Twnsps	Town of Smithtown	SMITHTOWN LANDING CC	495 LANDING AV	SMITHTOWN NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TN OF SMITHTOWN-MILL	660 N COUNTRY RD	ST JAMES NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	NEW HWY	COMMACK NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	LANDING AV	SMITHTOWN NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	BROWNS RD	NESCONSET NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	OLD NICHOLS RD	NESCONSET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	MORICHES RD	ST JAMES NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	BROWNS RD	NESCONSET NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	758 NESCONSET HWY	SMITHTOWN NY
Nas/Suf County Govt Twnsps	Town of Smithtown	TOWN OF SMITHTOWN	99 W MAIN ST	SMITHTOWN NY
Nas/Suf County Govt Twnsps	Town of Southampton	HAMPT BAYS WTR DIST	OLD RIVERHEAD RD	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	SOUTHAMPTN TOWN HALL	MONTAUK HWY	SOUTHAMPTON NY
Nas/Suf County Govt Twnsps	Town of Southampton	T O SOUTHAMP BOARD O	SILVERBROOK DR	FLANDERS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	BELLOWS POND RD	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	OLD RIVERHEAD RD	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	JACKSON AV	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	PONQUOGUE AV	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	PONQUOGUE AV	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southampton	TOWN OF SOUTHAMPTON	PONQUOGUE AV	HAMPT BAYS NY
Nas/Suf County Govt Twnsps	Town of Southold	SOUTHOLD TOWN HALL	MAIN RD	SOUTHOLD NY
Nas/Suf County Govt Twnsps	Town of Southold	TOWN OF SOUTHOLD	41405 MAIN RD	PECONIC NY
Nassau K-12 Schools	Baldwin School District	UFSD 10	HASTINGS ST	BALDWIN NY
Nassau K-12 Schools	East Rockaway School District	EAST ROCKAWAY S	OCEAN AV	E ROCKAWAY NY
Nassau K-12 Schools	Farmingdale School District	UNION FREE SCHOOL	150 LINCOLN ST	FARMINGDALE NY
Nassau K-12 Schools	Franklin Square School District	UNION FREE SCHOOL DISTRICT 17	WASHINGTON ST	FRANKLIN SQ NY
Nassau K-12 Schools	Garden City School District	GARDEN CITY UFSD 18	ROCKAWAY AV	GARDEN CITY NY
Nassau K-12 Schools	Glen Cove School District	GLEN COVE CITY SCHLS	DOSORIS LA	GLEN COVE NY
Nassau K-12 Schools	Glen Cove School District	GLEN COVE CITY SCHLS	DOSORIS LA	GLEN COVE NY
Nassau K-12 Schools	Great Neck School District	GREAT NECK UFSD 7	10 CAMPBELL ST	NEW HYDE PK NY
Nassau K-12 Schools	Great Neck School District	UN FREE SCH DIST 7	77 POLO RD	GREAT NECK NY
Nassau K-12 Schools	Great Neck School District	UNION FREE SCH DIST7	POLO RD	GREAT NECK NY
Nassau K-12 Schools	Great Neck School District	UNION SCHOOL DIST 7	POLO RD	GREAT NECK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nassau K-12 Schools	Herricks School District	HERRICKS SCHOOL DIST	HAMILTON DR	ROSLYN NY
Nassau K-12 Schools	Hicksville School District	UFSD 17 SENIOR H S AUDIT DEPT	DIVISION AV	HICKSVILLE NY
Nassau K-12 Schools	Island Trees School District	IS TREES SCH DIST 26	STRAIGHT LA	LEVITTOWN NY
Nassau K-12 Schools	Levittown School District	LEVITTOWN MEM ED CTR	11 LAUREL LA W	LEVITTOWN NY
Nassau K-12 Schools	Levittown School District	UN FREE SCHOOL DIS 5	150 ABBEY LA	LEVITTOWN NY
Nassau K-12 Schools	Locust Valley School District	CENTRAL SCHOOL	RYEFIELD RD	LOCUST VLY NY
Nassau K-12 Schools	Locust Valley School District	CENTRAL SCHOOL	HORSE HOLLOW RD	LOCUST VLY NY
Nassau K-12 Schools	Locust Valley School District	CENTRAL SCHOOL DIS 3	GODFREY AV	BAYVILLE NY
Nassau K-12 Schools	Long Beach School District	LONG BCH SCHOOL	LAGOON DR W	LIDO BCH NY
Nassau K-12 Schools	Long Beach School District	LONG BEACH CITY SCH	LIDO BLVD	LIDO BCH NY
Nassau K-12 Schools	Manhasset School District	UNION FREE SCHOOL	MEMORIAL PL	MANHASSET NY
Nassau K-12 Schools	Massapequa School District	MCKENNA SCHOOL	SPRUCE ST	MASS PK NY
Nassau K-12 Schools	Mineola School District	MINEOLA USFD HIGH	ARMSTRONG RD	GDN CITY PK NY
Nassau K-12 Schools	North Shore School District	NORTH SHORE SCHOOL	450 GLEN COVE AV	GLEN HEAD NY
Nassau K-12 Schools	North Shore School District	NORTH SHORE SCHOOLS	505 GLEN COVE AV	GLEN HEAD NY
Nassau K-12 Schools	Oyster Bay-East Norwich School District	OYSTER BAY E NORWICH	W MAIN ST	OYSTER BAY NY
Nassau K-12 Schools	Oyster Bay-East Norwich School District	OYSTER BAY E NORWICH	880 OYSTER BAY RD	E NORWICH NY
Nassau K-12 Schools	Oyster Bay-East Norwich School District	OYSTER BAY E NORWICH CNTRL SCH	150 E MAIN ST	OYSTER BAY NY
Nassau K-12 Schools	Plainview-Old Bethpage School District	PLAINVIEW-OBETH CSD	121 CENTRAL PARK RD	PLAINVIEW NY
Nassau K-12 Schools	Port Washington School District	PT WASH SCHOOL DIST	100 BOGART AV	PT WASH NY
Nassau K-12 Schools	Port Washington School District	PT WASH UFSD	100 CAMPUS DR	PT WASH NY
Nassau K-12 Schools	Sewanhaka School District	BD EDU CEN H SCH 2	500 LEONARD BLVD	NEW HYDE PK NY
Nassau K-12 Schools	Sewanhaka School District	SEWANHAKA CENTRAL HS	210 LOCUST ST	FLORAL PARK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Nassau K-12 Schools	Valley Stream Central High School District	MEMORIAL JHS	KENT RD	VALLEY STRM NY
Nassau K-12 Schools	Valley Stream School District 13	UN FS DS 13 WHLR SH	WHEELER AV	VALLEY STRM NY
Nassau K-12 Schools	Wantagh School District	WANTAGH UFSD 23	BELTAGH AV	WANTAGH NY
Nassau K-12 Schools	West Hempstead School District	UNION FREE SCHOOL	250 CORNWELL AV	W HEMPSTEAD NY
Nassau K-12 Schools	West Hempstead School District	UNION FREE SCHOOL	347 WILLIAM ST	W HEMPSTEAD NY
Nassau K-12 Schools	West Hempstead School District	UNION FREE SCHOOL	400 NASSAU BLVD	W HEMPSTEAD NY
Nassau K-12 Schools	West Hempstead School District	UNION FREE SCHOOL	450 NASSAU BLVD	W HEMPSTEAD NY
Nassau K-12 Schools	West Hempstead School District	UNION FREE SCHOOL	252 CHESTNUT ST	W HEMPSTEAD NY
Nassau K-12 Schools	West Hempstead School District	WEST HEMPSTEAD UFSD	EAGLE AV	W HEMPSTEAD NY
Nassau K-12 Schools	Westbury School District	WESTBURY HIGH SCHOOL	1 POST RD	WESTBURY NY
Nassau Universities	CW Post	C W POST COLLEGE	NORTHERN BLVD	GLEN HEAD NY
Nassau Universities	CW Post	C W POST COLLEGE	NORTHERN BLVD	GLEN HEAD NY
Nassau Universities	CW Post	C W POST COLLEGE	720 NORTHERN BLVD	O WESTBURY NY
Nassau Universities	Hofstra University	HOFSTRA UNIVERSITY	HEMPSTEAD TPK	UNIONDALE NY
Nassau Universities	Nassau Community College	NASSAU COMMUNITY COL	CENTRAL UTILITIES	UNIONDALE NY
Nassau Universities	New York Institute of Technology	N Y INS OF TECH	NORTHERN BLVD	GLEN HEAD NY
Nassau Universities	SUNY at Old Westbury	ST UNIVERSITY OF NY BOX 210	223 STORE HILL RD	O WESTBURY NY
Nassau Universities	US Merchant Marine Academy	U S MERCHANT MARINE	STEPPING STONE LA	GREAT NECK NY
NonManaged	UNKNOWN	1040 NEILSON ST OWNE	1040 NEILSON ST	FAR ROCKWY NY
NonManaged	UNKNOWN	107-10 SHORE FRT ASC	10710 SHORE FRNT PKY	ROCKWY PK NY
NonManaged	UNKNOWN	13-34 CAFFREY LLC	1334 CAFFREY AV	FAR ROCKWY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	1436 BROADWAY REALTY	1436 BROADWAY	HEWLETT NY
NonManaged	UNKNOWN	2204 COLLIER ASSOCIA	2204 COLLIER AV	FAR ROCKWY NY
NonManaged	UNKNOWN	22-11 REALTY LLC	2211 BROOKHAVEN AV	FAR ROCKWY NY
NonManaged	UNKNOWN	30-34 PEARSALL	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	30-34 PEARSALL OWNER	34 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	30-34 PEARSALL OWNER	30 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	313 PROPERTIES LLC	48 HARBOR PARK DR	PT WASH NY
NonManaged	UNKNOWN	540 EAST MAIN STREET	556 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	590-600 REALTY CORP	600 FULTON AV	HEMPSTEAD NY
NonManaged	UNKNOWN	590-600 RELATY CORP	590 FULTON AV	HEMPSTEAD NY
NonManaged	UNKNOWN	833 CENTRAL OWNERS C	833 CENTRAL AV	FAR ROCKWY NY
NonManaged	UNKNOWN	A D D	67 EVERGREEN RD	RIVERHEAD NY
NonManaged	UNKNOWN	A D D SITE 21	RANDALL RD	WADING RIV NY
NonManaged	UNKNOWN	A LIBRIZZI DBA	OLD NECK RD	C MORICHES NY
NonManaged	UNKNOWN	A R B A CORD RLTY	222 COLUMBIA ST	HUNT STA NY
NonManaged	UNKNOWN	ACLD RUSSELL GRDNS	312 MELBOURNE RD	GREAT NECK NY
NonManaged	UNKNOWN	ACTIVE RETIREMENT IN	1 JEFFERSN FERRY WAY	S SETAUKET NY
NonManaged	UNKNOWN	ACUPATH LABORATORIES	28 S TERMINAL DR	PLAINVIEW NY
NonManaged	UNKNOWN	ADD	139 KINGS DR	RIVERHEAD NY
NonManaged	UNKNOWN	ADD	38 W TIANA RD	HAMPT BAYS NY
NonManaged	UNKNOWN	ADD INC	219 LINCOLN ST	RIVERHEAD NY
NonManaged	UNKNOWN	ADD INC	411 OSBORNE AV	RIVERHEAD NY
NonManaged	UNKNOWN	ADD INC	740 ROANOKE AV	RIVERHEAD NY
NonManaged	UNKNOWN	ADD INC	355 PRAITY LA	CUTCHOGUE NY
NonManaged	UNKNOWN	ADMIRAL CRAFT EQUIPMENT CORP	940 S OYSTER BAY RD	HICKSVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	AERONAUTICAL RADIO	QUOGUE RIVERHEAD RD	RIVERHEAD NY
NonManaged	UNKNOWN	AERONAUTICAL RADIO	EDGE OF WOODS RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	AID DEVELOP DISABLED	895 SUTTON PL	GREENPORT NY
NonManaged	UNKNOWN	AID DEVELOP DISABLED	40 KYLE RD	HAMPT BAYS NY
NonManaged	UNKNOWN	AID DEVLP DISABLED	510 WASHINGTON ST	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEV DISABLED	351 S RIVER RD	CALVERTON NY
NonManaged	UNKNOWN	AID TO DEV DISABLED	740 ROANOKE AV	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEV DISABLED	S JAMESPORT AV	JAMESPORT NY
NonManaged	UNKNOWN	AID TO DEV DISABLED	98 WAINSCOTT NW RD	WAINSCOTT NY
NonManaged	UNKNOWN	AID TO DEVELOPMENTLY	139 OSTRANDER AV	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	1476 ROANOKE AV	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMENTLLY	700 SKUNK LA	CUTCHOGUE NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	12 SALLY LA	RIDGE NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	25 PATTI LA	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	95 NADEL DR	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	1534 ROUTE 105	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	63 LAKEVIEW DR	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	464 RIVERLEIGH AV	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO DEVELOPMNTLY	9 KING ST	HAMPT BAYS NY
NonManaged	UNKNOWN	AID TO THE DEV MNTLY	153 TUTHILLS LA	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO THE DEV MNTLY	825 HORSESHOE DR	CUTCHOGUE NY
NonManaged	UNKNOWN	AID TO THE DEVELOPMNT	140 PONQUOGUE AV	HAMPT BAYS NY
NonManaged	UNKNOWN	AID TO THE DEVLPMTNT	503 SOUND SHORE RD	RIVERHEAD NY
NonManaged	UNKNOWN	AID TO THE DEVMENTL	721 MAIN RD	AQUEBOGUE NY
NonManaged	UNKNOWN	AILEEN RIVIERA ENT	173 SMITHTOWN BLVD	NESCONSET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	ALBERTSON H & L CO FIRE DEPT	DEWEY AV	ALBERTSON NY
NonManaged	UNKNOWN	ALBERTSON H AND L E AND H CO 1	100 I U WILLETS RD	ALBERTSON NY
NonManaged	UNKNOWN	ALERT FIRE HOUSE	555 MIDDLE NECK RD	GREAT NECK NY
NonManaged	UNKNOWN	ALERT HOOK & LADDER	142 STEAMBOAT RD	GREAT NECK NY
NonManaged	UNKNOWN	AMBULANCE COMM OF	PINE ST	E MORICHES NY
NonManaged	UNKNOWN	AMERICAN TOWERS INC	ROUND SWAMP RD	PLAINVIEW NY
NonManaged	UNKNOWN	AMERICAN TOWERS INC	RIVERHEAD MOR RD	RIVERHEAD NY
NonManaged	UNKNOWN	ANCOTEL USA LLC	1025 OLD COUNTRY RD	WESTBURY NY
NonManaged	UNKNOWN	ANCOTEL USA LLC	1025 OLD COUNTRY RD	WESTBURY NY
NonManaged	UNKNOWN	ANTHONY LI BRIZZI SACHEM AD HM	1298 COATES AV	HOLBROOK NY
NonManaged	UNKNOWN	ANTHONY STINGONE	49 FOWLER AV	LYNBROOK NY
NonManaged	UNKNOWN	APRIL HOLDINGS LLC	CARLETON AV	CNTRL ISLIP NY
NonManaged	UNKNOWN	ARONAS COMM SERV INC	321B DANTE CT	HOLBROOK NY
NonManaged	UNKNOWN	ARVERNE PRESERVATION	141 BEACH 56TH ST	EDGEMERE NY
NonManaged	UNKNOWN	ASSN HELP RETO	543 BEDFORD AV	BELLMORE NY
NonManaged	UNKNOWN	ASSOC HELP OF RETARD	980 WASHINGTON AV	PLAINVIEW NY
NonManaged	UNKNOWN	ASSOC HELP RETARDED	2149 JONES AV	WANTAGH NY
NonManaged	UNKNOWN	ASSOC HELP RETARDED	980 WASHINGTON AV	PLAINVIEW NY
NonManaged	UNKNOWN	ASSOC HELP RETARDED	980 WASHINGTON AV	PLAINVIEW NY
NonManaged	UNKNOWN	ASSOC OWNERS MILL NK	W BCH PATH&SOUNDVIEW RD	OYSTER BAY NY
NonManaged	UNKNOWN	ATLANTIC HOOK &	AVENUE A	PT WASH NY
NonManaged	UNKNOWN	ATLANTIC STEAMER	28 E MAIN ST	OYSTER BAY NY
NonManaged	UNKNOWN	BABYLON CAR INC	110 EVERGREEN ST	W BABYLON NY
NonManaged	UNKNOWN	BAIS YAAKOV ATERES MIRIAM	1214 HEYSON RD	FAR ROCKWY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	BALDWIN FIRE DIST	N GRAND AV	BALDWIN NY
NonManaged	UNKNOWN	BALDWIN FIRE DIST	S GRAND AV	BALDWIN NY
NonManaged	UNKNOWN	BALDWIN FIRE DIST	CHURCH ST	BALDWIN NY
NonManaged	UNKNOWN	BALDWIN FIRE DIST	BALDWIN AV	BALDWIN NY
NonManaged	UNKNOWN	BAY SHORE FIRE DIST	TILLIE ST	BAY SHORE NY
NonManaged	UNKNOWN	BAY SHORE FIRE DIST	195 5TH AV	BAY SHORE NY
NonManaged	UNKNOWN	BAY SHORE FIRE DIST	UNION BLVD	BAY SHORE NY
NonManaged	UNKNOWN	BAY TOWERS COMPANY	320 BEACH 100TH ST	ROCKWY BCH NY
NonManaged	UNKNOWN	BAY TOWERS COMPANY	319 BEACH 98TH ST	ROCKWY BCH NY
NonManaged	UNKNOWN	BAYPORT AERODROME	INWOOD ST	BAYPORT NY
NonManaged	UNKNOWN	BAYPORT FIRE DEPT	RAILROAD AV	BAYPORT NY
NonManaged	UNKNOWN	BAYPORT FIRE DIST	SNEDECOR AV	BAYPORT NY
NonManaged	UNKNOWN	BAYPORT PROFESSIONAL	982 MONTAUK HWY	BAYPORT NY
NonManaged	UNKNOWN	BAYVILLE FIRE CO 1	258 BAYVILLE AV	BAYVILLE NY
NonManaged	UNKNOWN	BELL MERR VOL AMB	2108 BELLMORE AV	BELLMORE NY
NonManaged	UNKNOWN	BELLCO HEALTH	5500 N HORIZONS BLVD	AMITYVILLE NY
NonManaged	UNKNOWN	BELLE HBR HME OF THE SAGES INC	209 BEACH 125TH ST	BELLE HBR NY
NonManaged	UNKNOWN	BELLEROSE TERR F D	243RD ST	FLORAL PARK NY
NonManaged	UNKNOWN	BELLMORE ASSOCIATES	2203 MCCONNELL CT	BELLMORE NY
NonManaged	UNKNOWN	BELLMORE ENG CO 2	2670 BELLMORE AV	BELLMORE NY
NonManaged	UNKNOWN	BELLMORE FIRE DIST	PETTIT AV	BELLMORE NY
NonManaged	UNKNOWN	BELLMORE FIRE DIST	2455 NEWBRIDGE RD	BELLMORE NY
NonManaged	UNKNOWN	BELLPORT FIRE DIST	161 MAIN ST	BELLPORT NY
NonManaged	UNKNOWN	BERKSHIRE NURSING HOME LLC	10 BERKSHIRE RD	W BABYLON NY
NonManaged	UNKNOWN	BETHPAGE FIRE DIST	STEWART AV	BETHPAGE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	BETHPAGE FIRE DIST	UNION AV	BETHPAGE NY
NonManaged	UNKNOWN	BIRCHWOOD GLEN OWNER	BUCKLEY RD	PATCHOGUE NY
NonManaged	UNKNOWN	BIRCHWOOD ON THE GRN	WILSHIRE LA	OAKDALE NY
NonManaged	UNKNOWN	BIRCHWOOD SUITES	423 CLAY PITTS RD	E NORTHPORT NY
NonManaged	UNKNOWN	BIRCHWOOD SUITES	423 CLAY PITTS RD	E NORTHPORT NY
NonManaged	UNKNOWN	BIRCHWOOD SUITES	423 CLAY PITTS RD	E NORTHPORT NY
NonManaged	UNKNOWN	BLUE POINT FIRE DIST	205 BLUE POINT AV	BLUE POINT NY
NonManaged	UNKNOWN	BOARD OF FIRE COMMS	500 DIXON AV	COPIAGUE NY
NonManaged	UNKNOWN	BOARD OF FIRE COMMS COPIAGUE FIR	320 GREAT NECK RD	COPIAGUE NY
NonManaged	UNKNOWN	BOHEMIA FIRE DIST	950 SMITHTOWN AV	BOHEMIA NY
NonManaged	UNKNOWN	BOHEMIA FIRE DIST	492 8TH ST	BOHEMIA NY
NonManaged	UNKNOWN	BRANDYWINE SR LIVING	70 PINELAWN RD	MELVILLE NY
NonManaged	UNKNOWN	BRENTWOOD FIRE DIST	MARTINSTEIN AV	BRENTWOOD NY
NonManaged	UNKNOWN	BRENTWOOD FIRE DIST	340 BROADWAY	BRENTWOOD NY
NonManaged	UNKNOWN	BRENTWOOD FIRE DIST	125 4TH ST	BRENTWOOD NY
NonManaged	UNKNOWN	BRENTWOOD FIRE DIST	20 1ST AV	BRENTWOOD NY
NonManaged	UNKNOWN	BRENTWOOD FIRE DIST	HEYWARD ST	BRENTWOOD NY
NonManaged	UNKNOWN	BRENTWOOD LEGION	29 3RD AV	BRENTWOOD NY
NonManaged	UNKNOWN	BRIDGE ST WATER CO	N FERRY RD	SHELTER IS NY
NonManaged	UNKNOWN	BRIDGHMPTN FIRE DIST	64 SCHOOL ST	BRIDGEHMPN NY
NonManaged	UNKNOWN	BROOKHAVEN AMBULANCE	32 SEELEY ST	BROOKHAVEN NY
NonManaged	UNKNOWN	BROOKHAVEN AMBULANCE	5 COTTAGE PL	BELLPORT NY
NonManaged	UNKNOWN	BROOKHAVEN AMBULANCE	DUNTUN AV	E PATCHOGUE NY
NonManaged	UNKNOWN	BROOKHAVEN FIRE DIST	UPTON BLVD WS	SHIRLEY NY
NonManaged	UNKNOWN	BROOKS FIBER COMM	48 SWALM ST	WESTBURY NY
NonManaged	UNKNOWN	BROOKSET BUS CORP	441 EASTERN PKY	FARMINGDALE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	C M B COMPONENTS INC	10 ORVILLE DR	BOHEMIA NY
NonManaged	UNKNOWN	C SPRG HBR FIRE DPT	2 MAIN ST	C SPRNG HBR NY
NonManaged	UNKNOWN	CAM-HELD ENT INC	FLEET RD	SHIRLEY NY
NonManaged	UNKNOWN	CAM-HELD ENT INC	LONGWOOD RD	MIDDLE IS NY
NonManaged	UNKNOWN	CAM-HELD ENT INC	LONGWOOD AV	MIDDLE IS NY
NonManaged	UNKNOWN	CAMP PAQUATUCK MOR	CHET SWEZEY RD	C MORICHES NY
NonManaged	UNKNOWN	CAMP PAQUATUCK MOR	CHET SWEZEY RD	C MORICHES NY
NonManaged	UNKNOWN	CAMP PAQUATUCK MOR	CHET SWEZEY RD	C MORICHES NY
NonManaged	UNKNOWN	CAMP PAQUATUCK MOR	CHET SWEZEY RD	C MORICHES NY
NonManaged	UNKNOWN	CAMP PAQUATUCK MOR	CHET SWEZEY RD	C MORICHES NY
NonManaged	UNKNOWN	CANINE COMPANIONS FO	286 MIDDLE ISLAND RD	MEDFORD NY
NonManaged	UNKNOWN	CANINE COMPANIONS FOR INDEPENDEN	286 MIDDLE IS RD	MEDFORD NY
NonManaged	UNKNOWN	CARLE PL HOOK&LADDER	460 BROADWAY	CARLE PLACE NY
NonManaged	UNKNOWN	CARLE PL HOOK&LADDERHSE CO 1	460 BROADWAY	CARLE PLACE NY
NonManaged	UNKNOWN	CATHERINE HANLEY	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	70 MCKEON AV	VALLEY STRM NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	147 SCHLEIGEL BLVD	AMITYVILLE NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	66 N 19TH ST	WYANDANCH NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	12 MECHANICSVILL RD	BAY SHORE NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	30C CARLOUGH RD	BOHEMIA NY
NonManaged	UNKNOWN	CATHOLIC CHARITIES	30D CARLOUGH RD	BOHEMIA NY
NonManaged	UNKNOWN	CE PORT LLC	120 W BROADWAY	PT JEFFERSN NY
NonManaged	UNKNOWN	CENTER MORICHES FIREDIST	301 MAIN ST	C MORICHES NY
NonManaged	UNKNOWN	CENTEREACH FIRE DIST	VIRGINIA ST	CENTEREACH NY
