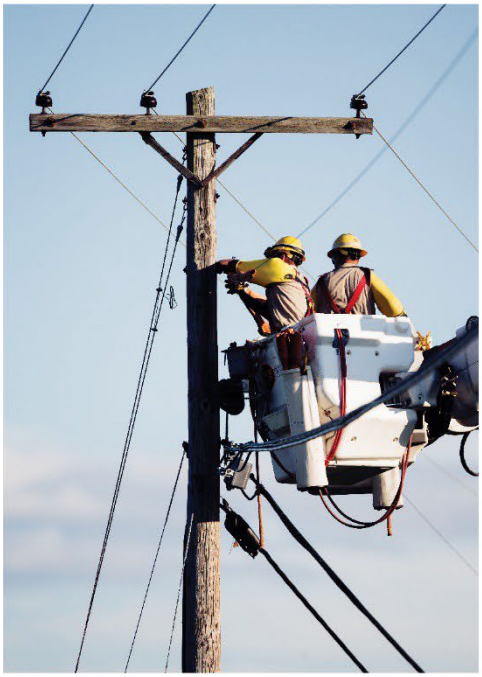






ELECTRIC
EMERGENCY PLAN

DECEMBER 15, 2022

People. Power. Possibilities.
Central Hudson
A FORTIS COMPANY

Statement of Compliance

Central Hudson Gas & Electric Corporation's (Central Hudson or Company) Electric Emergency Plan (the Plan) constitutes the policies, procedures and guidelines that will be followed by Central Hudson in response to a severe weather or other emergency event that results in, or is expected to result in, loss of power to a substantial number of customers in our service territory. In addition to the policies, procedures and guidelines that make up the Plan, the following principles of compliance, consistent with the New York Public Service Law, New York Compilation of Codes, Rules and Regulations, and the New York State Public Service Commission's ("NYS PSC" or the Commission) Orders will apply to this Plan:

1. The procedures, policies and guidelines herein will be followed by all personnel engaged in the emergency response, to the extent possible given the unique circumstances of the event.
2. The Plan will be saved electronically in a location accessible by all Company employees.
3. The Plan will be filed with the Secretary of the NYS PSC annually on Dec. 15, or, if no changes are made from the prior year's plan, a statement to that effect will be filed with the Secretary.
4. Any additional plan requirements ordered by the PSC will be incorporated into the Plan as directed.
5. Copies of the Plan, and all related documents, will be provided to the New York State Department of Public Service ("NYS DPS") Office of Resilience and Emergency Preparedness Director.
6. A printed copy of the current Plan (phone numbers redacted) will be available at the Company's main headquarters at 284 South Avenue, Poughkeepsie, NY for viewing by the public upon request.
7. Material changes to the Plan will be filed with the PSC Secretary within 60 days following the modification.
8. If, under emergency conditions, or other circumstances related to a national pandemic, the Company modifies our response from that in the Plan to the extent required to restore service in a safe and efficient manner, the modifications and the circumstances that caused them will be reported in writing to the PSC Secretary within 60 days from restoration of full service. Minor changes need not be reported but should be made to the Plan as soon as practical.
9. Within 30 days following an event lasting more than three days, or when requested by NYS DPS-Staff ("Staff") the Company will provide Staff with the data necessary to complete the Emergency Response Performance Measures scorecard or will apply to the PSC Secretary for an extension of time to provide the required data.

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1. Overview

1.1 GLOSSARY OF ACRONYMS

Acronym	Term
CHEK	Central Hudson Emergency Communication Network
CIS	Customer Information System
CSR	Customer Service Representative
DA	Damage Assessment
DPS	NYS Department of Public Service
EBD	Elderly, Blind, Disabled (special needs customers)
EEI	Edison Electric Institute
EEP	Electric Emergency Plan
EIRS	Electric Information Reporting System
EMS	Energy Management System
EOC	Emergency Operations Center
EOE	Electric Operating Engineer
EORS	Electric Outage Reporting System
ETR	Estimated Time of Restoration
FTE	Full Time Employee Equivalent
GIS	Geographic Information System
IAP	Incident Action Plan
ICS	Incident Command System
IT	Information Technology
IVR	Interactive Voice Response
LSE	Life Sustaining Equipment customers
MEUA	Municipal Electric Utilities Association of New York State
NAMAG	North Atlantic Mutual Assistance Group
NMART	National Mutual Assistance Resource Team
NREC	National Response Executive Committee
NRE	National Response Event
NWS	National Weather Service
NYAPP	New York Association of Public Power
NYP/PUMA	New York Public/Private Utility Assistance Protocol
NYS	New York State

Acronym	Term
NYS DPS	New York State Department of Public Service
NYS PSC	New York State Public Service Commission (the Commission)
OEM	Office of Emergency Management
OMS	Outage Management System
OSHA	Occupational Safety and Health Administration
Overflow IVR	Overflow Interactive Voice Response Unit
POE	Port of Entry
PPE	Personal Protective Equipment
PSC	Public Service Commission
RMAG	Regional Mutual Assistance Group
RTUs	Remote Terminal Units
SCADA	Supervisory Control and Data Acquisition
URD	Underground Residential Distribution
VOIP	Voice Over Internet Protocol

1.2 Introduction

The Electric Emergency Plan (EEP) is the guide for responding to emergencies which affect electric service to Central Hudson Gas & Electric Corporation (Central Hudson) customers. Throughout the year, Central Hudson performs many activities to increase readiness and reduce the number of customers impacted from electrical outages. This includes a vegetation management (hazardous tree/limb removal) program which reduces outages throughout the year and during storms. Our goal in emergency response is to protect the public, to restore electric service interrupted by the event as quickly as possible and to communicate our restoration progress to our customers, regulators, and municipal officials.

New York State defines three classifications of electric emergencies: Class 1, 2, and 3. The expected time to restore 90% of the affected customers is the determining criteria. The Storm Classification Guidelines and some other informational storm attributes are shown below:

Storm Classification Guidelines			
Description	**Class 1**	**Class 2**	**Class 3**
Expected Time to 90% Restoration	< 24 hours (~1 day)	>24 Hours & < 72 Hours (1-3 days)	>72 Hours (Over 3 days)
Other Storm Attributes (Estimated and for information only)			
Number of Customers Predicted	5,000 - 10,000	10,000 - 50,000	> 50,000
Number of Predicted or Actual Cases of Trouble	< 150	150 – 750	>750
Number of Districts De-centrally Staffed	1 - 2	> 2	> 2

Central Hudson has five operating districts: Catskill, Kingston, Poughkeepsie, Fishkill, and Newburgh. When districts are "staffed" or "manned," it means that local operational control, including assigning and dispatching of crews, has been assumed (decentralized operations). However, overall storm responsibility and authority remains centralized with the Incident Commander. The Operations Section Chief will determine which districts are to be staffed. If the extent of damage is such that decentralization beyond the district level is determined prudent, the District Operating Supervisor may elect to assign resources and dispatch personnel from one or more of our satellite offices within that district. (such as; Greenville, Tannersville, Ellenville, Eltings Corners, or Stanfordville). It is not our practice to dispatch crews from substations.

This Electric Emergency Plan is used as the basis for our annual emergency exercises and employee Emergency Response training.

1.3 Safety

During emergencies, the safety of the public and of our workers is our highest concern. Our public announcements include information on safe practices during outages and severe weather events. Field conditions that pose a danger to the public are given highest assignment priority.

Safety awareness is also enhanced during emergencies by the following activities:

- All mutual assistance crews are given a safety briefing upon arrival at our headquarters
- The Safety Officer makes field visits to field and office workers throughout the event

Daily conference calls begin with a safety assessment and message. In emergencies, as well as during normal business, all employees are expected to perform their duties in accordance with our safety creed:

Our job is to plan and perform every job safely. No job is done well unless it is done safely.

1.4 Annual Emergency Exercise

In accordance with 16 NYCRR Part 105, Central Hudson will perform an Electric Emergency Exercise prior to June 1 of each year. At least 2 months prior to this annual exercise, the Senior Director of Emergency Preparedness will form a cross-functional Electric Emergency Exercise Development (EEED) group consisting of personnel from the Emergency Response group as well as representatives who take on storm roles in the Operations, Communications, and Liaison areas. This team will plan and execute the exercise and ensure that the objectives and required invitations mentioned below are completed. In addition, this team develops the exercise scenario and injects, handles exercise logistics, observes the actions of exercise participants, and compiles recommendations.

In order to satisfy the emergency exercise requirement, the event must include the mobilization of utility personnel with specific service restoration assignments and there must be contact with outside agencies, local governments, and others.

Central Hudson will conduct a minimum of one annual emergency exercise simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. Exercise scenarios may also include wide-spread flooding as one of the emergency conditions. Each year, an inject which tests the manual backup process of a key storm application will be developed.

The Emergency Exercise objectives will be to:

- encourage demonstration of "best practices" among each operating division
- provide participants with an understanding of how their assignments fit in with the overall response effort
- identify areas where communications and/or record-keeping can be improved
- discover new opportunities for improving the restoration process

Two weeks prior to the Emergency Exercise, the Sr. Director - Emergency Preparedness or designee will notify exercise participants of the date, time, and location of the exercise. Additionally, he/she will notify NYS PSC Staff of the exercise plans at least two weeks prior to the exercise and will invite local municipal and telecom company representatives to participate in the exercise. The exercise scenario will simulate the main aspects of responding to a Class 3 event which includes the following actions:

1. Incident Commander is designated
2. Incident Commander informs Section Chiefs of impending event
3. Initial EIRS notification is prepared
4. NYS OEM is contacted
5. EOC Representatives (Primary and Alternate) are mobilized to the County EOCs/911 Centers; these EOC Representatives may be assigned to a location that they are not typically assigned.
6. Emergency organization is developed and positions are assigned
7. Simulated damage assessment information is reviewed and restoration plans are developed
8. Global and District ETRs are developed based upon the restoration plan
9. A simulated status conference call or meeting is held
10. NYS PSC report forms (EORS) are completed
11. NAMAG conference call request is simulated - notification of exercise in progress
12. Mock Municipal and Telecom conference calls are conducted or simulated in accordance with the Municipal and Telecom conference call agendas.
13. EORS updates are prepared
14. News releases are prepared
15. The District Communications Liaison from the District where the event is hosted as well as the Company's other districts are included in the exercise.

Following the exercise, a hot wash is conducted to gather immediate feedback from the exercise participants. Then the EEED team performs an evaluation and organizes recommendations. Within 30 days following the conclusion of the exercise, the Sr. Director - Emergency Preparedness, or designee will issue an Exercise Critique report.by April 1 of each year, the Sr. Director - Emergency Preparedness or designee will certify the following in a report filed with the NYS PSC Secretary that within the past 12 months Central Hudson has:

(a) periodically verified telephone contacts with and updated our lists of names of internal and external contact persons identified in 16 NYCRR Part 105.4
(b) conducted at least one storm drill or emergency exercise involving key Company personnel assigned service restoration responsibilities.

In addition, in accordance with 16 NYCRR II A § 105.4, the Sr. Director - Emergency Preparedness, or designee may waive this drill requirement if previous incidents during the calendar year provided sufficient experience only if approved in writing by the DPS Director of the Office of Resilience and Emergency Preparedness, or designee. For actual preparations (a.k.a., real-world incident experience) in lieu of an exercise, the Company shall certify, in accordance with 16 NYCCR II A § 105.3: Submission of Electric Emergency Plans that all requirements of § 105.4(b)(4) were met.

1.5 Training

Emergency Response Training is performed annually for all employees who are new to the Company, or newly assigned to either Incident Command Staff or General Staff positions (described in Sections 3.2 and 3.3 of this Plan) or the key storm positions described later in this section; training is also performed as needed (for example, just-in-time training for employees prior to utilization). The Company utilizes multiple methods of training including, but not limited to classroom, web-based, on-the-job shadowing, drills/exercises, manuals, just-in-time, and procedural documents. Training outlines and/or guidebooks are prepared by experienced Operations personnel and are used consistently for in-person training. Manual storm processes are included in these training classes, when applicable. Classes are taught by department supervisors, Emergency Response personnel and/or the Safety Officer. The Sr. Director – Emergency Preparedness is responsible for managing and evaluating the effectiveness of the training program. Staff within the Emergency Response group manage the training rosters and attendance is tracked by Human Resource staff using the Workday application.

The training includes a review of the current Electric Emergency Plan, and the location of where the EEP can be accessed is provided to all attendees. The current Emergency Plan is available to all employees on Central Hudson's internal website.

Refresher training is required annually for key groups in the storm organization, when assigned storm role tasks are not performed as part of the employees' blue-sky job. These include: Alternate Contact Center Personnel, Damage Assessment Coordinators, Damage Assessment Patrollers, Loop Crews, Crew Guides, EOC Representatives, Wire Responders and Wire Guards. There will be an annual wires down tabletop exercise to review the process and/or software used to protect the public from downed wires. Select Wire Down supervisors, coordinators, responders and/or guards shall be utilized during this drill. Training is conducted semi-annually for users of the Outage Management System.

Training for Damage Assessment Coordinators and Damage Assessment Patrollers is also required within 30 days of a change to damage assessment procedures. The company trains or maintains a minimum of 50 Damage Assessors and 60 Wire Guards each year.

All Central Hudson employees are provided annual Emergency Response awareness training. A link to the current Electric Emergency Plan is provided alongside a summary of changes to the Plan; storm roles are also discussed, as well as how to locate an assigned role. Contractors utilized for an assigned storm role (such as Wire Guards) are also provided training as part of the onboarding process.

1.6 Contact Lists

Contact lists for key positions to the emergency response effort are maintained as needed (when changes are known), or at least semi-annually by various personnel at Central Hudson.

The Director of Outage Management Services verifies that contacts lists are reviewed as described below and posts the updates to an internal company website. The responsibility for reviewing and updating contact lists is as follows:

- Mutual aid companies and contractors – at least semi-annually by the Sr. Director – Emergency Preparedness.
- Life Support Equipment (LSE) and Special Needs (EBD) customers – LSE codes are updated in the customer information system when the customer receives medical certification, and LSE customers are required to recertify annually. Customer contact information for both LSE and Special Needs customers is updated twice annually by the Outreach Branch Director or designee according to the procedure found in Section 7.3 - Life Support Equipment and Special Needs Customer Contact Procedure.
- Human services agencies – updated at least semi-annually by the Operating Supervisor – Consumer Outreach and Community Relations.
- Print and broadcast media – updated at least semi-annually by the Director – Media Relations.
- Operators/managers of motels, restaurants, and dormitories, etc. – updated at least semi-annually by the Supervisor - Procurement.
- State, county, and local elected officials – updated by the Manager - Public Relations or designee. Contact lists are updated semi-annually.
- Law enforcement officials, and emergency management and response personnel – updated at least semi-annually by the District Communications Liaison.
- Medical facilities – updated at least semi-annually by the District Communications Liaison in each of the operating districts.
- Vendors – updated at least semi-annually by the Supervisor - Procurement.

Contact lists found in the appendices of this plan are: Emergency Services and Community Aid; Print and Broadcast Media Listing; Municipal Leaders; Lodging and Restaurants; Office, Substation, Regulator, and Radio Listing; Active Emergency Response Contracts; ARCOS Callout Lists; and Telecom Facilities and Contacts.

1.7 Critical Facilities

Critical Facilities are typically those customers that provide essential services or functions for survival, continuation of public safety, and disaster recovery. Critical Facilities are coded in the customer information system with one of 26 codes that identify their critical facility type. These codes are as follows:

Critical Facility Level 1 facilities are critical to public health and safety. These include:

CODE	DEFINITION	LEVEL
2	Hospital/Emergency Medical Facilities	1
5	Main Utility and Communications Facilities	1
6	Airports	1
7	Water and Wastewater	1
9	Emergency Shelters/Cooling Centers	1
14	Fire, Police, Paramedics and Rescue Facilities	1
15	Emergency Management Offices	1
16	Fuel Transfer and Fuel Loading Facilities	1
17	Mass Transit	1
18	Military Bases	1
19	Main Flood Control Structures	1

Critical Facility Level 2 facilities provide significant public services but are considered to some extent less critical than Level 1. These include:

CODE	DEFINITION	LEVEL
3	Nursing Homes and Dialysis Centers	2
20	Support for Other Critical Government Functions	2
21	Prisons and Correctional Facilities	2
22	High-Rise Residential Buildings	2
23	Communications (radio, TV, etc.)	2

Critical Facility Level 3 facilities may provide public services but are considered to some extent less critical than Level 2. These include:

CODE	DEFINITION	LEVEL
11	Large Employers and Other Key Customers	3
12	Other Government Buildings, Schools, and Colleges	3
24	Event Specific Concerns	3
25	Customers Providing Key Products and Services	3
26	Residential developments with large elderly populations or other similarly vulnerable establishments as coordinated with county officials	3

Critical Facility account codes are maintained by the District Communications Liaison and are kept current as accounts change. The District Communications Liaisons proactively generate reports and perform outreach to critical facilities without power during a storm event.

1.8 Contact with Local Municipal Officials

During storm events, the District Communications Liaison serves as the main point of contact for municipalities to communicate emergency needs and priority repairs with Central Hudson. District Communications Liaisons maintain two-way communications with local municipal officials to coordinate repairs and provide status updates when available. See section 6.4 for additional information on these communications.