NonManaged	UNKNOWN	CENTEREACH FIRE DIST	STONY BROOK RD	LAKE GROVE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	CENTERPORT FIRE DIST	231 GRANT ST	CENTERPORT NY
NonManaged	UNKNOWN	CENTERPORT FIRE DIST	9 PARK CIR	CENTERPORT NY
NonManaged	UNKNOWN	CENTRAL QNS PROP ASC	2311 CORNAGA AV	FAR ROCKWY NY
NonManaged	UNKNOWN	CENTRAL QNS PROP ASC	439 BEACH 22ND ST	FAR ROCKWY NY
NonManaged	UNKNOWN	CENTRAL QNS PROP ASC	530 BRIAR PL	FAR ROCKWY NY
NonManaged	UNKNOWN	CENTRAL SUFFOLK ARTI	5225 NESCONSET HWY	PT JEFF STA NY
NonManaged	UNKNOWN	CHERRY GRV FIRE DIST	181 BAYVIEW WK	CHERRY GRVE NY
NonManaged	UNKNOWN	CHM RAFIQUE DBA30 MINUTE PHOTO	1391 HEMPSTEAD TPK	ELMONT NY
NonManaged	UNKNOWN	CITIZENS OPTIONS UNL	272 PEARL ST	LAWRENCE NY
NonManaged	UNKNOWN	CITIZENS OPTIONS UNL	29 SADDLE ROCK RD	VALLEY STRM NY
NonManaged	UNKNOWN	CITIZENS OPTIONS UNL	361 W BROADWAY	CEDARHURST NY
NonManaged	UNKNOWN	CITIZENS OPTIONS UNL	60 FT SALONGA RD W	NORTHPORT NY
NonManaged	UNKNOWN	CLEAR FLO TECHNOLOGIES INC	1110 FARMINGDALE RD	LINDENHURST NY
NonManaged	UNKNOWN	CMS MONITORING INC	2211 ROUTE 112	MEDFORD NY
NonManaged	UNKNOWN	COMM LEASING INC	ADIRONDACK DR	FARMNGVILLE NY
NonManaged	UNKNOWN	COMMACK FIRE DIST	ELWOOD RD	E NORTHPORT NY
NonManaged	UNKNOWN	COMMACK FIRE DIST	6309 JERICHO TPK	COMMACK NY
NonManaged	UNKNOWN	COMMACK FIRE DIST	40 NEW HWY	COMMACK NY
NonManaged	UNKNOWN	COMMUNITY AMBULANCE	11 SWAYZE ST	SAYVILLE NY
NonManaged	UNKNOWN	COMMUNITY MAINSTREAM	13 IRMA AV	PT WASH NY
NonManaged	UNKNOWN	COMMUNITY MAINSTREAM	165 STATION RD	GREAT NECK NY
NonManaged	UNKNOWN	COMMUNITY MAINSTREAM	107 AVENUE C	PT WASH NY
NonManaged	UNKNOWN	CONCERN AMITYVILLE	600 ALBANY AV	AMITYVILLE NY
NonManaged	UNKNOWN	CONCERN FOR INDEPEND	191 MAIN ST	W SAYVILLE NY
NonManaged	UNKNOWN	CONCERN FOR INDEPEND	260 W MAIN ST	RIVERHEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	CONFIDENCE INTERNATI	45 LUMBER RD	ROSLYN NY
NonManaged	UNKNOWN	CONSTRUCTAMAX INC	10 HARBOR PARK DR	PT WASH NY
NonManaged	UNKNOWN	CORAM FIRE DIST	303 MIDDLE CNTRY RD	CORAM NY
NonManaged	UNKNOWN	CORAM FIRE DIST	ROUTE 112	CORAM NY
NonManaged	UNKNOWN	CORAM HEALTHCAREE	45 S SERVICE RD	PLAINVIEW NY
NonManaged	UNKNOWN	COX RADIO INC	700 SOUTH SERVICE RD	DIX HILLS NY
NonManaged	UNKNOWN	COX RADIO INC	340 GREAT HILL RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	CREST HALL HEALTH	OAKCREST AV	MIDDLE IS NY
NonManaged	UNKNOWN	CREST HALL HEALTH	OAKCREST AV	MIDDLE IS NY
NonManaged	UNKNOWN	CROSS SOUND CABLE CO	N COUNTRY RD	SHOREHAM NY
NonManaged	UNKNOWN	CTRL ISLIP FIRE DIST	1250 NICOLLS RD	ISLANDIA NY
NonManaged	UNKNOWN	CUTCHOQUE FIRE DIST	260 NEW SUFFOLK RD	CUTCHOQUE NY
NonManaged	UNKNOWN	DAVID SERRANO	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	DAVIS PK FIRE DIST	MAIN WK	DAVIS PARK NY
NonManaged	UNKNOWN	DAY-OP CENTER	110 WILLIS AV	MINEOLA NY
NonManaged	UNKNOWN	DAYTON BCH PARK	8400 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PARK	8400 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PARK 1	8100 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PK 1 CORP	8200 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PK 1 CORP	8400 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PK 1 CORP	8800 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PK CORP	8100 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON BCH PK CORP	8100 SHORE FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	10500 SHR FRONT PKY	ROCKWY PK NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	10300 SHR FRONT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	10200 SHR FRONT PKY	ROCKWY BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	DAYTON TOWERS CORP	7400 SHORE FRONT PKY	ARVERNE NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	7600 SHORE FRONT PKY	ARVERNE NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	7800 SHORE FRONT PKY	ARVERNE NY
NonManaged	UNKNOWN	DAYTON TOWERS CORP	8000 SHORE FRT PKY	ROCKWY BCH NY
NonManaged	UNKNOWN	DBD REALTY GROUP LLC	585 STEWART AV	GARDEN CITY NY
NonManaged	UNKNOWN	DCI STONY BROOK	26 RESEARCH WAY	E SETAUKET NY
NonManaged	UNKNOWN	DDI-DEV DIS INST	15 GERMAN BLVD	YAPHANK NY
NonManaged	UNKNOWN	DEER PK FIRE DIST 14	94 LAKE AV	DEER PARK NY
NonManaged	UNKNOWN	DENTON GREEN HOUSING	500 DENTON AV	GDN CITY PK NY
NonManaged	UNKNOWN	DEV DISABILITIES INS	168 MT SINAI AV	MT SINAI NY
NonManaged	UNKNOWN	DEV DISABILITIES INST	877 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	DEVEL DISABILITIES	19 BOND LA	NESCONSET NY
NonManaged	UNKNOWN	DEVEL DISABLED	699 MT SIN CORAM RD	MT SINAI NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABIL	900 S 2ND ST	RONKONKOMA NY
NonManaged	UNKNOWN	DEVELOP DIS INST INC	98 BOURNE BLVD	SAYVILLE NY
NonManaged	UNKNOWN	DEVELOP DIS INSTIT	18 ALVORD CT	GREENLAWN NY
NonManaged	UNKNOWN	DEVELOPMENTAL DIS IN	41 EDGAR DR	SMITHTOWN NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	669 LARKFIELD RD	COMMACK NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	669 LARKFIELD RD	COMMACK NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	22 MARIDON LA	COMMACK NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	197 OLD SOUTH PATH	MELVILLE NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	197 OLD SOUTH PATH	MELVILLE NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	26 GOLDENWOOD CIR	CNTRL ISLIP NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	53 MAPLE WING BLVD	CNTRL ISLIP NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	56 SPRUCEWOOD BLVD	CNTRL ISLIP NY
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	8 DON LA	HAUPPAUGE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	DEVELOPMENTAL DISABI	135A RADIO AV	MILLER PL NY
NonManaged	UNKNOWN	DIANE STEVENS	80 WEAVER DR	MASSAPEQUA NY
NonManaged	UNKNOWN	DIX HILLS FIRE DIST	115 E DEER PARK RD	DIX HILLS NY
NonManaged	UNKNOWN	DIX HILLS FIRE DIST	1239 CARLLS STR PATH	DIX HILLS NY
NonManaged	UNKNOWN	DIX HILLS FIRE DIST	620 DEER PARK RD	DIX HILLS NY
NonManaged	UNKNOWN	DULA PAJUELO	30 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	E & B REAKTY INC	333 GLEN HEAD RD	GLEN HEAD NY
NonManaged	UNKNOWN	E BRENTWOOD FIRE DIS	26 FULTON ST	BRENTWOOD NY
NonManaged	UNKNOWN	E ISLIP FIRE DIST	30 E MAIN ST	E ISLIP NY
NonManaged	UNKNOWN	E MARION FIRE DIST	MAIN RD	E MARION NY
NonManaged	UNKNOWN	E MEADOW FIRE DIST	NEWBRIDGE RD	LEVITTOWN NY
NonManaged	UNKNOWN	E MEADOW FIRE DIST	CARMAN AV SE	E MEADOW NY
NonManaged	UNKNOWN	E MEADOW FIRE DIST	197 E MEADOW AV	E MEADOW NY
NonManaged	UNKNOWN	E MORICHES FIRE DIST	PINE ST	E MORICHES NY
NonManaged	UNKNOWN	E NORTHPORT FIRE DIS	LARKFIELD RD	E NORTHPORT NY
NonManaged	UNKNOWN	E NORWICH VOL FIRE COMPANY 1	900 OYSTER BAY RD	E NORWICH NY
NonManaged	UNKNOWN	E QUOGUE FIRE DIST	MONTAUK HWY	E QUOGUE NY
NonManaged	UNKNOWN	E QUOGUE FIRE DIST	HEAD OF LOTS RD	E QUOGUE NY
NonManaged	UNKNOWN	E ROCK NURSING HOME	243 ATLANTIC AV	E ROCKAWAY NY
NonManaged	UNKNOWN	EAST COAST BROADCAST	16 REDWOOD RD	SAG HARBOR NY
NonManaged	UNKNOWN	EAST END DIALYSIS MG	762 HARRISON AV	RIVERHEAD NY
NonManaged	UNKNOWN	EAST END HEALTHCARE MR WATERMAN	78 OLD COUNTRY RD	WESTHAMPTON NY
NonManaged	UNKNOWN	EAST NASSAU MEDICAL	350 BROADWAY	HICKSVILLE NY
NonManaged	UNKNOWN	EAST NASSAU MEDICAL	300 BAY SHORE RD	N BABYLON NY
NonManaged	UNKNOWN	EAST NASSAU MEDICAL	640 HAWKINS AV	LAKE RONK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	EAST ROCK FIRE DEPT	5 MAIN ST	E ROCKAWAY NY
NonManaged	UNKNOWN	EAST ROCK HOSE CO 1	13 GRANT AV	E ROCKAWAY NY
NonManaged	UNKNOWN	EASTPORT FIRE DIST	UNION ST	EASTPORT NY
NonManaged	UNKNOWN	EATONS NECK FIRE CO	55 EATONS NECK RD	NORTHPORT NY
NonManaged	UNKNOWN	EBC DBA WLIW LLC	1 CHANNEL 21 DR	PLAINVIEW NY
NonManaged	UNKNOWN	ELIAS SPIELMAN	70 GREENLAWN RD	HUNTINGTON NY
NonManaged	UNKNOWN	ELIAS SPIELMAN FARN ADULT H	301 8TH AV	E NORTHPORT NY
NonManaged	UNKNOWN	ELMONT DEPI PLUS INC	23703 LINDEN BLVD	ELMONT NY
NonManaged	UNKNOWN	ELMONT E END ENGINE TREASURER	301 MEACHAM AV	ELMONT NY
NonManaged	UNKNOWN	ELMONT ENG & HOSE 2 H WIESENBERG	36 PLAINFIELD AV	ELMONT NY
NonManaged	UNKNOWN	ELMONT FIRE DISTRICT	LEHRER AV	ELMONT NY
NonManaged	UNKNOWN	ELMONT HOOK&LADDER C	ELMONT RD	ELMONT NY
NonManaged	UNKNOWN	ELMORE HOME FOR ADULTS	330 ELMORE ST	CNTRL ISLIP NY
NonManaged	UNKNOWN	EMPIRE HOSE CO FIRE HOUSE	2300 MERRICK AV S	MERRICK NY
NonManaged	UNKNOWN	ERNEST KOVACS	153 MAIN ST	ROSLYN NY
NonManaged	UNKNOWN	ESSAY INDUSTRIES INC	ROMAN RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	EUGENE MC MANUS	1325 BRENTWOOD RD	BAY SHORE NY
NonManaged	UNKNOWN	EXCELAIRE SVCS INC	2221 SMITHTOWN AV	RONKONKOMA NY
NonManaged	UNKNOWN	F R E E	93 RAILROAD AV	SYOSSET NY
NonManaged	UNKNOWN	F R E E INC	39 MULFORD PL	HEMPSTEAD NY
NonManaged	UNKNOWN	F R E E INC	858 SUNRISE HWY	N BABYLON NY
NonManaged	UNKNOWN	FAIR HARBOR FIRE DIS	CENTRAL WK	FAIR HARBOR NY
NonManaged	UNKNOWN	FAMILY RESIDENCES	920 FULTON ST	FARMINGDALE NY
NonManaged	UNKNOWN	FAMILY RESIDENCES	920 FULTON ST	FARMINGDALE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	FAMILY RESIDENCES	332 COMMACK RD	DEER PARK NY
NonManaged	UNKNOWN	FAMILY SER LEAGUE	790 PARK AV	HUNTINGTON NY
NonManaged	UNKNOWN	FARMINGDALE FIRE DIS	MERRITT & BEVERLY RD	FARMINGDALE NY
NonManaged	UNKNOWN	FARMINGDALE FIRE DIS	S MAIN ST	FARMINGDALE NY
NonManaged	UNKNOWN	FARMINGVL FIRE DIST	780 HORSEBLOCK RD	FARMNGVILLE NY
NonManaged	UNKNOWN	FARMNGVLE FIRE DEPT	PORTION RD	FARMNGVILLE NY
NonManaged	UNKNOWN	FIVE COUSINS BEACH 9	631 BEACH 9TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	FLANDERS FIRE DIST	FLANDERS RD	RIVERHEAD NY
NonManaged	UNKNOWN	FLANDERS NORTHAMPTONAMBULANCE	641 FLANDERS RD	FLANDERS NY
NonManaged	UNKNOWN	FLIGHTWAYS INC	FULTON ST	FARMINGDALE NY
NonManaged	UNKNOWN	FLORAL PARK CENTRE FIRE CO 1	94 MCKEE ST	FLORAL PARK NY
NonManaged	UNKNOWN	FLOWER HILL HOSE CO	HAVEN AV	PT WASH NY
NonManaged	UNKNOWN	FLOWERFIELD ASSOC INC	65 LISA DR	NORTHPORT NY
NonManaged	UNKNOWN	FRANKLIN SQUARE MUNSON FIRE	841 LIBERTY PL	FRANKLIN SQ NY
NonManaged	UNKNOWN	FRIENDS OF CSH FISH	HARBOR RD	SYOSSET NY
NonManaged	UNKNOWN	FRIENDS OF CSH FISH	HARBOR RD	SYOSSET NY
NonManaged	UNKNOWN	FRIENDSHIP ENG H CO	2075 MEADOWBROOK RD	MERRICK NY
NonManaged	UNKNOWN	GABLES HOME FOR ADULTS	127 RIDER AV	PATCHOGUE NY
NonManaged	UNKNOWN	GEORGETTE FALBO	474 FULTON ST	FARMINGDALE NY
NonManaged	UNKNOWN	GERARD T DOLAN, INC	124 LAUREL RD	E NORTHPORT NY
NonManaged	UNKNOWN	GLEN HAVEN RESID HEALTH CARE	DARK HOLLOW RD	PT JEFFERSN NY
NonManaged	UNKNOWN	GLENWOOD FIRE DIST	GLEN HEAD RD	GLEN HEAD NY
NonManaged	UNKNOWN	GLENWOOD HOOK LADDERENGINE HOSE	GROVE ST	GLENWD LDG NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	GLOBAL FACILITY MGT	525 BROADHOLLOW RD	MELVILLE NY
NonManaged	UNKNOWN	GLORIAS MANOR	140 BEACH 119TH ST	ROCKWY PK NY
NonManaged	UNKNOWN	GOLDEN HOMES OPERATING INC	11 WITTRIDGE RD	LAKE RONK NY
NonManaged	UNKNOWN	GORDON HTS FIRE DEPT	23 HAWKINS AV	MEDFORD NY
NonManaged	UNKNOWN	GREAT RIVER FIRE DIS	RIVER RD	GREAT RIVER NY
NonManaged	UNKNOWN	GREENLAWN FIRE DEPT	FENWICK ST	GREENLAWN NY
NonManaged	UNKNOWN	GREENLAWN FIRE DIST	LITTLE PLAINS RD	GREENLAWN NY
NonManaged	UNKNOWN	GREENPORT ASSOC	1450 GATEWAY BLVD	FAR ROCKWY NY
NonManaged	UNKNOWN	GREENPORT GROUP LLC	MAIN RD	GREENPORT NY
NonManaged	UNKNOWN	GROTON EQUITIES DBA	825 BROADWAY AV	HOLBROOK NY
NonManaged	UNKNOWN	GROTON EQUITIES IND	111 COLLEGE RD	SELDEN NY
NonManaged	UNKNOWN	GRT NK COM ORG FOR PAR& YTH INC	21 N STATION PLZ	GREAT NECK NY
NonManaged	UNKNOWN	GULL AIRBORNE	300 MARCUS BLVD	HAUPPAUGE NY
NonManaged	UNKNOWN	HAGERMAN FIRE DIST	OAKDALE AV	E PATCHOGUE NY
NonManaged	UNKNOWN	HALESITE FIRE DIST	1 NEW YORK AV	HALESITE NY
NonManaged	UNKNOWN	HAMPT BAYS FIRE DIST	MONTAUK HWY	HAMPT BAYS NY
NonManaged	UNKNOWN	HAMPT BAYS FIRE DIST	DEWEY LA	HAMPT BAYS NY
NonManaged	UNKNOWN	HAND-ALDRICH POST924	55 PONQUOGUE AV	HAMPT BAYS NY
NonManaged	UNKNOWN	HAUPPAUGE FIRE DIST	LEDGEWOOD DR	HAUPPAUGE NY
NonManaged	UNKNOWN	HAUPPAUGE FIRE DIST	WHEELER RD	HAUPPAUGE NY
NonManaged	UNKNOWN	HAUPPAUGE FIRE DIST	812 TERRY RD	HAUPPAUGE NY
NonManaged	UNKNOWN	HCAS INCORP	2415 JERUSALEM AV	BELLMORE NY
NonManaged	UNKNOWN	HEATHERWOOD HOUSE	865 BROADWAY AV	HOLBROOK NY
NonManaged	UNKNOWN	HEATHERWOOD HSE AT	147 LAKE SHORE RD	LAKE RONK NY
NonManaged	UNKNOWN	HEMPSTEAD ALP LLC DBA LB ASST LV	274 W BROADWAY	LONG BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	HEMPSTEAD POULTRY FARM INC	39 NEWMAN CT	HEMPSTEAD NY
NonManaged	UNKNOWN	HEMPSTEAD PROPERTIES	80 CLINTON ST	HEMPSTEAD NY
NonManaged	UNKNOWN	HERBERT SCHMIDT PC B MCGUINNESS	250 PATCHOGUE YPHNK	E PATCHOGUE NY
NonManaged	UNKNOWN	HERITAGE GRDNS BRNTW	4 FAIRFIELD CIR	BRENTWOOD NY
NonManaged	UNKNOWN	HICKSVILLE FIRE	LEVITTOWN PKY	HICKSVILLE NY
NonManaged	UNKNOWN	HICKSVILLE FIRE DIST	20 GEBHARDT PLZ	HICKSVILLE NY
NonManaged	UNKNOWN	HICKSVILLE FIRE DIST	STRONG ST	HICKSVILLE NY
NonManaged	UNKNOWN	HILAIRE FARM SKILL	9 HILAIRE DR	HUNTINGTON NY
NonManaged	UNKNOWN	HOLBROOK FIRE DIST	1700 CHURCH ST	HOLBROOK NY
NonManaged	UNKNOWN	HOLBROOK FIRE DIST	HUMMEL AV	HOLBROOK NY
NonManaged	UNKNOWN	HOLBROOK FIRE DIST	355 PATCH HOLB RD	HOLBROOK NY
NonManaged	UNKNOWN	HOLTSVILLE FIRE DEPT	1025 WAVERLY AV	HOLTSVILLE NY
NonManaged	UNKNOWN	HOME PROPERTIES OF N	WILLIAMS BLVD	LAKE GROVE NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	1 LOCUST LA	SYOSSET NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	256 BROADWAY	HUNTINGTON NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	1725 N OCEAN AV	MEDFORD NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	1725 N OCEAN AV	MEDFORD NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	1725 N OCEAN AV	MEDFORD NY
NonManaged	UNKNOWN	HUNT ARTIFICIAL	1725 N OCEAN AV	MEDFORD NY
NonManaged	UNKNOWN	HUNT COALITION FOR	15 TOWER ST	HUNT STA NY
NonManaged	UNKNOWN	HUNT MANOR FIRE DIST	2100 NEW YORK AV	HUNT STA NY
NonManaged	UNKNOWN	HUNT MANOR FIRE DIST	1650 NEW YORK AV	HUNT STA NY
NonManaged	UNKNOWN	HUNT SR CITIZENS HSG	PAUMANACK VL DR	GREENLAWN NY
NonManaged	UNKNOWN	HUNTINGTON CRESCENT	RAINES RD	HUNTINGTON NY
NonManaged	UNKNOWN	HUNTINGTON CRESENT	WASHINGTON DR	HUNTINGTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	HUNTINGTON FIRE DIST	1 LEVERICH PL	HUNTINGTON NY
NonManaged	UNKNOWN	I G H L	62 PINE ST	E MORICHES NY
NonManaged	UNKNOWN	I G H L	410 N SERVICE RD	C MORICHES NY
NonManaged	UNKNOWN	I G H L	230 OLD COUNTRY RD	EASTPORT NY
NonManaged	UNKNOWN	I G H L INC	65 PINE ST	E MORICHES NY
NonManaged	UNKNOWN	IGHL-QUOGUE	135 OLD COUNTRY RD	E QUOGUE NY
NonManaged	UNKNOWN	IGLESIA DE CRISTO	540 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	IGLESIA DE CRISTO	540 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	IGLESIA DE CRISTO	540 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	IHS OF NEW YORK INC	147 SCRANTON AV	LYNBROOK NY
NonManaged	UNKNOWN	IHS OF NEW YORK INC	1100 STEWART AV	GARDEN CITY NY
NonManaged	UNKNOWN	IHS OF NEW YORK INC	50 SEAVIEW BLVD	PT WASH NY
NonManaged	UNKNOWN	IMPEREZ LLC	146 RAILROAD AV	SAYVILLE NY
NonManaged	UNKNOWN	IMPERIAL FOOT CARE	205 TERRY RD	HAUPPAUGE NY
NonManaged	UNKNOWN	IND GROUP HOME LIVNG	133 SHORE RD	MT SINAI NY
NonManaged	UNKNOWN	INDEP GROUP HOME LIV	75 PINE ST	E MORICHES NY
NonManaged	UNKNOWN	INDEP GRP HOME LIVNG	44A WOODLAND AV	MANORVILLE NY
NonManaged	UNKNOWN	INDEPENDENT GROUP	21 MAIN ST	C MORICHES NY
NonManaged	UNKNOWN	INDEPENDENT GROUP	1236 MONTAUK HWY	MORICHES NY
NonManaged	UNKNOWN	INDEPENDENT GROUP	177 MONTAUK HWY	MORICHES NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	138 HOLBROOK RD	HOLBROOK NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	204A GIBBS POND RD	NESCONSET NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	651 LONGWOOD RD	MIDDLE IS NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	1350 WM FLOYD PKY	SHIRLEY NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	288 CHAPMAN BLVD	MANORVILLE NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	120 FROWEIN RD	E MORICHES NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	OAKLAWN AV	SOUTHOLD NY
NonManaged	UNKNOWN	INDEPENDENT GROUP HM	125 SEBONAC RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	INDEPENDENT GRP	114 N PHILLIPS AV	SPEONK NY
NonManaged	UNKNOWN	INDEPENDENT GRP HOME	535 MAIN ST	EASTPORT NY
NonManaged	UNKNOWN	INDEPENDENT GRP HOME	3690 MIDDLE RD	MATTITUCK NY
NonManaged	UNKNOWN	INDEPENDNT GROUP	864 PLEASURE DR	FLANDERS NY
NonManaged	UNKNOWN	INWOOD FIRE DISTRICT	DOUGHTY BLVD	INWOOD NY
NonManaged	UNKNOWN	ISLAND BOWLING SUP	1174 ROUTE 109	LINDENHURST NY
NonManaged	UNKNOWN	ISLAND BROADCASTING	40 TOWER HILL AV	FARMNGVILLE NY
NonManaged	UNKNOWN	ISLAND IMAGING ASSOC DR A CITRON	4277 HEMPSTEAD TPK	BETHPAGE NY
NonManaged	UNKNOWN	ISLAND NURSING REHAB	5537 EXPRESSWAY DR N	HOLTSVILLE NY
NonManaged	UNKNOWN	ISLIP FIRE DISTRICT	28 MONELL AV	ISLIP NY
NonManaged	UNKNOWN	ISLIP FIRE DISTRICT	COMMACK RD	ISLIP NY
NonManaged	UNKNOWN	ISLIP TERR FIRE DIST	BEAVERDAM RD	ISLIP TERR NY
NonManaged	UNKNOWN	ISLIP TERR FIRE DIST	MANHATTAN BLVD	ISLIP TERR NY
NonManaged	UNKNOWN	J KINGS FOOD SERV	85 N SAXON AV	BAY SHORE NY
NonManaged	UNKNOWN	J J NAZZARO ASSOC LT	100 MANETTO HILL RD	PLAINVIEW NY
NonManaged	UNKNOWN	JACOBS 420 DOUGHTY	428 DOUGHTY BLVD	INWOOD NY
NonManaged	UNKNOWN	JAMES H SMITH JR	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	JAMES MC PEAK	286 N OCEAN AV	PATCHOGUE NY
NonManaged	UNKNOWN	JAMESPORT FIRE DIST	MANOR LA	JAMESPORT NY
NonManaged	UNKNOWN	JEAN MASTROPOLO	2828 PEC BAY BLVD	LAUREL NY
NonManaged	UNKNOWN	JENNIFER KOLARCIK	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	JENNIFER Y LEE	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	JERICHO FIRE DIST	CANTIAGUE ROCK RD	JERICHO NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	JERICO FIRE DIST	BROADWAY	JERICO NY
NonManaged	UNKNOWN	JESSICA IPPOLITO	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	JOPAL SAYVILLE	300 BROADWAY AV	SAYVILLE NY
NonManaged	UNKNOWN	KENNETH YARDLEY	94 PANTIGO RD	E HAMPTON NY
NonManaged	UNKNOWN	KENSINGTON GATE	1 KENSINGTON GATE	GREAT NECK NY
NonManaged	UNKNOWN	KINGS PARK FIRE DIST	2 E MAIN ST	KINGS PARK NY
NonManaged	UNKNOWN	KISMET FIRE DIST	CEDAR CT	KISMET NY
NonManaged	UNKNOWN	L I BLOOD BANK	2500 MARCUS AV	NEW HYDE PK NY
NonManaged	UNKNOWN	L I HEAD INJURY ASC	1 SUSAN DR	NORTHPORT NY
NonManaged	UNKNOWN	L I MULTIMEDIA LLC	FREEMAN AV	ISLIP NY
NonManaged	UNKNOWN	L VALLEY FIRE DIST	228 BUCKRAM RD	LOCUST VLY NY
NonManaged	UNKNOWN	LACH HAR PET HEALTH LLC	1182 W MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	LAKEHAVEN EQTS INC	211 LAKE SHORE RD	LAKE RONK NY
NonManaged	UNKNOWN	LAKELAND FIRE DIST	929 JOHNSON AV	RONKONKOMA NY
NonManaged	UNKNOWN	LAKELAND FIRE DIST	CHESTNUT AV	RONKONKOMA NY
NonManaged	UNKNOWN	LAKELAND FIRE DIST	PECONIC AV	LAKE RONK NY
NonManaged	UNKNOWN	LANDMARK FOOD CORP	865 WAVERLY AV	HOLTSVILLE NY
NonManaged	UNKNOWN	LAROQUE VILLA ADULT	121 W MAIN ST	KINGS PARK NY
NonManaged	UNKNOWN	LAWRENCE CED FIRE DEPT	399 CENTRAL AV	LAWRENCE NY
NonManaged	UNKNOWN	LENA HARRIS	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	LEVITTOWN FIRE DIST	WANTAGH AV	LEVITTOWN NY
NonManaged	UNKNOWN	LEVITTOWN FIRE DIST	HICKORY LA	LEVITTOWN NY
NonManaged	UNKNOWN	LEVITTOWN FIRE DIST	GARDINERS AV	LEVITTOWN NY
NonManaged	UNKNOWN	LEWIS LUBITZ BENJAMIN DUH	640 W BROADWAY	LONG BCH NY
NonManaged	UNKNOWN	LI HEAD INJURY ASSOC	1 HARMON CT	STONY BROOK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	LI LIVING CTR ASSTD LIVING PROG	431 BEACH 20TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	LIB HSE CO 2 E ROCK	CLARK ST	E ROCKAWAY NY
NonManaged	UNKNOWN	LIDO POINT LOOKOUT	LIDO BLVD	LIDO BCH NY
NonManaged	UNKNOWN	LIDO PT LOOKOUT FD	HEWLETT AV	PT LOOKOUT NY
NonManaged	UNKNOWN	LITTLE VILLAGE HOUSE	150 PT WASH BLVD	MANHASSET NY
NonManaged	UNKNOWN	LLOYD HARBOR P B A	WEST NECK RD	LLOYD HBR NY
NonManaged	UNKNOWN	LOCAL TV INC	75 INDUSTRIAL RD	WAINSCOTT NY
NonManaged	UNKNOWN	LONG ISLAND BROADCAST	470 MILBURN AV	HEMPSTEAD NY
NonManaged	UNKNOWN	LONG ISLAND FROZEN STORAGE INC	25 CHARLOTTE AV	HICKSVILLE NY
NonManaged	UNKNOWN	LONG ISLAND HEAD INJ	3 MAUREEN LA	STONY BROOK NY
NonManaged	UNKNOWN	LONG ISLAND HEAD INJ	3 CRESTHILL DR	SMITHTOWN NY
NonManaged	UNKNOWN	LONG ISLAND HEAD INJ	16 ELDERWOOD DR	ST JAMES NY
NonManaged	UNKNOWN	LONG ISLAND HEAD INJ	23 MARK DR	SMITHTOWN NY
NonManaged	UNKNOWN	LOWITT ALARMS & SEC SYST INC	25 BETHPAGE RD	HICKSVILLE NY
NonManaged	UNKNOWN	LUIGI DE VITO	46 W HENRIETTA AV	OCEANSIDE NY
NonManaged	UNKNOWN	LYNBROOK ENGINE CO FIRE DEPT	34 CARPENTER AV	LYNBROOK NY
NonManaged	UNKNOWN	LYNBROOK HOSE CO 1	BLAKE AV	LYNBROOK NY
NonManaged	UNKNOWN	M B M MGT CORP	1509 CENTRAL AV	FAR ROCKWY NY
NonManaged	UNKNOWN	M H WHITE L P DODGE NURSING HOME	8533 JERICHO TPK	WOODBURY NY
NonManaged	UNKNOWN	MAINTREE CORPORATION KAREN VOSS	25500 MAIN RD	ORIENT NY
NonManaged	UNKNOWN	MAJESTIC SON & SONS INC	508 MEDFORD AV	PATCHOGUE NY
NonManaged	UNKNOWN	MAN LKVILLE FIRE DIS	NORTHERN BLVD	GREAT NECK NY
NonManaged	UNKNOWN	MANCHESTER 1, LLC	251 JACKSON ST	HEMPSTEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	MANCHESTER 1, LLC	150 W COLUMBIA ST	HEMPSTEAD NY
NonManaged	UNKNOWN	MANORVILLE COMMUNITY	SOUTH ST	MANORVILLE NY
NonManaged	UNKNOWN	MANORVILLE FIRE DIST	170 CRANFORD BLVD	MASTIC NY
NonManaged	UNKNOWN	MANORVILLE FIRE DIST	S CARTER RD	MANORVILLE NY
NonManaged	UNKNOWN	MARC I SMOLIN	1012A JERUSALEM AV	MERRICK NY
NonManaged	UNKNOWN	MARCUS AV EARLY CHLD	280 CROSSWAYS PK DR	WOODBURY NY
NonManaged	UNKNOWN	MARIO VEZZA D V M	5 AUDREY AV	OYSTER BAY NY
NonManaged	UNKNOWN	MARSUS ENTERPRISES	650 WALT WHITMAN RD	MELVILLE NY
NonManaged	UNKNOWN	MARTIN LUTHER TERR	WARTBURG DR	KINGS PARK NY
NonManaged	UNKNOWN	MARY COLANDRO	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	MASSAPEQUA FIRE DIST	E SHORE DR	MASSAPEQUA NY
NonManaged	UNKNOWN	MASSAPEQUA FIRE DIST	HICKSVILLE RD	MASSAPEQUA NY
NonManaged	UNKNOWN	MASSAPEQUA FIRE DIST	29 FRONT ST	MASS PK NY
NonManaged	UNKNOWN	MASTIC AMBULANCE	1630 MONTAUK HWY	MASTIC NY
NonManaged	UNKNOWN	MASTIC BCH FIRE DIST	NEIGHBORHOOD RD	MASTIC BCH NY
NonManaged	UNKNOWN	MASTIC BCH FIRE DIST	NEIGHBORHOOD RD	MASTIC BCH NY
NonManaged	UNKNOWN	MASTIC FIRE DISTRICT	MASTIC RD	MASTIC NY
NonManaged	UNKNOWN	MASTIC FIRE DISTRICT	MASTIC BLVD	MASTIC NY
NonManaged	UNKNOWN	MASTIC FIRE DISTRICT	N SERV ACCESS RD	MASTIC NY
NonManaged	UNKNOWN	MATTHEW PATKOWSKI	15 WITTRIDGE RD	LAKE RONK NY
NonManaged	UNKNOWN	MATTITUCK AIRBASE	410 AIRWAY DR	MATTITUCK NY
NonManaged	UNKNOWN	MATTITUCK AIRBASE	410 AIRWAY DR	MATTITUCK NY
NonManaged	UNKNOWN	MATTITUCK FIRE DIST	PIKE ST	MATTITUCK NY
NonManaged	UNKNOWN	MEADOWMERE FIRE DIST	14 MEYER AV	LAWRENCE NY
NonManaged	UNKNOWN	MECOX LANDING HMOWNR	BAY AV	WATER MILL NY
NonManaged	UNKNOWN	MEDFONE NATIONWIDE	3305 JERUSALEM AV	WANTAGH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	MEDFONE NATIONWIDE	3305 JERUSALEM AV	WANTAGH NY
NonManaged	UNKNOWN	MEDFORD AMBULANCE	ROUTE 112	MEDFORD NY
NonManaged	UNKNOWN	MEDFORD FIRE DIST	E05 ROUTE 112	MEDFORD NY
NonManaged	UNKNOWN	MEDFORD FIRE DIST	PECONIC AV	MEDFORD NY
NonManaged	UNKNOWN	MEDFORD FIRE DIST	181 OREGON AV	MEDFORD NY
NonManaged	UNKNOWN	MEDFORD HAMLET LLC	1529 N OCEAN AV	MEDFORD NY
NonManaged	UNKNOWN	MEDISYS HEALTH	80 MARCUS DR	MELVILLE NY
NonManaged	UNKNOWN	MEDISYS HEALTH	80 MARCUS DR	MELVILLE NY
NonManaged	UNKNOWN	MELVILLE FIRE DIST	531 SWEET HOLLOW RD	MELVILLE NY
NonManaged	UNKNOWN	MELVILLE FIRE DIST	S SERVICE RD	MELVILLE NY
NonManaged	UNKNOWN	MEM SLOAN KETTERING CANCER CNTR	650 COMMACK RD	COMMACK NY
NonManaged	UNKNOWN	MENTAL HEALTH ASSOC	21 THE TERRACE	MANHASSET NY
NonManaged	UNKNOWN	MERCY FIRST	87 SHELL ST	MASSAPEQUA NY
NonManaged	UNKNOWN	MERCY FIRST	CONVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	COVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	CONVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	525 CONVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	CONVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	CONVENT RD	SYOSSET NY
NonManaged	UNKNOWN	MERCY FIRST	30 FILLMORE AV	DEER PARK NY
NonManaged	UNKNOWN	MERCY FIRST	17 GROUSE DR	BRENTWOOD NY
NonManaged	UNKNOWN	METRODIAL	25 BETHPAGE RD	HICKSVILLE NY
NonManaged	UNKNOWN	MICHAEL BLUTH DBA	2932 BEACH CHANNEL	FAR ROCKWY NY
NonManaged	UNKNOWN	MIDDLE CNTRY ENDOCRI	285 E MAIN ST	SMITHTOWN NY
NonManaged	UNKNOWN	MIDDLE ISLAND FIRE	MIDDLE CNTRY RD	MIDDLE IS NY
NonManaged	UNKNOWN	MIDDLE ISLAND FIRE	ARNOLD DR	MIDDLE IS NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	MILL RIVER CLUB INC	MILL RIVER RD	OYSTER BAY NY
NonManaged	UNKNOWN	MILLER PL FIRE DIST	12 MILLER PLACE RD	MILLER PL NY
NonManaged	UNKNOWN	MINEOLA FIREHOUSE	166 ELM PL	MINEOLA NY
NonManaged	UNKNOWN	MISSIONARY SISTERS MISSIONARY	350 CUBA HILL RD	HUNTINGTON NY
NonManaged	UNKNOWN	MMR CARE CORP DBA	530 FULTON ST	FARMINGDALE NY
NonManaged	UNKNOWN	MMR CARE CORP DBA DALEVIEW	574 FULTON ST	FARMINGDALE NY
NonManaged	UNKNOWN	MONTAUK FIRE DIST	89 2ND HOUSE RD	MONTAUK NY
NonManaged	UNKNOWN	MONTCLAIR CARE CTR	2 MEDICAL PL	GLEN COVE NY
NonManaged	UNKNOWN	MONTCLAIR CARE CTR	340 E MONTAUK HWY	E ISLIP NY
NonManaged	UNKNOWN	MONTCLAIR CARE CTR	6 FROWEIN RD	C MORICHES NY
NonManaged	UNKNOWN	MR GEORGE OLSEN	366 GIBBS POND RD	NESCONSET NY
NonManaged	UNKNOWN	MRS WALTER I TINSLEY	WHISKEY RD	RIDGE NY
NonManaged	UNKNOWN	MSG ROBERT EMMET	1504 DE PAUL ST	ELMONT NY
NonManaged	UNKNOWN	MT SINAI FIRE DIST	MT SINAI AV	MT SINAI NY
NonManaged	UNKNOWN	MT SINAI FIRE DIST	MT SINAI CORAM RD	MT SINAI NY
NonManaged	UNKNOWN	MULTI AQUACULTURE	CRANBERRY HOLE RD	AMAGANSETT NY
NonManaged	UNKNOWN	MUTATION VENTURES INC	3580 OCEANSIDE RD	OCEANSIDE NY
NonManaged	UNKNOWN	N BABYLON FIRE DIST	20 HALE RD	N BABYLON NY
NonManaged	UNKNOWN	N BABYLON FIRE DIST	WALLACE CT	N BABYLON NY
NonManaged	UNKNOWN	N BABYLON FIRE DIST	BELMONT AV	BABYLON NY
NonManaged	UNKNOWN	N BABYLON FIRE DIST	BELMONT AV	N BABYLON NY
NonManaged	UNKNOWN	N LINDENHURST VOL FIRE DEPT	1630 STRAIGHT PATH	LINDENHURST NY
NonManaged	UNKNOWN	N MASSAPEQUA FIRE D	929 HICKSVILLE RD	SEAFORD NY
NonManaged	UNKNOWN	N MASSAPEQUA FIRE D	HICKSVILLE RD	MASSAPEQUA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	N MASSAPEQUA FIRE D	BROADWAY0ALBANY AV	N MASSAPQUA NY
NonManaged	UNKNOWN	N MERRICK FIRE DIST	42 CAMP AV	N MERRICK NY
NonManaged	UNKNOWN	N PATCHOGUE FIRE DIS	OLD N OCEAN AV	PATCHOGUE NY
NonManaged	UNKNOWN	N SHORE ANIMAL LEAGU	25 DAVIS AV	PT WASH NY
NonManaged	UNKNOWN	NASSAU ACADEMY OF MEDICINE INC	1200 STEWART AV	GARDEN CITY NY
NonManaged	UNKNOWN	NASSAU NURSING HOME DBA OCC INC	2914 LINCOLN AV	OCEANSIDE NY
NonManaged	UNKNOWN	NATHAN HALE HOUSING	30 DOXSEY PL	LYNBROOK NY
NonManaged	Unknown	NAT'L CNTR FOR DISAB	I U WILLETS RD	ALBERTSON NY
NonManaged	UNKNOWN	NEILSON GARDENS INC	1014 NEILSON ST	FAR ROCKWY NY
NonManaged	UNKNOWN	NESCONSET FIRE DIST	LAKE AV	NESCONSET NY
NonManaged	UNKNOWN	NESCONSET FIRE DIST	25 GIBBS POND RD	NESCONSET NY
NonManaged	UNKNOWN	NEW HAVEN TOWERS INC	2210 NEW HAVEN AV	FAR ROCKWY NY
NonManaged	UNKNOWN	NEW HDE PK FIRE DEPT	S 5TH ST	NEW HYDE PK NY
NonManaged	UNKNOWN	NEW HDE PK FIRE DEPT	LAKEVILLE RD	NEW HYDE PK NY
NonManaged	UNKNOWN	NEW HYDE PK FIRE DIS	1555 JERICHO TPK	NEW HYDE PK NY
NonManaged	UNKNOWN	NEW HYDE PK FIRE DIS	1541 JERICHO TPK	NEW HYDE PK NY
NonManaged	UNKNOWN	NEWPORT NURSING HOME	6 MEDICAL PLZ	GLEN COVE NY
NonManaged	UNKNOWN	NORTH PATCHOGUE FIRE	100 BARTON AV	PATCHOGUE NY
NonManaged	UNKNOWN	NORTH SEA FIRE DEPT	21 STRAIGHT PATH	SOUTHAMPTON NY
NonManaged	UNKNOWN	NORTH SEA FIRE DIST	NOYACK RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	NORTH SEA FIRE DIST	1255 NOYACK RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	NORTH SHORE ANIMAL	34 LEWYT ST	PT WASH NY
NonManaged	UNKNOWN	NORTH SHORE MEDICAL LABS INC	463 WILLIS AV	WILLISTN PK NY
NonManaged	UNKNOWN	O BAY FIRE CO NO 1	188 SOUTH ST	OYSTER BAY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	OAK HOLLOW NURSING C	OAKCREST AV	MIDDLE IS NY
NonManaged	UNKNOWN	OCEAN BAY PK FIRE	BAY WK NS	OCEAN BCH NY
NonManaged	UNKNOWN	OCEAN BEACH FIREHSE	MIDWAY	OCEAN BCH NY
NonManaged	UNKNOWN	OCEAN BEACH VOL	480 BAYBERRY WK	OCEAN BCH NY
NonManaged	UNKNOWN	OCEAN PK ACQUISITION	120 BEACH 19TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	OCEANSIDE FIRE DIST	26 SMITH ST	OCEANSIDE NY
NonManaged	UNKNOWN	OCEANSIDE FIRE DIST	65 FOXHURST RD	OCEANSIDE NY
NonManaged	UNKNOWN	OCEANSIDE FIRE DIST	2543 COLUMBUS AV	OCEANSIDE NY
NonManaged	UNKNOWN	OCEANSIDE HOSE CO 1	EVERGREEN AV	OCEANSIDE NY
NonManaged	UNKNOWN	OCEANSIDE INST	2525 LONG BEACH RD	OCEANSIDE NY
NonManaged	UNKNOWN	OCEANVIEW 2 OWNER	249 BEACH 15TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	OCEANVIEW NURSING HM	315 BEACH 9TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	OLYMPIC ICE CREAM CO	424 E JOHN ST	LINDENHURST NY
NonManaged	UNKNOWN	OMRDD BUSINESS OFFIC	90 CROSSWAYS PK W	WOODBURY NY
NonManaged	UNKNOWN	ONCE UPON A DAYCARE	502 NORTH SEA RD	SOUTHAMPTON NY
NonManaged	UNKNOWN	OPEN GATE ASSOC INC	36 S CLINTON AV	BAY SHORE NY
NonManaged	UNKNOWN	OPTICAL COMMUNICATIO	802 SUFFOLK AV	BRENTWOOD NY
NonManaged	UNKNOWN	OPTIONS FOR COMM LVG	28 DOGWOOD AV	FARMNGVILLE NY
NonManaged	UNKNOWN	ORIN MNGT CO	2210 BROOKHAVEN AV	FAR ROCKWY NY
NonManaged	UNKNOWN	PARKLAND GOLF MGMT	S COUNTRY RD	BELLPORT NY
NonManaged	UNKNOWN	PATCHOGUE FIRE DIST	15 JENNINGS AV	PATCHOGUE NY
NonManaged	UNKNOWN	PATCHOGUE FIRE DIST	PARK ST	PATCHOGUE NY
NonManaged	UNKNOWN	PAUL C MAGGIO DBA PAT NURS CTR	25 SCHOENFELD BLVD	E PATCHOGUE NY
NonManaged	UNKNOWN	PAUL KATZ DBA ECHO ARMS HOME	204 PATCHOGUE RD	PT JEFF STA NY
NonManaged	UNKNOWN	PAULA M CICOONA	845 ATLANTIC ST	LINDENHURST NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	PEARL GARDEN MANOR ADULT HOME	36 LOCUST AV	ISLIP NY
NonManaged	UNKNOWN	PECONIC BAY MEDICAL	496 EPORT MANOR RD	MANORVILLE NY
NonManaged	UNKNOWN	PECONIC RETREAT ADULT HOME	555 NEW SUFFOLK RD	CUTCHOGUE NY
NonManaged	UNKNOWN	PECONIC RETREAT ADULT HOME	555 NEW SUFFOLK RD	CUTCHOGUE NY
NonManaged	UNKNOWN	PERRY B DURYEA & SON	65 TUTHILL RD	MONTAUK NY
NonManaged	UNKNOWN	PHILIP IVEY NATALE L	80 WEAVER DR	MASSAPEQUA NY
NonManaged	UNKNOWN	PHOENIX HOUSES OF LI	153 LAKE SHORE RD	LAKE RONK NY
NonManaged	UNKNOWN	PLAINVIEW FIRE DEPT	OLD COUNTRY RD	PLAINVIEW NY
NonManaged	UNKNOWN	PLAINVIEW FIRE DEPT	ROUND SWAMP RD	O BETHPAGE NY
NonManaged	UNKNOWN	PLAINVIEW VOLUNTEER	SOUTHERN PKY	PLAINVIEW NY
NonManaged	UNKNOWN	POLNET COMMUNICATION	45 PENNSYLVANIA AV	MEDFORD NY
NonManaged	UNKNOWN	PORT WASHINGTON FIREDEPT INC	423 PT WASHINGTON BL	PT WASH NY
NonManaged	UNKNOWN	PROJECT REAL	75 LAMPLIGHTER LA	MASSAPEQUA NY
NonManaged	UNKNOWN	PROTECTION ENG CO	14 S WASHINGTON ST	PT WASH NY
NonManaged	UNKNOWN	PROTECTION ENGINE	CHANNEL DR	PT WASH NY
NonManaged	UNKNOWN	PSCH INC	4029 LONG BEACH RD	ISLAND PARK NY
NonManaged	UNKNOWN	QSAC	1 FOX LA	LOCUST VLY NY
NonManaged	UNKNOWN	QUAIL RUN H O A INC	QUAIL RUN DR	DEER PARK NY
NonManaged	UNKNOWN	QUAREX-ELMONT INC	1717 DUTCH BROADWAY	ELMONT NY
NonManaged	UNKNOWN	R SCHLESINGER DBA	6 SEALEY AV	HEMPSTEAD NY
NonManaged	UNKNOWN	RAMAN FOODS INC SUBWAY	173B SMITHTOWN BLVD	NESCONSET NY
NonManaged	UNKNOWN	REIT MANAGEMENT DBA	2 CORP CNTR DR	MELVILLE NY
NonManaged	UNKNOWN	RESCUE COMPANY OFD	TILROSE AV	OCEANSIDE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	RESCUE HOOK & LADDER	6 LOCUST ST	GREENVALE NY
NonManaged	UNKNOWN	RESPIRATORY SCIENCE IND LTD	1325 M ST	ELMONT NY
NonManaged	UNKNOWN	RESPIRATORY SCIENCE IND LTD	1325 M ST	ELMONT NY
NonManaged	UNKNOWN	RICHARD T DONNERY	7 PLEASANT VIEW DR	CNTRL ISLIP NY
NonManaged	UNKNOWN	RIDGE FIRE DIST	PANAMOKA TRL	RIDGE NY
NonManaged	UNKNOWN	RIDGE FIRE DIST	20 FRANCIS MOONEY DR	RIDGE NY
NonManaged	UNKNOWN	RIVERHEAD FIRE DIST	HAMILTON AV	RIVERHEAD NY
NonManaged	UNKNOWN	RIVERHEAD FIRE DIST	HUBBARD AV	RIVERHEAD NY
NonManaged	UNKNOWN	RK PT VOL FIRE DEPT	20426 ROCKWY PT BL	BREEZY PT NY
NonManaged	UNKNOWN	ROBERT A JOHNSON	134 HOBSON AV	ST JAMES NY
NonManaged	UNKNOWN	ROBERT KAMMERER	N VILLAGE GREEN	LEVITTOWN NY
NonManaged	UNKNOWN	ROBERT KAMMERER	N VILLAGE GREEN	LEVITTOWN NY
NonManaged	UNKNOWN	ROBERT KAMMERER	N VILLAGE GREEN	LEVITTOWN NY
NonManaged	UNKNOWN	ROBERT KAMMERER	N VILLAGE GREEN	LEVITTOWN NY
NonManaged	UNKNOWN	ROBERT KAMMERER	1 N VILLAGE GREEN	LEVITTOWN NY
NonManaged	UNKNOWN	ROBERT KAMMERER	PARKSIDE DR	LEVITTOWN NY
NonManaged	UNKNOWN	ROCKAWAY CARE CTR ACCTS PAYBLE	353 BEACH 48TH ST	EDGEMERE NY
NonManaged	UNKNOWN	ROCKAWAY MANOR HOME	145 BEACH 8TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	ROCKY POINT FIRE DIS	HALLOCK LANDING RD	ROCKY PT NY
NonManaged	UNKNOWN	ROCKY POINTOWNRS INC	ROCKY POINT RD	ROCKY PT NY
NonManaged	UNKNOWN	ROCKY PT FIRE DIST	90 KING RD	ROCKY PT NY
NonManaged	UNKNOWN	RONKONKOMA FIRE DIST	177 PORTION RD	LAKE RONK NY
NonManaged	UNKNOWN	ROOSEVELT FIRE DIST	PARK AV	ROOSEVELT NY
NonManaged	UNKNOWN	ROSLYN HIGHLANDS HOO	WARNER AV	ROSLYN HGTS NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	ROSS CARE CENTER	839 SUFFOLK AV	BRENTWOOD NY
NonManaged	UNKNOWN	RYHANS CENTER OF	27A DOWSING AV	BAY SHORE NY
NonManaged	UNKNOWN	S E A	1230 HEMPSTEAD TPK	FRANKLIN SQ NY
NonManaged	UNKNOWN	S SIDE HOSE CO 2	3615 OCEANSIDE RD	OCEANSIDE NY
NonManaged	UNKNOWN	SABRA DIPPING CO	535 SMITH ST	FARMINGDALE NY
NonManaged	UNKNOWN	SAG HARBOR FIRE DEPT	CHURCH ST	SAG HARBOR NY
NonManaged	UNKNOWN	SAMSON MGT	465 SHORE RD	LONG BCH NY
NonManaged	UNKNOWN	SAN SIMEON BY SOUND	NORTH RD	GREENPORT NY
NonManaged	UNKNOWN	SAUL GOLDFARB DBA	2002 SEAGIRT BLVD	FAR ROCKWY NY
NonManaged	UNKNOWN	SAYVILLE FIRE DIST	LINCOLN AV	SAYVILLE NY
NonManaged	UNKNOWN	SAYVILLE FIRE DIST	107 N MAIN ST	SAYVILLE NY
NonManaged	UNKNOWN	SAYVILLE FIRE DIST	BROADWAY AV	SAYVILLE NY
NonManaged	UNKNOWN	SBA TOWERS INC	ROUTE 111	MANORVILLE NY
NonManaged	UNKNOWN	SCO FAMILY OF SRVCS	101 DOWNING AV	SEA CLIFF NY
NonManaged	UNKNOWN	SCO FAMILY OF SRVCS	101 DOWNING AV	SEA CLIFF NY
NonManaged	UNKNOWN	SCO FAMILY OF SRVCS	101 DOWNING AV	SEA CLIFF NY
NonManaged	UNKNOWN	SCO FAMILY OF SRVCS	101 DOWNING AV	SEA CLIFF NY
NonManaged	UNKNOWN	SCO FAMILY OF SRVCS	95 CENTRAL AV	DEER PARK NY
NonManaged	UNKNOWN	SCSD18 HEARTLAND	220 OSER AV	HAUPPAUGE NY
NonManaged	UNKNOWN	SEAFORD FIRE DIST	WAVERLY AV	SEAFORD NY
NonManaged	UNKNOWN	SEAGIRT HOUSING DEV	1915 SEAGIRT BLVD	FAR ROCKWY NY
NonManaged	UNKNOWN	SEAN BAUMILLER	1 E MORICHES BLVD	E MORICHES NY
NonManaged	UNKNOWN	SEAWANHAKA CORINTHIA	SEAWANHAKA RD	OYSTER BAY NY
NonManaged	UNKNOWN	SELDEN FIRE DISTRICT	HAWKINS RD	SELDEN NY
NonManaged	UNKNOWN	SELDEN FIRE DISTRICT	WOODMERE PL	SELDEN NY
NonManaged	UNKNOWN	SETAUKET FIRE DIST	NORTH COUNTRY RD	E SETAUKET NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	SETAUKET FIRE DIST	ARROWHEAD LA	E SETAUKET NY
NonManaged	UNKNOWN	SETAUKET FIRE DIST	NICOLLS RD	SETAUKET NY