During emergencies that occur during 'blue sky' days or smaller storms, and on an as-needed basis during larger storms, Central Hudson field personnel (foremen) will also communicate directly with local highway superintendents to coordinate road clearing efforts.

Throughout the course of routine business activities, municipal officials such as highway superintendents, building inspectors, and government leaders (mayors, supervisors) interact with District Communications Liaisons, whose role is to serve as the main point of contact for interaction with Central Hudson. The District Communications Liaisons are knowledgeable about the individual characteristics and needs of each municipality through these ongoing communications. The District Communications Liaisons will semi-annually invite county officials to in-person meetings to review storm readiness; said meetings may be held via phone or webinar if mutually agreed upon. Topics may include: a review of recent storm response(s), lists of critical facilities and roads, LSE contact procedures, lists of geographically appropriate potential dry ice distribution locations, storm event notifications and contact information of attendees, road closure protocols, circuit maps, and EOC interfaces. The District Communications Liaisons are responsible for maintaining these lists of critical facilities, critical roads, and dry ice distribution locations. If it is mutually agreed upon, an email from Central Hudson may serve as a substitute for the second meeting of the year. The email should describe any updates to storm readiness material, allow for an in-person or virtual meeting option, and provide the contact information for the District Communications Liaison. The Senior Director of New Business & Demand Side Management, or designee, is responsible for ensuring that these meetings and summary emails occur, notes are taken, and any follow-up actions are completed.

1.9 Customer Storm Preparedness Information

Throughout the year, the Manager of Public Relations, or designee, ensures that storm preparedness information is distributed to customers by means of bill inserts, news releases, website updates and social media site updates. This information includes the phone number to contact to report loss of power as well as the following preparedness and safety tips:

- Pay attention to weather advisories and storm warnings.
- Keep a flashlight and fresh batteries handy.
- Have a battery-powered radio to keep informed of restoration efforts.
- Charge wireless phones or use a portable charger to maintain a means of communication
- Double-check your supply of food, and stock your pantry with packaged or canned foods that require no refrigeration or cooking. Avoid opening your refrigerator unnecessarily during outages, so food lasts longer.
- Be sure you have a non-electric can opener. If you have an electric water pump, always keep an emergency supply of bottled water on hand for drinking and washing. If a major storm is forecast, fill your tub with water as an added reserve.
- Remember, never use outdoor gas or charcoal grills indoors. They pose a fire hazard,

and over time can give off deadly carbon monoxide gas. Use these appliances only outdoors with proper ventilation.
- Be sure you know how to open your garage door manually, if you usually rely on an electrically- operated, automatic, remote control door opener.
- Use home generators safely and accordance with manufacturer's instructions
- Contact Central Hudson if anyone in your home depends on electrically operated life-support equipment.
- Stay clear of downed or low-hanging wires.

1.10 Mutual Assistance Group Membership

Central Hudson is a member of the North Atlantic Mutual Assistance Group (NAMAG). When additional resource needs are anticipated, requests for assistance will be made through this Regional Mutual Assistance Group (RMAG). Central Hudson personnel, typically those who act in the Incident Commander, Deputy Incident Commander or Planning Chief storm roles will participate in all conference calls, discussions, meetings, and drills conducted by this group throughout the year.

If the event is so large that resource needs cannot be fulfilled through the RMAG process, a National Response Event (NRE) may be declared by an executive of any utility affected. If an event of this magnitude is experienced at Central Hudson, the NRE declaration will be made by the CEO or his/her designee.

See Section 7.9 for additional information regarding mutual assistance and National Response Event procedures.

1.11 Storm Staffing

Each Central Hudson employee is assigned a primary and secondary storm role. These assignments are made through joint decision by representatives from the Emergency Response and Human Resources groups. Assignments are reviewed at least semi-annually to account for changes in personnel (new hires, termination, job movement) and storm role staffing needs. The Sr. Director of Emergency Preparedness has the responsibility of assigning personnel to maintain the Storm Staffing list. Staff who report to the Sr. Director of Emergency Preparedness during blue sky operations, work with Human Resources to maintain the Storm Staffing list, notify employees of any changes, and to ensure that the list is updated at least semi- annually. However, due to the varying needs of a storm, any employee may be asked to perform any storm restoration function for which he/she has been properly trained and equipped. All storm role assignments are stored in Central Hudson's mainframe system; a copy of full storm duty assignments is available for employees' reference on Central Hudson's internal website and a hardcopy is maintained in Central Hudson's Poughkeepsie office.

Field Resource Staffing – guidelines for securing certain field resources based on event classification are found below:

Storm Classification	Internal Damage Assessors (FTE)	Internal Line (FTE)	On-site Contractors (FTE)	Mutual Assistance (FTE)	Designated Make Safe Crews	Wire Guards (FTE)
1	0	as needed	as needed	0	0	as needed
2	0 - 10	all available	as needed	0 - 150	0 - 10	0-20
3	20 - 40	all available	40-50	50 - 300	5 - 20	20-40

Notes:

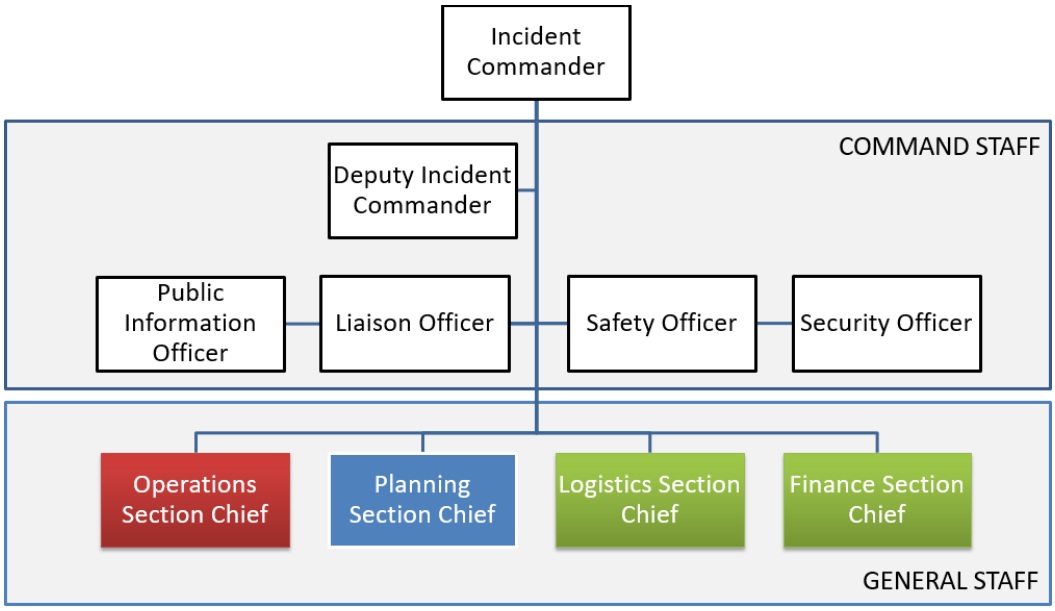
1. The extent and type of the damage will have a significant impact on the number of resources required for restoration.
2. Extreme damage caused by ice or flooding will typically result in increased resource needs.
3. Lesser damage caused by lightning strikes will typically result in decreased resource needs.
4. As the number of on-site contractors vary daily; the need for Mutual Assistance may be adjusted accordingly.
5. The ability to access the damaged facilities will have a significant impact on the Expected Duration. Mutual Assistance is defined as: All sources of resources brought in specifically for the event restoration.
6. Mutual assistance decisions will be adjusted based on the anticipated arrival time of crew resources.
7. A portion of the internal line FTEs will be assigned to work overnight to respond to emergencies.
8. The number of Internal Damage Assessors (FTE) needed are system wide; refer to Section 4.1.3 – Detailed Damage Assessment.
9. Designated Make Safe Crews may be staffed by internal (line crews, service workers) or external resources (contractors, mutual assistance crews) and are assigned by the District Operating Supervisor.

2. Incident Command System

Central Hudson's storm command structure primarily follows the FEMA Incident Command System (ICS). This structure allows storm responsibilities to be easily understood, eliminates confusion regarding chain of command, and improves communication during storm events. There are slight differences between the Central Hudson incident command structure and ICS which are a result of the unique nature of electric emergency response.

2.1 Organization Charts

The Incident Command Organization Chart is shown below:



Once an electric emergency has been declared, the Incident Command structure will begin to be put in place. Incident command may be transferred upwards through the chain as the original responders begin to narrow their responsibilities. When command is handed off, it will be clearly communicated by the person relinquishing command and the person accepting it.

As storm positions are filled throughout the organization, it is the responsibility of the person directly above each individual to clearly communicate what his/her storm position is and ensure that each person is familiar with the designated responsibilities.

2.2 Position Descriptions

The roles and responsibilities of each member of the Command Staff and Section Chiefs are found throughout each of the sections of this plan. Individual storm role position descriptions are listed in Appendix B.

3. Pre-Event Planning

For those events where advance warning is received, e.g. severe weather events, Central Hudson will undertake preparedness steps. These steps are as follows:

3.1 Pre-Event Staff Communication

As part of Pre-Event planning, Section Chiefs (General Staff) notify their respective units of the potential need to mobilize and will schedule additional staffing based on the expected timing and severity of the event. This is done using traditional means of communication such as email and phone calls. Depending on the expected impact and available notice, an email to all employees providing awareness of the potential need to participate in their assigned storm duties may also be sent out by the Deputy Public Information Officer or Designee.

When additional resources need to be mobilized in addition to these pre-event plans and outside of normal business hours, the ARCOS automated callout system is used. Employees working Dispatch or System Operations initiate individual callouts when needed to respond to specific emergencies. Additionally, Section Chiefs, Branch Directors, and Supervisors may initiate callouts for their respective group of personnel. Large scale callouts which cross multiple groups of employees may be initiated by the Incident Commander, Deputy Incident Commander, Operations Section Chief, or designees. The ARCOS system contains preloaded callout lists based on primary storm roles for field employees. Examples of these lists include: all qualified electric crews, loop crews, wire down staffing, damage assessors, and crew guides. Callouts can be run by district, if appropriate, or for the entire Company's territory.

Additionally, when initiated by the Incident Commander or other Command Staff, Central Hudson may utilize its AlertMedia system, which can be used to blast communicate an urgent security or event mobilization message to employees.

Should any unit require additional non field staffing beyond what is already mobilized, the Section Chief, Branch Director or Supervisors of that unit may contact the Staffing Unit, which will make the appropriate assignments of qualified available personnel and alert them of the assignment.

3.2 Command Staff Responsibilities (See Appendix B for additional detail on storm roles)

Incident Commander

- Notify Command and General Staff of the possibility of an impending event that would result in large numbers of outages across our service territory.
- Conduct Company conference call or meet with Command and General Staff to review preparations and assign storm positions.
- Notify DPS Staff and the State Office of Emergency Management that preparations are underway for a major event. Confirm contact name and phone number where these groups can obtain information and request assistance.
- Participate in any scheduled North Atlantic Mutual Assistance Group (NAMAG) conference calls.
- After reviewing available weather forecast information, the Incident Commander and Operations Section Chief will determine if additional external line resources should be solicited, and how many crews are needed. If the weather forecast has a high level of certainty, and the prediction is severe enough to warrant additional crewing, then the Incident Commander will follow Section 4.2.3 - Mutual Assistance to obtain the additional assistance.

Deputy Incident Commander

- Assist with the duties of the Incident Commander above as needed.

Liaison Officer

- Confirm name/phone numbers that facility managers and county and local officials should use to contact Central Hudson during the event.
- Per Sections 6.4 and 6.7, notify critical facilities and municipal officials of impending event. Provide information regarding the status of restoration to municipal leaders during Municipal Conference Calls.
- Respond to inquiries and requests from municipal officials or ensure inquiries/requests are being responded to.
- Develop staffing plan for County EOC representatives.

Public Information Officer

- Prepare news releases, public service announcements and employee information updates.
- Respond to media inquiries.
- Coordinate and review outbound storm related messaging as needed for consistency. This includes messaging on the company website and social media sites.
- Interface with the Incident Commander to provide adequate information on restoration progress, ETRs, dry ice distribution locations, and shelter locations.
- Assign staff to initiate and moderate Municipal Conference Calls.
- Instruct Outreach Director to initiate outbound calls to Life Support Equipment (LSE) and Special Needs (EBD) customers. See Section 7.3 – Life Support Equipment and Special Needs Customer Contact Procedure.

Safety Officer

- Assist Operating Supervisor with delivering safety briefings to contractor and Mutual Aid crews.
- Address any safety concerns brought up by personnel working on the storm response.
- Perform OSHA reports of any OSHA reportable accidents.
- Perform safety inspections of field work sites.

Security Officer

- Initiate request for Taconic Parkway access and instructs Corporate Communications to remind employees that they will need to show identification in order to travel during a State of Emergency.
- Coordinate security needs for district offices, dry ice distribution locations, and alternate housing areas.
- Address any security concerns brought up by personnel working on the storm response.
- Establish liaison with the respective law enforcement agencies in order to promote prompt restoration of service in conjunction with any related investigations that may be underway.

3.3 General Staff Responsibilities (See Appendix B for additional information)

Planning Section Chief

- Monitor weather reports and participate in National Weather Service briefings as necessary
- Ensure that personnel are assigned to perform resource tracking, reporting and demobilization positions.
- Initiate Mutual Aid crew requests when instructed by the Incident Commander or Operations

Section Chief.
- Ensure that ETRs are established within the required guidelines outlined in Section 7.1.

Operations Section Chief
- Ensure that all Operations Section positions are staffed, and all responsibilities are assigned. Provide back-up for Operations personnel as needed.
- In conjunction with the Incident Commander, develop the Incident Action Plan (IAP).
- Obtain contract line and line crew resources as needed.
- Provide storm restoration status information to the Public Information Officer and/or Incident Commander when requested.
- Obtain a system status report from System Operations including status of all transmission lines and distribution breaker abnormal conditions.

Logistics Section Chief
- Assign employees to fill the Support, Service, Supply, and Information Technology Branch Director positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.
- Supervise all support, service, supply, and IT activities. Resolve problems as necessary and provide backup coverage for all functions when needed.
- Communicate with Incident Commander and Operations Section Chief to fulfill daily logistics needs.
- Direct the Information Technology Branch Director to enter IT Storm Restricted mode and provide notification of an impending event as per Outage Management System Support Procedure (Section 7.6).
- Contact Wire Down contractors alerting them of the possible need for wire down personnel.
- Preform a preliminary evaluation to determine if there will be sufficient hotel space available to house out of town resources. Contact the alternate housing suppliers if needed.
- Obtain current list of all Company employees to be used for storm staffing.
- Direct Transportation Department to ready vehicles and equipment; expedite repairs of equipment if possible, particularly aerial lift and pole setting equipment.
- Instruct Supply Branch Director to:
    - Check fuel availability
    - Check dry ice/bottled water availability
    - Review emergency stock levels

Finance Section Chief
- Assign employees to fill the Time, Contracts, Cost, and Claims positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.
- Supervise time, contracts, cost, and claims activities. Resolve problems as necessary and provide backup coverage for all functions when needed.
- Communicate with Incident Commander and Operations Section Chief to fulfill daily finance-related needs.
- Evaluate the need to increase Purchasing Card limits for key storm personnel

Note: Incident Command and General Staff position checklists are found on the Central Hudson internal website under *Emergency Response & OMS, ICS Checklists*. They are also included in the Appendix L of this plan.

4. During Event

When an electric emergency causes power outages in our service territory, an Incident Commander will be designated if one is not already in place. Incident command may evolve as the event unfolds, i.e., storm starts in one district, but then expands to other districts; command moves from the impacted District Operating Supervisor to a central Incident Commander. Central control will be established when more than two operating districts are staffed during a storm event. Details concerning the response and electric restoration activities due to a flood related event are discussed in Sections 4.4 - Flooding of Customer or Company Equipment and 7.7 – Flood Restoration Procedure.

The Incident Commander will initiate response by developing an Incident Action Plan (IAP). The IAP will contain the following:

Event Classification – the Incident Commander will assess all available reports, maps, and data on the event. Using this information, he/she will classify the event in accordance with the Storm Classification Guidelines found in Section 1.2. Based on the Storm Classification, the Incident Commander will also define the Start of Restoration time based on the Estimated Time of Restoration Guidelines (see Section 7.1).

High-Level Storm Position Staffing – the Incident Commander will identify personnel to fill Command Staff and General Staff positions.

Establish Strategy – the Incident Commander will confer with the Operations Section Chief to determine if the restoration can be accomplished using internal company resources, or if contract and/or mutual assistance will be required. The Incident Commander and Planning Section Chief will then establish and target times for reports, conference calls and ETR communication.

Once the Incident Action Plan is developed, the Incident Commander will communicate the plan to the Central Hudson Executive Team and will provide updates as needed throughout the event. Section Chiefs will staff the remaining storm positions, ensuring that all positions are filled (some individuals may be assigned to more than one position). The subsequent response of each Section will be expected to follow the Incident Action Plan, and to adhere to all Company work practices, safety policies, and construction standards.

4.1 Assessment

Assessment of the nature and extent of damage to our electrical system is an essential step toward effective response. Information about damage locations and facilities affected is obtained from several sources:

1. Outage Management System (OMS). The OMS system receives trouble calls/reports from customers and sorts them into predicted cases. Equipment downstream from the predicted origin of these outage cases is a natural place to begin damage patrols
2. Trouble Call Comments - Customer comments can sometimes be helpful in pinpointing damage locations. CSRs are trained to enter any information provided by customers about possible outage causes into the trouble order comments.
3. SCADA – The Energy Management System (EMS) receives SCADA information for both transmission and distribution breaker trips and lockouts. Any distribution circuit lockouts are

then communicated automatically with OMS by means of a SCADA/OMS interface. Lockout events will create confirmed outages in OMS. Breakers with dial-up Remote Terminal Units (RTUs) are not included in this interface, and the substation communication system can occasionally experience outages of its own. In these cases, System Operations will confirm device status via direct communications with field personnel and notify the appropriate district operating authority. Dispatching personnel may also predict breaker outages by analyzing individual trouble call locations directly and use that information to initiate the Company response.

4. Police/Fire/911 Calls – Emergency responders in our service territory have a priority line which allows them direct access to a Telephone Representative. Reports from police/fire are coded as 'emergency' orders in the OMS system.
5. Field Representatives – Company employees who are already working on restoration or those observing damage locations on their way in to work report their findings to the Dispatcher. Dispatchers locate the correct OMS case and enter the information provided by the field rep.
6. Electronic reclosers – When they operate, most electronic reclosers send a message to key operating personnel. From this notification, outage cases can be created or confirmed in OMS. Fault current information can also be obtained through a web interface which allows the opportunity for targeted patrolling.

In Class 1 and small Class 2 storms, the damage severity can usually be determined using the above sources only. In larger Class 2 storms, formal Damage Assessment will be mobilized only when a need is identified by an operating district or by the Incident Commander. Formal Damage Assessment is generally mobilized for all Class 3 and greater storms.

Damage Assessment is a critical part of the restoration operation as it provides the information needed to determine what level of resources are needed to restore service to customers in a timely fashion. Therefore, this function falls under the direction of the Operations Section Chief. See Emergency Organization Chart, Appendix A.

4.1.1 Helicopter Patrols

When the SCADA system has indicated that wide-spread damage has occurred to our transmission system, helicopter patrols will be performed when it becomes safe to do so. System Operations will contact the air patrol contractor and schedule the time and locations to be patrolled. If helicopter patrols are not possible due to weather conditions or other impediments, foot patrols of transmission lines will be performed.

In some unique cases when extreme distribution damage is suspected (possibly indicated by many distribution breaker lockouts), helicopter patrols may also be performed on the distribution network to rapidly assess the extent of the damage and to identify worst-affected areas.

4.1.2 Preliminary Assessment

The first phase of Damage Assessment is the Preliminary Assessment process which commences as soon as resources can be safely mobilized. The objective of Preliminary Assessment is to provide broad scale preliminary assessments of the nature and extent of system damage within 24 hours from the start of restoration. Depending on the storm size and whether a centralized or decentralized approach is taken, this work is coordinated by Dispatch Operations, the District Operating Supervisor and/or the Damage Assessment (DA) Coordinator. Areas to be patrolled are determined by the DA Coordinator using OMS as a guide along with direction from the Operating Supervisor. Field data may then be updated in the OMS system.

Preliminary Assessment patrollers are not intended to stand by all wires down found during their patrols. Instead, they will assess the severity of the wire down condition and will stand by only locations where there is determined to be a risk to public safety. Non-hazardous wires down will be barricaded, and the patroller will continue with patrolling their assigned area. Wire Guards will be requested by patrollers whenever one is deemed necessary. (See Wire Down procedure, Section 7.4.)

Preliminary Assessment begins upon receipt of a sufficient number of trouble cases on any one circuit to indicate severe damage may have occurred, and when it is safe to perform the patrols. Commercial Representatives and Foremen also perform Preliminary Damage Assessment activities and are equipped with Company vehicles which makes them able to mobilize rapidly and to provide quick insight into the extent and location of damage.

4.1.3 Detailed Damage Assessment

The Intelligence Director will initiate Detailed Damage Assessment activities while Preliminary Assessment is underway as directed by the Incident Commander, Deputy Incident Commander, Operations Section Chief, or designee. The Detailed Assessment is performed by employees assigned as Damage Assessment Patrollers, typically paired up in 2-person teams; for major events, some contract patrollers may be used. This effort takes longer to mobilize than Preliminary Assessment, as supplies and vehicles need to be obtained. The objective of Detailed Damage Assessment is to provide, within 48 hours of the start of restoration, more detailed estimates of system damage based on systematic field surveys. The most common impediment to completing Detailed Damage Assessment within 48 hours is blocked roadways, however, the Intelligence Director will monitor progress in each district and adjust staffing as reasonably practicable.

Damage Assessment Patrollers will be assigned to perform either outage case-specific or full circuit patrols and will mark the conditions found on the myWorld Damage Assessment software (If myWorld is unavailable, printed circuit maps will be utilized). If Damage Assessment Patrollers have been assigned to work directly with a Foreman, Crew Guide, or Substation Coordinator, damage locations found will be communicated to these personnel, in addition to providing this information to the Damage Assessment Coordinator via the myWorld software or phone call for entry into OMS.

The full Damage Assessment Procedure, including the process for entering data into OMS, is found in Section 7.5.

4.2 Restoration

Restoration of the electric system following a severe weather or other damaging event will require the coordinated effort of the entire storm organization. The Incident Commander, Command Staff, and Section Chiefs each have unique and distinct areas of responsibility during a storm event. One employee typically fills the same role for an entire event, but one or more substitutions can be made during a single event, to any position.

> Incident Commander: The Incident Commander is the Incident Commander for the event, and as such provides the overall leadership for incident response. He/she assesses the severity of the event, determines the need for staff and appoints individuals to fill high-level storm positions. The Incident Commander determines the incident objectives and works with staff to develop the Incident Action Plan. The Incident Commander provides oversight of the storm response effort, ensuring that all actions are in accordance with the Incident Action Plan, regulatory requirements, and Company practices.

Deputy Incident Commander: In large scale events, a Deputy Incident Commander may be selected by the Incident Commander. The Deputy Incident Commander will perform specific tasks as requested by the Incident Commander and relieve the Incident Commander when needed.

Public Information Officer: The Public Information Officer advises the Incident Commander on information dissemination and media relations. The Public Information Officer provides information to and receives information from customers, the community, and media. This includes all call-taking and Customer Outreach activities within the Contact Center. All information released to the public will be approved by the Incident Commander.

Liaison Officer: The Liaison Officer is the primary point of contact between the Incident Commander, community leaders and regulatory officials. All information exchange between Central Hudson and the State Office of Emergency Management and municipal leaders will be done by, or approved by, the Liaison Officer. This information includes, but is not limited to, reviewing the number of customers impacted and restored, the type and extent of damage found, estimated restoration times, known shelter locations, and the status of critical customers and other high priority situations.

Safety Officer: The Safety Officer will advise the Incident Commander on issues regarding safety. He/she works with the Operations Section to ensure the safety of all personnel.

Operations Section Chief: The Operations Section Chief directs the field restoration work. He/she is responsible for staffing the field response sensibly to ensure fast and safe restoration of electric service. All line crews, line clearance crews, and damage assessment personnel fall under the command of the Operations Section Chief.

Planning Section Chief: The Planning Section Chief maintains records of all foreign crews/personnel. He/she is also responsible for monitoring weather conditions, ensuring that all PSC reporting is completed as required, and the demobilization effort at the conclusion of the event.

Logistics Section Chief: The Logistics Section Chief is responsible for supporting the Operations forces by providing all service, support, and supplies needed during the event. This includes computer systems, phones, radios, environmental support, lodging, meals, material, transportation, and dry ice distribution. The Wire Down Unit also falls under the direction of the Logistics Section Chief.

Finance Section Chief: The Finance Section Chief directs all activities related to time keeping, contracts, cost accounting, and claims.

The Incident Commander will brief each Section Chief daily on any adjustments to the Incident Action Plan for that day. Communication between Section Chiefs is also essential to ensure a coordinated response.

4.2.1 Restoration Priorities

Restoration and repair of electric service following a storm event will generally proceed according to the following priority:

1. Ensure public safety by working with emergency response personnel to respond to hazardous conditions including road closures blocking the ingress and egress to a neighborhood.
2. Electric transmission lines and substations that are resulting in customer outages
3. Critical Facility Level 1 Customers. These include:
   - Hospitals and Emergency Medical Facilities
   - Critical Utility and Communications Facilities
   - Airports
   - Water and Wastewater
   - Emergency Shelters and Cooling Centers
   - Fire, Police, Paramedics, and Rescue Facilities
   - Emergency Management Offices
   - Fuel Transfer and Fuel Loading Facilities (ports)
   - Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
   - Military Bases
   - Critical Flood Control Structures
4. Critical Facility Level 2 Customers. These include:
   - Nursing Homes and Dialysis Centers
   - Facilities to support other critical government functions
   - Prisons and Correctional Facilities
   - Communications (radio, TV, etc.)
   - High-Rise Residential Buildings
5. Critical Facility Level 3 Customers. These include:
   - Managed Accounts, Large Employers, and Other Key Customers
   - Other Government Buildings, Schools, and Colleges
   - Event Specific Concerns
   - Customers providing key products and services (food warehouse)
6. Residential developments with large elderly populations or other similarly vulnerable establishments as coordinated with county officials.
7. All remaining customers whose power has not yet been restored. LSE customers will be given consideration when all other factors such as outage size, extent of damage, distance from available crews, are equal.
8. Electric transmission lines and substations that do not result in customer outages
9. Permanent repairs to temporary conditions
10. Tree conditions not causing service interruptions

While the priorities above represent a hierarchy, which is considered when establishing Incident Action Plans and assigning outage locations to crews, these priorities have to be balanced with the criticality of having large numbers of customers without service. When restoring large blocks of customers, most often this also restores the greatest number of critical facilities and high-priority customers. A general guideline for restoring the greatest number of customers first would follow the order below:

- Primary distribution – three phase
- Primary distribution – single or two-phase
- Secondary distribution
- House services

Deviations from the priority plan may occur as dictated by weather conditions, worksite accessibility,

extent of damage to an individual circuit, the proximity of critical facility to the substation, and the progress of the restoration effort. Other exceptions to the listed priority include special events, the availability of backup generation, and seasonal issues. The overall goal in setting restoration priority is to ensure public and worker safety and to restore service to all customers as quickly as possible.

For PSC reporting purposes, critical facilities will be listed as Level 1, Level 2, and Level 3. Customer accounts that meet the criteria for these reporting levels have been indicated in our customer database. When directed by Staff, the Resources and Reports Coordinator will compile a listing of critical facilities that are believed to be without power and submit it as part of the EORS reports.

4.2.2 Road Clearing Coordination

As stated in Section 1.8, the District Communications Liaison serves as the main point of contact for municipalities to communicate emergency needs and priority repairs with Central Hudson; this includes reports of road closures. In order to ensure proper coordination, all reports of road closures are routed through the District Communications Liaison, or designee. Priority of critical roads as communicated by the county or municipality is used to prioritize response of make safe crews. Roads closures blocking both ingress and egress to a neighborhood or area shall be marked as top priority for make safe clearing activity, as indicated in Section 4.2.1 – Restoration Priorities.

Municipal leaders or highway personnel report road closures due to wire or pole damage using various methods (phones calls to the contact center, direct communication with EOC Representatives and other Liaison staff or by directly entering reports in the Municipal Portal). For smaller events (typically class 1 and class 2), individual road clearing requests and status are maintained in OMS.

For larger events, (typically class 3), an appointed District Communications Liaison or designee confirms that known orders have been entered and that road closure summary information is available via the Municipal Portal. When the Municipal Portal is unavailable, a spreadsheet or table may be used to summarize the status of open road clearing requests. As the need arises during larger events, the Utility Field Liaison position is designated to manage make-safe and road clearing requests. The Utility Field Liaison, who reports to the District Communications Liaison, is focused on receiving notices of make-safe and road-clearing requests, confirming that the appropriate orders have been created, reviewing priority, and communicating status, both internally and with Municipal contacts. The Utility Field Liaison, interfaces with the Make Safe Activities Coordinator, who reviews the available data, develops the operational response, and assigns crewing resources.

If a Wire Down Coordinator becomes aware of a road that is blocked by a damaged Central Hudson facility and/or wire and there is no alternative means of access to the area, then the coordinator will report it to the Utility Field Liaison for inclusion in the ongoing road closure prioritization and communication activities. Utility Field Liaisons and EOC Representatives have access to road closure summary data for orders already submitted and manage updates. As roads are reported clear by electric operations, the Utility Field Liaison confirms status updates in the Municipal Portal or other summary report. The EOC Representative can view these updates in real-time and communicate current status with county and other municipality officials, as appropriate.

4.2.3 Mutual Assistance

When the Incident Commander and the Operations Section Chief make the determination that the suspected or actual damage sustained by Central Hudson's facilities cannot be repaired within a reasonable amount of time using the existing internal and contract personnel, then additional outside resources will be sought. The Operations Section Chief will determine the number of additional crews needed, and the Incident Commander will work with the Planning Section Chief to secure mutual assistance crews.

The Incident Commander will utilize the North Atlantic Mutual Assistance Group (NAMAG) process to obtain the necessary crewing. Depending on the extent of the damage and areas affected, assistance may also be requested from the NY Municipal Electric Utilities Association, in accordance with the New York State Public/Private Utility Mutual Assistance Protocol (Appendix J). An overview of this process can be found in Section 7.9. Assistance may also be sought directly from line contractors with whom Central Hudson has contractual relationships CHG&E has agreements in place with other Fortis companies to supply resources if they are not preparing or responding to an event themselves and is investigating the use of retainer contracts to increase available crewing.

In the event that a storm has, or is predicted to have, a significant effect on utilities outside of the Northeastern part of the country, the Incident Commander can recommend to the CEO and/or his designee that he/she contact EEI and request a National Response Event (NRE). This process is discussed in detail in Section 7.9 – Mutual Assistance Procedures. These processes adhere to the EEI Mutual Assistance Governing Principles and NAMAG Guidelines, which can be found in Appendix J. The NAMAG guidelines include instructions for expediting crew movement between the US and Canada.

A Central Hudson representative will continue to participate in all NAMAG calls until the storm event is no longer affecting any NAMAG companies.

If Central Hudson has exhausted all other resources (employees, contractors, and mutual assistance) to complete restoration tasks, assistance from the county/state government or National Guard may be available. Requests for this assistance will be made by the Incident Commander, Deputy Incident Commander, or Operations Section Chief to the county EOC in which the resources are needed. If the intent is to secure assistance from the National Guard, the Incident Commander or Planning Section Chief will make the request to the Department of Public Services Emergency Manager; see Section 7.10 – National Guard Procedure. This procedure should be followed in the event that National Guard assistance is obtained.

Once crew resources are committed, the Planning Section Chief will obtain rosters from the sending companies using Central Hudson's standard crew request form for import into ARCOS. This form is located within the Emergency Management folder structure on Central Hudson's Enterprise Content Management software; required fields for entry on the form include the following: company; home office contact; home office phone; crew name; member first and last name; employee number; member job class; member union/non-union status; if the member is a supervisor; member type; crew type; vehicle number; vehicle phone number; and member gender. The Planning Section Chief will then compile a list of all contract and mutual aid personnel on the property, and maintain this list throughout the event, keeping it up to date for the current day's work assignments. This list will then be communicated to the Logistics Section Chief so that arrangements can be made for food and lodging in the proper location for all mutual assistance crews.

To facilitate the acquisition of Mutual Assistance and contractor crews from Canada, a procedure for crossing the US/Canada border has been developed by the New York State Office of Emergency

Management. This procedure must be followed, or assistance will not be allowed to cross the border. Effective pass through the border requires coordination with the Port of Entry (POE), the New York State Office of Emergency Management, and New York Department of Public Service as described in the border crossing procedure included in Appendix S. It is the responsibility of the Planning Section Chief collaborating with the Resource and Reports Coordinator to implement this procedure.

Upon arrival at Company headquarters, each mutual assistance crew will receive a safety briefing. Given by an Operating Supervisor and/or the Safety Officer, or designee, the briefing will include:

1. List of required personal protective equipment
2. Accident reporting process
3. Alcohol and drug policy
4. Operating voltages
5. Requirement for daily OSHA job briefing
6. Traffic control requirements
7. Tagging and switching
8. Copies of common construction standards
9. Customer owned equipment policy
10. Temporary repairs
11. Oil spills
12. Lyme disease prevention information
13. Hospital and Urgent Care Facilities Listing

The Guide for Mutual Assistance Crews document is found in Appendix K of this Plan and is also available on the Central Hudson internal website, Emergency Response & OMS page.

Crew resources will be assigned to each of the operating districts by Operations Section Chief. Crew resources are generally distributed to the districts based in the number of outage locations, and the extent of the damage. However, the 'formula' by which resources are assigned is unique to each event, and criteria can change throughout the duration of the event. Daily internal status calls are the basis for adjustment in crewing levels/assignments. Any crew movement between districts shall be recorded in ARCOS; the Operations Section Chief or Line Operations Director will notify the affected Operating Supervisors of the staffing changes, who will then arrange for the movement of the crews.