NonManaged	UNKNOWN	SEYMOUR L SCHORR	143 E MAIN ST	BABYLON NY
NonManaged	UNKNOWN	SHELLY MANAGEMENT	353 VETS HWY	COMMACK NY
NonManaged	UNKNOWN	SIMON HALPERT	61 ROLLSTONE AV	W SAYVILLE NY
NonManaged	UNKNOWN	SIMON HALPERT DBA BTWD ADULT H	147 2ND AV	BRENTWOOD NY
NonManaged	UNKNOWN	SIMSCA ENTERPRISES C	269 W MAIN ST	BAY SHORE NY
NonManaged	UNKNOWN	SIS OFTHE ORDRSTDOM	555 ALBANY AV	AMITYVILLE NY
NonManaged	UNKNOWN	SMITH KLINE BEECHAM	575 UNDERHILL BLVD	SYOSSET NY
NonManaged	UNKNOWN	SMITHTOWN FIRE DIST	100 ELM AV	SMITHTOWN NY
NonManaged	UNKNOWN	SMITHVILLE S HOOK &	NEWBRIDGE RD	N BELLMORE NY
NonManaged	UNKNOWN	SO SHORE DIALYSIS	250 PETTIT AV	BELLMORE NY
NonManaged	UNKNOWN	SOC FAMILY OF SRVCS	101 DOWNING AV	SEA CLIFF NY
NonManaged	UNKNOWN	SOMERSET WOODS INC	AUGUST RD	N BABYLON NY
NonManaged	UNKNOWN	SOUND BCH FIRE DIST	SOUND BEACH BLVD	SOUND BEACH NY
NonManaged	UNKNOWN	SOUTHAMPTN MEM AMBUL	MEETINGHOUSE LA	SOUTHAMPTON NY
NonManaged	UNKNOWN	SOUTHAMPTON ASSOC	KENSINGTON CIR	SOUTHAMPTON NY
NonManaged	UNKNOWN	SOUTHAMPTON VILLAGE CLEANERS	56 JAGGER LA	SOUTHAMPTON NY
NonManaged	UNKNOWN	SOUTHOLD FIRE DIST	MAIN RD	SOUTHOLD NY
NonManaged	UNKNOWN	SPRINGS FIRE DIST	179 FT POND BLVD	E HAMPTON NY
NonManaged	UNKNOWN	ST JAMES FIRE DEPT	WOODLAWN AV	ST JAMES NY
NonManaged	UNKNOWN	STARGAZE REALTY CORP	820 JERICO TPK	NEW HYDE PK NY
NonManaged	UNKNOWN	STEVEN JONAS	160 N FRANKLIN ST	HEMPSTEAD NY
NonManaged	UNKNOWN	STONY BROOK FIRE	147 MAIN ST	STONY BROOK NY
NonManaged	UNKNOWN	STONY BROOK FIRE	STONY BROOK RD	STONY BROOK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	SUNSHINE CARE CORP	800 FRONT ST	HEMPSTEAD NY
NonManaged	UNKNOWN	SYOSSET FIRE DIST	50 COLD SPRING RD	SYOSSET NY
NonManaged	UNKNOWN	SYOSSET FIRE DIST	S OYSTER BAY RD	SYOSSET NY
NonManaged	UNKNOWN	T O I CDA	911 LOWELL AV	CNTRL ISLIP NY
NonManaged	UNKNOWN	TALLEY HO CHEM ENG	81 HORTON AV	LYNBROOK NY
NonManaged	UNKNOWN	TATE'S WHOLESALE LLC	62 PINE ST	E MORICHES NY
NonManaged	UNKNOWN	TERRENCE MARSAC BERNICE	32 PEARSALL AV	GLEN COVE NY
NonManaged	UNKNOWN	TERRYVILLE FIRE DIST	19 JAYNE BLVD	PT JEFF STA NY
NonManaged	UNKNOWN	TERRYVILLE FIRE DIST	OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	THE CENTER FOR DEV	175 W ROGUES PATH	HUNTINGTON NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	819 MIDWOOD DR	N BELLMORE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	1 GARY PL	PLAINVIEW NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	25 LITTLE PLAINS RD	GREENLAWN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	23 BROWNING DR	GREENLAWN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	PLYMOUTH BLVD	SMITHTOWN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	LANDING MEADOW RD	SMITHTOWN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	3 CREEK RD	SMITHTOWN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	90 11TH ST	W BABYLON NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	90 ADAMS AV	HAUPPAUGE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	90 ADAMS AV	HAUPPAUGE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	41 PINE ST	SELDEN NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	699 MT SINAI CORAM RD	MT SINAI NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	73 WADING RIV HOL RD	RIDGE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	64 LAKE AV	NESCONSET NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	9 W MAIN ST	SMITHTOWN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	THE DEVEL DISAB INST	98 BOURNE BLVD	SAYVILLE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	1746 CHURCH ST	HOLBROOK NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	90 AIR PARK DR	RONKONKOMA NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	1 INDUSTRIAL BLVD	MEDFORD NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	1 INDUSTRIAL BLVD	MEDFORD NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	757 OLD MEDFORD AV	MEDFORD NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	757 OLD MEDFORD AV	MEDFORD NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	5 GULL DIP RD	RIDGE NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	877 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	THE DEVEL DISAB INST	877 E MAIN ST	RIVERHEAD NY
NonManaged	UNKNOWN	THE DEVEL DISABILITY	66 QUINTUCK LA	E ISLIP NY
NonManaged	UNKNOWN	THE NEW MAYFAIR CO	100 BALDWIN RD	HEMPSTEAD NY
NonManaged	UNKNOWN	THE NEW NAUTILUS ENT	1995 OCEAN BLVD	ATLNTIC BCH NY
NonManaged	UNKNOWN	THE NEW NAUTILUS ENT	2001 OCEAN BLVD	ATLNTIC BCH NY
NonManaged	UNKNOWN	THE REGENCY LIVING	3400 BRUSH HOLLOW RD	WESTBURY NY
NonManaged	UNKNOWN	TINA MONGELLI	94 SPRUCEWOOD BLVD	CNTRL ISLIP NY
NonManaged	UNKNOWN	TOPIDERM INC	174 FARMINGDALE RD	W BABYLON NY
NonManaged	UNKNOWN	TOWNE HOUSE VIL APTS	100 TOWN HSE VILL	ISLANDIA NY
NonManaged	UNKNOWN	TRANS SERV OF NY INC	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANS SERV OF NY INC	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANS SERV OF NY LI	1583 ISLIP AV	CNTRL ISLIP NY
NonManaged	UNKNOWN	TRANS SERV OF NY LI	1583 ISLIP AV	CNTRL ISLIP NY
NonManaged	UNKNOWN	TRANS SERV OF NY LI	1067 WAVERLY AV	HOLTSVILLE NY
NonManaged	UNKNOWN	TRANSITIONAL SER FOR	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANSITIONAL SERV	8A ROUTE 25A	SMITHTOWN NY
NonManaged	UNKNOWN	TRANSITIONAL SERV	8 ROUTE 25A	SMITHTOWN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	TRANSITIONAL SERV NY	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	TRANSITIONAL SERV NY	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	TRANSITIONAL SERVICE	3 CHANEL DR	BRENTWOOD NY
NonManaged	UNKNOWN	TRANSITIONAL SERVICE	460 OLD TOWN RD	PT JEFF STA NY
NonManaged	UNKNOWN	TRANSITIONAL SERVICE	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANSITIONAL SERVICE	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANSITIONAL SVCS	100 RONKONKOMA AV	LAKE RONK NY
NonManaged	UNKNOWN	TRANSITIONAL SVCS OF	1043 WAVERLY AV	HOLTSVILLE NY
NonManaged	UNKNOWN	TRUSTEES OF JONES	59 BAYVILLE AV	BAYVILLE NY
NonManaged	UNKNOWN	UCP ASSOC OF GREATER	159 INDIAN HEAD RD	COMMACK NY
NonManaged	UNKNOWN	UCP ASSOC OF GREATER	159 INDIAN HEAD RD	COMMACK NY
NonManaged	UNKNOWN	UN CEREBRAL PALSY ASSOC NASSAU	380 WASHINGTON AV	ROOSEVELT NY
NonManaged	UNKNOWN	UNIONDALE FIRE DIST	501 UNIONDALE AV	UNIONDALE NY
NonManaged	UNKNOWN	UNIONDALE FIRE DIST	343 HAWTHORNE AV	UNIONDALE NY
NonManaged	UNKNOWN	UNIONDALE FIRE DIST	577 PARK AV	UNIONDALE NY
NonManaged	UNKNOWN	UNIONDALE FIRE DIST	HEMPSTEAD BLVD	UNIONDALE NY
NonManaged	UNKNOWN	UNITED CEREBRAL PALS	85 BAYVILLE AV	BAYVILLE NY
NonManaged	UNKNOWN	UNITED COMM&HSG CORP	94 SCHOOL ST	GLEN COVE NY
NonManaged	UNKNOWN	URS CORPORATION	FT TILDEN AV	NEPONSIT NY
NonManaged	UNKNOWN	VERONICA LACHICK	703 BISHOPS RD	SMITHTOWN NY
NonManaged	UNKNOWN	VET OF FOREIGN WARS	560 N DELAWARE AV	LINDENHURST NY
NonManaged	UNKNOWN	VIGILANT ENG H L COFIRE DEPT	83 CUTTERMILL RD	GREAT NECK NY
NonManaged	UNKNOWN	VULCAN CHEM HOSE CO FIRE DEPT	216 DENTON AV	LYNBROOK NY
NonManaged	UNKNOWN	W BABYLON FIRE DIST	GREAT E NK RD	W BABYLON NY
NonManaged	UNKNOWN	W BABYLON FIRE DIST	126 ARNOLD AV	W BABYLON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	W BABYLON FIRE DIST	HERZEL BLVD	W BABYLON NY
NonManaged	UNKNOWN	W HEMPSTEAD FIRE DIS	295 HEMPSTEAD TPK	W HEMPSTEAD NY
NonManaged	UNKNOWN	W ISLIP FIRE DIST	WATTS PL	WEST ISLIP NY
NonManaged	UNKNOWN	W SAYVILLE OAKDALE	MONTAUK HWY	OAKDALE NY
NonManaged	UNKNOWN	W SAYVILLE OAKDALE FIRE DIST	80 MAIN ST	W SAYVILLE NY
NonManaged	UNKNOWN	WADING RIV FIRE DIST	HULSE LANDING RD	WADING RIV NY
NonManaged	UNKNOWN	WALK RADIO STATION	COLONIAL DR	E PATCHOGUE NY
NonManaged	UNKNOWN	WANTAGH FIRE DIST	844 WANTAGH AV	LEVITTOWN NY
NonManaged	UNKNOWN	WANTAGH FIRE DIST	2985 MERRICK RD	WANTAGH NY
NonManaged	UNKNOWN	WANTAGH FIRE DIST	3470 PARK AV	WANTAGH NY
NonManaged	UNKNOWN	WANTAGH FIRE DIST	1191 ALKEN AV	SEAFORD NY
NonManaged	UNKNOWN	WANTAGH FIRE DIST	2530 NEPTUNE AV	SEAFORD NY
NonManaged	UNKNOWN	WANTAGH LEVITTWN VOL	129 BALSAM LA	LEVITTOWN NY
NonManaged	UNKNOWN	WARREN D ZYSMAN	141 8TH ST	BRENTWOOD NY
NonManaged	UNKNOWN	WAVECREST HOME FOR	242 BEACH 20TH ST	FAR ROCKWY NY
NonManaged	UNKNOWN	WENDELL TERRACE OWNE	20 WENDELL ST	HEMPSTEAD NY
NonManaged	UNKNOWN	WEST ISLIP FIRE DIST	309 UNION BLVD	WEST ISLIP NY
NonManaged	UNKNOWN	WEST LONG BEACH	SCOTT ST	ATLNTIC BCH NY
NonManaged	UNKNOWN	WEST LONG BEACH	BAY AV	ATLNTIC BCH NY
NonManaged	UNKNOWN	WEST LONG BEACH	ITHACA AV	ATLNTIC BCH NY
NonManaged	UNKNOWN	WEST LONG BEACH	WAYNE AV	ATLNTIC BCH NY
NonManaged	UNKNOWN	WESTBURY FIRE DIST	575 OLD COUNTRY RD	WESTBURY NY
NonManaged	UNKNOWN	WESTBURY FIRE DIST	MAPLE AV	WESTBURY NY
NonManaged	UNKNOWN	WESTBURY SENIOR LIVING LLC	117 POST AV	WESTBURY NY
NonManaged	UNKNOWN	WESTHAMPTON BCH FIRE	92 SUNSET AV	WHAMPT BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NonManaged	UNKNOWN	WG HERTLIN HOUSE LLC	675 PORTION RD	LAKE RONK NY
NonManaged	UNKNOWN	WGSM RADIO INC	920 CROOKED HILL RD	BRENTWOOD NY
NonManaged	UNKNOWN	WHITSONS FOOD SERV	1800 MOTOR PKY	HAUPPAUGE NY
NonManaged	UNKNOWN	WILLIAM R LOCKWOOD	23 YACHT CLUB RD	BABYLON NY
NonManaged	UNKNOWN	WILLIAM R LOCKWOOD	23 YACHT CLUB RD	BABYLON NY
NonManaged	UNKNOWN	WILLOW WOOD SMITHTWN	PLANTATION DR	HAUPPAUGE NY
NonManaged	UNKNOWN	WINDMILL GATE CONDO	WINDMILL GATE DR	OAKDALE NY
NonManaged	UNKNOWN	WINTERS BROS RECYCL CORP	1198 PROSPECT AV	WESTBURY NY
NonManaged	UNKNOWN	WKG ORG FOR RETARDED	366 OCEAN AV	MASSAPEQUA NY
NonManaged	UNKNOWN	WLIG-TV INC	WADING RIVER HOL RD	RIDGE NY
NonManaged	UNKNOWN	WLNG RADIO	MILLSTONE RD	SAG HARBOR NY
NonManaged	UNKNOWN	WOODHAVEN NURSING HOME	1360 ROUTE 112	PT JEFF STA NY
NonManaged	UNKNOWN	WOODMERE FIRE DIST	20 IRVING PL	WOODMERE NY
NonManaged	UNKNOWN	WORKING ORGANIZATION	15 BROOKSIDE AV	BABYLON NY
NonManaged	UNKNOWN	WYANDANCH DAY CARE CENTER	50 COMMONWEALTH DR	WYANDANCH NY
NonManaged	UNKNOWN	WYANDANCH FIRE DEPT	MAIN AV	WYANDANCH NY
NonManaged	UNKNOWN	WYANDANCH VOLUNTEER FIRE CO INC	1528 STRAIGHT PATH	WYANDANCH NY
NonManaged	UNKNOWN	YAPHANK FIRE DIST C O BD OF CO	MAIN ST	YAPHANK NY
NonManaged	UNKNOWN	YOUNG ADULTS INST	211 OLD SOUTH PATH	MELVILLE NY
NonManaged	UNKNOWN	ZORN S POULTRY FARMSINC	4321 HEMPSTEAD TPK	BETHPAGE NY
NYC Agencies	Metropolitan Transit Authority/Bridges&Tunnels	MTA BRIDGES & TUNNEL	CROSS BAY BRIDGE	ROCKWY BCH NY
NYC Agencies	NYC Dept of Environmental Protection	CITY OF NEW YORK	NAMEOKE ST	FAR ROCKWY NY
NYC Agencies	NYC Dept of Environmental Protection	CITY OF NEW YORK	NAMEOKE ST	FAR ROCKWY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NYC Agencies	NYC Dept of Environmental Protection	CITY OF NEW YORK	SEAGIRT AV	FAR ROCKWY NY
NYC Agencies	NYC Dept of Environmental Protection	CITY OF NEW YORK	SEAGIRT AV	FAR ROCKWY NY
NYC Agencies	NYC Dept of Environmental Protection	CITY OF NEW YORK	NORTON DR	FAR ROCKWY NY
NYC Agencies	NYC Fire Department	CITY OF NEW YORK	402 BEACH 169TH ST	NEPONSIT NY
NYC Agencies	NYC Fire Department	CITY OF NEW YORK	259 BEACH 116TH ST	ROCKWY PK NY
NYC Agencies	NYC Fire Department	CITY OF NEW YORK	9220 ROCK BCH BLVD	ROCKWY BCH NY
NYC Agencies	NYC Fire Department	CITY OF NEW YORK	1617 CENTRAL AV	FAR ROCKWY NY
NYC Agencies	NYC Fire Department	ROCKAWAY FIRE EMS ST	4806 ROCKAWAY BCH BL	EDGEMERE NY
NYC Agencies	NYC Housing Authority	NYC HOUSNG AUTHORITY	40-20 BEACH CHANNEL	EDGEMERE NY
NYC Agencies	NYC Housing Authority	NYC HOUSNG AUTHORITY	453 BEACH 40TH ST	EDGEMERE NY
NYC Agencies	NYC Housing Authority	NYC HOUSNG AUTHORITY	426 BEACH 40TH ST	EDGEMERE NY
NYC Agencies	NYC Housing Authority	NYC HOUSNG AUTHORITY	455 BEACH 38TH ST	EDGEMERE NY
NYC Agencies	NYC Police Department	CITY OF NEW YORK	MOTT AV	FAR ROCKWY NY
NYC Agencies	NYC Transit Authority	CITY OF NY TRANSIT	OCEANCREST BLVD	FAR ROCKWY NY
NYC Agencies	NYC Transit Authority	MTA POLICE DEPT	10 SUFFOLK AV	CNTRL ISLIP NY
NYC Agencies	NYC Transit Authority	MTAPD	565 COMMERCIAL AV	GARDEN CITY NY
NYC Agencies	NYC Transit Authority	NY CITY TRANSIT AUTH	BEACH 90TH ST	ROCKWY BCH NY
NYC Agencies	NYC Transit Authority	NY CITY TRANSIT AUTH	BEACH 90TH ST	ROCKWY BCH NY
NYC Agencies	NYC Transit Authority	NY CITY TRANSIT AUTH	EDGEMERE AV	EDGEMERE NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTH	BEACH 59TH ST	ARVERNE NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTH	EDGEMERE AV	EDGEMERE NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTH	BEACH 44TH ST	EDGEMERE NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTH	MOTT AV	FAR ROCKWY NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTH	BEACH CHANNEL	ROCKWY BCH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
NYC Agencies	NYC Transit Authority	NYC TRANSIT AUTHORIT	BEACH 42ND ST	EDGEMERE NY
NYC Agencies	NYC Transit Authority	NYC TRANSIT MTA	BEACH CHANNEL DR	ROCKWY BCH NY
Private Schools - Nassau	Friends Academy	FRIENDS ACADEMY	DUCK POND RD	GLEN COVE NY
Private Schools - Nassau	Kellenberg Memorial	KELLENBERG MEM H S	1400 GLEN CURTIS BL	UNIONDALE NY
Private Schools - Nassau	St Brigid School/Our Lady of Hope Regional School	ST BRIGID SCHOOL	MAPLE AV	WESTBURY NY
Private Schools - Nassau	The Center for Developmental Disabilities	NAS CTR DEVELOPMENTLDISABLED INC	72 SOUTH WOODS RD	WOODBURY NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASS CTR DEV DIS	88 SOUTH WOODS RD	WOODBURY NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CEN FOR DEVEL	86 SOUTH WOODS RD	WOODBURY NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CEN FOR DEVO	90 SOUTH WOODS RD	WOODBURY NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CENTER	1967 WASHINGTON AV	SEAFORD NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CENTER	80 ELM DR	FARMINGDALE NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CENTER FOR DE	544 FOREST AV	MASSAPEQUA NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CENTER FOR DE	101 NEW SOUTH RD	HICKSVILLE NY
Private Schools - Nassau	The Center for Developmental Disabilities	NASSAU CTR FOR DEVEL	921 WANTAGH AV	WANTAGH NY
Private Schools - Suffolk	AHRC Suffolk	AHRC SUFFOLK	3 JOHNS HOLLOW RD	SETAUKET NY
Private Schools - Suffolk	AHRC Suffolk	AHRC SUFFOLK	24 HARRISON AV	CORAM NY
Private Schools - Suffolk	AHRC Suffolk	AHRC SUFFOLK	2422 WAVERLY AV	MEDFORD NY
Private Schools - Suffolk	AHRC Suffolk	AHRC SUFFOLK	1301 WM FLOYD PKY	SHIRLEY NY
Private Schools - Suffolk	AHRC Suffolk	NYS AHRC INC	ROUTE 25A	SHOREHAM NY
Private Schools - Suffolk	AHRC Suffolk	NYS AHRC INC	ROUTE 25A	SHOREHAM NY
Private Schools - Suffolk	Cleary School For The Deaf	THE DEVEL DISAB INSTD I P	99 HOLLYWOOD DR	SMITHTOWN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Private Schools - Suffolk	Cleary School For The Deaf	THE DEVEL DISAB INSTD I P	99 HOLLYWOOD DR	SMITHTOWN NY
Real Estate/Developers	Benjamin Wen Development	WEN MANAGEMENT	135 CLINTON ST	HEMPSTEAD NY
Real Estate/Developers	Benjamin Wen Development	WEN MANAGEMENT	100 WASHINGTON ST	HEMPSTEAD NY
Real Estate/Developers	Benjamin Wen Development	WEN MANAGEMENT	150 WASHINGTON ST	HEMPSTEAD NY
Real Estate/Developers	Damianos Realty Group	400 W MAIN ST LLC	400 W MAIN ST	BABYLON NY
Real Estate/Developers	Damianos Realty Group	900 MERCH CNCRSE LLC	900 MERCHANTS CON	WESTBURY NY
Real Estate/Developers	Engel-Burman	ENGEL BURMAN SENIOR	MERRICK AV	E MEADOW NY
Real Estate/Developers	LI Industrial	LI INDUSTRIAL MANAGE	575 UNDERHILL BLVD	SYOSSET NY
Real Estate/Developers	RexCorp	REXCORP PLAZA SPE LL	REXCORP PLZ	UNIONDALE NY
Real Estate/Developers	RexCorp	RXR 1000 WOODBURY	1000 WOODBURY RD	WOODBURY NY
Real Estate/Developers	Spiegel Associates	SPIEGEL ASSOCIATES	98B BOND ST	WESTBURY NY
Real Estate/Developers	We're Associates	WERE ASSOCIATES	3003 NEW HYDE PK RD	NEW HYDE PK NY
Real Estate/Developers	We're Associates	WERE ASSOCIATES INC	6 OHIO DR	L SUCCESS NY
Real Estate/Developers	We're Associates	WERE ASSOCIATES INC	2800 MARCUS AV	L SUCCESS NY
Refineries	Refineries	BUCKEYE PIPELINE CO	JOHNSON RD	LAWRENCE NY
Refineries	Refineries	BUCKEYE PIPELINE CO	555 DOUGHTY BLVD	INWOOD NY
Refineries	Refineries	BUCKEYE PIPELINE CO	EAST AV	LAWRENCE NY
Refineries	Refineries	CARBO OIL CO	1 BAY BLVD	LAWRENCE NY
Refineries	Refineries	CARBO OIL CO	555 DOUGHTY BLVD	INWOOD NY
Refineries	Refineries	GLOBAL COMPANIES LLC	464 DOUGHTY BLVD	INWOOD NY
Refineries	Refineries	GLOBAL COMPANIES LLC	SHORE RD	GLENWD LDG NY
Refineries	Refineries	MEENAN OIL	3020 BURNS AV	WANTAGH NY
Refineries	Refineries	MOTIVA ENTERPRISES	74 EAST AV	LAWRENCE NY
Refineries	Refineries	TOSCO PIPELINE CO	586 UNION AV	HOLTSVILLE NY
Suffolk K-12 Schools	Bay Shore School District	BAY SHORE UFSD	70 BRENTWOOD RD	BAY SHORE NY
Suffolk K-12 Schools	Brentwood School District	BRENTWOOD UFSD	UDALL RD	BRENTWOOD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Suffolk K-12 Schools	Brentwood School District	UFSD 12 BRNTWD SR HS	6TH AV	BRENTWOOD NY
Suffolk K-12 Schools	Commack School District	COMMACK SCHOOL DIST	29 PINEWOOD DR	COMMACK NY
Suffolk K-12 Schools	Commack School District	UFSD 10 COMMACK SCHL	VANDERBILT PKY	DIX HILLS NY
Suffolk K-12 Schools	Comsewogue School District	COMSEWOGUE SCH DIST	N BICYCLE PATH	PT JEFF STA NY
Suffolk K-12 Schools	Deer Park School District	DEER PARK P S DIST 7	450 HALF HOLLOW RD	DEER PARK NY
Suffolk K-12 Schools	East Hampton School District	E HAMPTON UFSD	3 GINGERBREAD LA	E HAMPTON NY