In order to efficiently employ mutual aid and contractor resources, Central Hudson pairs mutual aid crews with Crew Guides. Crew Guides are qualified to tag distribution facilities under the authority of the Operating Supervisor; see Appendix B for a complete description of the role. Contractors may be utilized as Crew Guides but must be trained and familiar with Central Hudson's switching and tagging procedures; these instances are evaluated on an individual basis.

Crew Guides report to the district dispatch center each morning. Here, the Crew Guide receives his/her work package for the day and discusses the day's restoration plan directly with the Operating Supervisor. Central Hudson believes this direct conversation each morning is a critical task in the overall restoration efforts. In order to minimize delays, this meeting takes place while the external crews are receiving breakfast at their hotel assignment; hotels are staged as close to the assigned dispatch center whenever possible. Once complete, the Crew Guide and assigned external crews shall proceed to the assigned work location. Job briefings are conducted at the work site.
Additional work packages are delivered to crews by field resources throughout the day if needed in advance of the next work assignment; this process may be used in place of the initial in person discussion, if necessary.

Operating Supervisors in each district will keep accurate records of all non-company personnel working in their district during the event and ensure that Crew Guides are keeping proper time logs for their crews.

The decision to release crews is based on the status of the restoration effort and the effectiveness of company vs. mutual assistance crews. See Section 4.7 for additional information on demobilization. At such time as mutual aid or contractor crews are no longer needed, they will be released in accordance with the NAMAG guidelines.

4.2.4 Logistics

The Logistics Section Chief will direct the logistical support of the restoration operation. Areas under his/her control will include dry ice, lodging, meals, computer systems, Dispatch Operations, wire guarding, phones and radios, callbacks, environmental services, materials, and transportation. These functional areas will be organized into four branches – Service, Support, Supply, and Information Technology. Each of these Branches will have a Branch Director who will assign responsibilities for each unit to the appropriate Unit Leaders. Some units may have a single unit leader, or one unit leader may cover multiple functions.

Service Branch

The Service Branch Director will coordinate all activities pertaining to wire guarding, dispatch operations, customer information, environmental services, and drafting/GIS.

The Wire Down Unit directs the response to wire down reports which includes the following tasks:

- Obtain staffing and supervision for responding to wire down reports and providing stand-by personnel.
- Contact contractors to obtain additional wire response personnel as needed.
- Using Avineonics, or OMS reports if needed, determine locations of wire down reports. Prioritize wire down orders based on determination of public safety, police/fire relief and road closures, in accordance with Section 7.4 of this plan.
- Assign locations to Wire Responders in priority order or contact Operating Supervisors to direct response to a line crew or foreman.
- Document Wire Responder and Wire Guards arrival times and communicate to Operating Supervisors where Wire Guards are standing by.

The Dispatch Operations Unit coordinates all assignments of dispatching personnel. Specifically, this includes:

- When not decentralized, determines the staffing levels needed to centrally manage gas and electric dispatching duties.
- When decentralized, determines which staff will be assigned to support decentralized electric operations and which staff will be assigned to continue to centrally manage gas dispatching duties.
- Ensure that each district, and the System Dispatch Center, has the staffing necessary to accomplish all dispatching functions.

The Customer Information Unit is responsible for coordinating consistent outage related system messages, delivering messages using the outbound call systems and using OMS to support customer callback efforts. Specifically, this includes:

- Ensuring consistency between ETR information on all public sources and PSC reports.

This includes the OMS feedback message available to CSRs, ETR information available to customers via the website, the IVR systems, EIRS and EORS reports to PSC Staff, and radio/news broadcasts.
- Updating StormCentral Alert messages, dry ice locations, and shelter locations daily or any time this information changes.
- Organizing Callback group(s) to make either manual or automated callbacks to customers believed to be restored.
- Making outbound calls to customers as directed by the Contact Center Branch Director or Incident Commander. Outbound calls are generally used to notify customers of major changes in estimated restoration time, or to notify them that their power is expected to remain off overnight.
- Making outbound calls to notify municipal leaders of time/date of Municipal Conference Calls.

The Environmental Services Unit provides support to the Operating Section by:
- Ensure compliance with all environmental regulations.
- Arrange for spill response as needed.

The Drafting/GIS Unit coordinates the availability of circuit maps for Operations personnel.

Support Branch

The Support Branch Director will coordinate all activities pertaining to lodging for foreign crews and meals for field workers. Knowing how/when meals will be provided and where crews will be housed at the end of each workday is a critical concern of the Operating Supervisors and it can cause great disruption when arrangements are not made in a timely fashion. It is the Support Branch director's responsibility to adequately staff the Meals and Lodging Units so that meals are timely and that that hotel arrangements are secure before 3 PM each day.

The Meals Unit will supply meals to field crews according to the following guidelines, when the meals unit is activated:
- Breakfast should be provided at hotel restaurants or will be catered at the hotel where mutual aid crews are lodged whenever possible. Central Hudson crews are provided breakfast at their local dispatch center. Crews driving to individual restaurants should be avoided.
- Lunch should be obtained from area restaurants/delicatessens. Meals are then delivered to work locations, or to a central location, e.g., district headquarters, substations, or staging area. Crew Guides or Runners can then pick up the meals at the central location where necessary.
- Dinner should be arranged in a manner which best meets operational needs. As available, dinner should be arranged at the hotel where crews are staying or at restaurants with sufficient capacity to serve large groups. When possible, preset mealtimes should be based on the anticipated work schedule of the crews. Meals Unit personnel will notify Operating Supervisors of the dinner location prior to 5 PM each workday. If a crew is not available for the preset meal, they may seek alternate arrangements and Crew Guides will provide logistical assistance as needed.

The Lodging Unit will arrange lodging according to the guidelines below:
- Verify crew locations with the Resource and Reports Coordinator daily.
- Make hotel reservations for crews at establishments as close as possible to the crews' work locations.

- Communicate lodging locations to Operating Supervisors and Crew Onboarding Coordinator daily or whenever changes occur.
- Make arrangements for transportation of crews' personal belongings if necessary.

The Staffing Unit will track personnel requests and assignments as follows:

- Obtain latest list of employees.
- Create spreadsheet or database to track daily storm assignments of non-field personnel.
- Upon request, assign additional personnel to requesting area and inform the employee of the assignment.

The Alternate Housing Unit will arrange alternate housing for Mutual Assistance personnel (if needed), as per the guidelines below:

- Secure housing locations/sites.
- Arrange facilities for meals, bathing, and sanitary needs.
- Assign Alternate Housing Supervisor to oversee and coordinate needs at each site.
- Assign additional personnel to assist as needed.

The Facilities Unit manages the use and maintenance of all Central Hudson facilities.

Supply Branch

The Supply Branch Director will coordinate all activities related to dry ice distribution, material supply (including delivery of poles to job sites), transportation, and procurement.

The Dry Ice Unit will report to the Supply Branch Director and will distribute dry ice (and bottled water if directed by the Incident Commander) to customers when outages are expected to last more than 48 hours. This effort will include:

- Obtaining estimates of locations and numbers of customers who are expected to be out of power more than 2 days.
- Based on the above information, select distribution locations. Work with the Liaison Unit staff to notify available county EOC Staff of the selected dry ice distribution locations and discuss any concerns raised.
- Estimate the total dry ice needs. Dry ice needs can vary based on several factors, including: the seasonality of the event (summer vs. winter), the location of customers impacted (customers near urban centers typically have higher daily dry ice needs), and the losses that will occur between production and customer delivery. Central Hudson typically assumes that 5 percent of the impacted customers will desire dry ice and that each interested customer will be delivered about 10 pounds. The initial order is based on these approximations as well as factors unique to the storm. As the event progresses, the company monitors the usage rate at each distribution location and adjusts accordingly. A listing of recommended dry ice distribution locations is maintained by the District Communications Liaisons, which can be found in Appendix R. When national supplies of dry ice are limited or not available for purchase, the Company will supplement with regular/wet ice and communicate the type of ice being distributed.
- Work with the Procurement Unit to arrange for delivery of supplies to the distribution locations. When outages resulting from anticipated events are expected to last more than 48 hours, the Company will commence dry ice distribution within 24 hours of the start of restoration, contingent upon availability from vendors and upon accessibility of distribution centers due to issues such as road closures, down wires, or debris as well as appropriate time-of-day for dry ice distribution.
- Assign personnel and obtain vehicles to transport personnel and supplies to the

distribution location.
- Provide distribution location information to the Public Information Officer and Customer Information Coordinator for dissemination to the public.
- Continue to adjust the amounts and locations of dry ice/bottled water distribution as needed throughout the event.

The Material/Poles Unit will oversee all storeroom operations and arrange delivery of poles and other materials as requested by the Operating Supervisors or Substation Coordinators. This will include:
- Staffing and scheduling main storeroom operations; replenishing materials in district storerooms.
- Delivering poles to job sites.

The Transportation Unit will be responsible for obtaining and maintaining all vehicles needed in the storm response. This will include:
- Coordinating and expediting repairs of disabled vehicles.
- Obtaining rental cars for damage assessment, crew guides, or any other function as requested by the Section Chiefs.
- Arranging for fueling of vehicles, including mutual aid and contract crew trucks.

The Procurement Unit will be responsible for the purchasing function during storm events. This will include:
- Ensuring storm materials remain within order points; reordering and arranging for emergency delivery of storm stock and non-stock materials if needed.

Information Technology Branch

The Information Technology Branch will provide support for all hardware and systems that are essential to the restoration operation including the CIS, OMS, StormCentral, Energy Management System and outbound calling applications. Any requests for access, licenses, and problem resolution must be approved through the Information Technology Branch Director to ensure proper control over these core services.

4.3 Emergency Materials

As overseen by the Director of Transportation and Stores, Central Hudson maintains a separate storeroom for storm restoration materials. The materials in this storeroom are automatically re-stocked at predetermined levels. A list of storm restoration materials and stocking levels is provided in Appendix O.

Central Hudson is a participating member of the New York Utilities Material Sharing Group (NYMSG) and will adhere to the procedures and protocols developed by this group, including attending meetings and drills, participating in storm conference calls, and providing materials to requesting members whenever possible. In the event that Central Hudson experiences a need for materials that cannot be satisfied by traditional means of securing materials/supplies through vendors, the Company will follow the NYMSG process to obtain materials from this group.

4.4 Flooding of Customer or Company Equipment

During times of excessive rainfall, overhead, underground, and customer-owned gas and electric facilities can be subject to flooding. Because flooding has a high probability of affecting both gas and electric systems, the response to flooding should be a coordinated effort between both organizations.

Flooding, whether predicted or not, can result in customers' homes and businesses being inaccessible. When weather related flooding is predicted in the vicinity of an electric or gas distribution system, consideration shall be given as to whether the customers that are predicted to be affected should be isolated in advance of the flooding to mitigate the potential damage to the electric and gas systems. The decision to isolate equipment should take into consideration potential public hazard, and possible damage to the equipment.

Central Hudson field representatives who discover potential flooding of Company or customer-owned equipment will notify the Dispatcher immediately. Operating Supervisors will make the determination as to whether the facilities should be shut down or if they can remain in operation. Operations Services will be consulted for any possible flood damage to substations or generators. Gas Engineering will be consulted for any possible flood damage to regulator stations.

Customer-owned equipment is often requested to be de-energized by police, fire, or rescue workers, or by local building inspectors. When this case occurs, the person receiving the request shall contact the Dispatcher for assignment to a Commercial Representative or line crew.

Restoration of Company- or customer-owned equipment after de-energization due to flooding will follow the Restoration of Flood Damaged Equipment procedure found in Section 7.7.

4.5 Estimated Time of Restoration (ETR)

Customers have indicated that communication of storm status and estimated restoration times is as important to them as having their service restored. Because of Central Hudson's commitment to Customer Satisfaction, a high level of attention needs to be given to the development and communication of ETRs. Procedures and policies for developing and communicating ETR information are found in the Section 7 - Procedures.

Operating Section and Planning Section personnel are expected to be familiar with these policies and guidelines, and to follow them during the restoration effort.

4.6 Coordination with Bordering Utilities

During major storms, it is essential for Central Hudson to maintain close communication with our neighboring utility companies in order to ensure that all 'borderline' customers are being addressed. It will first be necessary to determine if the damaged equipment is Central Hudson's or a neighboring utility's. This will require field verification in most cases. Borderline customers are coded within the customer information system. When one of these customers reports an outage, to alert Dispatchers, OMS displays the text "BDL" within the outage comments and a predicted circuit that references the neighboring utility.

If it is determined that the damage is not on Central Hudson's portion of the line, then Dispatch Operations will call the supplying company dispatcher to report the damage location (if known) and to attempt to obtain an ETR. If decentralized, the district staff such as the responding Line Foreman,

Operating Supervisors, coordinates this activity with Dispatch Operations. Dispatch Operations will continue to monitor the borderline outage cases and obtain regular updates from the supplying company dispatcher wherever possible. ETR times will be entered into OMS if known so that customers will be able to obtain this information via any of our standard communication channels (see Section 6.12 – Call Routing and Customer Contact Methods).

If the damage is found to be on Central Hudson facilities, then the outage case will be prioritized and repaired in accordance with our Incident Action Plan. When it is known, Dispatch Operations, or if decentralized district staff such as the responding Line Foreman, Operating Supervisor, or designees will share restoration information with neighboring utilities for customers we supply, but who are outside our service territory. Open communication is encouraged between operating personnel between both companies when borderline customers are affected. In the event that any switching or coordination of crews between bordering utilities is necessary, Dispatch Operations will communicate this request with the neighboring company's dispatcher. The contact information of the neighboring utilities' 24x7 dispatch centers is maintained by Dispatch Operations. Any necessary switching is to be performed under the authority of the appropriate Operating Supervisor.

When necessary, the Central Hudson electric operations will also coordinate restoration efforts with its gas operations division, or neighboring utilities' gas operations which are within Central Hudson's service territory. Any coordination effort is led by the appropriate operating authority, i.e., Operating Supervisors or the Gas T&D Superintendent. This would include assuming support roles for which the crews are properly trained, scheduling customer restoration, and supporting the Flood Restoration activities described in Section 7.7.

4.7 De-mobilization

The decision to release contract and mutual aid crews is made by the Operations Section Chief in conjunction with the Incident Commander. Factors which are used to make this decision include: the number of remaining outages, outage cases, and critical customers impacted. The Planning Section Chief will inform the contractor or mutual assistance company of their crews' release via a phone call and email. In storms with heavy damage, such as ice storms or severe wind damage, before releasing all crews, the Incident Commander or Operations Section Chief may direct Operating Supervisors to perform circuit sweeps of all affected distribution circuits in order to identify possible damage that could cause additional outages or safety concerns.

The Planning Section Chief will obtain check-out times from Operating Supervisors for each crew unit as they are released. The Incident Commander will determine the end date/time of the storm and will instruct the Planning Section Chief to make final notifications to Company personnel and PSC Staff.

Each organizational unit supervisor will reallocate internal resources assigned to their unit across the service territory as needed to support restoration efforts. Section Chiefs and Supervisors will also offer resources back to the Staffing Unit to be reallocated to their secondary storm roles if they are no longer required in their primary role. As the restoration efforts continue, incident command meetings will be suspended at the direction of the Incident Commander. This occurs when the remaining restoration effort can be effectively managed by one or more of the local operating districts. The Operating Supervisor of the remaining district(s) leads this final phase of the storm restoration and is notified that formal incident command has been suspended. The remaining crews working the restoration effort report to their Foreman who reports to the Operating Supervisor, just as they did when the full incident command structure was in place. The organizational unit supervisors for support roles shall evaluate the remaining needs of the districts that are still in storm mode and dismiss employees from their storm duty accordingly.

4.8 Storm Credit and Protection

For every event expected to be greater than 72 hours in duration, it is the responsibility of the Contact Center Branch Director to ensure that Storm Credit and Protection procedures are followed in accordance with PSL §73 and PSC Orders 22-M-0159 and 13-M-0061. If PSL §73 is triggered by an event, then it supersedes all other tariffs for customers eligible to receive compensations pursuant to PSL §73.

A transaction is initiated within the customer information system which stops collection activity on customers who experience outages greater than 72 hours as calculated from data provided by the OMS System. After the event, outage data is reviewed by engineering staff. This reviewed data becomes the basis for any credit and reimbursement activities. The daily credit is to be delivered in the form of a bill credit on the customer's account, while any reimbursements for food and medicine spoilage is to be in the form of monetary reimbursement.

Prior to noon on the day which PSL §73 is triggered, the Deputy Public Information Officer or designee would add language to a news release notifying customers that the 14-day window to file for reimbursement has begun and will include the deadline. This news release will be referenced prominently on the Company's website and similar messaging will be communicated using blast email. A sample news release is shown below:

> *Due to widespread outages, customers who have been without electric service for more than 72 hours are eligible for financial reimbursement for food and medication spoilage. Customers must provide an itemized list of lost items and potentially receipts within 14 days to qualify for reimbursement. This proof of loss must be received by [insert date]. For more information, or to apply, visit [insert appropriate cenhud.com webpage].*

5. Post Event

Following restoration of an event with a duration greater than 72 hours, Central Hudson will conduct a post-storm assessment (a.k.a. After-Action meeting). This assessment will evaluate the effectiveness of our storm response, with the intention of identifying areas that worked well and those that could have been improved. The Incident Commander or designee will schedule the After-Action meeting within 10 days of full restoration and the meeting will take place within 30 days of full restoration. At a minimum, the After-Action meeting will include representatives from the Command Staff, as well as those who work in the following groups: Operations, Liaison, Communications and Logistics. If applicable, each unit will be encouraged to conduct separate advanced meetings and/or surveys to gather relevant feedback from staff. All survey results and minutes of the After-Action meeting will be retained for use in training and follow-up.

The post-storm assessment will also evaluate the accuracy of ETRs provided. If ETRs are found to be inaccurate, then corrective measures shall be investigated as a result of the review. An evaluation of joint work coordination shall also take place during the post-storm assessment. If necessary, corrective measures shall be investigated as a result of the review.

Implementation of agreed-upon recommendations will be the responsibility of the Sr. Director - Emergency Preparedness.

For all events lasting more than 72 hours, NYCRR Part 105 requires all New York State utilities to submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance. This report is due to the PSC Secretary within 60 days following the completion of service restoration.

This critique report will include:

1. Summary of the event – weather and cause of outages
2. Daily or hourly list of customers affected
3. Damage details such as transmission and distribution circuits affected, spans of wire down, number of broken poles, house services torn down, etc.
4. Number of restoration crews involved in the response effort (line, line clearance, other)
5. Number of additional personnel assisting with support, communications, and other storm-related duties
6. Number of phone calls answered and number of website hits
7. List of contacts made with municipal leaders, print and broadcast media
8. Summary of recommendations derived from internal post-storm assessment

5.1 Storm Scorecard

For events lasting more than 72 hours, all of the New York State electric utilities also have the obligation to provide documentation that demonstrates the degree to which they achieved pre-determined Emergency Performance Metrics (also referred to as "the Scorecard"). Central Hudson will submit this documentation to DPS Staff within 30 days of the completion of customer restoration, as required. The Scorecard form is found in Appendix P.

5.2 Revisions to Electric Emergency Plan

Should any post-event recommendations result in a modification to this Plan, these will be done in a timely manner and an updated version filed with the PSC Secretary. It is our intention that this Plan is to be flexible and able to be modified as planning, restoration, and communication practices change. Please refer to the "Statement of Compliance" section for details regarding filing of updates to Electric Emergency Plans.

6. Communication

Effective communication during a storm event is crucial to the success of the restoration effort. Our customers have indicated that their satisfaction with Central Hudson during outages is highly dependent on the accuracy and availability of information about their restoration status.

This section includes guidelines for outbound customer messages, municipal and telecom conference calls, news releases, PSC reporting instructions, and staffing.

6.1 Estimated Time of Restoration

During the 2019 Electric Emergency Plan approval cycle, the PSC updated the guidelines for communication of Estimated Restoration Times during storm events. Central Hudson is expected to comply with the requirements contained within these protocols and to take steps to achieve the targets set within. See Section 7.1 – Estimated Time of Restoration Protocols.

In addition, internal procedures for developing and communicating ETR times have been developed, and these can be found in Section 7.2 – ETR Procedure.

6.2 IVR Upfront Messages

One of the first tasks of the Contact Center Branch Director or designee performs during a storm event is to arrange for the update of the IVR upfront message. This message should contain a date and time of the message update, event status, outage information and a global or regional restoration time, if available, and reference to the Company's website at CentralHudson.com for dry ice and safety messaging. Upfront messages must be updated within one hour of each news release, and information provided should be consistent with (but not an exact recording of) the news release. Care should be taken to keep the message under 60 seconds. The Public Information Officer or designee will review this upfront message before it is recorded so that customer communications remain concise, transparent, and aligned. The Contact Center Branch Director or designee shall document the following IVR related information and make it available for post-event analysis; transcript of the IVR, IVR implementation date/time, a copy of the related press release including date/time, (if release was issued). In some cases, the IVR message will be updated without a corresponding press release. This may be done to reflect more current information, or to provide a more customized overnight message.

Sample IVR messages are shown below:

Example 1 (Pre-Event):
This message was recorded on (Day, Date) at (Time). We would like to make you aware the forecast calls for the likelihood of severe weather in our area (timeframe) that may cause electric service interruptions brought about by (forecasted weather conditions). Central Hudson is preparing equipment and crews in anticipation of the storm. To report your power outage, check restoration status, or receive updated storm information, please visit our website Central Hudson.com, or our mobile app. To report an electric or gas emergency, please remain on the line to speak with a representative.

Example 2 (Early Stages During-Event):
This message was recorded on (Day, Date) at (Time). Widespread outages have been reported throughout our service territory as a result of the storm activity. We are actively working on assessing damage locations and will provide updated restoration information as it becomes available. We urge

residents to stay at least 30 feet away from downed power lines. To report your power outage, check restoration status, or receive updated storm information, please visit our website Central Hudson.com, or our mobile app. To report an electric or gas emergency, please remain on the line to speak with a representative.

Example 3 (Mid Stages During-Event):
This message was recorded on (Day, Date) at (Time). Central Hudson's restoration projections have improved over earlier estimates. Service restoration for the approximately X% of impacted customers in (area/town/county) is expected by or before (timeframe). Electric service for approximately X% of impacted customers in (area/county/town) is now expected to return by or before (timeframe). Please use our automated system to report your power outage. You may also report an outage, check restoration status, and receive updated storm information by visiting our website, Centralhudson.com or on our mobile app. To report an electric or gas emergency, please remain on the line to speak with a representative. We sincerely appreciate your patience.

Example 4 (Later Stages During Event):
This message was recorded on (Day, Date) at (Time). Central Hudson estimates that electric service will be restored to X% of impacted customers by (Timeframe), with work in the hardest hit areas continuing through (Day, Date). Supplies of dry ice and bottled water will be available starting on (Day, Date). Locations and times will be announced as they become available. We urge residents to stay at least 30 feet away from downed power lines. To report your power outage, check restoration status, or receive updated storm information; please visit our website www.centralhudson.com, or on our mobile app. To report an electric or gas emergency, please remain on the line to speak with a representative. Thank you.

6.3 DPS and State OEM Communication

During storm events, the Liaison Officer will be responsible for responding to all inquiries from the State Office of Emergency Management (OEM), unless the inquiry is directed to another member of the ICS Team. The Liaison Officer will ensure that any answers provided to the State OEM are consistent with all other public communications and that accurate and timely information is provided. All responses should be approved by the Incident Commander.

The Liaison Officer is responsible for arranging to have Company employees staff the county 911 centers and for keeping these employees informed of restoration status. 911 Representatives will work with Operating Supervisors to provide assistance to municipalities who are requesting assistance with removal of hazards such as trees/wires blocking roadways or walkways.

Before or immediately after very large storms, the State Office of Emergency Management may elect to establish an EOC in Albany. A Central Hudson executive will typically be alerted to this decision by either the Department of Public Service or the Office of Emergency Management. Upon request, Central Hudson will provide a representative(s) to the State EOC, who is knowledgeable on how to obtain information that may be needed by state officials.

The Planning Section Chief is responsible for ensuring that EORS reports to DPS Staff are submitted according to requirements for that event. Initial EIRS reports for storm events are submitted by Dispatch Operations. EIRS updates are also submitted to DPS Staff by the Dispatch Operations unit; content is approved by the Incident Commander. Additionally, the Sr. Director – Emergency Preparedness, or designee, acts as a liaison with the DPS Office of Resilience and Emergency Preparedness to provide additional information or respond to inquiries when needed.

6.4 Municipal Conference Calls

When a Class 2 or greater event is expected and time allows, a pre-storm email blast will be sent to municipal officials notifying them of the expected event and providing contact information for the District Communications Liaison. If a Class 3 or greater event is expected and time allows, these officials will be invited to a pre-storm conference call. When time does not allow for pre-storm calls, the "during event" Municipal calls will be held as described below.

For Class 3 storms where more than 10% of the affected customers are expected to experience outages greater than 48 hours in duration, Municipal Conference Calls will be scheduled by the Deputy Public Information Officer or designee. All listed municipal officials will be invited to participate in the calls which should begin as soon as reasonably possible after the storm impact has been assessed and the Incident Action Plan has been developed. Central Hudson is prepared to host multiple Municipal Conference Calls i.e., county, division, etc., if warranted. However, it is a more typical practice to hold a single Company-wide Municipal Conference Call and have liaison staff available to participate in calls organized by the County Emergency Managers within the service territory.

In accordance with the ETR Protocols, Municipal Conference Calls shall be scheduled within 12 hours of the start of restoration and shall be conducted within 24 hours of the start of restoration. (See Section 7.1 – Estimated Time of Restoration Guidelines for definition of Start of Restoration.) During the restoration process, municipal calls will be held at a frequency of once per day. A second daily municipal call may be held when the need arises based on the severity of the event and interest level of participants.

The Municipal Conference Calls will be coordinated by the Deputy Public Information Officer or designee, who will inform municipal officials of the date, time, and connection details of the call. The Municipal Conference Call is held via a telephone conference line or web-enabled meeting application. The invitation to the call or meeting will include an agenda and contact information for the District Communications Liaisons for reporting or receiving updates on issues. A list of contact names and numbers to be invited to the calls is maintained in Corporate Communications. The contacts include:

- Municipal Officials
- County Emergency Management Offices
- DPS Staff
- State and County Elected Officials
- Local Congressional Offices

In preparation for the Municipal Conference Call, the Deputy Public Information Officer or designee and Liaison Officer or designee will confer with the Incident Commander, Operations Section Chief, and/or Contact Center Branch Director. All information shared in the call should have prior approval of the Incident Commander.

Call Agenda

A. Introductions and ground rules for participation – Deputy Public Information Officer
   1. Questions from the participants will be taken at the end of the call
   2. Questions should be general in nature; participants requesting information concerning specific locations, which cannot be immediately addressed, will be provided with a contact name and telephone number for the appropriate District Communications Liaison following the call.

B. System information – Deputy Public Information Officer

1. Type of event and geographic areas affected (emphasize most impacted areas)
2. Total number of customers affected at peak of event
3. Total number of customers currently without service
4. Estimated global restoration time of event
5. Regional ETR information on a county basis
6. Local ETR information as requested
7. Weather update and impact of weather on restoration
8. Restoration accomplishments since the beginning of the event or previous call.
9. Restoration focus or goals expected prior to the next scheduled call.

C. Information for the event for the overall service territory - Liaison Officer

1. Number of customers affected at peak of event by district
2. Number of customers restored by district
3. Number of customers still out by district
4. Final estimated restoration time of event by district
5. Overall Number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
6. Coordination of road clearing activities
7. Restoration of priority critical facilities
8. Areas where crews are working
9. Areas where crews will be sent next
10. Type and extent of damage found – number of poles and wires down, worst locations, etc.
11. Known shelter locations
12. The storm restoration information will conclude with an appropriate safety message to the participants.

D. Entertain questions – Deputy Public Information Officer

E. Date, time, and call-in information for the next briefing – Deputy Public Information Officer

When the Flood Restoration Procedure has been enacted, restoration status updates will be included in the Municipal Conference Calls, or will be communicated during a follow-up call, depending on the extent of the damaged locations.

The Deputy Public Information Officer or designee will record the calls/meeting or in the event of technical difficulties designate a person to act as scribe to the Conference Call. A record will be kept of the discussions that take place during the call, including questions posed from the participants. This documentation or recording will become part of the storm file.

Municipal Conference Calls will continue to be held until the Deputy Public Information Officer and the Liaison Officer agree that the calls are no longer necessary near the end of the event. District Communications Liaisons will continue to address individual concerns and to proactively communicate with municipal officials in areas where restoration is ongoing after Municipal Conference Calls have ended. Contact information for the District Communication Liaisons will be provided. District Communications Liaisons will respond to specific questions from municipal officials as soon as practical; these liaisons strive to respond to all such inquiries with an answer or status update within 12 hours. Municipal officials will also be encouraged to report specific issues to their county EOCs, leaving the

municipal calls to serve as brief updates for the affected area(s) as a whole and leaving individual issues to be addressed through the District Communications Liaisons.

6.5 Telecom Communication

When a Class 2 or greater event is expected and time allows, a pre-storm email blast will be sent to telephone, wireless and cable TV suppliers notifying them of the expected event and providing contact information for the District Communications Liaison. If a Class 3 or greater event is expected and time allows, these companies will be invited to a pre-storm conference call.

During an event for which Municipal Conference Calls are held, telephone, wireless and cable TV suppliers will be invited to participate in a daily Telecom Conference Call or web-enabled meeting application. This daily call will use the same agenda as the Municipal Call (see above). In addition, a section shall be added to the agenda to discuss utility coordination. Topics addressed in this section include; co-location within Central Hudson's Storm Center, interface of companies' facilities, joint work coordination (i.e., pole setting activities), generator locations for telecom/cable facilities, and telecom/cable wires down. The Deputy Public Information Officer and Liaison Officer or designees will provide restoration status information to telecom company representatives on the call. Specific questions or needs by each of the telecom companies, which cannot be immediately addressed on the daily briefing call/meeting, will be referred to the local operations personnel, typically the District Communications Liaison.

A list of telecom contact names and numbers to be invited to the calls/meetings is maintained by the New Business group and is also contained as Appendix N of this Plan. Telecom Conference Calls or meetings will continue to be held until the Deputy Public Information Officer and the Liaison Officer agree that the calls/meetings are no longer necessary near the end of the event. Between scheduled calls, and after daily calls/meetings have been discontinued, the District Communications Liaison will be the point of contact for Telecom companies.

Telecom companies will also be invited by the Liaison Officer or designee, to send a representative to Central Hudson's Storm Center during all major storm events to facilitate communications between their company and Central Hudson; this topic is also discussed during the Telecom Conference Call/Meeting as noted above. In the absence of a representative in our Storm Center, telecom companies will address questions and needs for escalated repairs through their local District Communications Liaison. The District Communications Liaison will facilitate communications with telecom companies and our field personnel as needed and will respond to questions including items such as those discussed during the utility coordination section of the Telecom Conference Call/Meeting.

6.6 County EOC and Municipal Official Support

County EOC

County 911 Dispatchers all have their own unique "priority lines" that ring down directly to the 24x7 lines staffed by telephone representatives, who create any necessary trouble orders and communicate them to the Dispatch Center. There is also a backup priority line that is provided to all County emergency management offices.

County Emergency Managers can request a representative from Central Hudson be present in their command center, or 911 Dispatch offices. Central Hudson's EOC Representatives will have been alerted by the Liaison Officer prior to the event, and as such will be ready to respond as needed, and to provide 24-hour coverage if requested.

While in the County EOC or 911 Dispatch offices, Central Hudson's EOC Representatives use a VPN connection to gain access to Central Hudson systems including: the internal storm map, the Customer Information System, circuit maps, OMS reports [lists of critical customer and LSE outages, wires down, etc.], and company email where they are copied on each EORS report. The EOC Representatives can use these resources to create trouble reports, answer questions regarding ETRs and crewing, and respond to other general communications needs. Central Hudson EOC Representatives have direct dial numbers to the Storm Center and each of the district dispatch centers, Wire Down Coordinators, and Damage Assessment Coordinators; for escalated outages, coordinated response needs, or inquires on circuit configuration, the EOC Representative will contact the District Communications Liaison for direct follow-up. In the event of a total loss of phone communications, EOC Representatives or designated runners will use radio communications or physically travel between the County EOC locations to the company District offices to create orders and obtain status. Our EOC Representatives will endeavor to maintain proactive communications with County emergency officials whenever status information is known. Should the County EOC need to escalate an LSE issue, the Central Hudson EOC Representative will relay this information by phone to the Consumer Outreach department for follow-up and resolution; refer to Section 7.3 - Life Support Equipment and Special Needs Customer Contact Procedure for more information. Hard copies of accessible information will be made available to EOC representatives as appropriate.

EOC Representatives will also assist the state, county, and municipal highway crews in communicating to Central Hudson where downed wires need to be made safe so that roads can be cleared. If any individual location to be cleared is a high priority, the EOC Representative will coordinate with Central Hudson operations personnel to notify the 911 center when wires are secured, and road clearing efforts can begin. The District Communications Liaison will also assist with coordinating priority road clearing with local municipal officials. See "Municipal Officials" section below.

If, during a particular event, Central Hudson needs to obtain resources from the county or state, these requests would be coordinated through the EOC Representatives. Central Hudson will continue to staff the EOC or 911 centers until such time as the county emergency manager determines there is no longer a need.

It is the responsibility of the Sr. Director - Emergency Preparedness to ensure that there are sufficient company personnel trained to staff all counties served by Central Hudson. Additional personnel will be trained for this duty to allow for multiple shifts, personnel unavailability, and staffing of municipal EOCs if needed.

Municipal Officials

Municipal Officials such as municipal highway superintendents, building inspectors, and government leaders (mayors, supervisors) must be provided with the most up-to-date information possible during storm events so that they can better serve their communities. It is the responsibility of the District Communications Liaison (who are the primary contact for Municipalities) in each of the operating districts, or their designee(s), to respond quickly to municipal official calls, and to provide timely information or assistance when requested. When needed, additional Company personnel should be assigned to assist the District Communications Liaison so that timely response to municipal official communication is maintained.