Suffolk K-12 Schools	East Hampton School District	UNION FREE SCHOOL	76 NEWTOWN LA	E HAMPTON NY
Suffolk K-12 Schools	East Islip School District	EAST ISLIP SR HI SCH	REDMEN ST	ISLIP TERR NY
Suffolk K-12 Schools	Eastport-South Manor School District	EASTPORT SOUTH MANOR	543 MOR MID IS RD	MANORVILLE NY
Suffolk K-12 Schools	Hampton Bays School District	HAMPTON BAYS SCHOOLS	ARGONNE RD	HAMPT BAYS NY
Suffolk K-12 Schools	Hauppauge School District	HAUPPAUGE SD	LINCOLN BLVD	HAUPPAUGE NY
Suffolk K-12 Schools	Hauppauge School District	HAUPPAUGE SD	VETS HWY	HAUPPAUGE NY
Suffolk K-12 Schools	Longwood School District	LONGWOOD CENTRAL SCH	LONGWOOD RD	MIDDLE IS NY
Suffolk K-12 Schools	Mattituck-Cutchogue School District	D 8 E CUTCHOGUE SCH	MAIN RD	CUTCHOGUE NY
Suffolk K-12 Schools	Mattituck-Cutchogue School District	MATT-CUTCH USFD	15125 MAIN RD	MATTITUCK NY
Suffolk K-12 Schools	North Babylon School District	UN FREE SCH DIST 3	DEER PARK AV	N BABYLON NY
Suffolk K-12 Schools	Patchogue-Medford School District	PATCHOGUE MEDFORD PU	SAXTON AV	PATCHOGUE NY
Suffolk K-12 Schools	Riverhead School District	RIVERHEAD CENTRAL SD	700 HARRISON AV	RIVERHEAD NY
Suffolk K-12 Schools	Riverhead School District	RIVERHEAD CNTRL SCH	700 OSBORNE AV	RIVERHEAD NY
Suffolk K-12 Schools	Riverhead School District	RIVERHEAD CNTRL SCH	600 HARRISON AV	RIVERHEAD NY
Suffolk K-12 Schools	Sachem School District	SACHEM CENT SCHOOL	1500 BROADWAY AV	HOLBROOK NY
Suffolk K-12 Schools	Sachem School District	SACHEM EAST HIGH	177 GRANNY RD	FARMNGVILLE NY
Suffolk K-12 Schools	Sachem School District	SACHEM EAST HIGH	177 GRANNY RD	FARMNGVILLE NY
Suffolk K-12 Schools	Sachem School District	SACHEM HIGH SCHL SO	51 SCHOOL ST	LAKE RONK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Suffolk K-12 Schools	Shelter Island School District	SHELTER ISLAND SCH	SCHOOL ST	SHELTER IS NY
Suffolk K-12 Schools	Smithtown Central School District	SMITHTOWN H S EAST	WOODLAWN AV	ST JAMES NY
Suffolk K-12 Schools	South Huntington School District	SO HUNT UNION SCHOOL	301 WEST HILLS RD	HUNT STA NY
Suffolk K-12 Schools	Southampton School District	SOUTHAMPTON HIGH SCH	NARROW LA	SOUTHAMPTON NY
Suffolk K-12 Schools	Southampton School District	SOUTHAMPTON SCH D 6	LELAND LA	SOUTHAMPTON NY
Suffolk K-12 Schools	Southold School District	SOUTHOLD UFSD	420 OAKLAWN AV	SOUTHOLD NY
Suffolk K-12 Schools	West Babylon School District	UN FREE SCH DIST 2	LITTLE E NK RD	W BABYLON NY
Suffolk Universities	Suffolk Community College	SUFFOLK COMM COLLEGE	MOONEY POND RD	SELDEN NY
Suffolk Universities	SUNY Farmingdale	SUNY FARMINGDALE	885 BROADHOLLOW RD	FARMINGDALE NY
Telecommunications	AT&T	A T & T WIRELESS SVC	198 ARMSTRONG RD	GDN CITY PK NY
Telecommunications	AT&T	AMERICAN TEL&TEL CO	1424 E JERICO TPK	HUNTINGTON NY
Telecommunications	AT&T	AT&T INTERNATIONAL	1 CORACI BLVD	SHIRLEY NY
Telecommunications	Cablevision	111 NEW SOUTH RD COR	111 NEW SOUTH RD	HICKSVILLE NY
Telecommunications	Cablevision	CABLEVISION	200 JERICO TPK	JERICO NY
Telecommunications	Cablevision	CABLEVISION	111 NEW SOUTH RD	HICKSVILLE NY
Telecommunications	Cablevision	CABLEVISION	111 NEW SOUTH RD	HICKSVILLE NY
Telecommunications	Cablevision	CABLEVISION	80 GRUMMAN RD	BETHPAGE NY
Telecommunications	Cablevision	CABLEVISION	660 E JERICO TPK	HUNT STA NY
Telecommunications	Cablevision	CABLEVISION	1070 E JERICO TPK	HUNTINGTON NY
Telecommunications	Cablevision	CABLEVISION	8 CORP CNTR DR	MELVILLE NY
Telecommunications	Cablevision	CABLEVISION	1144 FARMINGDALE RD	LINDENHURST NY
Telecommunications	Cablevision	CABLEVISION	397 MIDDLE CNTRY RD	SMITHTOWN NY
Telecommunications	Cablevision	CABLEVISION	3608 ROUTE 112	CORAM NY
Telecommunications	Cablevision	CABLEVISION	FROWEIN RD	C MORICHES NY
Telecommunications	Cablevision	CABLEVISION OF BROOK	MIDVALE AV	SELDEN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Telecommunications	Cablevision	CABLEVISION OF BROOK	INDUSTRIAL RD	PT JEFF STA NY
Telecommunications	Cablevision	CABLEVISION SYS CORP	SPRNGS FRPL RD	E HAMPTON NY
Telecommunications	Cablevision	CABLEVISION SYSTEM	1111 STEWART AV	BETHPAGE NY
Telecommunications	Cablevision	CABLEVISION SYSTEMS	1101 STEWART AV	BETHPAGE NY
Telecommunications	Cablevision	CABLEVISION SYSTEMS	1 MEDIA CROSSWAY	WOODBURY NY
Telecommunications	Cablevision	CABLEVISION SYSTEMS	111 CROSSWAY PK DR W	WOODBURY NY
Telecommunications	Cablevision	CABLEVISION SYSTEMS	420 CROSSWAYS PK DR	WOODBURY NY
Telecommunications	Cablevision	CABLEVISION SYSTEMS	BROOKVILLE AV	ISLIP NY
Telecommunications	Cablevision	CSC ACQUISITION-NY	MAIN RD	GREENPORT NY
Telecommunications	Cablevision	CSC ACQUISITION-NY	CENTRAL BLVD	E QUOGUE NY
Telecommunications	Cablevision	CSC ACQUISITION NY	D WHITES LA	SOUTHAMPTON NY
Telecommunications	Cablevision	CSC HOLDINGS INC DB	1 LEECON CT	SOUTHAMPTON NY
Telecommunications	Cablevision	CSC HOLDING INC, CAB	1 LEECON CT	SOUTHAMPTON NY
Telecommunications	Cablevision	CSC HOLDING, INC	111 NEW SOUTH RD	HICKSVILLE NY
Telecommunications	Cablevision	CSC HOLDINGS INC DBA	198 GRUMMAN RD	BETHPAGE NY
Telecommunications	Cablevision	CSC HOLDINGS INC, CA	1 LEECON CT	SOUTHAMPTON NY
Telecommunications	Cablevision	L I CABLEVISION DIV	WILSON BLVD	CNTRL ISLIP NY
Telecommunications	Cablevision	L I CABLEVISION	254 ROUTE 58	RIVERHEAD NY
Telecommunications	Cablevision	LONG ISLAND CABLE	201 OLD COUNTRY RD	RIVERHEAD NY
Telecommunications	Cablevision	OLSEN-FERRAIS, PIA	111 NEW SOUTH RD	HICKSVILLE NY
Telecommunications	Cablevision	SAMMONS COMM INC	SPRINGS FRPL RD	E HAMPTON NY
Telecommunications	Cablevision	V CABLE INC	1600 MOTOR PKY	HAUPPAUGE NY
Telecommunications	HBO	HBO	300 NEW HWY	HAUPPAUGE NY
Telecommunications	HBO	HOME BOX OFFICE	300 NEW HWY	HAUPPAUGE NY
Telecommunications	MTV-Viacom Inc	VIACOM NETWORKS	35 ADAMS AV	HAUPPAUGE NY
Telecommunications	MTV-Viacom Inc	VIACOM NETWORKS	35 ADAMS AV	HAUPPAUGE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Telecommunications	Rainbow Networks	RAINBOW MEDIA HLD	620 HICKSVILLE RD	BETHPAGE NY
Telecommunications	Rainbow Networks	RAINBOW NETWORK	620 HICKSVILLE RD	BETHPAGE NY
Telecommunications	Verizon	BELL ATLANTIC	216 BEACH 81ST ST	ROCKWY BCH NY
Telecommunications	Verizon	BELL ATLANTIC	1311 BAYPORT PL	FAR ROCKWY NY
Telecommunications	Verizon	BELL ATLANTIC	108 FRANKLIN PL	WOODMERE NY
Telecommunications	Verizon	BELL ATLANTIC	7 WASHINGTON AV	LYNBROOK NY
Telecommunications	Verizon	BELL ATLANTIC	140 W PARK ST	LONG BCH NY
Telecommunications	Verizon	BELL ATLANTIC	3313 BETHPAGE TPK	LEVITTOWN NY
Telecommunications	Verizon	BELL ATLANTIC	575 CONKLIN ST	FARMINGDALE NY
Telecommunications	Verizon	BELL ATLANTIC	575 CONKLIN ST	FARMINGDALE NY
Telecommunications	Verizon	BELL ATLANTIC	2020 WANTAGH AV	WANTAGH NY
Telecommunications	Verizon	BELL ATLANTIC	2020 JONES AV	WANTAGH NY
Telecommunications	Verizon	BELL ATLANTIC	JONES BEACH	WANTAGH NY
Telecommunications	Verizon	BELL ATLANTIC	5431 MERRICK RD	MASSAPEQUA NY
Telecommunications	Verizon	BELL ATLANTIC	120 HICKSVILLE RD	MASSAPEQUA NY
Telecommunications	Verizon	BELL ATLANTIC	120 HICKSVILLE RD	MASSAPEQUA NY
Telecommunications	Verizon	BELL ATLANTIC	120 HICKSVILLE RD	MASSAPEQUA NY
Telecommunications	Verizon	BELL ATLANTIC	88 IRA RD	SYOSSET NY
Telecommunications	Verizon	BELL ATLANTIC	69 W CHERRY ST	HICKSVILLE NY
Telecommunications	Verizon	BELL ATLANTIC	10 ADAMS ST	OYSTER BAY NY
Telecommunications	Verizon	BELL ATLANTIC	790 OLD COUNTRY RD	PLAINVIEW NY
Telecommunications	Verizon	BELL ATLANTIC	741 ZECKENDORF BLVD	CARLE PLACE NY
Telecommunications	Verizon	BELL ATLANTIC	199 FULTON AV	HEMPSTEAD NY
Telecommunications	Verizon	BELL ATLANTIC	30 MYRTLE ST	MANHASSET NY
Telecommunications	Verizon	BELL ATLANTIC	35 PROSPECT AV	PT WASH NY
Telecommunications	Verizon	BELL ATLANTIC	220 MAPLE AV	WESTBURY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Telecommunications	Verizon	BELL ATLANTIC	60 MAIN ST	MINEOLA NY
Telecommunications	Verizon	BELL ATLANTIC	159 LOWELL AV	FLORAL PARK NY
Telecommunications	Verizon	BELL ATLANTIC	9 BARSTOW RD	GREAT NECK NY
Telecommunications	Verizon	BELL ATLANTIC	277 WARNER AV	ROSLYN HGTS NY
Telecommunications	Verizon	BELL ATLANTIC	14 CHARLES ST	GLEN COVE NY
Telecommunications	Verizon	BELL ATLANTIC	50 W 4TH ST	HUNTINGTON NY
Telecommunications	Verizon	BELL ATLANTIC	445 COMMACK RD	COMMACK NY
Telecommunications	Verizon	BELL ATLANTIC	84 DURYEA RD	MELVILLE NY
Telecommunications	Verizon	BELL ATLANTIC	565 S 2ND ST	LINDENHURST NY
Telecommunications	Verizon	BELL ATLANTIC	LITTLE EAST NECK RD	BABYLON NY
Telecommunications	Verizon	BELL ATLANTIC	GRAND BLVD	DEER PARK NY
Telecommunications	Verizon	BELL ATLANTIC	GRAND BLVD	DEER PARK NY
Telecommunications	Verizon	BELL ATLANTIC	35 4TH AV	BAY SHORE NY
Telecommunications	Verizon	BELL ATLANTIC	1265 SUFFOLK AV	BRENTWOOD NY
Telecommunications	Verizon	BELL ATLANTIC	OCEAN BCH WK	OCEAN BCH NY
Telecommunications	Verizon	BELL ATLANTIC	NORTH COUNTRY RD	SETAUKET NY
Telecommunications	Verizon	BELL ATLANTIC	30 SHEEP PASTURE RD	PT JEFFERSN NY
Telecommunications	Verizon	BELL ATLANTIC	49 S BICYCLE PATH	SELDEN NY
Telecommunications	Verizon	BELL ATLANTIC	N COUNTRY RD	ST JAMES NY
Telecommunications	Verizon	BELL ATLANTIC	55 MAPLE AV	SMITHTOWN NY
Telecommunications	Verizon	BELL ATLANTIC	145 RAILROAD AV	SAYVILLE NY
Telecommunications	Verizon	BELL ATLANTIC	22 BAY AV	PATCHOGUE NY
Telecommunications	Verizon	BELL ATLANTIC	177 MADISON ST	MASTIC NY
Telecommunications	Verizon	BELL ATLANTIC	YAPHNK MID IS RD	YAPHANK NY
Telecommunications	Verizon	BELL ATLANTIC	140 GRIFFING AV	RIVERHEAD NY
Telecommunications	Verizon	BELL ATLANTIC	ROUTE 25A	WADING RIV NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Telecommunications	Verizon	BELL ATLANTIC	SOUND AV	WADING RIV NY
Telecommunications	Verizon	BELL ATLANTIC	MAIN RD	CUTCHOQUE NY
Telecommunications	Verizon	BELL ATLANTIC	14 BROOK RD	WHAMPT BCH NY
Telecommunications	Verizon	BELL ATLANTIC	18 PONQUOGUE AV	HAMPT BAYS NY
Telecommunications	Verizon	BELL ATLANTIC	55 WINDMILL LA	SOUTHAMPTON NY
Telecommunications	Verizon	BELL ATLANTIC	SAG HARBOR TPK	SAG HARBOR NY
Telecommunications	Verizon	BELL ATLANTIC	115 PANTIGO RD	E HAMPTON NY
Telecommunications	Verizon	BELL ATLANTIC	S EUCLID AV	MONTAUK NY
Telecommunications	Verizon	VERIZON	741 ZECKENDORF BLVD	GARDEN CITY NY
Telecommunications	Verizon	VERIZON	GRAND BL	DEER PARK NY
Telecommunications	Verizon Wireless	CELLULAR ONE	100 NASSAU TERMINAL RD	NEW HYDE PK NY
Villages	Village Of Amityville	AMITYVILLE HWQ FIRE	W OAK ST	AMITYVILLE NY
Villages	Village Of Amityville	AMITYVILLE VILLAGE H	21 IRELAND PL	AMITYVILLE NY
Villages	Village Of Amityville	VILL OF AMITYVILLE	15 BENNETT PL	AMITYVILLE NY
Villages	Village Of Amityville	VILL OF AMITYVILLE	MILL ST	AMITYVILLE NY
Villages	Village Of Asharoken	VILLAGE OF ASHAROKEN	ASHAROKEN AV	NORTHPORT NY
Villages	Village Of Atlantic Beach	2M Long Beach	65 THE PLAZA VIL HALL	ATLANTIC BEACH
Villages	Village Of Atlantic Beach	INC VIL ATLANTIC BCH	65 THE PLAZA	ATLNTIC BCH NY
Villages	Village Of Babylon	VILL OF BABYLON	CEDAR ST	BABYLON NY
Villages	Village Of Babylon	VILLAGE OF BABYLON	W MAIN ST	BABYLON NY
Villages	Village Of Babylon	VILLAGE OF BABYLON	4 CEDAR ST	BABYLON NY
Villages	Village Of Bayville	BAYVILLE VILLAGE	SCHOOL ST	BAYVILLE NY
Villages	Village Of Bayville	INC VIL OF BAYVILLE	GODFREY AV	BAYVILLE NY
Villages	Village Of Bayville	INC VIL OF BAYVILLE	GODFREY AV WTR PUMP	BAYVILLE
Villages	Village Of Bayville	INC VLG BAYVILLE	34 SCHOOL ST	BAYVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Bayville	INC VLG BAYVILLE	34 SCHOOL ST WATER FL	BAYVILLE
Villages	Village Of Bayville	INC VLG OF BAYVILLE	W HARBOR DR	BAYVILLE NY
Villages	Village Of Bayville	INC VLG OF BAYVILLE	W HARBOR DR WTR PUMP	BAYVILLE
Villages	Village Of Belle Terre	VILL OF BELLE TERRE	55 CLIFF RD	PT JEFFERSN NY
Villages	Village Of Bellerose	INC VIL OF BELLEROSE	SUPERIOR RD	FLORAL PARK NY
Villages	Village Of Bellerose	INC VILL BELLEROSE VILL CLERK	50 SUPERIOR RD	BELLRSE VLG NY
Villages	Village Of Brightwaters	INC VILL BRIGHTWTRS	40 SENECA DR	BRIGHTWTRS NY
Villages	Village Of Cedarhurst	VILL OF CEDARHURST	CEDARHURST AV	CEDARHURST NY
Villages	Village Of Cedarhurst	VILL OF CEDARHURST	PENINSULA BLVD	CEDARHURST NY
Villages	Village Of Centre Island	VIL OF CENTER ISLAND	303 CENTRE ISLAND RD	OYSTER BAY NY
Villages	Village Of Centre Island	VIL OF CENTER ISLAND	100 CENTRE ISLAND RD	OYSTER BAY NY
Villages	Village Of Centre Island	VIL OF CENTER ISLAND	304 CENTRE ISLAND RD	OYSTER BAY NY
Villages	Village Of Cove Neck	INC VILL COVE NECK	33 COVE NECK RD	OYSTER BAY NY
Villages	Village Of Dering Harbor	VILL DERING HARBOR	YOCO RD	SHELTER IS NY
Villages	Village Of Dering Harbor	VILL DERING HARBOR	YOCO RD	SHELTER IS NY
Villages	Village Of Dering Harbor	VILL DERING HARBOR	LOCUST POINT RD	SHELTER IS NY
Villages	Village Of East Hampton	INC VIL OF E HAMPTON	CEDAR ST	E HAMPTON NY
Villages	Village Of East Hampton	VILL OF EAST HAMPTON	JAMES LA	E HAMPTON NY
Villages	Village Of East Hampton	VILL OF EAST HAMPTON	JAMES LA WTR PUMP	EAST HAMPTON VILLAGE
Villages	Village Of East Rockaway	VILL EAST ROCKAWAY	376 ATLANTIC AV	E ROCKAWAY NY
Villages	Village Of Farmingdale	INC VILL FARMINGDALE	361 MAIN ST	FARMINGDALE NY
Villages	Village Of Farmingdale	VILL OF FARMINGDALE	EASTERN PKY	FARMINGDALE NY
Villages	Village Of Farmingdale	VILL OF FARMINGDALE	YOAKUM ST	FARMINGDALE NY
Villages	Village Of Floral Park	INC VILL FLORAL PARK	VERNON ST	FLORAL PARK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Floral Park	MAPLE AV PUMP STATIO	CLOVER AV	FLORAL PARK NY
Villages	Village Of Floral Park	VILL OF FLORAL PARK	ATLANTIC AV	FLORAL PARK NY
Villages	Village Of Floral Park	VILLAGE FLORAL PARK	HOLLAND AV	FLORAL PARK NY
Villages	Village Of Flower Hill	VILL OF FLOWER HILL	1 BONNIE HGTS RD	MANHASSET NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	128 MEADOW ST	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	STEWART AV	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	CLINTON RD	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	ST JAMES ST N	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	CHERRY VALLEY AV	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	ROCKAWAY AV	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	103 11TH ST	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	HILTON AV	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	EDGEMERE RD	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	STEWART AV	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY	EDGEMERE RD	GARDEN CITY NY
Villages	Village Of Garden City	VILL OF GARDEN CITY VILLAGE HALL	351 STEWART AV	GARDEN CITY NY
Villages	Village Of Great Neck	PARKWOOD ICE SKATING	65 ARRANDALE AV	GREAT NECK NY
Villages	Village Of Great Neck	VILL OF GREAT NECK P O BOX A	61 BAKER HILL RD	GREAT NECK NY
Villages	Village Of Great Neck Estates	VILL GREAT NECK EST VILLAGE HALL	4 GATEWAY DR	GREAT NECK NY
Villages	Village Of Great Neck Estates	VILL GREAT NECK ESTA	1 CEDAR DR	GREAT NECK NY
Villages	Village Of Great Neck Plaza	VILL OF GT NECK PLZ	MAPLE ST	GREAT NECK NY
Villages	Village Of Greenport	VILLAGE OF GREENPORT	1205 MAIN RD NS	GREENPORT NY
Villages	Village Of Hempstead	INC VIL OF HEMPSTEAD	NEWMANS CT	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VIL OF HEMPSTEAD	142 JERUSALEM AV	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VIL OF HEMPSTEAD	AMHERST ST	HEMPSTEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Hempstead	INC VIL OF HEMPSTEAD	99 NICHOLS CT	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VILL HEMPSTEAD	216 WASHINGTON ST	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VILL OF HEMP	YALE ST	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VILL OF HEMP	LINDEN AV	HEMPSTEAD NY
Villages	Village Of Hempstead	INC VILL OF HEMP WAT	W.H.L.I. LA	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	75 CLINTON ST	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	LONG DR	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	PRESIDENT ST	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	HARRISON AV	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	1 BERNHARD ST	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	10 HOLLY AV	HEMPSTEAD NY
Villages	Village Of Hempstead	VILL OF HEMPSTEAD	99 NICHOLS CT	HEMPSTEAD NY
Villages	Village Of Hempstead	VILLAGE OF HEMPSTEAD	JACKSON ST	HEMPSTEAD NY
Villages	Village Of Hempstead	VILLAGE OF HEMPSTEAD	FRONT ST	HEMPSTEAD NY
Villages	Village Of Hempstead	VILLAGE OF HEMPSTEAD	320 CLINTON ST	HEMPSTEAD NY
Villages	Village Of Hewlett Bay Park	VILL HEWLETT BAY PK	30 PIERMONT AV	HEWLETT NY
Villages	Village Of Hewlett Harbor	VILL HEWLETT HARBOR	PEPPERIDGE RD	HEWLETT NY
Villages	Village Of Huntington Bay	INC VILL OF HUNT BAY	VINEYARD RD	HALESITE NY
Villages	Village Of Island Park	INC VILL ISLAND PARK	LONG BEACH RD	ISLAND PARK NY
Villages	Village Of Island Park	VILL OF ISLAND PARK	440 LONG BEACH RD	ISLAND PARK NY
Villages	Village Of Kensington	VILL OF KENSINGTON	1A BEVERLY RD	GREAT NECK NY
Villages	Village Of Kensington	VILL OF KENSINGTON VILL HALL	2 NASSAU DR	GREAT NECK NY
Villages	Village Of Lake Grove	VILL OF LAKE GROVE	980 HAWKINS AV	LAKE GROVE NY
Villages	Village Of Lake Success	VILL OF L SUCCESS	318 LAKEVILLE RD	L SUCCESS NY
Villages	Village Of Lake Success	VILL OF L SUCCESS	318 LAKEVILLE RD PUMP STA	LAKE SUCCESS