When sufficient notice is given for a severe weather event, outbound calls are made to all critical facilities, and municipal officials alerting them to the possibility of a loss of power due to the impending event. This message contains the contact number of their District Communications Liaison,

who they can call for information regarding restoration in their municipality. If a township or village EOC is opened, it is expected that all emergency conditions will continue to be reported through the County 911 center. This is essential so that the county office can prioritize and coordinate repairs with the Central Hudson representative assigned to that office. Emergency Managers can also escalate their priority restoration needs through the District Communications Liaison.

If damage in any individual municipality were to become so significant that a Central Hudson presence in their EOC is essential, a qualified representative may be provided, but County EOCs are to be staffed first. A qualified representative is an employee who has received EOC training or is an experienced employee whose blue-sky job duties include working with municipalities and critical accounts, such as those in the New Business group. Municipalities who do not require a Central Hudson presence in their EOC, or who cannot obtain one due to an excess of requests vs. available personnel, will still be able to escalate their priority repairs and receive updates through contacts with the District Communications Liaison in each district.

At any time, when District Communications Liaisons become aware of an update to the status of an escalated municipal emergency manager's concern (including priority road clearing jobs), they will proactively reach out to that municipal official and provide them with an update. Municipalities are encouraged to submit specific concerns to the District Communications Liaisons by 4 PM for potential inclusion into the next day's work plan.

6.7 Critical Facilities and Managed Customers

Critical facilities and large industrial (managed) customers have contacts throughout the year with the District Communications Liaison. During storm and other emergencies, these customers would continue to use these contacts for assistance with estimated restoration times, escalation of emergency needs, or any other storm-related issues.

When sufficient notice is available and the anticipated impact of an impending storm would result in a Class 2 or greater event, an automated call is made to all critical facility managers reminding them to be prepared for the loss of power at their facilities. This automated call includes the name and phone number for the District Communications Liaison that each facility manager can call for any assistance related to an outage at their location. In addition, information pertaining to storm preparation and electric and gas safety is provided to all customers, including critical facility owners, through various means such as bill inserts and social media during the year. These and other storm related customer communications are described in the Consumer Outreach Plan which is filed with DPS Staff annually. Selected sections from this plan are found in Appendix Q.

6.8 News Releases and Media Information

When significant notice is available and the anticipated impact of an impending storm would result in a Class 2 or greater event or significant public interest is expected, a news release on safety and preparedness will be issued to the news media prior to the arrival of the storm. The timing of these releases ranges between 48 hours ahead to immediately prior of an expected event depending on the forecasted weather timing, severity, and confidence level.

The Public Information Officer will schedule and issue all news releases and paid media messages during major events. Per PSC guidelines, news releases must include the following essential information:

- Details of Storm
- List of areas and numbers of customers affected, as available

- Estimated restoration times, as available
- How to report an outage
- Company phone numbers and website address
- Social Media links and handles (Twitter)
- Customer assistance locations or referrals to outside assistance agencies such as the Red Cross, as available
- Safety information
- Location for dry ice, bottled water, and public shelters, as available

Common customer feedback and questions are also addressed in news releases issued by Central Hudson; see Section 1.9 – Customer Storm Preparedness Information. A sample printed press release can be found in Appendix I. News Releases are copied to all employees, to ensure that employees and crew guides are provided the same information that is being shared with customers and other stakeholders in the restoration process.

Corporate Communications maintains a contact list for all print and broadcast media to be used during storm events. This list is updated semi-annually by means of a mail or email request to each of the media agencies.

During a major storm, the Public Information Officer, or designee, gathers storm impact and restoration information from the Incident Commander, or designee, and the Operations Unit. This information is used to issue timely and accurate new releases. To the greatest extent possible, these press releases are issued twice a day and timed to coincide with the morning and evening news cycle News releases will also be provided outside of normal news cycles if storm conditions change significantly, such as the expected global ETR. Unless specified, news releases will apply to Central Hudson's entire service territory. News releases and social media posts will indicate the general locations of storm damage and restoration activities within the service area, including counties and regions affected by the storm or emergency. Towards the end of restoration, communications will be focused towards the customers that have not been restored. If warranted, location specific news releases, may be issued. All news releases will be expected to comply with ETR Protocols – Section 7.1.

The Central Hudson Emergency Communication Network (CHECK) will be activated at the discretion of the Public Information Officer. The CHECK system broadcasts messages on local AM and FM radio stations. CHECK messages are required mainly during the weekend when news staffs of broadcast media are often off duty. CHECK messages include restoration status updates, safety measures and dry ice and shelter locations.

All other public communication measures such as news conferences, interviews and website updates will also be coordinated by the Public Information Officer.

6.9 Social Media, Email, Website, and Text Messaging

Central Hudson' Public Information Officer will coordinate any storm related outbound messaging using communication channels such as the company website, news releases, social media messaging, and blast emails to customers.

A news release on safety and preparedness will be issued prior to the impending storm as described in Section 6.8. Under the direction of the Public Information Officer or designee, similar messages will also be posted on social media sites as early as possible, urging customers to be prepared for the arrival of the storm. These social media messages will include a link to the news release for additional information.

When the anticipated impact of an impending storm would result in a Class 2 or greater event or significant public interest is expected, an accompanying blast email will also be sent by the Deputy Public Information Officer or designee to all customers for whom email addresses have been provided. Both the social media and blast emails will link to webpages with storm specific content. During and immediately following major storms, blast emails will be utilized. These emails will provide safety information, storm updates and the locations of dry ice and bottled water distribution centers and shelters, as well as links to Central Hudson's StormCentral outage map, outage reporting, and other storm-related information.

During the most severe events, under the direction of the Public Information Officer or designee, a webpage dedicated to the storm will be displayed, containing safety information, storm updates, copies of news releases, dry ice/bottled water distribution and shelter locations once these are known, links to Central Hudson's social media pages, as well as outage reporting/outage restoration status options and information obtained from County EOCs or other officials, as warranted. Corporate Communications will indicate the time that this information was published as part of the message. This information is generally updated with the news release cycle, typically more often than every 8 hours during the day and evening. Under the direction of the Public Information Officer or designee, in circumstances when no new information is available over an 8-hour period, (or a 9-hour period when between 10pm and 7am), the website will be confirmed accurate with a revised timestamp. The webpage shall be featured prominently on the home page of the utility's main website during the storm and outage information will be updated at least every hour. The website will also have prominent language displayed that explains to customers what is meant by a global, regional, local, and job-specific ETR. Regional ETR information will be provided on a county basis and local ETR information will be provided on a town/municipality basis. The Customer Information Coordinator or designee reviews recent company communications for important information, such as storm status, hardest hit areas, or contact methods, and places them in a banner at the top of the outage map page to increase visibility.

Under the direction of the Public Information Officer or designee, social media posts will continue during and immediately following the storm while restoration takes place. Posts will follow the news release cycle, but also provide relevant information on a more frequent basis. Social media posts will indicate the general locations of storm damage and restoration activities within the service area, including counties and regions affected by the storm or emergency. Social media sites will be monitored from early morning through late night, with occasional posts overnight. Those working in the Social Media Team storm role, will report common topics raised by customers to the Public Information Officer. Corporate Communications will develop a schedule to share the duties of monitoring social media sites outsides of normal business hours. To the extent that Central Hudson is aware, pertinent storm information from other social media sources, such as a County EOC, will be shared by those working under the direction of the Public Information Officer.

Social Media platforms (such as Facebook & Twitter) will be used, as necessary, during major events to provide the following:

- Storm alerts
- Contact information for reporting outages
- Safety information
- Dry ice/bottled water distribution information
- Shelter locations
- Restoration progress
- Links for where to find individual Estimated Restoration Times
- Responses to frequent customer inquiries or common topics expressed in comment sections

- Photos of storm damage and service restoration activities
- Videos of storm damage and restoration activities
- Interviews of utilities representatives describing restoration activities

In the early stages of restoration, press releases, the company website, and social media are the most effective methods for communicating restoration information as Global and Regional ETRs are applicable to most of the affected customers. As restoration efforts progress, those estimates apply to a smaller percentage of the remaining affected customers and case-specific and individualized communications are preferred. Customers are able to receive this case specific restoration information by speaking with a CSR, calling into the IVR, chatting with a CSR, viewing the outage map, using the mobile app, or registering for text alerts. At the end of storms lasting greater than 48 hours, banner messaging on the website and outage map will continue to guide customers to these options until 1000 or fewer customers remain affected.

Additionally, outage notifications including ETR updates will be sent to customers who have registered to use Central Hudson's texting and email alert notification system known as Notifi. This service will send proactive messages to registered customers and lets customers register, report outages, and receive recent status by texting keywords such as "REG", "OUT" or "STAT." Additional information on the Notifi alerts service can be found in the Service Interruptions section of Appendix Q.

The Central Hudson website, and any event-specific information pages, should be available around the clock unless critical issues force it to be down for repair. The StormCentral outage map should also be available 24x7 unless critical repairs are needed to prevent unscheduled and possibly longer duration downtime. If possible, critical repairs/maintenance will be done after 10 PM or before 6 AM. Non-critical maintenance should be postponed until all customer outages have been restored. In the event that the company website or underlying data sources go down, the Service Branch Director or designee will notify the on-call IT personnel without intentional delay. IT personnel will work to resolve the issue and will provide updates on corrective action regularly. If needed, the Service Branch Director or designee will submit trouble tickets with third party vendors and facilitate any interactions between them and Central Hudson's IT group. When customer facing applications are experiencing a technical issue, the Public Information Officer or designee will post a message banner on the main website homepage, and the Customer Information Coordinator will post a message banner on the outage map as appropriate, informing customers of the details and necessary steps for reporting outages and obtaining information. This message banner will also be used when needed to communicate status on system maintenance or outage map down time due to other issues, such as data quality. The Company will also use social media to inform customers when such issues exist.

6.10 Life Support Equipment and Special Needs Customer Contacts

6.10.1 Definitions

Special Needs - 16 NYCRR 105.4(b) (9) provides examples of special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired and human service agencies representing these customers. On Sept. 30, 2013, DPS Staff issued a directive for customers with a documented Medical Emergency to also be treated as "Special Needs".

Medical Emergency – Per 16 NYCRR 11.5(2), a medical emergency exists when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. 16 NYCRR 11.5(4) (i) states that a medical doctor or qualified official of the local board of health must state in writing to the utility the expected duration of the medical emergency and explain either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

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

6.10.2 Communication Procedures

When the anticipated impact of an impending storm would result in a Class 2 or greater event, a pre-storm warning outbound call is initiated. The Consumer Outreach department will work with the Emergency Response group to determine when the warning calls should be made. Pre-storm warning calls are made by the outbound communications call vendor to all Life Support Equipment and Special Needs customers. The text of the message is found in the Section 7.3 – Life Support Equipment and Special Needs Customer Contact Procedure.

When a storm event is underway, the Life Support Equipment and Special Needs Customer Contact Procedure is followed. The Contact Center Branch Director is responsible for ensuring that all steps in the procedure are followed, reaching out to other departments for support if Consumer Outreach employees cannot accomplish all of the contacts in a timely fashion. For details of the Life Support Equipment and Special Needs Customer Contact Procedure, see Section 7.3.

6.11 Contact Center Staffing

The beginning of a major storm event drives volume in all contact channels from customers reporting their outages by phone, chat, e-mail, the website, and the Company's mobile app. Voice channels receive an influx of storm related contacts during the initial hours of a storm event. Using voice channels customers are able to report their outages through the IVR or supplemental outage IVR, or by speaking directly with a CSR. In all of these contacts, an outage can be reported, and a subsequent order is entered into the Customer Information System (CIS).

The Contact Center Branch Director will schedule CSRs to work longer shifts and obtain additional trained personnel to answer customer calls based on the severity and duration of the event. Staffing levels will be determined based on the classification given to the event by the Incident Commander.

The Contact Center Agent staffing levels in the table below are inclusive of all live internal and external resources trained to assist customers with storm related calls. The staffing guidelines below indicate the minimum staffing level for each event classification; however, the staffing plan may be adjusted based on the specific nature of the event, at the discretion of the Contact Center – Branch Director, who is responsible for managing customer contact volume in all contact channels (phone, web, IVR, chat, email, etc.). Staffing needs will also vary throughout the duration of the storm, as call volumes and travel conditions change.

	Class 1	Class 2	Class 3
12:00 a.m. – 6:00 a.m.	4	4	6
6:00 a.m. – 8:00 a.m.	6	8	16
8:00 a.m. – 6:00 p.m.	10	18	45
6:00 p.m. – midnight	6	8	16

Notes:

1. *The above staffing levels are for storm staffing outside of normal business hours. On normal workdays, all Contact Center staff (approximately 45 CSRs on average during business hours) are available to answer outage calls as needed. Staffing may be physically present at the Contact Center or at another location, including home locations.*
2. *The above staffing levels represent minimum levels that would coincide during the peak outage and call volume timeframe of an event. When call volumes are lower during the early stages or after significant restoration progress has been made, the Contact Center Branch Director will modify staffing levels as needed and redirect resources to interact with customers in all other contact channels.*
3. *Refer to Section 1.2 of this plan for storm classification definitions.*

The Central Hudson Contact Center strives to meet or exceed the performance measures described in the Utility Emergency Performance Metrics (NY-Scorecard) as clarified in the November 3, 2014 letter from the NY-PSC that defines call answer rate performance as 80% of calls related to the event answered in 90 seconds by a live representative. Phone statistics are maintained by Contact Center Supervisors for use in critique reports after the event and are available on a 30-minute interval basis. Abandonment rates are included in these statistics.

6.12 Call Routing and Customer Contact Methods

Customers can report their outages using our website, mobile website, text messaging, or by telephone. Incoming calls are answered by the IVR until such time as the call volume exceeds our incoming phone line capability. When all of Central Hudson's IVR ports are in use simultaneously, additional calls are automatically routed to the IVR system of the overflow call vendor. Routing calls to the overflow call vendor increases the response time for those customers that prefer to report outages using automated methods. Calls received by the IVR are either handled by the automated system or transferred to a live agent if requested.

Additional live agents are available at our outsourced call center. Throughout the course of normal business, these representatives will receive calls automatically for customers currently in the collections process. During major storm events, the Contact Center Supervisor may elect to direct a percentage of calls from the Trouble and Emergency queue to these additional outsourced agents. During these times, these agents would handle electric emergency calls in addition to inbound collections and moving calls. The percentage used to split calls between outsourced and Central Hudson agents is based on staffing and anticipated inbound call volume and can be adjusted by the Contact Center Supervisors during the event. Routing calls to this outsourced call vendor improves the customer experience and speed at which outages and other emergencies can be reported for customers who prefer to speak with a live agent. Additionally, this practice increases Central Hudson agent availability and reduces wait time for reporting outages and other emergencies.

Contact Center Supervisors continually monitor for instances of high abandon rates or reports of busy signals on its incoming call center lines. Abandonment rates are monitored by the VOIP phone system in an automated fashion and are displayed throughout the Contact Center for continual monitoring by the Contact Center Supervisors. When working virtually, Contact Center Supervisors are able to log in and view these metrics. Contact Center Supervisors also monitor the phone system for busy lines by performing manual checks and reviewing customer's reports of busy line signals, via other communication channels (such as e-mail, web chat or social media). This is a practice that is in place for both "blue sky" days and storm situations. Whenever a system-related issue is identified, the Contact Center Supervisors will initiate immediate resolution with the Information Technology Branch Director.

Contact Center staff are trained to inform customers that we are currently unable to handle normal business items at the onset of a storm based on witnessing a large buildup in the queue. During later stages in the storm, the Contact Center Supervisor instructs agents to resume normal business calls. Customer self-service options are promoted on our website and in the IVR at all times and remain available during storms.[1]

ETR information is available via the following means for each type of contact method:

- Central Hudson IVR and Overflow call vendor IVR – real time using direct call to OMS database
- StormCentral online outage map
- Website/Mobile Web/Texting – real time web-service call to OMS database
- Live agents (including outsourced agents) – real time using interface between the customer information system and OMS

[1] Upfront IVR messaging will advise customers conducting non-storm business to seek assistance after the event. However, it is Central Hudson's practice to accept normal business calls via agents versus redirecting them in an automated fashion. Quite often, even during storms, there are periods of moderate call volume relative to the staffing levels and agents are able to conduct normal business with customers on the phone. The Contact Center attempts to assist as many of these customers as possible versus setting fixed time periods where normal business will not be conducted.

7. Procedures

The following Company procedures are contained in this section:

7.1 Estimated Time of Restoration Protocols
7.2 ETR Procedure
7.3 Life Support Equipment and Special Needs Customer Contact Procedure
7.4 Wire Down Procedure
7.5 Damage Assessment Process
7.6 Outage Management System Support Procedure
7.7 Flood Restoration Procedure
7.8 Loop Crew Guidelines
7.9 Mutual Assistance Procedures
7.10 National Guard Procedure

7.1 Estimated Time of Restoration Protocols

The following ETR Protocols are activated when more than 5,000 customers are out of service in a division, or more than 20,000 customers are out of service companywide for more than 30 minutes. The ETR Protocols include minimum requirements for when, and at what level of detail an ETR will be communicated to the Department of Public Service (Department or DPS Staff). The tables below clarify the necessary actions to be taken by the involved utilities before and during the outage period for the specific outage event.[2] Utility procedures and practices that require actions prior to those identified will continue to be used.

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

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

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

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

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

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

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

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

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

As seen in the procedures in Section 7.2, specific ETRs may be developed by different staff members based on the severity of the storm event. These individuals include, but are not limited to: Operations Section Chief, the ETR Development Coordinator, Line Operations Director, and Operating Supervisor.

For major storm events, global and regional ETRs are reviewed and agreed upon at Incident Command meetings; local and job-specific ETRs are be published by the Operating Section. The Customer Information Coordinator is responsible for verifying that the ETRs published on Storm Center are current and match those developed by the various operating staff. This effort involves verifying Local and Regional ETRs and is performed several times a day during major storms.

For information on assessment of ETR accuracy see Section 5 – Post Event.

7.1.1 Outage Event Expected To Last 48 Hours Or Less

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

7.1.2 Event Expected To Last Greater Than 48 Hours

Pre-event whenever sufficient notice of an impending weather event is available

- Make pre-event outbound calls to critical facilities customers, life support equipment customers, and special needs customers.
- Complete pre-storm communications with outreach to employees, the news media, social media sites, blast emails and text messages to customers, and advisories to municipal and elected officials.
- Consider having pre-event municipal conference calls based on the situation. An alternative municipal contact method may be used if it is more appropriate.
- Issue public statement and/or press releases.

Within the first 6 hours of the restoration period

- Notify DPS Staff that it will be a multi-day outage event lasting more than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period.
- Provide a public statement and/or press releases indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and websites.
- In certain situations, such as nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be greater than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will not affect the time requirements below.

Within the first 12 hours of the restoration period

- Issue press releases based on the predetermined time periods defined in the emergency plan.
- Communicate information such as system damage, outages, restoration status etc. with affected municipal and elected officials as appropriate.
- Schedule the first post-storm municipal conference call(s) unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to be held within the first 12 hours but will be held within the first 24 hours.
- Notify DPS Staff and the public of what areas sustained the most damage to the electric system and ETRs where known, on a county or regional basis.

Within the first 24 hours of the restoration period

- Complete the first scheduled municipal conference call.
- Provide DPS Staff and the public with a global ETR, any available regional/county ETRs, and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
- Identify for DPS Staff and the public any heavily damaged areas where large numbers of customers may remain without service for more than a few days. If necessary, note that the situation is still unfolding, and more details will be provided as soon as they become available.

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

7.2 ETR Procedure

7.2.1 Blue Sky Day

Procedure:

1. Outage case is received in OMS. If the Auto-ETR function is active, OMS will populate a system generated ETR value based on historical data.

2. Dispatcher assesses outage information and determines best available crew (may require discussion with foreman for that crew area).

3. Dispatcher contacts the crew to be assigned to the outage case by radio or phone and relays the case information, e.g., location of trouble calls, circuit, and predicted device.

4. Dispatcher uses job knowledge and experience to make an estimate of when the case is likely to be picked up, taking into consideration where the crew is now, and assigns an ETR if there is none or updates the system generated ETR if needed.

5. When crew arrives at the outage location, they enter an arrival time and an estimated time of restoration in their mobile computer. As an alternative, the crew will call the Dispatcher to report their arrival and give the Dispatcher an estimate of when the work will be complete, and power restored. If this time differs by more than one hour from the current ETR on the case, the Dispatcher will update the ETR on the case in OMS.

6. If the crew verbally reports their ETR instead of entering it into their mobile computer, then the Dispatcher will check the 'Field ETR' box on the OMS project when the ETR is communicated by the crew.

7. If at any time, other outage cases are received that are expected to be worked by a crew already on another case, the Dispatcher develops an estimate the ETR for the next case to be assigned based on the ETR for the first case, plus the projected time to restore the next case. The Dispatcher compares this estimate against any system generated ETRs and assigns an ETR if there is none or updates the system generated ETR if needed.

8. It is understood that the line crews have the primary responsibility for contacting the Dispatcher when an ETR time is not achievable. However, at times line crews may become highly involved in the restoration work and lose track of the time remaining until the ETR will expire. Therefore, it is also the responsibility of the Dispatcher to continually monitor ETRs. When any outage case is getting close to the ETR time (OMS will display a yellow "ETR Warning" symbol on that case in the Control Window), the Dispatcher will attempt to contact the crew to let them know the ETR is getting close.

Depending on the results of this call, the Dispatcher may elect to use the Log Entry feature in OMS to enter remarks explaining why ETR was revised, e.g., "Crew called at (xxxx time). Changed ETR due to (explanation)." These remarks will show on the ETR by Crew Report which is available on the OMS intranet.

Escalation Process –This process will remain in place until there is sufficient activity to require district support. When this threshold is reached, Dispatchers are required to contact Dispatch Supervisors. Dispatch supervision will contact Operating Supervisors to arrange for manning a district and will provide additional dispatch personnel as necessary. Dispatchers continue to assign ETRs and receive updates from the line crews until a district is manned. As soon as one or more districts are manned, the ETR process will then follow the Class 1, 2, or 3 procedure.

7.2.2 Class 1 Storm

Procedure:
As soon as a district is manned and/or >5000 customers are out of power, Dispatch Operations will contact Storm Center staff. Together, the Dispatcher and Storm Center staff will determine the restoration start time, using the definition provided in the PSC ETR Protocols.

Dispatch Operations will continue to provide ETRs for all districts that are not manned, following the Blue-Sky Day procedure.

For districts that are manned, the District Operating Team (generally made up of the Operating Supervisor and Electric Operating Engineer (EOE) in the district, or their designees) will assume responsibility for assigning and communicating ETRs according to the procedure below:

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew.

2. Storm Center staff will contact the District Operating Team and inform them of the official time that the storm restoration started. The Operating Team will provide a global ETR time for 90% restoration per the protocols in Section 7.1. If the Operating Team determines that 90% restoration within 24 hours is not likely, the procedure for a Class 2 or 3 storm will then be followed.

3. The District Operating Team will use reasonable efforts to assign two cases to each crew according to the restoration plan and to set ETRs at the time of case assignment. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information which may have come in from foremen, 911 centers, etc. and knowledge of the circuit configuration (on/off road).
    - The Dispatcher will dispatch the cases to the line crews in the order determined by the District Operating Team, using ETR and size of the outage case as a guide.

- Crews may use their mobile computers to report arrival times and estimated times of restoration or call the Dispatcher when arriving on the job site and report their expected ETR.
- ETRs will be revised as needed, but not unless the new estimates exceed 1 hour from the existing value.
- The field ETR box will be checked when the crew has verbally communicated the ETR for that project.
- Crews will also be instructed to inform the Dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, and accurately identify which customers belong in which case.

4. When information is available and time allows, Dispatchers will enter the ETR estimate as cases are assigned, change the crew status to 'dispatched' or 'en route' and update the ETR for the next case to be assigned to that crew.

5. If at any time, the global, regional, or local ETR is in danger of being exceeded, the District Operating Team will notify Storm Center staff and provide a revised estimate.

7.2.3 Class 2 Storm

Procedure:
As soon as the first district is manned, Dispatch Operations will contact Storm Center staff. Together, the Dispatcher and Storm Center staff will determine the date/time of the storm start, using the definition provided in the PSC ETR Protocols. Damage assessment will be initiated by Storm Center staff as needed. Storm Center staff will also determine if support teams should be assigned to the most heavily affected districts.

Dispatch Operations will continue to provide ETRs for all districts that are not manned, following the same procedure as Class 1 storms above. Care will be taken to ensure that any district where customers will likely be out overnight is either manned, or that a consultation take place with the Operating Supervisor. For districts that are manned, the District Operating Team will assume responsibility for assigning and communicating ETRs according to the procedure below:

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew. For storms on the high end of Class 2, this plan may begin to be laid out by circuit with a foreman/crews assigned to each. For the purpose of simplification, the term "crew" in this section will be intended to include either the line crew, or the foreman who has assumed operational authority for a circuit.

2. Storm Center staff will contact the District Operating Team and inform them of the time that the storm officially started. The Operating Team will provide a global ETR time for 90% restoration per the protocols in Section 7.1. If the Operating Team determines that 90% restoration within 72 hours is not likely, the procedure for a Class 3 storm will then be followed.

3. The District Operating Team will use reasonable efforts to assign cases to each crew according to the restoration plan and to set ETRs at the time of case assignment. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information and knowledge of the circuit configuration.

4. Dispatcher will follow the same process as the Blue -Sky procedure, steps 4 – 7 above for all districts that are not manned.
    - Crews are expected to use their mobile computers or contact the dispatcher as soon as they arrive at the outage location and provide an ETR for that case; dispatchers will mark the crew Arrived and check the 'Field ETR' box at this time.
    - ETRs will be revised as needed based on crew updates.
    - Crews will also be asked to inform the dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, which is needed to accurately identify which customers belong in which case.

5. When information is available and time allows, the Dispatcher will enter the ETR estimate, change the crew status to 'dispatched' or 'en route' and update the ETR for the next case to be assigned to that crew.

6. By 8 PM on each day of restoration, the District Operating Team will determine which cases will not be restored that day. They will then contact the Storm Center to confirm that cases with no ETR are expected to be out overnight. ETRs for cases assigned to the overnight crews will be managed by Dispatch Operations. Revised case ETRs are provided on the StormCentral outage maps and made available to Customer Service Reps. Customers who have signed up for the texting service may also request the most recent ETR of their assigned case by sending a short code.

7. If at any time, the global, regional, or local ETR is in danger of being exceeded, the District Operating Team will notify Storm Center staff and provide a revised estimate.

7.2.4 Class 3 Storm

For Class 3, the following assumptions are made:

- Most districts are manned
- All storm positions are filled in the manned districts and support teams provided as necessary.
- Operational authority is assigned for most distribution circuits to a foreman or substation coordinator
- Storm Center is staffed at South Road and support staff are available during all restoration operations (06:00 to 22:00 approximately).
- Damage assessment has been activated.

Procedure:
Any district under Dispatch Operations control will follow the procedure for unmanned districts in a Class 2 storm above. The District Operating Team in each manned districts will:

1. Provide a global ETR per the ETR protocols provided in Section 7.1.

2. Assign ETRs on the first high priority cases upon assignment to the crew and also set ETRs on the next cases to be assigned.

3. Develop a restoration plan by the end of the first full day following the storm.

4. Provide to the Storm Center the names of any foremen/substation coordinators who have been given operational authority on a distribution circuit. Preliminary ETR for each circuit should also be communicated by the foremen/substation coordinators to the District Operating

Team as soon as possible.

5. District Operating Team will provide either Township or Circuit ETRs to the Storm Center before the time required by the ETR Protocol (Section 7.1). Storm Center will utilize the circuit-township conversion program to generate township ETRs if needed and will confirm results with the District Operating Team.

6. Storm Center will work with Corporate Communications and the Contact Center to ensure consistency in communication of ETR times with customers, automated systems, and websites.

7. District Operating Team will update ETRs on outage cases at the following times:
   - by 11:00 – cases that are expected to be restored by 14:00 that day
   - by 20:00 – cases that are expected to be restored by the end of the day

8. By 20:00 each workday, District Operating Team will:
   - Meet or call foremen/substation coordinators and obtain the status of the restoration with emphasis on which customers have been restored, which will be off overnight and any known service loops or customer owned damage locations.
   - Confirm with the Storm Center the OMS cases or circuit devices that will remain out overnight. Revised case ETRs are provided on the StormCentral outage maps and made available to Customer Service Reps. Customers who have signed up for the texting service may also request the most recent ETR of their assigned case by sending a short code.

9. District Operating Team will update circuit based ETR times in time for assimilation into PSC reports (times to be defined at the start of the event by Storm Center staff).

10. Foremen/substation coordinators will keep the District Operating Team informed whenever any case or circuit section will likely exceed the restoration time provided.

11. Damage Assessment Coordinators will continually, throughout the event, work with EOEs to fine tune OMS case predictions to model as closely as possible the actual field conditions. This is necessary to ensure that customers are assigned to the correct cases and as such are getting correct ETR information.

12. If at any time, the global, regional, or local ETR is in danger of being exceeded, the District Operating Team will notify Storm Center staff and provide a revised estimate.

7.3 Life Support Equipment and Special Needs Customer Contact Procedure

7.3.1 Identification

Life Support Equipment (LSE) customers are required to submit a qualification form signed by a physician before they will be coded as such on CIS. Upon receipt of this form, the Consumer Outreach department will update the customer's account in CIS to reflect the LSE status. LSE customers are required to recertify annually; however, all LSE accounts remain coded regardless of the recertification results. Central Hudson follows the PSC established process for removing customers from our LSE listing which requires the submission of a Utility Request for Removal Form along with substantiating documentation. Once permission is received via email by DPS Staff, Central Hudson removes the customer from our LSE listing. Additionally, if an account is closed at the request of the customer and/or a new customer takes over the premises, the LSE coding is removed by the Consumer Outreach department.

The annual recertification form includes a section requiring customers to provide their primary phone number, up to two alternate phone numbers (which Central Hudson strives to obtain), and emergency contact information. Any contact information changes that are provided on the form will be updated on the customer's account. Additionally, whenever Contact Center personnel speak with an LSE customer, the representative will ensure that all contact information on the account is correct, making updates as needed.

Special Needs (EBD) customers are given a Special Needs code on their CIS accounts when the customer applies for service, or whenever a CSR determines that an elderly, blind or disabled person is part of the household. Special Needs codes are as follows:

01 – Blind and Elderly	06 – Blind
02 – Disabled and Elderly	07 – Disabled
03 – Elderly	08 – Hearing/speech Impaired
05 – Elderly in Family	09 – Medical Condition, LSE Ineligible

Contact Center personnel will verify contact information for Special Needs customers any time they speak with these customers and make updates to the account as needed.

Semi-annual Contact Information Update

Attempts to update and verify LSE customer contact information are done at least twice a year, initiated by the Consumer Outreach Director. It is intended for this outreach to be performed near the time of the Annual Electric Exercise and Electric Emergency Plan update (on or before June 1 and December 1 every year). This update includes verifying all LSE customer phone numbers, and the name and phone numbers for two emergency contacts, as available. The semi-annual contact information update is to be performed via a mailed survey and/or outbound phone calls. When the semi-annual LSE outreach is completed, a certification letter will be sent the Department of Public Services' Director of the Office of Resilience and Emergency Preparedness.

Annual Contact with County EOCs

As part of the annual Electric Emergency Exercise, the Consumer Outreach Director or designee will contact the county EOCs to establish a point of contact and process for assistance with LSE field visits should these become necessary during a major event.

7.3.2 LSE and Special Needs Customer Outreach

Central Hudson publishes the Powering Connections newsletter, which is emailed or mailed to all Special Needs customers twice annually. This newsletter contains information about electric safety and other topics of interest for this customer group. We also have several pamphlets that are geared toward special needs customers that are mailed to customers when a Customer Service Representative or Consumer Outreach identifies a need.

LSE customers are provided with a dedicated priority hotline number to contact the Company at any time.

Central Hudson's Consumer Outreach plan is updated annually and is provided to DPS Staff. The section of this plan that pertains to Special Needs customers is attached as Appendix Q.

7.3.3 Contacts During Storm Events

The Outreach Director, or designee, is responsible for coordinating and documenting the results of the required LSE communications as described below, including: "Pre-event," "During the event," and "After service is restored." Documentation of all LSE communications related to a storm event is centrally maintained using the LSE tracking spreadsheet and the results of telephone, text as reported outage, website, and other contact as practical are noted on the account in the CIS.

Pre-event: When the anticipated impact of an impending storm would result in a Class 2 or greater event, the Outreach Director or designee, will initiate an outbound notification to all customers coded as Life Support Equipment (LSE), Special Needs, and Medical Condition (LSE Ineligible). This automated message informs the customer that severe weather is forecasted for their area and their electric service may be affected. (See pre-storm warning call message below). Additionally, the Outreach Director, or designee, will coordinate notifications of EOC centers that LSE customers may be impacted during this event and that we may request assistance in performing wellness checks.

During the event: During a storm event, and provided that electrical power has not been restored, the Company will attempt to contact LSE customers who have either reported an outage or who are predicted to be in an outage case. To identify these affected customers, the Outreach Director, or designee, shall run a report which reflects the most recent information at least every four hours except between the hours of 10 PM and 8 AM, until the last affected customer has been restored. The contacts are to be made as soon as possible after the affected customers are identified. However, depending on the timing of the event, consideration is given to minimize calls during the overnight period. The Outreach Coordinator, or designee, is responsible for ensuring that 80% of affected LSE customers will be contacted within 12 hours from the start of their reported or predicted outage and that at least two contact attempts, with at least one hour in between, will be made within those 12 hours to LSE customers that the Company is unable to contact. A "contact" when referring to LSE customers during an outage event is now defined as: (1) a personal telephone call in which the LSE customer or guardian/representative/person in residence is directly spoken to; (2) a field visit performed by the utility or third-party in which a person in residence is directly spoken to; or (3) if technologically available, an automated phone call or text message to all contact numbers in which an interactive feature is available and a qualifying response is received, e.g., two-way texting that has LSE customers confirm their safety or acknowledge their power has been restored. These contacts inform customers that Central Hudson is aware of their outage and will provide them with any known ETR times and sources of emergency help. Additionally, LSE customer contact information is reviewed and updated as necessary. All emergency contact numbers on the customer's account will be called if

the customer cannot be reached at their main number.