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Lake Success	VILL OF LAKE SUCCESS	318 LAKEVILLE RD	GREAT NECK NY
Villages	Village Of Lake Success	VILLAGE OF LAKE SUCC	15 VANDERBILT DR	L SUCCESS NY
Villages	Village Of Lattingtown	VILL OF LATTINGTOWN	E BEACH DR	LOCUST VLY NY
Villages	Village Of Laurel Hollow	INC VILLAGE OF LAURE	MOORES HILL RD	SYOSSET NY
Villages	Village Of Laurel Hollow	INC VILLAGE OF LAURE	MOORES HILL RD POLICE	SYOSSET
Villages	Village Of Laurel Hollow	VIL OF LAUREL HOLLOW	LAUREL HOLLOW RD	SYOSSET NY
Villages	Village Of Lawrence	INC VILLAGE OF LAWRE	CAUSEWAY	LAWRENCE NY
Villages	Village Of Lawrence	LAWRENCE VILLAGE GLF	KENRIDGE RD	LAWRENCE NY
Villages	Village Of Lawrence	VILL OF LAWRENCE	196 CENTRAL AV	LAWRENCE NY
Villages	Village Of Lindenhurst	INC VILL LINDENHURST	430 S WELLWOOD AV	LINDENHURST NY
Villages	Village Of Lindenhurst	INC VILL LINDENHURST	DANIEL ST	LINDENHURST NY
Villages	Village Of Lindenhurst	INC VILLAGE OF	S DELAWARE AV	LINDENHURST NY
Villages	Village Of Lindenhurst	VILL LINDENHURST INC	64 LANE ST	LINDENHURST NY
Villages	Village Of Lindenhurst	VILL OF LINDENHURST	39TH ST	LINDENHURST NY
Villages	Village Of Lynbrook	INC VILL OF LYNBROOK	PENINSULA BLVD	LYNBROOK NY
Villages	Village Of Lynbrook	INC VILLAGE OF LYNBK	WRIGHT AV	LYNBROOK NY
Villages	Village Of Malverne	INC VILL OF MALVERNE	CHURCH ST	MALVERNE NY
Villages	Village Of Malverne	VILL OF MALVERNE	CHURCH ST	MALVERNE NY
Villages	Village Of Malverne	VILL OF MALVERNE	CHURCH ST POLICE	MALVERNE
Villages	Village Of Malverne	VILLAGE OF MALVERNE	BROADWAY	MALVERNE NY
Villages	Village Of Manorhaven	INC VIL MANORHAVEN	PEQUOT AV	PT WASH NY
Villages	Village Of Massapequa Park	VILL MASSAPEQUA PARKVILL CLERK	151 FRONT ST	MASS PK NY
Villages	Village Of Mill	VILL OF MILL NECK	FROST MILL RD	MILL NECK NY
Villages	Village Of Mill	VILL OF MILL NECK	FROST MILL RD	MILL NECK NY
Villages	Village Of Mineola	INC VIL OF MINEOLA	171 JERICHO TPK	MINEOLA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Mineola	INC VILLAGE OF MINEOLA	171 JERICHO TPK	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	EMORY RD	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	WESTBURY AV	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	ROSELLE ST	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	300 GARFIELD AV	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	167 ELM PL	MINEOLA NY
Villages	Village Of Mineola	VILLAGE OF MINEOLA	166 ELM PL	MINEOLA NY
Villages	Village Of Munsey Park	INC VILL MUNSEY PK	1777 NORTHERN BLVD	MANHASSET NY
Villages	Village Of Muttontown	INC VILL MUTTONTOWN	1763 ROUTE 106	SYOSSET NY
Villages	Village Of New Hyde Park	VILL OF NEW HYDE PK	1420 JERICHO TPK	NEW HYDE PK NY
Villages	Village Of Nissequogue	NISSEQUOGUE FIRE DPT	643 MORICHES RD	ST JAMES NY
Villages	Village Of North Hills	INC VILL OF N HILLS	1 SHELTER ROCK RD	NORTH HILLS NY
Villages	Village Of North Hills	INC VILL OF NO HILLS	I U WILLETS RD	NORTH HILLS NY
Villages	Village Of Northport	INC VILLAGE OF NORTH	OCEAN AV	NORTHPORT NY
Villages	Village Of Northport	INC VILLAGE OF NPT	MILLAND DR	NORTHPORT NY
Villages	Village Of Northport	NPT SEWER TRTMNT PLT	KETCHAM PL	NORTHPORT NY
Villages	Village Of Northport	VILLAGE OF NORTHPORT	11 BAYVIEW AV	NORTHPORT NY
Villages	Village Of Northport	VILLAGE OF NORTHPORT	CAIRO AV	NORTHPORT NY
Villages	Village Of Northport	VILLAGE OF NORTHPORT	204 MAIN ST	NORTHPORT NY
Villages	Village Of Northport	VILLAGE OF NORTHPORT	BEACH RD	NORTHPORT NY
Villages	Village Of Ocean Beach	INC VIL OF OCEAN BCH	COTTAGE WK	OCEAN BCH NY
Villages	Village Of Ocean Beach	INC VILL OCEAN BCH	BAYVIEW WK	OCEAN BCH NY
Villages	Village Of Ocean Beach	OCEAN BEACH FIREHSE	MIDWAY FIRE HSE	OCEAN BEACH
Villages	Village Of Ocean Beach	OCEAN BEACH VOL	480 BAYBERRY WK FIRE HSE	OCEAN BEACH
Villages	Village Of Old Brookville	VILL OLD BROOKVILLE	MC COUNS LA	GLEN HEAD NY
Villages	Village Of Old Brookville	VILL OLD BROOKVILLE	NORTHERN BLVD	OYSTER BAY NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Old Westbury	OLD WESTBURY WATER	POST RD	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	11 STORE HILL RD	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	223 STORE HILL RD	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	JERICO TPK	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	282 WHEATLEY RD	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	GLEN COVE RD	O WESTBURY NY
Villages	Village Of Old Westbury	VILL OF OLD WESTBURY	1 MORGAN DR	O WESTBURY NY
Villages	Village Of Oyster Bay Cove	VILL OYSTER BAY COVE	BERRY HILL RD	OYSTER BAY NY
Villages	Village Of Patchogue	VILLAGE OF PATCHOGUE	14 BAKER ST	PATCHOGUE NY
Villages	Village Of Patchogue	VILLAGE OF PATCHOGUE	170 E MAIN ST	PATCHOGUE NY
Villages	Village Of Plandome	VILL OF PLANDOME	SOUTH DR	PLANDOME NY
Villages	Village Of Port Jefferson	INC VILLAGE OF PORT	OLD HOMESTEAD RD	PT JEFFERSN NY
Villages	Village Of Port Jefferson	VILL OF PT JEFFERSON	121 W BROADWAY	PT JEFFERSN NY
Villages	Village Of Port Washington North	PT WASH POLICE DEPT	500 PT WASHINGTON BL	PT WASH NY
Villages	Village Of Quogue	VILLAGE OF QUOGUE	115 JESSUP AV	QUOGUE NY
Villages	Village Of Quogue	VILLAGE OF QUOGUE	JESSUP AV	QUOGUE NY
Villages	Village Of Roslyn	VILLAGE OF ROSLYN	THE BIRCHES	ROSLYN NY
Villages	Village Of Roslyn	VILLAGE OF ROSLYN	25 THE LOCH	ROSLYN NY
Villages	Village Of Roslyn Estates	VILLAGE OF ROSLYN ESTATES	25 THE TULIPS	ROSLYN NY
Villages	Village Of Roslyn Harbor	VILL ROSLYN HARBOR	500 MOTTS COVE RD S	ROSLYN NY
Villages	Village Of Russell Gardens	VILL RUSSELL GARDENS	6 TAIN DR	GREAT NECK NY
Villages	Village Of Saddle Rock	VILL OF SADDLE ROCK	10 EMERSON DR	GREAT NECK NY
Villages	Village Of Sag Harbor	VILL OF SAG HARBOR	70 DIVISION ST	SAG HARBOR NY
Villages	Village Of Sag Harbor	VILLAGE SAG HARBOR	LONG ISLAND AV	SAG HARBOR NY
Villages	Village Of Sag Harbor	VILLAGE SAG HARBOR	BAY ST	SAG HARBOR NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Saltaire	INC VILL OF SALTAIRE	BEACON WK	SALTAIRE NY
Villages	Village Of Saltaire	INC VILL OF SALTAIRE	103 BROADWAY	SALTAIRE NY
Villages	Village Of Saltaire	INC VILL OF SALTAIRE	105 BROADWAY	SALTAIRE NY
Villages	Village Of Sands Point	INC VILLAGE OF SANDSPT	26 TIBBITS LA	SANDS PT NY
Villages	Village Of Sands Point	VILL OF SANDS POINT	SOUTH RD	SANDS PT NY
Villages	Village Of Sands Point	VILL OF SANDS POINT	VILLAGE LA	SANDS PT NY
Villages	Village Of Sands Point	VILL OF SANDS POINT	MIDDLE NECK RD	SANDS PT NY
Villages	Village Of Sands Point	VILL OF SANDS POINT	ROUND HILL LA	SANDS PT NY
Villages	Village Of Sands Point	VILL OF SANDS POINT	26 TIBBITS LA	SANDS PT NY
Villages	Village Of Sands Point	VLG CLUB OF SANDS PT	ASTOR LA	SANDS PT NY
Villages	Village Of Sea Cliff	INC VILL OF SEACLIFF	CENTRAL AV	SEA CLIFF NY
Villages	Village Of Sea Cliff	VILLAGE OF SEA CLIFF	MAPLE AV	SEA CLIFF NY
Villages	Village Of South Floral Park	VILL OF SO FLORAL PK	383 ROQUETTE AV	S FLORAL PK NY
Villages	Village Of Southampton	VILL OF SOUTHAMPTON	WINDMILL LA	SOUTHAMPTON NY
Villages	Village Of Southampton	VILL OF SOUTHAMPTON	21 MAIN ST	SOUTHAMPTON NY
Villages	Village Of Southampton	VILLAGE OF SOUTHAMPT	RAILROAD PLZ	SOUTHAMPTON NY
Villages	Village Of Stewart Manor	VILL STEWART MANOR FIRE DEPT	120 COVERT AV	STEWART MAN NY
Villages	Village Of Stewart Manor	VILL STEWART MANORFIRE DEPT	120 COVERT AV VIL HALL	STEWART MANOR
Villages	Village Of Valley Stream	INC VILL VALLEY STRM	HOLLAND CT	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	190 COCHRAN PL	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	BROOKLYN AV	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	ROCKAWAY PKY	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	CLEARSTREAM AV	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	S CENTRAL AV	VALLEY STRM NY
Villages	Village Of Valley Stream	VIL OF VALLEY STREAM	112 S CORONA AV	VALLEY STRM NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Villages	Village Of Westbury	INC VILLAGE OF WESTB	UNION ST	WESTBURY NY
Villages	Village Of Westbury	VILLAGE OF WESTBURY	235 LINCOLN PL	WESTBURY NY
Villages	Village Of Williston Park	VILL WILLISTON PARK	NASSAU BLVD	WILLISTN PK NY
Villages	Village Of Williston Park	VILL WILLISTON PARK	SYRACUSE ST	WILLISTN PK NY
Villages	Village Of Williston Park	VILL WILLISTON PARK	WILLIAM ST	WILLISTN PK NY
Villages	Village Of Williston Park	VILL WILLISTON PARK	454 WILLIS AV	WILLISTN PK NY
Villages	Village Of Williston Park	VILL WILLISTON PARK VILL CLERK	494 WILLIS AV	WILLISTN PK NY
Water Districts	Albertson Water District	ALBERTSON WATER DIST	SHEPHERD LA	ROSLYN HGTS NY
Water Districts	Albertson Water District	ALBERTSON WATER DIST	SHEPHERD LA	ROSLYN HGTS NY
Water Districts	Albertson Water District	ALBERTSON WATER DIST	184 SHEPHERD LA	ROSLYN HGTS NY
Water Districts	Albertson Water District	ALBERTSON WATER DIST	HOLLOW CT	ALBERTSON NY
Water Districts	Albertson Water District	ALBERTSON WATER DIST	STEPHEN LA	ROSLYN HGTS NY
Water Districts	Belgrave Water Pollution Control District	BELGRAVE WATER	3401 255TH ST	GREAT NECK NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST	GRUMMAN RD W	BETHPAGE NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST	PLAINVIEW RD	BETHPAGE NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST	BROADWAY	BETHPAGE NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST	SOPHIA ST	BETHPAGE NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST	PARK LA	BETHPAGE NY
Water Districts	Bethpage Water District	BETHPAGE WATER DIST WELL 7	25 ADAMS AV	BETHPAGE NY
Water Districts	Carle Place Water District	CARLE PL WATER DIST	TERRACE DR	CARLE PLACE NY
Water Districts	Carle Place Water District	CARLE PL WATER DIST	578 MINEOLA AV	CARLE PLACE NY
Water Districts	Carle Place Water District	CARLE PL WATER DIST	355 CARLE RD	CARLE PLACE NY
Water Districts	Carle Place Water District	CARLE PL WATER DIST	MARGINAL RD	CARLE PLACE NY
Water Districts	Franklin Square Water District	FR SQ WATER DIST	THEODORA ST	FRANKLIN SQ NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Franklin Square Water District	FR SQ WATER DIST	ARLINGTON AV	FRANKLIN SQ NY
Water Districts	Franklin Square Water District	FR SQUARE WATER DIST	895 SCHROETER ST	FRANKLIN SQ NY
Water Districts	Franklin Square Water District	FRANKLIN SQUARE	COURTHOUSE RD	FRANKLIN SQ NY
Water Districts	Franklin Square Water District	FRANKLN SQ WATER	895 SCHROETER ST	FRANKLIN SQ NY
Water Districts	Garden City Park Water District	GARDEN CITY PK FIRE	2264 JERICO TPK	GDN CITY PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	COUNTY CT HSE RD	GDN CITY PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	DENTON AV	GDN CITY PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	MARCUS AV	NEW HYDE PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	HERRICKS RD	NEW HYDE PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	417 OLD COURT HSE RD	NEW HYDE PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	1050 DENTON AV	GDN CITY PK NY
Water Districts	Garden City Park Water District	GARDEN CTY PK WATER	DENTON AV	GDN CITY PK NY
Water Districts	Garden City Park Water District	GDN CITY PK WATER DIST	SHELTER ROCK RD	NEW HYDE PK NY
Water Districts	Garden City Park Water District	GDN CITY WATER DIST	LINKS DR	NORTH HILLS NY
Water Districts	Garden City Park Water District	GDN CTY PK FIRE DEPT	1030 DENTON AV	GDN CITY PK NY
Water Districts	Garden City Park Water District	GRDN CTY PK FR DIST	7TH AV	GDN CITY PK NY
Water Districts	Glenwood Water District	GLENWOOD WATER DIST	MOTTS COVE RD N	ROSLYN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Great Neck Water Pollution Control District	GR NK WTR POL CONTR	139 BAYVIEW AV	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GR NK WTR POL CONTR	80 GREENLEAF HL	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WATER POL	26 BAYVIEW AV	MANHASSET NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	236 E SHORE RD	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	20 PICCADILLY RD	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	RED BROOK RD	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	VAN NOSTRAND AV	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	OLD POND RD	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NECK WCPD	SPRING LA	GREAT NECK NY
Water Districts	Great Neck Water Pollution Control District	GREAT NK WATER POLL	SHELTER ROCK RD	MANHASSET NY
Water Districts	Great Neck Water Pollution Control District	GREAT NK WATER POLL	GRIST MILL LA	GREAT NECK NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	BUTTERCUP LA	HUNTINGTON NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	45 RAILROAD ST	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	PULASKI RD	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	MANOR RD	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	CUBA HILL RD	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	CLAY PITTS RD	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	DANVILLE RD	GREENLAWN NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	JERICO TPK	ELWOOD NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	ELMO CT	ELWOOD NY
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	SOE0C LARKFIELD RD	COMMACK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Greenlawn Water District	GREENLAWN WATER DIST	BURR RD	COMMACK NY
Water Districts	Hicksville Water District	HICKSVILLE WATER	PLAINVIEW RD	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	STEWART AV	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	NEWBRIDGE RD	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	JERUSALEM AV	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	4 DEAN ST	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	ALICIA ST	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	W BARCLAY ST	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	MILLER PL&INGRAM DR	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	85 BETHPAGE RD	HICKSVILLE NY
Water Districts	Hicksville Water District	HICKSVILLE WATER DIS	KUHL AV	HICKSVILLE NY
Water Districts	Jericho Water District	JERICHO WATER DIST	JERICHO TPK	JERICHO NY
Water Districts	Jericho Water District	JERICHO WATER DIST	TOBIE LA	JERICHO NY
Water Districts	Jericho Water District	JERICHO WATER DIST	ROUTE 106	JERICHO NY
Water Districts	Jericho Water District	JERICHO WATER DIST	PINE DR	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	125 CONVENT RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	125 CONVENT RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	SPLIT ROCK RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	SPLIT ROCK RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	VELSOR STILLWELL RD	WOODBURY NY
Water Districts	Jericho Water District	JERICHO WATER DIST	COLD SPRING RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	KIRBYS LA WS	JERICHO NY
Water Districts	Jericho Water District	JERICHO WATER DIST	36 KIRBY LA	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	ROUTE 106	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	JER OYSTER BAY RD	SYOSSET NY
Water Districts	Jericho Water District	JERICHO WATER DIST	WHEATLEY RD	GLEN HEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Jericho Water District	JERICHO WATER DIST	SUNNYSIDE BLVD	WOODBURY NY
Water Districts	Jericho Water District	JERICHO WATER DIST	JUNEAU BLVD	WOODBURY NY
Water Districts	Jericho Water District	JERICHO WATER DIST	ORCHARD DR	WOODBURY NY
Water Districts	Jericho Water District	JERICHO WATER DIST	JERICHO TPK	WOODBURY NY
Water Districts	Jericho Water District	JERICHO WATER DIST	GLEN COVE RD	GLEN HEAD NY
Water Districts	Jericho Water District	JERICHO WATER DIST	MOTTS COVE RD	GLEN HEAD NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WATER	BUCKRAM RD	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WATER	BUCKRAM RD	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WATER	BUCKRAM RD	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WATER	10TH ST	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WTR D	DUCK POND RD	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WTR D	DUCK POND RD	LOCUST VLY NY
Water Districts	Locust Valley Water District	LOCUST VALLEY WTR D	BAYVILLE RD	LOCUST VLY NY
Water Districts	Long Island Water Corporation-American Water	L I WATER CORP	10 FRANKLIN AV	MALVERNE NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	TANGLEWOOD RD	ROCKVLE CTR NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	LAKEVIEW AV	ROCKVLE CTR NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	CLEVELAND ST	W HEMPSTEAD NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	BAYVIEW AV	INWOOD NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	STARFIRE CT	HEWLETT NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	TERRACE PL	VALLEY STRM NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	HENDRICKSON AV	VALLEY STRM NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	WHITEHALL ST	LYNBROOK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	HORTON AV	LYNBROOK NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	WRIGHT AV	LYNBROOK NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	555 CORNWELL AV	MALVERNE NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	DARTMOUTH ST	BALDWIN NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	GROVE ST	BALDWIN NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	915 SEAMAN AV	BALDWIN NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	WHITEHOUSE AV	ROOSEVELT NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	DECATUR ST	ROOSEVELT NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	ANDERSON AV	OCEANSIDE NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	LAWSON BLVD	OCEANSIDE NY
Water Districts	Long Island Water Corporation-American Water	LONG IS WATER CORP	BEECH ST	ATLNTIC BCH NY
Water Districts	Long Island Water Corporation-American Water	LONG ISLAND WATER CO	151 WASHINGTON AV	VALLEY STRM NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	35 BAYVIEW AV	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	COMMUNITY DR	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	SEARINGTOWN RD	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	COMMUNITY DR	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	CUMBERLAND AV	GREAT NECK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	TANNERS RD	L SUCCESS NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	POWERHOUSE RD	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	POWERHOUSE RD	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	SHELTER ROCK RD	NORTH HILLS NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	SHELTER ROCK RD	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET LAKEVILLE	DOGWOOD LA	MANHASSET NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET-LAKEVILLE	21 78TH AV	NEW HYDE PK NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET-LAKEVILLE	TIFFANY CIR	NORTH HILLS NY
Water Districts	Manhasset Lakeville Water Dist	MANHASSET-LAKEVILLE	SHELTER ROCK RD	MANHASSET NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	ONTARIO AV	MASSAPEQUA NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	NEW YORK AV	MASSAPEQUA NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	BROOKLYN AV	MASSAPEQUA NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	MAY PL	MASS PK NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	MASSAPEQUA AV	MASS PK NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	MARYLAND AV	MASS PK NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER	MARYLAND AV	MASS PK NY
Water Districts	Massapequa Water District	MASSAPEQUA WATER DIS	SUNRISE HWY	MASSAPEQUA NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	SEAMAN NECK RD	SEAFORD NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	E05 NEWBRIDGE RD	N BELLMORE NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	NEWBRIDGE RD	BELLMORE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	SHERMAN AV	MERRICK NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	BERNARD ST	MERRICK NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	CHARLES ST	MERRICK NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	DE MOTT AV	WANTAGH NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	JERUSALEM AV	WANTAGH NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	EAST GATE RD	MASS PK NY
Water Districts	New York Water Service-Aqua Water	N Y WATER SERVICE	DOVER ST	MASSAPEQUA NY
Water Districts	New York Water Service-Aqua Water	NEW YORK WATER SERV	NORTHGATE RD	MASSAPEQUA NY
Water Districts	New York Water Service-Aqua Water	NY WATER SERVICE	OLD MILL RD	WANTAGH NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER	BERRY HILL RD	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER	4 SHUTTER LA	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	45 AUDREY AV	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	MILL RIVER RD	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	SINGWORTH ST	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	BERRY HILL RD	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	SCHOOLHOUSE PL	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WATER DIS	BERRY HILL RD	OYSTER BAY NY
Water Districts	Oyster Bay Water District	OYSTER BAY WTR DIST	1051 W SHORE RD	OYSTER BAY NY
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	WINDNG PNT WOODS RD	BETHPAGE NY
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	WASHINGTON AV	PLAINVIEW NY
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	DONNA DR	PLAINVIEW NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	10 MANETTO HILL RD	PLAINVIEW NY
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	121 ORCHARD ST	PLAINVIEW NY
Water Districts	Plainview Water District	PLAINVIEW WATER DIST	SOUTHERN PKY	PLAINVIEW NY
Water Districts	Port Washington Water District	PT WASH WATER DIST	EMERSON CT	PT WASH NY
Water Districts	Port Washington Water District	PT WASH WATER DIST	NEULIST AV	PT WASH NY
Water Districts	Port Washington Water District	PT WASHINGTON WATER	SEARINGTOWN RD	NORTH HILLS NY
Water Districts	Port Washington Water District	PT WASHINGTON WATER	BIRCHDALE LA	MANHASSET NY
Water Districts	Port Washington Water District	PT WASHINGTON WATER	STONEYTOWN RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POL DIST	W SHORE RD WS	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	WAKEFIELD AV	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	W SHORE RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	70 HARBOR RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	70 HARBOR RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	PT WASH BLVD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	SHORE RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	CAPI LA	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	BEACHWAY	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLUTION	LEEDS DR	PT WASH NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	AMHERST RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	HAVEN AV	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	NEULIST AV	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	MOREWOOD OAKS	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	39 BEECHWOOD AV	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	STONYTOWN RD	PT WASH NY
Water Districts	Pt Washington Water Pollution Control District	PT WASH WTR POLLUTION	SMULL PL	PT WASH NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	DIANAS TRL	ROSLYN NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	MINEOLA AV	ROSLYN NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	GLEN COVE RD	ROSLYN NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	REDWOOD DR	ROSLYN NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	BIRCH DR	ROSLYN NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	SYCAMORE DR	ROSLYN HGTS NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	LOCUST LA	ROSLYN HGTS NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	PARTRIDGE DR	ROSLYN HGTS NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	TARA DR	ROSLYN HGTS NY
Water Districts	Roslyn Water District	ROSLYN WATER DIST	24 W SHORE RD	ROSLYN NY
Water Districts	Sea Cliff Water Company	SEA CLIFF WATER CO	10TH AV	SEA CLIFF NY
Water Districts	Sea Cliff Water Company	SEA CLIFF WATER CO	LAUREL AV	SEA CLIFF NY
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	HEISSER LA	FARMINGDALE NY
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	LOURAE DR	MASSAPEQUA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	LINDEN ST	MASSAPEQUA NY
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	HICKSVILLE RD	N MASSAPQUA NY
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	HICKSVILLE RD	N MASSAPQUA NY
Water Districts	South Farmingdale Water District	SO FARMINGDALE WATER	40 LANGDON RD	S FARMNGDLE NY
Water Districts	South Huntington Water District	SO HUNT WATER	E MALL DR	MELVILLE NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	17TH ST	HUNTINGTON NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	WHITSON RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	5TH AV	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	LEDGEWOOD DR	HUNTINGTON NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	OAKWOOD RD	HUNTINGTON NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	AMITYVILLE RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	WOLF HILL RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	DOWNS RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	RESERVOIR RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	RESERVOIR RD	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	LARKIN ST	HUNT STA NY
Water Districts	South Huntington Water District	SO HUNT WATER DIST	OLD SOUTH PATH	MELVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	South Huntington Water District	SO HUNT WATER DIST	APEX RD	MELVILLE NY
Water Districts	South Huntington Water District	SO HUNTINGTON WATER	COTTONTAIL RD	MELVILLE NY
Water Districts	South Huntington Water District	SOUTH HUNTINGTON	MOUNT MISERY RD	HUNTINGTON NY
Water Districts	South Huntington Water District	SOUTH HUNTINGTON WAT	RIVENDELL CT	MELVILLE NY
Water Districts	Suffolk County Water Authority	S C W A	GLENVIEW PL	HALESITE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH	WATER RD	ROCKY PT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH	SY CT	LAKE GROVE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH	POND RD	OAKDALE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH	EDISON DR	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH B T	SMITHTOWN AV	RONKONKOMA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH B T	EDGEWOOD AV	FARMNGVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HARBOR RD	C SPRNG HBR NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WOODCHUCK HOLLOW RD	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FLOWER HILL RD	HALESITE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MILL LA	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MAYFAIR DR	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HOLLYWOOD PL	HUNTINGTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BROADWAY	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MEADE DR	CENTERPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	DOUGLAS AV	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CHURCH ST	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	RESERVOIR AV	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WASHINGTON ST	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LAUREL HILL RD	GREENLAWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BELLE ROSE AV	E NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	S SPUR RD	E NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WEST NECK RD	LLOYD HBR NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MIDDLEVILLE RD	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	GUN CLUB RD	E NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WATERSIDE AV	NORTHPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	PLYMOUTH ST	DEER PARK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CARLSON AV	KINGS PARK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LAWRENCE RD	KINGS PARK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	KINGS PARK RD	KINGS PARK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BLUE SPRUCE LA	COMMACK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CORNELL DR	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WICKS PATH	COMMACK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SCHUYLER DR	COMMACK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WALTER CT	COMMACK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	RUTH BLVD	COMMACK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	ST JOHNLAND RD	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	GREENE AV	AMITYVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LAMBERT AV	COPIAGUE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	GREAT NECK RD	AMITYVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	ALBANY AV	AMITYVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	TENETY AV	LINDENHURST NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	ALBIN AV	BABYLON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SMITH ST	BABYLON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	AUGUST RD	BABYLON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OUTLOOK AV	W BABYLON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SAWYER AV	W BABYLON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	12TH ST	W BABYLON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CIRCLE DR	WYANDANCH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WYANDANCH AV	WYANDANCH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	GORDON AV	WYANDANCH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	ADAMS AV	WYANDANCH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BROOK AV	DEER PARK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	N INDUSTRY CT	DEER PARK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	UNION BLVD	BRIGHTWTRS NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	5TH AV	BAY SHORE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MOFFITT BLVD	E ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LOCUST DR NS	BAY SHORE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SUNRISE HWY	WEST ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BAY SHORE RD	BAY SHORE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HARVEST LA	WEST ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	THOMAS AV	BAY SHORE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	E FORKS RD	BAY SHORE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BANANA ST	CNTRL ISLIP NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CARLETON AV	CNTRL ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	DOLORES PL	CNTRL ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	41ST ST	ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FISHER AV	ISLIP TERR NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BELLMORE AV	GREAT RIVER NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	EMJAY BLVD	BRENTWOOD NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CAPITOL CT	HAUPPAUGE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FALCON DR	HAUPPAUGE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WHEELER RD	HAUPPAUGE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LIBERTY ST	HAUPPAUGE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OVAL DR	ISLANDIA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	NICHOLS RD	ISLANDIA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	KAYRON DR	FARMNGVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MORRIS AV	HOLTSVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MUD RD	STONY BROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SHERRY DR	SETAUKET NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OAK ST	PT JEFF STA NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HENRY CLAY DR	E SETAUKET NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	D WEBSTER DR	SETAUKET NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OXHEAD RD	STONY BROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	STEM LA	STONY BROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BELLE TERRE RD	PT JEFF STA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	DARE RD	SELDEN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BOYLE RD	PT JEFF STA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FLINT LA	SELDEN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BOYLE RD N	SELDEN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BOYLE RD S	SELDEN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MT SINAI CORAM RD	MT SINAI NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BRIARCLIFF RD	SHOREHAM NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	TOWN LINE RD	NESCONSET NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	NORTH COUNTRY RD	MILLER PL NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	COLLEGE RD	SELDEN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HORSE BLOCK RD	FARMNGVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BAILEY RD	MIDDLE IS NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	KNIGHT ST	SHOREHAM NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FAIRMOUNT AV	FARMNGVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CRYST BROOK HOL RD	MT SINAI NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	STRATHMORE CT	CORAM NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FELWAY DR	CORAM NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MEEHAN LA	CORAM NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WHEAT PATH	MT SINAI NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	JAYNE BLVD	PT JEFF STA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BICYCLE PATH	PT JEFF STA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SAMUEL ST	LAKE RONK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	VIRGINIA AV	LAKE RONK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	PLEASANT AV	CENTEREACH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	EASTWOOD BLVD	CENTEREACH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HAWKINS RD	CENTEREACH NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	ASTOR AV	ST JAMES NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	PIERSON ST	NESCONSET NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HURTIN BLVD	SMITHTOWN NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	NEW MILL RD	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	NEW YORK AV	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HALLOCK AV	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	STONY BROOK RD	LAKE GROVE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CHINA RD	SAYVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LAKEVIEW AV	BAYPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LOCUST AV	BOHEMIA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CHURCH ST	BOHEMIA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CHURCH ST	HOLBROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MONTAUK HWY	OAKDALE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LINCOLN AV	HOLBROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	EASTON ST	RONKONKOMA NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	STATION RD	BELLPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	PAT YAPHANK RD	YAPHANK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	RACE AV	MEDFORD NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BARTON AV	PATCHOGUE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MAPLE AV	MEDFORD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WATERWORKS RD	PATCHOGUE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	HEAD OF NECK RD	BELLPORT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	BLUE POINT RD	HOLTSVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	885 GREENBELT PKY W	HOLBROOK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	WM FLOYD PKY N	YAPHANK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OLD NECK RD	C MORICHES NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	COUNTRY CLUB DR	MANORVILLE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LAMBERT AV	MASTIC NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	RIVERHEAD MOR RD	RIVERHEAD NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OLD COUNTRY RD	WESTHAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MEETINGHSE RD	QUIOGUE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SPINNY RD	E QUOGUE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	N MAGEE ST	SOUTHAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	LONG SPRINGS RD	SOUTHAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	EDGE OF WOODS RD	SOUTHAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	W PROSPECT ST	SOUTHAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	OAKVIEW HWY	E HAMPTON NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	SPRING CLOSE HWY	E HAMPTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	CROSS HWY	AMAGANSETT NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	S DAVIS AV	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	MONTAUK PT ST PKY	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FLAMINGO AV	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	FARRINGTON RD	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH P S	EDGEMERE ST	MONTAUK NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH T K	OAKWOOD RD	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH T K	MOFFITT BLVD	ISLIP NY
Water Districts	Suffolk County Water Authority	S C WATER AUTH T K	COMMERCIAL BLVD	BRENTWOOD NY
Water Districts	Suffolk County Water Authority	S C WATER AUTHORITY	FARMNGDLE RD	FARMINGDALE NY
Water Districts	Suffolk County Water Authority	S C WATER AUTHORITY	HARBOR WALK	FIRE IS PNS NY
Water Districts	Suffolk County Water Authority	S C WATER AUTHORITY	DIVISION ST	SAG HARBOR NY
Water Districts	Suffolk County Water Authority	S C WATERAUTHORITY	FISHERMAN PATH	FIRE IS PNS NY
Water Districts	Suffolk County Water Authority	SC WATER AUTH PS	BEECHNUT AV	MEDFORD NY
Water Districts	Suffolk County Water Authority	SC WATER AUTHORITY	SILLS RD	YAPHANK NY
Water Districts	Suffolk County Water Authority	SC WATER AUTHORITY	RAILROAD AV	C MORICHES NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	SCWA	TOWER ST	HUNT STA NY
Water Districts	Suffolk County Water Authority	SCWA	72 GAZZA BLVD	FARMINGDALE NY
Water Districts	Suffolk County Water Authority	SCWA	DEVELOPMENT DR	STONY BROOK NY
Water Districts	Suffolk County Water Authority	SCWA	MONTAUK HWY	EASTPORT NY
Water Districts	Suffolk County Water Authority	SCWA	COUNTY RD 31 RD WS	WESTHAMPTON NY
Water Districts	Suffolk County Water Authority	SCWA BRDGHMTN RD PS	32 MONTAUK HWY	E HAMPTON NY
Water Districts	Suffolk County Water Authority	SUF CNTY WATER AUTH	CENTER WK	DAVIS PARK NY
Water Districts	Suffolk County Water Authority	SUF CTY WATER AUTH	MAIN ST	MASTIC NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	ARNOLD DR	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	MCKAY RD	HUNT STA NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	JENNINGS RD	LLOYD HBR NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	SUNK MEADOW ST PK	SMITHTOWN NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	LANDSCAPE DR	WHEATLY HTS NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	LOCUST DR	BAY SHORE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	51 AMERICAN BLVD	BRENTWOOD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	51 3RD AV	BRENTWOOD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	CARROL ST	BRENTWOOD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	260 MOTOR PKY	HAUPPAUGE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	30 MIDWAY WK	OCEAN BCH NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	123 NEW YORK AV	PT O WOODS NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	NEW YORK AV	SOUND BEACH NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	MIDDLE COUNTRY RD	RIDGE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	MIDDLE COUNTRY RD	RIDGE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	FISH RD	ROCKY PT NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	KNIGHT ST	SHOREHAM NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	N WASHINGTON AV	CENTEREACH NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	EDGEWOOD AV	ST JAMES NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	4060 SUNRISE HWY	OAKDALE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	PECONIC ST	RONKONKOMA NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	PECONIC AV	MEDFORD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	E MARGIN DR	SHIRLEY NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	NOS BAYVIEW WK	CHERRY GRVE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	COUNTY RD 111	MANORVILLE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	CR 111	MANORVILLE NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	EASTPORT MANOR RD	MANORVILLE NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	MAIN BAYVIEW RD	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	KENNYS RD	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	OLD NORTH RD	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	OLD NORTH RD	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	ROUTE 48	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	NORTH RD	SOUTHOLD NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	THE LONG WAY	E MARION NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	MAIN RD	GREENPORT NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	BROWNS HILLS	ORIENT NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	INLET DR	MATTITUCK NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	DUNE RD	WHAMPT BCH NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	624 COUNTY RD 31	WESTHAMPTON NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	LUMBER LA	BRIDGEHMPTN NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	SCUTTLE HOLE RD	BRIDGEHMPTN NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	EAST HAMPTON DR	E HAMPTON NY
Water Districts	Suffolk County Water Authority	SUFF CTY WATER AUTH	FAIRMONT AV	MONTAUK NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	SUFFOLK CNTY WATER	SUNSET DR	MATTITUCK NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	DALY RD	E NORTHPORT NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	53B EATONS NECK RD	HUNTINGTON NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	WAYNE CT	NORTHPORT NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	OLD DOCK RD	KINGS PARK NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	BROADHOLLOW RD	FARMINGDALE NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	770 RALEIGH LA	WEST ISLIP NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	S HOWELL AV	CENTEREACH NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	STONYHILL RD	PT JEFFERSN NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	MYRTLE AV	PT JEFFERSN NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	GATE RD	ST JAMES NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	ANDREANO AV	E PATCHOGUE NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	OLD SCHOOLHSE RD	MANORVILLE NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	HERRICKS LA	JAMESPORT NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	EVERGREEN DR	CUTCHOGUE NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	OAK AV	FLANDERS NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	114 FRESH POND RD	AMAGANSETT NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	ACCABONAC RD	E HAMPTON NY
Water Districts	Suffolk County Water Authority	SUFFOLK COUNTY WATER	MADISON HILL DR	MONTAUK NY
Water Districts	Suffolk County Water Authority	THE COVE AT SOUTHOLD	MAIN BAYVIEW RD	SOUTHOLD NY
Water Districts	Water Authority of Great Neck North	WATER AUTH OF GR NK	MORRIS LA	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATER AUTH OF GRT NK	50 WATER MILL LA	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATER AUTH OF GT NCK	WILDWOOD DR	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATER AUTHORITY OF G	COMMUNITY DR	MANHASSET NY
Water Districts	Water Authority of Great Neck North	WATR AUTH OF GRT NCK	WATER MILL LA	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATR AUTH OF GRT NCK	WEYBRIDGE RD	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATR AUTH OF GRT NCK	RAVINE RD	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WATR AUTH OF GRT NCK	CEDAR DR	GREAT NECK NY
Water Districts	Water Authority of Great Neck North	WTR AUTH OF GR NCK	OLD MILL RD	GREAT NECK NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	SWALE RD	FRANKLIN SQ NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	FRANKLIN AV	FRANKLIN SQ NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	MIRIAM PKY	ELMONT NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	ELMONT RD	VALLEY STRM NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	ELMONT RD	ELMONT NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	ELMONT RD	ELMONT NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	ELMONT RD	ELMONT NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	MAKOFKSKE AV	ELMONT NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	HEMPSTEAD TPK	ELMONT NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	N 4TH ST	NEW HYDE PK NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	SOMA ST	NEW HYDE PK NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	EVERGREEN AV	NEW HYDE PK NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	149 CISNEY AV	FLORAL PARK NY
Water Districts	Water Authority of Western Nassau	WATER AUTHORITY OF W	2ND AV	NEW HYDE PK NY
Water Districts	West Hempstead Water District	WEST HEMP WATER DIST	7TH ST	GARDEN CITY NY
Water Districts	West Hempstead Water District	WEST HEMP WATER DIST	BIRCH ST	W HEMPSTEAD NY

MARKET SEGMENT	PRIMARY PARENT CUSTOMER	CUSTOMER NAME	ADDRESS	TOWN, STATE
Water Districts	Westbury Water District	WESTBURY WATER DIST	DICKENS ST STA 9	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	DICKENS ST STA 16	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	STATE ST	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	BRUSH HOLOW STA 14	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	HICKS LANE STA 15	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	HICKS ST	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	BRUSH HOLLOW STA10	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	160 DREXEL AV	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DIST	S GRAND & MYRTLE ST	WESTBURY NY
Water Districts	Westbury Water District	WESTBURY WATER DISTR	JERICO TPK	WESTBURY NY

Figure D.2 – Critical Facilities by Market Segment

Appendix E – Corporate Communications Media Contact List

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

Appendix F – Key Contacts

PSEG Long Island maintains multiple lists of key external contacts for daily operations and more importantly, restoration purposes. PSEG Long Island continues to update these lists semi-annually or when required due to personnel changes and/or updates.

Emergency Management Organizations:

PSEG Long Island will assign Emergency Operations Center (EOC) Liaisons to New York State, New York City, Nassau and Suffolk County Offices of Emergency Management when they are activated and electric utility representation is requested. In addition, Municipal Liaisons will be dispatched to Municipal Offices of Emergency Management (for localized events) when the need arises. The list of such agencies is included as Figure F.1.

AGENCY	ADDRESS	PHONE NUMBER
New York State Division of Homeland Security and Emergency Services (DHSES) Region #1 – Downstate Operations Office Building	250 Veterans Memorial Highway Hauppauge, NY 11788-5506	Office: (631) 952-6322/6759
New York State Division of Homeland Security and Emergency Services (DHSES) State Headquarters	1220 Washington Avenue – Suite 101 Building #22 – State Campus Albany, NY 12226-2251	24 hr: (518) 292-2200
New York State Department of Transportation Region #10 Long Island TMC/INFORM	140 Nikon Ct. Hauppauge, NY 11788	24 hr: (631) 904-3050
New York City Office of Emergency Management	165 Cadman Plaza East Brooklyn, NY	Watch Command 24 hr: (718) 422-8700
Nassau County Office of Emergency Management	510 Grumman Rd West Bethpage, NY 11714	Office: (516) 573-0636 24 hr: NC Fire Command (516) 742-3170
Suffolk County Department of Emergency Management	100 East Avenue Yaphank, NY	Office: (631) 852-4850 24 hr: (631) 852-4815 FRES Radio Room: (631) 924-5252

Figure F.1 – Emergency Management Organizations

Utility Contacts:

PSEG Long Island continues to coordinate restoration efforts with our utility partners in the areas of telecommunications, cable television, and natural gas. The listings of our utility partners are included as Figures F.2.1 to F.2.4.

Verizon Emergency Contacts
As of December 12, 2016

<u>Verizon Executive Emergency Contact</u>			<u>Engineering Control Center:</u> <u>35 4th Ave. Bay Shore</u>		
Regional VP			Director:		
Field Operations	-		Support Manager:		
			Design Manager:		
			Hi Cap Manager:		
Verizon 24/7 Emergency Contact	-		Engineering Rep.:		
	-		Engineering Rep.:		
			Engineering Rep.:		

<u>Verizon Emergency Contacts</u>	<u>OFFICE</u>	<u>CELL</u>	<u>EMAIL</u>

<u>Verizon PPM Center</u>	<u>OFFICE</u>	<u>CELL</u>	<u>EMAIL</u>

<u>Verizon Long Island</u> <u>Installation and Repair</u> <u>Dispatch Resource Center (DRC)</u>		<u>OFFICE</u>	<u>CELL</u>	<u>EMAIL</u>

<u>Verizon Long Island</u> <u>Operations</u>		<u>OFFICE</u>	<u>CELL</u>	<u>EMAIL</u>

<u>NYC OEM</u>	<u>EOC</u>	<u>OFFICE</u>	<u>FAX</u>
<u>Nassau County OEM</u>	<u>EOC</u>	<u>OFFICE</u>	<u>FAX</u>
<u>Suffolk County OEM</u>	<u>EOC</u>	<u>OFFICE</u>	<u>FAX</u>

Note: Verizon FiOS emergency contacts are the same as Verizon Telephone emergency contacts.

Figure F.2.1 – Local Utility Contacts (Verizon)

Altice US Emergency Contacts
As of December 12, 2016

Altice US Executive Emergency Contacts		Regional Operation Center (ROC):	
Regional VP Operations	-	LI ROC	
VP Field Engineering & Operations Strategy		ROC Director:	
Network Management	-	Staffing Manager:	
		Nassau CC	-
		Suffolk CC	-
		Director Engineering:	
Altice US 24/7 Emergency Contact	-	Engineering Rep.:	
LI ROC	-	Engineering Rep.:	
Altice US Emergency Contacts	OFFICE	CELL	EMAIL

Figure F.2.2 – Local Utility Contacts (Altice US)

Time Warner Cable Emergency Contacts
As of December 12, 2016



Time-Warner Cable				
24/7 Emergency Contact	-			

Figure F.2.3 – Local Utility Contacts (Time Warner Cable)

National Grid – Gas Emergency Contacts
As of December 12, 2016

National Grid Executive Emergency Contacts

HQ: 25 Hub Drive, Melville, NY

██████████	██████████	██████████
██████████	██████████	██████████
██████████	██████████	██████████
██████████		

██████████	██████████	██████████
██████████	██████████	██████████

Director Dispatch & Scheduling:	TBD	TBD
Manager Dispatch NYC	██████████	██████████
	██████████	██████████

Downstate NY Emergency Dispatch Control Centers

██████████	██████████
██████████	██████████
██████████	██████████

National Grid

DNY Emergency Planning:

OFFICE

CELL

EMAIL

██████████	██████████	██████████	██████████	██████████
██████████	██████████	██████████	██████████	██████████

NYC OEM

EOC

OFFICE

FAX

██████████	██	██████████
------------	--	------------

Nassau County OEM

EOC

OFFICE

FAX

██████████	██	██████████
------------	--	------------

Suffolk County OEM

EOC

OFFICE

FAX

██████████	██	██████████
------------	--	------------

Figure F.2.4 – Local Utility Contacts (National Grid - Gas)

Other Municipal Electric Utility Contacts:

In addition, when necessary, PSEG Long Island may initiate a line of communications with the three (3) municipal electric utilities that operate within the PSEG Long Island service territory. The listing of these contacts is included as Figure F.2.5.

Other Municipal Electric Utilities within PSEG Long Island Service Territory:

As of December 12, 2016

Village of Rockville Center

[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
		[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	

Village of Freeport

[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]

Village of Greenport

[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]

Figure F.2.5 – Other Municipal Electric Utility Contacts

Elected officials, Municipal Contacts, Human Services Agencies:

PSEG Long Island's External Affairs team maintains an updated list of key contacts for Elected Officials, Municipal Contacts and Human Services Agencies. These lists are detailed in Figures F.3 to F.8.

FIRST NAME	LAST NAME	TITLE	DISTRICT	COUNTY	WORK PHONE
████	████	████	█	████	██████
████	████	████	█	████	██████
█	████	██████	█	████	██████
████	████	██████	█	██████	██████
████	████	██████	█	██████████	██████
████	████	██████	█	████	██████
████	████	██████	█	██████	██████

Figure F.3 – Federal Officials

[illegible]

[illegible]

[illegible]

[illegible]

Appendix G – NAMAG Agreement

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 American 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 harm's 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 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 not to exceed 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 Requesting Company – Procedures for Releasing Responding Companies**
- 5.3.1** During emergencies impacting more than one member company simultaneously, each Requesting Company will develop a proposed "Release Schedule" 48-hours before releasing any contract or utility (members & non-member) crews. This release schedule will include: Names of utilities and contractors to be released, the numbers and specialty (distribution line, transmission line, vegetation, etc.) of workers from each utility and / or contractor being released, the on-site contact or the coordinator of the crews being released, and the date and approximate time the crews expect to be released.
- 5.3.2** During emergencies when Responding Company contract and / or utility resources are already deployed and working to provide restoration help to one member company and another member company (or companies) is impacted by another emergency, or, in

the case of hurricanes, a second landfall of the storm, the company that obtained help first agrees to:

- NOT retain personnel solely to perform maintenance, street lighting work, or clean up type work and will aggressively work to release personnel.
- Immediately prepare a release schedule which includes details listed in paragraph 5.3.1 above, including projected release dates.
- Provide realistic estimated restoration times and release dates to the second Requesting Company (or companies). Since this could mean the difference in going days away or waiting on resources closer that may become available, it is essential that release dates be as accurate as possible. Note: Should the emergency situation described above develop before a Responding Company personnel arrive at the initial restoration area, these resources will be reallocated to Requesting Companies in accordance with the provisions of Section 4.6 and paragraph 5.4.3 of these procedures and guidelines.

5.3.3 In the emergency situation described in paragraph 5.3.2 above, the initial and secondarily impacted companies agree to:

- Immediately hold an “impacted companies” conference call to negotiate reallocation of the resources on the release schedule developed by the first impacted company as well as any other resources not already committed.
- Regarding personnel released by the first impacted company, secondary Requesting Companies will contact the resources (companies) allocated to them to determine if those persons will agree to re-deploy or be changed out (rotated) in accordance with paragraph 3.6.2.

5.3.4 In all emergency situations, the Requesting Company will make every effort to notify each Responding Company’s mutual assistance contact 24- hours in advance of the anticipated final release of their utility personnel.

5.4 Requesting Company – Responsibility for Reimbursement of Expenses

5.4.1 Members understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor for Responding Companies. Therefore, the Requesting Company will reimburse all costs and expenses incurred by the Responding Company in the provision of the emergency assistance for the entire emergency assistance period as defined in section 3.6 above.

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. 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.

7.2 EEI Member Companies

- 7.2.1** 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.

7.3 Non-EEI Member Companies

- 7.3.1** 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).”
- 7.3.2** 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.
- 7.3.3** 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 Border Services Agency is recommended to give advance notice and confirm expectations.

8.2.3 To reference the procedure please go to one of the following;

- EEI Website (<https://eei-restorepower.groupsie.com/main/summary>) Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (<http://www.ahcusa.org/>)
- U.S. Customs (future link)

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 to incur is 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 Elections and Voting

9.3.1 The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the North Atlantic Mutual Assistance Guidelines must be approved by $\frac{3}{4}$ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

- 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

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 upon request supervision in addition to crew leads. All instructions for work to be done by Responding Company's crews shall be given by

5. EEL's Vice President of Energy Delivery or his/her designee who shall maintain a list of each Mutual Assistance Agreement Participating Company Signatory which shall be posted in the RestorePower Workroom as <https://eei-restorepower.groupsites.com/page/mutual-assistance-agreement>.

PSEG Long Island

Company Name



Signature

Officer Name:

Title:

Date:

Officer Name: John O'Connell

Title: Vice President Electric Operations, PSEG Long Island

Long Island Electric Utility Service LLC

acting as agent of and on behalf of

Long Island Lighting Company d/b/a LIPA

Date: October 14, 2015

Appendix H – Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics

STATE OF NEW YORK PUBLIC SERVICE COMMISSION

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

COMMISSIONERSPRESENT:

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

CASE 13–E-0140 - Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics.

ORDER APPROVING THE SCORECARD FOR USE
BY THE COMMISSION AS A GUIDANCE DOCUMENT
TO ASSESS ELECTRIC UTILITY RESPONSE
TO SIGNIFICANT OUTAGES
(Issued and Effective December 23, 2013)

BY THE COMMISSION:

INTRODUCTION

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

¹. Public Service Law (PSL) § 65.

Informed public and local governmental officials and safe and efficient service restoration for affected communities.

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

BACKGROUND

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

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

Holding utilities accountable to such standards can help assure that they have the ability, capacity, and mindset to act quickly and effectively. While outage events can never be entirely eliminated, these

*metrics will establish minimum performance levels against which to assess restoration after significant outages.*²

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

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

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

2. April 24, 2013 Notice Soliciting Comments at 2.

3. PSL § 25-a.

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

The Scorecard we adopt today assigns metrics and points into three categories: Preparation (150 points), Operational Response (550 points), and Communications (300 points). The three categories are intended to capture the key activities associated with major storm events. The Preparation metrics focus on utility activities in anticipation of a significant outage event.⁵ The second category, Operational Response, evaluates the utility's performance as a significant outage event is occurring and during the recovery period after the event until normal service is restored.⁶

-
4. SAIFI is the average number of times that a customer is interrupted during a year. CAIDI is the average interruption duration time for those customers that experience an interruption during the year. Both of these metrics are common, industry-wide performance measures.
 5. An example of a Preparation metric is Employee/Contractor Planning. This metric assesses the utility efforts to contact employees or contractors before the event occurs to review the roles they may be expected to fill if the outage event occurs. This metric is one of eight in the Preparation category and is assigned 15 points.
 6. An example of an Operational Response metric is Down Wires. This metric measures, for a three to five day event, whether the utility (through utility personnel or contractors) responds to a downed wires report within 18 hours, or, for a greater than 5 day event, within 36 hours. The metric is one of 12 in the Operational Response category and is assigned 60 points.

The third category, Communications, assesses the utility's ability to receive and to disseminate information about the outage event and about the recovery process.⁷ The specific metrics and point assignments under each category are set forth in the Scorecard attached to this order in Appendix A and in the accompanying Emergency Response Performance Measurement Guide (Performance Guide) which is also attached in Appendix A.

The Commission first issued a Notice Soliciting Comments on April 24, 2013 to obtain input on a draft Scorecard. Two parties submitted comments, the City of New York (City) and jointly Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation (Joint Utilities) (together the Parties). Based on the comments received and additional discussions and further consideration of this issue, a second draft Scorecard was developed in August 2013 (August Scorecard). The August Scorecard was released for a second round of public comment on August 19, 2013. In addition to some clarifications to the measures identified and definitions used in the first Scorecard, the August Scorecard also introduced the Performance Guide to be used in conjunction with the Scorecard, and further specified the areas that will be reviewed to assess utility performance. We are considering here the comments from the City and Joint Utilities on the August Scorecard.

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

DISCUSSION AND ANALYSIS OF COMMENTS

Discussion

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

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

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

General Comments

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

2. Development of Scorecards for Gas and Steam Services. The City recommends that, for those utilities that provide multiple services, the Commission apply the Scorecard to evaluate the performance of utilities in maintaining performance in all service categories, i.e., gas and steam as well as electric. The City observes that Hurricane Sandy demonstrated a need to monitor and measure the utilities' total performance in preparing for and recovering from major storm events, and that gas and steam systems are equally or perhaps more vulnerable to disruption than the electric system. The City further comments that if the Commission utilizes the Scorecard to evaluate utilities' performance, the utilities should not be evaluated based on the totality of their performance, but that each category of the Scorecard should be assessed separately.

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

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

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

Due to the smaller impact expected to result from shorter duration outages (the first of the City's three parts), and the utility's general ability to mobilize personnel to respond to shorter duration outages, we find that the completion of a Scorecard evaluation for shorter duration events would furnish insufficient additional benefit on a statewide basis.⁸

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

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

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

4. Definition of Time Periods and Alignment with Utility Emergency Plans. The Joint Utilities and the City generally support the concept of using a scorecard to gauge utility performance as they respond to outage events and agree with the three categories contained in the Scorecard: Preparation, Operational Response, and Communication. However, they state that the metrics within these categories must be clearly defined. They also are concerned that there are disparities between the Scorecard and the utilities' emergency plans. Finally, they assert that the use of the Scorecard could have unintended adverse consequences.

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

In response to these comments, the Scorecard is accompanied by a Performance Guide to provide greater clarity and precision to the metrics being used in the Scorecard. Most notably, the Performance Guide now includes definitions for: Start of the Event¹⁰, Customer Restoration¹¹, Outage Duration¹² and Start of Utility Restoration¹³. Further, to ensure clarity in understanding the specific metrics, each of the metrics that incorporate a timing component has been modified to reference one of these time definitions. For example, the Call Answer Rate metric will be measured from the “Start of the Event” to ensure customers can contact the utilities during a storm. Operational metrics, such as the Preliminary Damage Assessment measure will be measured from the Start of Utility Restoration, which corresponds to the time at which the company can dispatch field personnel without unacceptable safety risks. These changes reflect existing emergency plan practices.

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

-
10. The Performance Guide defines the Start of the Event as the time when more than 5,000 customers are interrupted within a division for more than 30 minutes or when more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or the start of utility restoration.
 11. Customer Restoration is defined in the Performance Guide as complete when for each customer, service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure.
 12. Outage Duration is defined in the Performance Guide as the time period between the start of the event and customer restoration for all customers affected by the storm.
 13. Start of Utility Restoration is defined in the Performance Guide as the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

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

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

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

7. Partial Scoring and Points for Exceeding Expectations. In the most recently proposed scorecard, certain metrics were structured to allow a utility, which does not meet the scorecard metric for

the full amount of the points associated with that metric, to win some, but not all, of the available points. In the Joint Utility comments, it is urged that such “partial scores” should be permitted for additional metrics. At the same time, some of the proposed categories allowed the utility to gain additional points under certain metrics through performance that “exceeds expectations”. The Joint Utility comments also objected to these metrics urging that performance that meets expectations should be provided the full number of points available through that metric. We reject each of these comments. The instances of partial scoring as originally proposed should be continued.¹⁴ The metrics using partial scores appropriately divide the points available under that metric to a number of submetrics. This assures that the utility response will be appropriately comprehensive and wide ranging and provides a truer picture of the elements of performance which make up that metric. Similarly, the incremental award of points for performance that exceeds expectations usefully provides a clearer picture of the evaluation which the Commission will make of the Scorecard data for that metric when it is supplied concerning these outage events. This helps the Commission to signal clearly its intent to incent “above expectation” performance under these metrics.

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

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

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

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

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

Comments on Scorecard Categories

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

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

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

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

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

In their comments with respect to the metrics in the Preparation category, the Joint Utilities expressed concern about the use of the Scorecard for events with little or no warning, like a tornado, and in which there could be inadequate time to satisfy the measures assessed in the Preparation category.¹⁷ We understand the Joint Utilities concern that the response to an unforecasted extreme weather event may not include as comprehensive a preparation as would otherwise be the case. We have adjusted the Scorecard to account for this by recognizing that, for events with limited warning, some of our measures could be impractical to implement. In general, for any metric that Staff deems inapplicable, the points for those measures will be excluded and the overall score of the three categories combined will be prorated.

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

Finally, in their comments for the metrics in this category, the Joint Utilities state that without further clarification, the measures in the preparation category may drive up storm preparation costs by causing the utilities to “over prepare or pre-stage” in advance of a storm. As a case in point, the Joint Utilities cite Long Island Power Authority’s (LIPA) experience in September 2010 where they indicate the cost of pre-staging crews to respond to a hurricane exceeded \$22 million, but only minimal damage occurred, resulting in the need for fewer crews than anticipated.

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

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

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

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

2. Operational Response. The objective during any storm or emergency restoration effort is to make conditions safe, manage repairs efficiently and safely, and restore customers as quickly as possible. The Operational Response measures are intended to evaluate the utilities' performance toward these objectives. Operational Response measures include management of downed wires, damage assessment, crewing, mutual assistance, estimated restoration times, safety, and coordination with municipalities, emergency operations centers and other utilities. During the initial response to a large event, one of the greatest safety concerns is managing down or low hanging wires. In addition to guarding down wires, the utilities must manage its response to fix these unsafe conditions. Communication and the exchange of information with other utilities and elected and municipal officials is

essential for public safety during the initial response. Damage assessors are also dispatched to survey and document the damage. Accurate damage assessment is a critical function in the early stages of the restoration process because it provides the information that allows the companies to determine how many in-house and mutual assistance crews are needed for the restoration. A good assessment permits the utility to evaluate how much and what type of equipment and material will be needed, and refine its customer outage estimates. Damage assessment information is also used to prioritize crew assignments and to determine the appropriate Estimated Times of Restoration (ETRs).

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

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

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

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

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

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

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

comments, the Joint Utilities did not comment on the specific definition of the crewing metric; however, they did comment that the crewing metric should not apply to large scale outages (e.g. Superstorm Sandy).

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

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

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

through its continuing work on electric emergency plans, to devise other measurements to improve performance in this area.

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

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

Finally, the Joint Utilities' comments recommend utilizing a Safety metric which, for each utility would "not exceed two times the individual utility's Operations safety performance record from the prior year." However, using a utility's operational safety record from the prior year as the standard for this metric would not drive safety improvements. If, for example, a utility performed poorly in the previous year, it would only have to improve against this low standard in the subsequent year. However, we agree that the goal of the Safety metric is to measure the occurrence of serious injury. To further clarify our use and understanding of this metric, we will define "serious injury" as an injury which results in hospitalization, medical treatment beyond first aid, or death. At this time, we have not established the threshold (serious injury/employees) at which to set the Safety metric. We will, therefore, retain the metric at zero injuries, with the understanding that this metric may change as we gather more information from the utilities in future major restorations.

20

PSL § 66(21)(a)(xi).

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

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

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

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

In their specific comments for the metrics in the Communications category, the Joint Utilities objected to the requirement that an outgoing message on the utility telephone line

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

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

In their comments, the Joint Utilities propose modifying the Web Availability Metric to require the availability of the website 23 hours per day rather than 24, because increased website traffic during outages will require downtime for maintenance. Further, the Joint Utilities comment that requiring hourly updates to the website is too frequent to provide customer benefits, particularly early in an event. Regarding web availability, during an emergency event, the utilities' websites must be available around the clock. Until restoration is complete, websites should be updated at least

hourly. During an event, there may be instances when no new information is available which can be reported in an update. Nevertheless, the website should indicate the time when the most recent update occurred. In the future, as Outage Management Systems are improved, we expect that the utility's outage mapping capability would enable it to indicate when, prior to the last hourly update, the most recent updating changes to the information provided by the site were made. Web sites may be off-line for short periods of maintenance during off-peak hours.

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

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

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

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

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

CONCLUSION

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

The Scorecard, as described in this order, reflects, where appropriate, the concerns expressed by the Joint Utilities and the City of New York, and Staff's further consideration of these issues. The Commission adopts, in accordance with Staff's recommendations, the attached Scorecard documents as guidance for the measurement of future utility performance. It is important to note that the Scorecard will be a dynamic document, and will be refined as appropriate. To that end, Staff will monitor the extent to which the Scorecard accurately measures utility performance prior to and during emergency events and report to the Commission, as necessary, with respect to any recommended modification to further define and develop the Scorecard.

The Commission orders:

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

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

- a) any outage which lasts for more than three days,
- b) any outage which is a network interruption as defined in Case 09-E- 0428,

as set forth in this order, or

- c) any other outage for which Staff requests such data.

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

4. This proceeding is continued.

By the Commission,

KATHLEEN H. BURGESS

Secretary

DRAFT EMERGENCY RESPONSE PERFORMANCE MEASURES PREPARATION (10% OF TOTAL)

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

TOTAL 150

OPERATIONAL RESPONSE (60% OF TOTAL)

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

OPERATIONAL RESPONSE (CONTINUED)

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

TOTAL 550

COMMUNICATION (30% OF TOTAL)

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

COMMUNICATION (continued)

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

TOTAL 300

EMERGENCY RESPONSE PERFORMANCE MEASUREMENT GUIDE

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

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

The scorecard has been divided into three categories:

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

Maximum Available Points	1000
--------------------------	------

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

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

COMMON DEFINITIONS:

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

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

Customer Restoration – For the purposes of the scorecard, customer restoration will be considered complete when for each customer, service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

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

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

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

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

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

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

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

PREPARATION

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

EMPLOYEE CONTRACTOR PLANNING

Measure: Appropriate planning for Employees/Contractors

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

PRESS RELEASES/TEXT MESSAGING/EMAIL/SOCIAL MEDIA

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

Criterion: Companies are required to issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter, and other means of social media during the restoration. Contents of the communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.). It will be acceptable to provide a link to such information on the company's website to manage character limit restrictions.

MUNICIPAL CONFERENCE CALL

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

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

LSE CUSTOMERS ALERTED

Measure: All LSE customers alerted

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

CRITICAL FACILITIES NOTIFIED

Measure: All critical facilities notified

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

TRAINING

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

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

MUTUAL ASSISTANCE CALLS

Measure: Participate in all pre-event mutual assistance calls

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

MATERIALS/STOCKPILES

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

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

OPERATIONAL RESPONSE

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

DOWN WIRES

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

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

DAMAGE ASSESSMENT

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

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

CREWING

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

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

PUBLICATION OF ESTIMATED TIMES OF RESTORATION

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

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

ACCURACY OF ESTIMATED TIMES OF RESTORATION

Measure: Accuracy of ETRs published in accordance with guidelines.

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

MUNICIPAL COORDINATION

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

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

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

COUNTY EOC COORDINATION

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

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

UTILITY COORDINATION

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

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

SAFETY

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

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

MUTUAL ASSISTANCE

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

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

RESTORATION TIMES

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

Criterion: Measurement criteria is still being determined

COMMUNICATIONS

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

CALL ANSWER RATES

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

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

MUNICIPAL CALLS

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

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

and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

WEB AVAILABILITY

Measure: Websites are accessible and contain appropriate storm related information

Criterion: During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. Consideration will be given for maintenance resulting in individual website applications being unavailable if downtime is reasonably short in duration and is performed during off-peak hours. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.

LSE CUSTOMERS

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

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

PSC REPORTING

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

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

CUSTOMER COMMUNICATIONS

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

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

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

OUTGOING MESSAGE

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

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

PSC COMPLAINTS

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

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

ESTIMATED TIME OF RESTORATION PROTOCOL

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. Utility procedures and practices that require actions prior to those identified should continue to be used.

The protocols 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 should be applicable to at least 90% of the affected customers in the reported level (global, local, etc.).

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 the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Initial notification to the Department should follow the guidelines contained in 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.

Reporting is required at 7:00AM, 11:00AM, 3:0 PM, and 7:00PM unless otherwise specified. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical facilities and LSE customers affected, and a summary of dry ice/bottled water distribution activities. Report submissions may qualify as a notification to DPS Staff (provided they contain the required information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS staff in addition to the reports submitted early in an event to satisfy the guidelines.

EVENT EXPECTED TO LAST 48 HOURS OR LESS²³

Within the first 6 hours of the restoration period
<ul style="list-style-type: none"> • 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 Electric Information Reporting System (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 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 <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
<ul style="list-style-type: none"> • Provide DPS Staff with a global ETR and any available regional ETRs. • Prepare a statement for the press that includes known ETRs 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Consider issuing a press release in time for the upcoming news cycle based on conditions.
Reporting requirements during the event
<ul style="list-style-type: none"> • Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff. • Notify DPS Staff when all storm related interruptions have been restored.

²³ Note: Although the scorecard refers to events where outages last more than three days, utilities are required to comply with the ETR protocols for events lasting less than 48 hours.

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Within the first 6 hours of the restoration period
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours.
Within the first 24 hours of the restoration period
<ul style="list-style-type: none">• 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) in time for upcoming news cycles with the information described in previous bullet.

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS (continued)

Within the first 36 hours of the restoration period
<ul style="list-style-type: none">• 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 restoration period for the total company is expected to be more than five days.• Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.• Completion of 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
<ul style="list-style-type: none">• For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.• Provide DPS Staff with a global ETR. (as stated above, 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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM), which shall continue until otherwise directed by Staff.• Notify DPS Staff when all storm related interruptions have been restored.

Appendix I – National Guard Request Form

Request For Resources or Assistance OPS 6-1	
1. Event Name	<input type="text"/>
2. Local Tracking #	<input type="text"/>
3. Date/Time Request Needed	<input type="text"/>
4. Is this request:	
<input type="radio"/> 1. Life Safety	
<input type="radio"/> 2. Priority	
<input type="radio"/> 3. Routine	
5. Person submitting request: (name and number)	<input type="text"/>
6. Requesting Individual (if different from above):	<input type="text"/>
7. Requesting Entity Agency	<input type="text"/>
8. Phone Number(s) they can be reached at	<input type="text"/>
9. County Requesting Resource	<input type="text"/>
10. BRIEF description of problem encountered:	<input type="text"/>
11. Resource Requested	<input type="text"/>
12. Quantity of Resource requested:	<input type="text"/>
13. Current Resources committed to identified tasks / functions	<input type="text"/>
14. Have all local capabilities associated with this resource been exhausted?	
<input type="radio"/> 1. Yes	
<input type="radio"/> 2. No	
15. What sources/vendors has been contacted? Please list	

Figure I.1 – National Guard Request Form

16. Potential Substitute (if specific resource not available)
17. Personnel Required to Operate, Support, and Maintain: (Including Shift Rotations) (include quantity and kind)
18. Support Equipment needed (i.e. fuel, water, delivery schedules, etc.)
19. Approximate length of time resource is needed. (hours, days, weeks, etc) Including shift rotations
Delivery Information:
20. Delivery Point:
21. Delivery Contact Name:
22. Delivery Phone:
23. Delivery Notes: (Transportation required, loading / unloading notes, type of hitch):
1. Advise Requestor of receipt of this request and provide the DisasterLAN Ticket Number
2. This request must be submitted with each specific resource form

Figure I.1 (con't) – National Guard Request Form

Appendix J – Condition Red Resource Matrix Guide

INFORMATION FROM TPC		HOURS FROM ARRIVAL OF TROPICAL FORCE WINDS			
HURRICANE SCALE SAFFIR-SIMPSON	PSEG LI'S OPERATIONAL SERVICE TERRITORY - IMPACT PROBABILITY	96	72	48	24
Tropical Storm Wind Conditions: Sustained winds 39-73 MPH (34-63 kn or 63-118 km/hr). Off- system Restoration crewing: Linemen: 250-1000 Tree trim: 200-600 Crew Guides: 70-150 Wire Guards: 50-100 Auxiliary Damage Assessment: 0 Number of Off- system assistance can vary based on forecasted sustained wind velocities.	High <i>Centerline of cone area over, or within 30 miles of PSEG Long Island operational service territory</i> <i>Wind probability >80%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel Rooms availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 50% of crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve / book Hotel rooms for all remaining crew target Re-evaluate and assess if decisions require escalation or de-escalation Authorize 1-2 staging area if required
	Medium <i>Centerline of cone area within 100 miles of PSEG Long Island operational service territory</i> <i>Wind probability 40% - 80%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel Rooms availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel Rooms availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 50% of crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Re-evaluate and assess if decisions require escalation or de-escalation
	Low <i>Centerline of cone within 160 miles of PSEG Long Island operational service territory</i> <i>Wind probability <40%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Re-evaluate and assess if decisions require escalation or de-escalation
As wind speed forecasts, duration, and probabilities increase, consideration should be given to moving to the next level matrix.					
Factors to consider: Restoration events in other parts of the country influencing availability of line workers/tree trim resources, support timeline for Logistics Contractor, and the affect of Long Island evacuations on hotel availability.					

Figure J.1 – Condition Red Resource Matrix Guide

INFORMATION FROM TPC		HOURS FROM ARRIVAL OF TROPICAL FORCE WINDS			
HURRICANE SCALE SAFFIR-SIMPSON	PSEG LI'S OPERATIONAL SERVICE TERRITORY - IMPACT PROBABILITY	96	72	48	24
Category One Hurricane: Winds 74-95 MPH (64-82 kn or 119-153 km/hr). Off- system Restoration crewing: Linemen: 1000-3000 Tree trim: 600-2000 Crew Guides: 150-400 Wire Guards: 100-250 Auxiliary Damage Assessment: 0 If damage from flooding is anticipated, consider acquiring workforce to support substation equipment repairs (technicians, mechanics, etc.)	High <i>Centerline of cone area over, or within 30 miles of PSEG Long Island operational service territory</i> <i>Wind probability >80%</i>	Commit to available crewing: Yes Reserve Hotel rooms for 50% of crew target Mobilize base camp sleeping arrangements On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 2-3 staging areas total	Commit to available crewing: Yes Reserve / book Hotel rooms for all remaining crew target Re-evaluate and assess if decisions require escalation or de- escalation. Authorize 1-3 staging areas if required
	Medium <i>Centerline of cone area within 100 miles of PSEG Long Island operational service territory</i> <i>Wind probability 40% - 80%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 50% of crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 1-2 staging areas total	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Re-evaluate and assess if decisions require escalation or de- escalation
	Low <i>Centerline of cone within 160 miles of PSEG Long Island operational service territory</i> <i>Wind probability <40%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold
As wind speed forecasts, duration, and probabilities increase, consideration should be given to moving to the next level matrix.					
<u>Factors to consider:</u> Restoration events in other parts of the country influencing availability of line workers/tree trim resources, support timeline for Logistics Contractor, and the affect of Long Island evacuations on hotel availability.					

Figure J.1 – Condition Red Resource Matrix Guide (con't)

INFORMATION FROM TPC		HOURS FROM ARRIVAL OF TROPICAL FORCE WINDS			
HURRICANE SCALE SAFFIR-SIMPSON	PSEG LI'S OPERATIONAL SERVICE TERRITORY - IMPACT PROBABILITY	96	72	48	24
Category Two Hurricane: Winds 96-110 MPH (83-95 kn or 154-177 km/hr). Off- system Restoration crewing: Linemen: 2500-3500 Tree trim: 1500-2250 Crew Guides: 350-500 Wire Guards: 250-400 Auxiliary Damage Assessment: 0 If damage from flooding is anticipated, consider acquiring workforce to support substation equipment repairs (technicians, mechanics, etc.)	High <i>Centerline of cone area over, or within 30 miles of PSEG Long Island operational service territory</i> <i>Wind probability >80%</i>	Commit to available crewing: Yes Reserve Hotel rooms for 50% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 3-5 staging areas total	Reserve / book Hotel rooms for all remaining crew target Re-evaluate and assess if decisions require escalation or de- escalation
	Medium <i>Centerline of cone area within 100 miles of PSEG Long Island operational service territory</i> <i>Wind probability 40% - 80%</i>	Commit to available crewing: Yes Reserve Hotel Rooms for available crews: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 50% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 2-3 staging areas total	Re-evaluate and assess if decisions require escalation or de- escalation
	Low <i>Centerline of cone within 160 miles of PSEG Long Island operational service territory</i> <i>Wind probability <40%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold
As wind speed forecasts, duration, and probabilities increase, consideration should be given to moving to the next level matrix.					
<u>Factors to consider:</u> Restoration events in other parts of the country influencing availability of line workers/tree trim resources, support timeline for Logistics Contractor, and the affect of Long Island evacuations on hotel availability.					

Figure J.1 – Condition Red Resource Matrix Guide (con't)

INFORMATION FROM TPC		HOURS FROM ARRIVAL OF TROPICAL FORCE WINDS			
HURRICANE SCALE SAFFIR-SIMPSON	PSEG LI'S OPERATIONAL SERVICE TERRITORY - IMPACT PROBABILITY	96	72	48	24
Category Three Hurricane: Winds 111-129 MPH (96-112 kn or 178-208 km/hr). Off- system Restoration crewing: Linemen: 3000-4000 Tree trim: 2000-2750 Crew Guides: 400-600 Wire Guards: 350-500 Auxiliary Damage Assessment: 160-320 If damage from flooding is anticipated, consider acquiring workforce to support substation equipment repairs (technicians, mechanics, etc.)	High <i>Centerline of cone area over, or within 30 miles of PSEG Long Island operational service territory</i> <i>Wind probability >80%</i>	Commit to available crewing: Yes Reserve Hotel rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 4-6 staging areas total	Book all reserved rooms Re-evaluate and assess if decisions require escalation or de-escalation
	Medium <i>Centerline of cone area within 100 miles of PSEG Long Island operational service territory</i> <i>Wind probability 40% - 80%</i>	Commit to available crewing: Yes Reserve Hotel Rooms for 50% of crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 3-5 staging areas total	Re-evaluate and assess if decisions require escalation or de-escalation
	Low <i>Centerline of cone within 160 miles of PSEG Long Island operational service territory</i> <i>Wind probability <40%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: No Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold
As wind speed forecasts, duration, and probabilities increase, consideration should be given to moving to the next level matrix.					
Factors to consider: Restoration events in other parts of the country influencing availability of line workers/tree trim resources, support timeline for Logistics Contractor, and the affect of Long Island evacuations on hotel availability.					

Figure J.1 – Condition Red Resource Matrix Guide (con't)

INFORMATION FROM TPC		HOURS FROM ARRIVAL OF TROPICAL FORCE WINDS			
HURRICANE SCALE SAFFIR-SIMPSON	PSEG LI'S OPERATIONAL SERVICE TERRITORY - IMPACT PROBABILITY	96	72	48	24
Category Four Hurricane (and above): <i>Catastrophic damage is likely to occur</i> Sustained winds 130- 156 MPH (113-136 kn, or 209-251 km/hr). Off- system restoration crewing: Linemen: 3500-4500 Tree trim: 2250-3000 Crew Guides: 500-700 Wire Guards: 400-600 Auxiliary Damage Assessment: 320-480 Acquire workforce to support substation equipment repairs (technicians, mechanics, etc.)	High <i>Centerline of cone area over, or within 30 miles of PSEG Long Island operational service territory</i> <i>Wind probability >80%</i>	Commit to available crewing: Yes Reserve Hotel rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 6-8 staging areas	Book all reserved rooms Re-evaluate and assess if decisions require escalation or de- escalation
	Medium <i>Centerline of cone area within 100 miles of PSEG Long Island operational service territory</i> <i>Wind probability 40% - 80%</i>	Commit to available crewing: Yes Reserve Hotel Rooms for 50% crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 75% of crew target Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 100% of crew target Mobilize base camps with sleeping arrangements for balance Mobilize 5-7 staging areas total	Re-evaluate and assess if decisions require escalation or de- escalation
	Low <i>Centerline of cone within 160 miles of PSEG Long Island operational service territory</i> <i>Wind probability <40%</i>	Commit to available crewing: No Reserve Hotel Rooms: No Check Hotel availability: Yes Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to available crewing: Yes Reserve Hotel Rooms for 50% crew target Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camp sleeping arrangements: On Hold SA Mobilization: On Hold	Commit to ¼ – ½ of minimum crew compliment if available Reserve Hotel Rooms for available crews Mobilize base camps with sleeping arrangements for balance SA Mobilization: On Hold
As wind speed forecasts, duration, and probabilities increase, consideration should be given to moving to the next level matrix.					
<u>Factors to consider:</u> Restoration events in other parts of the country influencing availability of line workers/tree trim resources, support timeline for Logistics Contractor, and the affect of Long Island evacuations on hotel availability.					

Figure J.1 – Condition Red Resource Matrix Guide (con't)

Appendix K – Acronyms and Abbreviations

ACRONYM/ABBREVIATION	DEFINITION
AAR(s)	After-Action Review(s)
ACC	Alternate Control Center
ACR	Automatic Circuit Reclosers
ADA	Area Dispatch Authority
AHC	All Hazards Consortium
ASA	Average Speed of Answer
Asst.	Assistant
ASU	Automatic Sectionalizing Units
BI	Business Intelligence
CAC	Customer Assistance Center
CAIDI	Customer Average Interruption Duration Index
CAS	Customer Accounting System
Cat.	Category
CATVCo	Cable Television Company
CCC	Communications Command Center
CEDAR	Code Enforcement Disaster Assistance Response
CEO	Chief Executive Officer
CGI	Independent Information Technology And Business Process Services Firm
CIC	Console Information Coordinators
CNI	Critical National Infrastructure
Comms.	Communications
Conf.	Conference
COO	Chief Operating Officer
Coord(s)	Coordinator(s)
Corp.	Corporate
COTS	Commercial Off The Shelf
CSR(s)	Customer Service Representative(s)
Cust.	Customer
DA	Distribution Automation
DHS	Department of Homeland Security
DHSES	Division of Homeland Security and Emergency Services
Dir.	Director
DOT	Department of Transportation
DPS	Department of Public Service
DPW	Department of Public Works

ACRONYM/ABBREVIATION	DEFINITION
DTN	Data Transmission Network
ECNE	Energy Council of the Northeast
EEl	Edison Electric Institute
EIRS	Electric Information Reporting System
EOC(s)	Emergency Operations Center(s)
EORS	Emergency Outage Reporting System
EP	Emergency Planning
ERIP(s)	Emergency Response Implementation Procedure(s)
ERP	Emergency Restoration Plan
ESB	Enterprise Service Bus
ESRI	Supplier of Geographic Information System (GIS) software
ETR(s)	Estimated Time(s) of Restoration
FAQ(s)	Frequently Asked Question(s)
FCM	Foreign Crew Management
FCP	Foreign Crew Processing
FEMA	Federal Emergency Management Agency
FTP	File Transfer Protocol
GasCo	Gas Company
GIS	Geographic Information System
Gov't	Government
GPS	Global Positioning System
GUI	Graphical User Interface
Hrs.	Hours
HSEEP	Homeland Security Exercise and Evaluation Program
HVAC	Heating, Venting, and Air Conditioning
HVCA	High Volume Call Application
ICS	Incident Command System
IMP	Impaired
IT	Information Technology
IVR	Interactive Voice Response
LCIC	Lead Console Information Coordination
LCS	Large Customer Support
LI	Long Island
LICA	Long Island Control Area
LIPA	Long Island Power Authority
LIRR	Long Island Rail Road

ACRONYM/ABBREVIATION	DEFINITION
LO	Lockout
LSC	Logistics Support Center
LSE	Life Support Equipment
LSO	Logistics Support Organization
MAC(s)	Mutual Assistance Coordinator(s)
MDT(s)	Mobile Data Terminal(s)
MPH	Miles Per Hour
MSTC	Make Safe to Clear
Muni	Municipal
NAMAG	North Atlantic Mutual Assistance Group
NEPPA	New England Public Power Association
NGCS	National Guard Civil Support
NGDO	National Guard Domestic Operations
NIMS	National Incident Management System
NJ	New Jersey
NMART	National Mutual Assistance Resource Team
NRE	National Response Event
NREC	National Response Executive Committee
NWS	National Weather Service
NYC	New York City
NYCRR	New York Codes, Rules and Regulations
NYS	New York State
OEM(s)	Office(s) of Emergency Management
OH	Outage Historian
OH/UG	Overhead/Underground
OMS	Outage Management System
Ops	Operations
PDF	Portable Document Format
PI	Process Intelligence
PIO	Public Information Officer
PPE	Personal Protective Equipment
PRC	Primary Control
PSC	Public Service Commission
PSE&G	Public Service Electric & Gas
PSEG	Public Service Enterprise Group
PSL	Public Service Law

ACRONYM/ABBREVIATION	DEFINITION
RCA	Remote Configuration Authority
RDA	Remote Dispatch Authority
RMAG(s)	Regional Mutual Assistance Group(s)
SAIDI	System Average Interruption Duration Index
SAIFI	System Average Interruption Frequency Index
SAP	SAP Corporation
SAS	Business Analytics Software Company
SCADA	Supervisory Control and Data Acquisition
SHE	Safety, Health and Environmental
SLR	Snow to Liquid Ratio
SME(s)	Subject Matter Expert(s)
SN	Special Needs
SOP(s)	Standard Operating Procedure(s)
SPIA	Sperry-Piltz Ice Accumulation
SPT	Substation, Protection, and Telecom
SUNY	State University of New York
SVL	Service Level
T&D	Transmission & Distribution
TelCo	Telephone Company
TSO	Transmission System Operator
TV	Television
UPS	Uninterruptible Power Source
VA	Visual Analytics
VP(s)	Vice President(s)

Figure K.1 – Acronyms and Abbreviations

Appendix L – Supplemental ERP Contact Sheet

INCIDENT COMMAND, COMMAND STAFF AND GENERAL STAFF (SHE, COMMUNICATIONS, OPERATIONS, PLANNING, AND LOGISTICS)				
ROLE	CATEGORY	RESPONSIBILITY	E-MAIL ADDRESS	PHONE NUMBER*
Executive Oversight	Command			
Incident Commander	Command			
Legal Officer	Command			
SHE Officer	Command			
Liaison Officer	Command			
Public Information Officer	Command			
Operations Section Chief	General			
Planning Section Chief	General			
Logistics Section Chief	General			
Finance/Administration Section Chief	General			
Safety Coordinator	SHE			
Occupational Health Coordinator	SHE			
Environmental Response Coordinator	SHE			
Escalations Manager	Communications			
Assistant Public Information Officer for Corporate Communications	Communications			
Customer Care and Community Outreach Coordinator	Communications			
Large Customer and Customer Relations Coordinator	Communications			
Major Accounts Manager	Communications			
Customer Assistance Center (CAC) Manager	Communications			
T&D Survey & Operations Control Branch Director	Operations			
T&D Crew Control Branch Director	Operations			
SPT Group Supervisor	Operations			
Line Clearance Group Supervisor	Operations			
Foreign Crew Processing Area Manager	Operations			

Figure L.1 – Supplemental ERP Contact Sheet

ROLE	CATEGORY	RESPONSIBILITY	E-MAIL ADDRESS	PHONE NUMBER*
Foreign Crew Processing Area Alternate Manager	Operations			
Situation Status Unit Leader	Planning			
Resource Coordination Unit Leader	Planning			
Human Resources Unit Leader	Planning			
Documentation Unit Leader	Planning			
Demobilization Unit Leader	Planning			
Support Branch Director	Logistics			
Service Branch Director	Logistics			
Staging Site Unit Leader	Logistics			
Fleet Maintenance & Fueling Unit Leader	Logistics			
Facilities Unit Leader	Logistics			
Real Estate Unit Leader	Logistics			
IT/Communications Unit Leader	Logistics			
Security Unit Leader	Logistics			
Materials Procurement Unit Leader	Logistics			
Materials Distribution Unit Leader	Logistics			
Lodging Unit Leader	Logistics			
Busing Unit Leader	Logistics			

Figure L.1 (con't) – Supplemental ERP Contact Sheet

***Phone numbers are available for 24/7 contact**

Appendix M – NYS DPS Electric Utility’s Emergency Outage Reporting System (EORS) Data

SUBMISSION BY LOCALITY UTILITY CODE:

Choose an item.

Report Date

Utility Name **PSEG Long Island**

Report Time

OUTAGE INFORMATION

Outage information is also available through 30-min data feed by all utilities to State-Wide Outage Map

Company Division	Total Customers in the Division	Current Outages	Customers Restored to Date *(Note-1)	Customers Impacted Overall *(Note-2)
Division – 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Division – 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Division – 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Division – 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*customize table to reflect your Company Divisions / Area / Etc.

Note 1 - Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

Note 2 - Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division Customize the Company Division to represent the Utilities geographic area

SYNOPSIS

Summary / Discussion of Major Damage and Plans for Restoration

ETRs

Follow / Report on ETRs consistent with protocol as detailed by NYS DPS

Company Resource Summary

Crewing Information (All data in FTEs)

Note: Attached is the NY-PSC Resource Summary Spreadsheet

Information on any crew movement (Requests/Releases)

LISTING – AFFECTED CUSTOMERS

CRITICAL FACILITY CUSTOMERS	Division 1	Division 2	Division 3	Division 4
Critical Facilities				
Company Total				

LIFE SUPPORT EQUIPMENT CUSTOMERS	Division 1	Division 2	Division 3	Division 4
Critical Facilities				
Company Total				

DRY ICE DISTRIBUTION ACTIVITIES

The PSEG Long Island Company Storm Room is: Choose an item.

The next report is scheduled for: Click here to enter a date.
Choose an item.

**Providing a telephone number for a System Storm Room is Optional*

Attached to E-Mail for this EORS submission are the Following Documents (check those that apply)

☐ NY-PSC Resource Summary Spreadsheet ①

☐ Critical Facility Report / Spreadsheets ②

☐ Life Support Equipment Customer Spreadsheet sent under separate cover / E-Mail ②

Please send 1 to : [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Please send 2 to: [REDACTED]
[REDACTED]

Figure M.1 - NYS DPS Electric Utility's Emergency Outage Reporting System (EORS) Data

Appendix N – PSEG Long Island Informative Educational Videos



PSEG Long Island uploaded a video 2 years ago



Our Storm Restoration Process

by PSEG Long Island • 2 years ago 1,702 views

Figure N.1 – The Storm Restoration Process



PSEG Long Island uploaded a video 2 years ago



Evacuating

by PSEG Long Island • 2 years ago 711 views

Figure N.2 – Preparing for Evacuation



PSEG Long Island uploaded a video 2 years ago



Prepare Your Home and Family

by PSEG Long Island • 2 years ago 1,174 views

Figure N.3 – Preparing for an Approaching Storm



[PSEG Long Island](#) uploaded a video 2 years ago



Stay In Touch with PSEG Long Island

by [PSEG Long Island](#) • 2 years ago 1,132 views

Figure N.4 – Staying in Touch with PSEG Long Island

Appendix O – Table of Figures

Figure 1.1 – Emergency Management Cycle.....	18
Figure 1.2 – Long Island and the Rockaways’ Service Territory	21
Figure 1.3 – PSEG Long Island Division Console Areas	23
Figure 2.1 – Command and General Staff Organizational Chart	25
Figure 2.2 – SHE Officer Organizational Chart	26
Figure 2.3 – Legal Officer Organizational Chart	26
Figure 2.4 – Liaison Officer Organizational Chart	27
Figure 2.5 – Public Information Officer (PIO) Organizational Chart	28
Figure 2.6.1 – Operations Organizational Chart (Page 1)	29
Figure 2.6.2 – Operations Organizational Chart (Page 2)	30
Figure 2.7 – Planning Organizational Chart.....	31
Figure 2.8 – Logistics Organizational Chart	31
Figure 2.9 – Finance/Administration Organizational Chart.....	32
Figure 2.10 – ICS Restoration Roles And Responsibilities.....	33
Figure 4.1 – SPIA Chart	47
Figure 4.2 – Saffir-Simpson Scale	47
Figure 4.3 – Sample Hurricane Tracking Map	48
Figure 5.1 – Classification and Description of Different Storm Levels.....	52
Figure 5.2 – Storm Severity Matrix.....	59
Figure 6.1 – Priority Matrix.....	61
Figure 6.2 – Critical Facility Levels.....	62
Figure 7.1 – OMS Flow Chart.....	66
Figure 7.2 – PragmaLINE Incident Manager Job List	67
Figure 7.3 – Alarm and Event Manager.....	68
Figure 7.4 – Storm Assessment Module’s User Interface	68
Figure 7.5 – Event Replay Module’s User Interface	69
Figure 7.6 – PragmaCAD Job List.....	70
Figure 7.7 – PragmaCAD Crew And Assignment Lists	70
Figure 7.8 – PragmaCALL Call Taking Module	71
Figure 7.9 – PragmaGEO Map View Long Island Overview With Outage Markers.....	72
Figure 7.10 – MOBLITE Mobile Data Terminal Job List	73
Figure 7.11 – GIS Map Viewer.....	75
Figure 7.12 – SAS OMS Reports Landing Page	76
Figure 7.13 – SAS Stored Processes OMS Reporting Screen	77
Figure 7.14 – SAS VA OMS Reporting Hub.....	78
Figure 7.15 – PSEG Long Island Storm Center Outage Map	83
Figure 7.16 – PSEG Long Island Storm Center Outage Map Tabular View	84
Figure 7.17 – Municipal Portal Map View	86
Figure 7.18 – Municipal Portal Map View Showing Outage Job Details	86
Figure 7.19 – Municipal Portal Region Selector for Critical Facility Listing	87
Figure 7.20 – Municipal Portal Critical Facility Listing Showing Links to View Map, Get Alerts, or Report Outage.....	87
Figure 7.21 – Municipal Portal User Interface to Report of Make Safe To Clear Blocked Road Location ..	88

Figure 8.1 – Restoration Priorities, ETRs, and Predictions for Major Events	90
Figure 8.2 – OMS Sample Repair Durations by Equipment Type for ETR Calculations	94
Figure 8.3 – OMS PragmaCAD Job Order Detail Screen.....	95
Figure 8.4 – Mobile User Job Order Detail for Updating ETR and Outage Cause	96
Figure 8.5 – OMS Weather Multiplier for 2.5x Factor for Rain, Wind, Lightning.....	97
Figure 8.6 – OMS Storm ETR Dialog	99
Figure 8.7 – iFactor Map with System-Wide Alerts	100
Figure 8.8 – iFactor Map with Customer Outages	100
Figure 8.9 – iFactor Map with System-Wide Notifications.....	101
Figure 8.10 – DPS Guidelines for an Event Expected to Last 48 Hours or Less	103
Figure 8.11 – DPS Guidelines for an Event Expected to Last More Than 48 Hours.....	104
Figure 11.1 – Municipal Portal: Critical Facilities Outages	117
Figure 11.2 – Municipal Portal: Make Safe To Clear	118
Figure 12.1 – Example of Pre-Storm Communications Planning Matrix	122
Figure 12.2 – Information Gathering, Documentation, and Distribution Process	125
Figure 12.3 – Example of LSE and SN Report Output	131
Figure 12.4 – Customer Assistance Center Event Evaluation Matrix.....	136
Figure 12.5 – Customer Assistance Center (CAC) Staffing Levels by Shift	137
Figure 12.6 – Critical Facility Levels	141
Figure 12.7 – SAS Critical Facilities Report Sample	143
Figure 12.8 – Recommendations for Critical Facilities Advance Planning.....	144
Figure 12.9 – Critical Facility Pre-Storm E-Mail Message Sample	145
Figure 12.10 – Critical Facility Pre-Storm Outbound Phone Message Sample.....	146
Figure 12.11 – Console Information Coordination – Escalation Processing Information Flow.....	149
Figure 12.12 – PSEG Long Island Typical Storm Communication Timeline	151
Figure 12.13 – Sample E-Mail to Customers Prior to Storm.....	154
Figure 12.14 – Storm Center Home Page and Sample Outage Map	155
Figure 12.15 – Social Media Posts from Facebook and Twitter.....	156
Figure 12.16 – Social Media Banners.....	157
Figure 13.1 – Condition III “Red” Resource Matrix	178
Figure 13.2 – Typical Divisional Operations Structure	186
Figure 13.3 – Area Dispatch Authority (ADA) Comparison.....	190
Figure 13.4 – Remote Dispatch Area Decentralization Comparison	192
Figure 13.5 – Sample Municipal Area De-Energization Request Form	196
Figure 13.6 – Flood Assessment Operations Organizational Chart.....	197
Figure 13.7 – Decision Matrix for Flooded Homes/Buildings	199
Figure 13.8 – Restoration of Electrical Service after Major Flooding.....	200
Figure 13.9 – Sample PSEG Long Island Licensed Electrician Inspection Form	202
Figure 14.1 – Reporting Information Table	208
Figure 14.2 – 2017 Training Schedule	217
Figure 14.3 – 2017 Exercise/Drill Schedule	222

Figure 15.1 – Logistics Support Center (LSC) Facility Layout.....	230
Figure 15.2 – Mobile Command Center.....	242
Figure 15.3 – [REDACTED]	245
Figure 15.4 – [REDACTED]	245
Figure 17.1 – Draft Emergency Response Performance Measures: Preparation.....	257
Figure 17.2 – Draft Emergency Response Performance Measures: Operational Procedure.....	257
Figure 17.3 – Draft Emergency Response Performance Measures: Communication	259
Figure A.1 – Cross Reference Spreadsheet with Public Service Law NYCRR 105.....	260
Figure B.1 - ERIP Titles and Descriptions.....	265
Figure B.2 – Newly Created/Updated ERIP Titles and Descriptions.....	269
Figure C.1 – Newly Created/Updated Restoration Checklists	270
Figure D.1 – LCS Account Manager and Support Assignments by Segment.....	271
Figure D.2 – Critical Facilities by Market Segment.....	273
Figure E.1 – Corporate Communications Media Contact List	397
Figure F.1 – Emergency Management Organizations	398
Figure F.2.1 – Local Utility Contacts (Verizon).....	400
Figure F.2.2 – Local Utility Contacts (Altice US).....	401
Figure F.2.3 – Local Utility Contacts (Time Warner Cable)	402
Figure F.2.4 – Local Utility Contacts (National Grid - Gas)	403
Figure F.2.5 – Other Municipal Electric Utility Contacts.....	404
Figure F.3 – Federal Officials	405
Figure F.4 – State Officials	406
Figure F.5 – County Officials	407
Figure F.6 – Town Officials	408
Figure F.7 – Village Officials.....	409
Figure F.8 – Human Service Agencies.....	412
Figure I.1 – National Guard Request Form	480
Figure J.1 - Condition Red Resource Matrix Guide.....	482
Figure K.1 – Acronyms and Abbreviations	490
Figure L.1 – Supplemental ERP Contact Sheet.....	491
Figure M.1 - NYS DPS Electric Utility’s Emergency Outage Reporting System (EORS) Data.....	495
Figure N.1 – The Storm Restoration Process	496
Figure N.2 – Preparing for Evacuation.....	496
Figure N.3 – Preparing for an Approaching Storm	496
Figure N.4 – Staying in Touch with PSEG Long Island	497