If multiple contact attempts are unsuccessful, the Outreach Director, or designee, is responsible for coordinating a field visit (typically by a Central Hudson employee) or making a referral to the appropriate county Emergency Operations Center (EOC) within 24 hours of the start of the customer's reported or predicted outage. The Outreach Director, or designee, strives to make referrals to the EOC by 6 PM each day. Information received back from the EOC will be entered on the customer's account and LSE tracking spreadsheet. If by the end of the day that the customer is referred, no call has been received from the EOC, the Outreach Director, or designee, will follow-up with that agency to determine the status of the customer contact and need for continued contacts.

Using the method described above, the Company will contact affected LSE customers daily until the last affected LSE customer is restored. At the Company's discretion, LSE customers will have the option to opt-out of daily calls and/or wellness visits for any particular event under the following conditions: (1) when informed by emergency contact or member of household that the LSE customer is deceased, the utility will note the account and will not be obligated to make further contact attempts (call/wellness visits); (2) when informed that the affected LSE customer is not at the premises (e.g., out of state for the winter); or, (3) the utility provides ETR information for that customer and either the LSE customer or emergency contact requests no further contact from the utility, the utility will note the account and will not be obligated to make further contact attempts (calls/wellness visits).

Special Needs customers who are currently without power will be contacted daily by means of an automated outbound call, managed by the Customer Information Coordinator. This call will include where to obtain estimated restoration times and shelter locations, bottled water, and dry ice locations. Special Needs customers will be allowed to 'opt out' of these daily calls if desired. Medical Condition (LSE ineligible) customers will be included in any contacts made to Special Needs customers.

After Service is Restored: If the Company has not already verified restoration with the affected LSE customer during the emergency, a post restoration call is attempted to verify that each affected LSE customer has been restored. An automated outbound call with a response option may be used to verify restoration.

LSE Contact Staffing

The guidelines below indicate the recommended staffing levels for the personnel who perform the LSE phone contacts and in-person wellness checks based on the actual or anticipated number of affected LSE customers. The Outreach Branch Director, or designee, will adjust actual staffing levels as needed based on factors such as storm timing and contact response rate.

Number of LSE Customers Affected/Anticipated	Recommended Staffing Office	Recommended Staffing Field
0-50	2	1
51 – 150	3	2
151 – 300	6	3
301 – 500	10	5
501+	11+	6+

Pre-Storm Warning Call Message

The CIS is used to initiate pre-storm outbound warning notification calls to LSE and Special Needs customers. When initiating this call, users can select an individual operating district or select 'ALL' to call customers with Life Support Equipment or Special Needs codes in the system. Sample text of the pre-storm warning call message is as follows:

> Hello. This is Central Hudson calling. Our records show your account has special needs, meaning you have a senior or disabled person in your home, or someone who has a need for medical equipment. Central Hudson is calling to advise you that we are expecting severe weather in your area and that your electric service may be affected. Please plan accordingly in anticipation of a potential service interruption. The length of any outage depends on the severity of the weather and the number and the locations of interruptions. Should you experience a power loss, please call us at 1-800-527-2714 to report your outage. That number is 1-800-527-2714. We will attempt to restore service as soon as possible.

Sample text of the daily Special Needs call is as follows:

> This is Central Hudson calling with an update regarding your power outage. Currently, Central Hudson expects the majority of our customers to be restored by (date/time), however many areas will be restored prior to this time.* Please check CentralHudson.com for individual restoration times, emergency shelter information, and dry ice distribution locations. You may also contact Customer Service by phone to obtain this information using the number provided later in this message. If you are in danger due to loss of heat or power, please *call 911 immediately*. Also, please keep at least 30 feet away from any downed wires and report this condition to Central Hudson right away. To opt out of these daily updates, please contact Customer Services at 845-452-2700 or 800-527-2714. Thank you.
>
> **or, if no Global ETR is available: "Central Hudson is still assessing damage from this severe weather event, and we will provide estimates of when power will be restored as soon as this effort is complete."*

Sample text for the LSE Customer Contact Attempt is shown below:

> This is an automated call from Central Hudson to customers whose accounts indicate they require Life Support Equipment. The purpose of this twice-a-year call is to confirm that we can successfully reach you and your emergency contact. There is no need to respond if your information and the information for your emergency contact is current. Our system will alert us that we have reached a working number. If you do wish to update your information or your emergency contact's information, please call our LSE Hotline at 800-655-9356 or email ConsumerOutreach@cenhud.com. Thank you.

Sample text for the Special Needs (EBD) Customer Contact Attempt is shown below:

> This is an automated call from Central Hudson to customers whose accounts indicate they are classified as a special needs customer. The purpose of this twice-a-year call is to confirm that we can successfully reach you. There is no need to respond if your information is current. Our system will alert us that we have reached a working number. If you do wish to update your information, please call Customer Service at 845-452-2700 or email us at ConsumerOutreach@cenhud.com. Thank you.

7.4 Wire Down Procedure

During non-storm conditions, or in small (Class 1) storms, response to wires down and obtaining damage assessment information is the responsibility of Dispatch Operations. For these types of situations, wire down reports are often assigned directly to a line crew but could possibly also be checked by a Commercial Representative or Foreman.

When a district is manned, response to wires down becomes the responsibility of the Wire Down Unit. The Wire Down Coordinator will coordinate the response to wire down reports with Operating Supervisor, Loop Crew Coordinators, and Damage Assessment Coordinators. The objective is for the Wire Down unit to dispatch trained employees or contractors to investigate wire down reports and arrange for standby personnel if needed to protect the public.

The objectives of Central Hudson's Wire Down Procedure are improved response to wire down locations, enhanced tracking of arrival times, documentation of actions taken, and compliance with NYS Public Service Law, Section 66 (21)(a)(xi). The procedure is as follows:

1. Wire down reports will be received from customers, police/fire dispatchers, 911 center reps, or field personnel.

2. Trouble orders will be created with one of the wire conditions marked: WIRES: POLE-TO-POLE, POLE TO BUILDING, DOWN/BURNING or SPARKING/BURNING. These trouble orders will be sent to OMS where the order comments will reflect a wire condition.

3. A file containing all wire down orders will be sent to the Avineonics ORMS system on regular intervals. (If Avineonics, OMS, or other systems are unavailable, Wire Down Coordinators can pull a list of wire down reports periodically from available OMS reports. Additionally, to maintain business continuity if there is an OMS or Internet outage, Wire Down Coordinators can organize wire down orders and assignments using spreadsheets and/or paper notes)

4. Wire Down Coordinators will then determine resources to be assigned to evaluate and guard wires down. Wire Responders will be Estimators, Commercial Reps, Meter Testers, and contractors. Wire Guards will be Meter Readers, Collectors, Gas Mechanics, trained supervisory personnel, and contractors. The Wire Down Coordinators will prioritize and sort orders into manageable volumes per responder. Orders with the highest risk to public safety, based on order comments, will be assigned first. (See Priority below.)

5. Priority: Wire down reports where there is a hazard such as a fire, or where people are trapped by a downed wire, should have already been assigned to a line crew. Wire Down Coordinators will verify with the Operating Supervisor that these have been assigned. Remaining wire down reports can then be assigned according to the **PRIORITY** below (highest to lowest):

    - **Priority 1 – (HIGHEST)** Wire down reports where it is indicated that the wire is burning, arcing/sparking, or is 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 wire down from 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 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, or where it appears the wire is not likely an electric conductor

** Priority 3 includes reports from municipal emergency officials, defined as members of the 911-call center, police, fire, Office of Emergency Management (including Emergency Operations Center personnel), and municipal emergency managers. Wire down reports from these entities will be marked as "911" in the trouble order so that they will appear as Emergency projects in OMS. Consistent with Public Service Law § 66(21)(a)(xi) notifications from municipal emergency officials will be placed in Priority 3 unless the report received indicates they should be placed in Priority 1 or 2. Section 7.4 of Central Hudson's Electric Emergency Plan constitutes Central Hudson's plan to promptly secure wires within thirty-six hours of notification of the location of such downed wires from a municipal emergency official.*
Pursuant to Public Service Law § 66(21)(a)(xi) this is a plan, with which Central Hudson will maintain substantial compliance subject to its need to maintain the public safety and respond to emergency conditions.

6. Wire Down Coordinators will use Avineonics to track wire down orders that are assigned or still unassigned. In addition to tracking order assignments, the Avineonics software records Wire Responder and Wire Guard responder arrival times. (If Avineonics is unavailable, the wire down order assignment and documentation of Wire Responder and Wire Guard arrival times will be done manually using a spreadsheet or other manual list. The Wire Down Supervisor will assist and/or assign resources as needed to ensure that arrival times are captured.) Assignments will NOT be made in OMS, as this information is likely to be overwritten early in a storm event, and also, the "Crew" field in OMS should not be used for Wire Responder personnel.

7. Wire Responders that are specifically dispatched to safeguard downed wire situations will drive to the location of the wire down report. After assessing the situation, they will determine the severity of the wire down condition. Severity will be determined based on the following guidelines:

   Severity 1 – (HIGHEST) – Wire down conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The Wire Responder/Guard may leave after the wire has been made safe by a qualified employee(s) or contractor(s).

   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 the responder to remain on-site until the conductor can be verified de-energized by a qualified employee or contractor Once the wire is known to be de-energized, the Wire Responder/Guard will barricade the area and then can move on to their next location.

Severity 3 – Wire down is a secondary conductor. Wire Responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Responder/Guard will remain on-site until a qualified employee or contractor has verified that the wire is not energized.

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, Wire Responder will note the condition on the Avineonics order and/or inform the Wire Down Coordinator of this and move on to the next order.

8. Wire Responders will use Avineonics to report the assessment to the Wire Down Coordinator or call it in if cell coverage does not allow mobile communication. All Severity 4 orders can be closed.

9. Severity 1 orders will be communicated IMMEDIATELY to the Operating Supervisor.

10. Severity 2 and 3 cases will be coordinated with the Operating Supervisors and the Loop Crew Coordinators to determine the best repair crew to be dispatched, e.g., line, loop, or tree crew.

11. The Wire Down Coordinator will assign Wire Responders or Guards to replace Damage Assessors as soon as possible so that Damage Assessors can move on to their next assignment. The goal is to have Wire Guards relieve Damage Assessors within 8 hours.

12. The Wire Down Coordinator will assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.

13. The Wire Down Coordinator will keep track of where personnel are standing by and will provide relief as needed.

Wire Down Coordinators will be identified in the Storm Staffing Plan and coordinators for each event will be assigned during pre-storm planning sessions.

Recommended staffing for Wire Down personnel:

Class 1 storm - Operating Supervisors of the affected district(s) will use the wire down report to determine the number of Wire Responders that are needed. In small storms, many wire down reports will be assigned to line crews or supervisors. Available Wire Responders, and/or Wire Guards, will be assigned to locations which are not already assigned.

Class 2 storm - Operating Supervisors of the affected district(s) will use the wire down report and determine if a separate Wire Down organization is required. If required, then he/she will contact the Wire Down Supervisor and request one or more Wire Down Coordinator(s). It will then become the responsibility of the Wire Down Coordinator to determine the number of Wire Responders and Wire Guards that are necessary, based on the number of unassigned wires down in the individual district.

Class 3 storm - Wire Down Coordinators will be assigned in each affected district. Whenever possible, the number of personnel available to become Wire Responders and Wire Guards will be determined during pre-storm planning sessions, and a preliminary assignment plan will be developed. Once the number of wire down reports is known for each district, available wire down

personnel will be assigned to each of the districts by the Wire Down Supervisor based on the distribution of the number of wire down locations. The Wire Down Supervisor will also request a list of available personnel from contractors. These resources will be assigned and scheduled to each district by means of coordination with the contract companies and Wire Down Coordinators. In general, all available personnel qualified for wire down response can be effectively utilized during Class 3 events.

An area in the Kingston storeroom is dedicated to store bulk items which get consumed by the Wires Down Unit during storms such as cones, barricades, and caution tape. The storeroom is used to replenish inventory if supplies assigned to wire guards run low.

It is recognized that during major storms, the number of resources that are trained and readily available (both internal and external) is limited; therefore, it is critical to utilize Wire Responders and Guards to address the wire down reports in the priority listed in this procedure.

7.5 Damage Assessment Process

During non-storm or Class 1 storms, damage assessment is usually performed by Commercial Reps or Foreman. Any information about field conditions provided by these forces, or by other knowledgeable sources such as police/fire responders or company employees, will be entered into the OMS case by the Dispatcher.

For Class 2 and larger events, the Incident Commander and/or the Operations Section Chief, or designee, will determine if formal Damage Assessment is warranted. This decision is based on the number of operating districts affected, the number/severity of cases showing in OMS, the timing of the event and the portion of cases that can be directly assigned to crews.

Damage Assessment is a two-stage process. It begins with Preliminary Assessment and moves into Detailed Assessment. The timing of these assessment stages is described in Sections 4.1.2 and 4.1.3. The goal of Preliminary Assessment is to quickly get trained employees into the field in areas where damage is suspected based on OMS information and incoming trouble calls. The information gathered during the Preliminary Assessment patrol is made available to the Operating Supervisors so that they can begin to deploy crews effectively. Preliminary Assessment information is also used by the ETR Development Coordinator to formulate the Global ETR and by the Field Resource Coordinator who will evaluate the need for additional/mutual aid resources.

The Preliminary Assessment process is as follows:

- Operating Supervisors and EOEs determine what areas need rapid assessment. These are usually the areas where a high number of customer outages are predicted in OMS.
- Dispatch Operations contacts Commercial Reps or Foremen to proceed to those areas to obtain high-level assessment of the extent of the damage.
- Any adjustment of OMS cases that can be done based on incoming intelligence from the Preliminary Assessment should be done by the Dispatcher or EOE.
- Commercial Reps/Foremen will call in their findings to the Damage Assessment Coordinator who will share them quickly with the Operating Supervisors and the Line Operations Director, generally by means of a verbal report.
- Any detailed information such as broken pole locations that is obtained through the preliminary patrol can also be keyed into OMS.
- Employees performing Preliminary Assessment are not intended to stand by wires down.

However, if they determine that a wire down found in the field is a hazard to public safety, they will contact the Dispatcher and request a Wire Guard. Once the Wire Guard arrives, the employee can continue with his/her preliminary assessment. If a Damage Assessment Patroller or team must standby a downed wire for more than eight (8) hours, then they shall be reassigned to the wires down unit until they can be released from that location.

Detailed Assessment can begin co-incidentally with Preliminary Assessment. However, because these patrol teams need to have additional supplies and they do not have company vehicles assigned to them, the ramp-up time for Detailed Assessment is longer. The Detailed Assessment procedure is as follows:

- Damage Assessment Coordinators work with Operating Supervisors to determine if case or circuit patrolling is desired based on the number of cases and expected damage extent. It is possible that some events might use a combination of case and circuit patrolling.
- Damage Assessment Coordinators will work with Operating Supervisors to determine which cases/circuits will be patrolled.
- Damage Assessment Coordinators then assign circuits/cases to patrol teams using the myWorld Damage Assessment software (if myWorld is unavailable, Damage Assessment Coordinators will review open OMS cases and/or specific trouble calls and assign cases or orders to Damage Assessment Patrollers by speaking to them in person, speaking to them on a telephone, speaking to them on a company radio, texting them on a cellphone or by physically handing printed orders. Patrollers will then complete their assignments and report back their findings to Damage Assessment Coordinators by speaking to them in person, speaking to them on a telephone, speaking to them on a company radio, texting them on a cellphone or by physically handing printed orders with notes and/or marked up circuit maps. The Damage Assessment Coordinators summarize these findings and communicate them to the Operating Supervisor and those performing dispatching functions.
- Teams may already be in place (if advance warning was sufficient to have patrollers mobilize early in the event), or they may need to be called out. Damage Assessment Patrollers typically work in two-person teams to best manage the large amount of driving, navigating, and recording of information that is needed for this operation.
- For case patrolling, damage locations will be surveyed and then input into the myWorld application or communicated back to the Damage Assessment Coordinators, via other means if the myWorld application is unavailable.
- For circuit patrolling, Damage Patrollers will start at the substation or other mainline device and inspect the mainline, three-phase portion of the circuit. They will mark damage locations and devices that are open on myWorld (if myWorld is unavailable, these are marked on the circuit maps provided and patrollers periodically call this information into the Damage Assessment Coordinator). After the main line is patrolled, Damage Patrollers will move on to the single-phase portion of the circuit and continue to record and report damage locations.
- Damage Patrollers immediately call into the Damage Assessment Coordinator any time wires down, broken poles, or transformer spills are encountered to provide information and coordinate response.
- Damage Assessment Coordinators then take the information provided by the Damage Patrollers and update OMS, including confirming or adjusting predicted devices.

It is the responsibility of the Intelligence Director to determine if the number of Damage Patrollers is sufficient in each district. The Intelligence Director may transfer Damage Patrollers between districts in order to fulfill the need in areas that have sustained a higher level of damage. Central Hudson has contracts with one or more contractors to provide damage assessment; contracts are also in place to provide assistance with wire down response. If any individuals that have been trained as Wire

Responders are not needed for that function, then they may be utilized for damage assessment. The Intelligence Director should request contract Damage Patrollers by contacting the Wire Down Supervisor.

Supply kits, also known as "Damage Assessment Boxes," are available for use by Damage Patrol teams. These are stored centrally in storm storeroom located in Kingston and should be picked up by Patrollers prior to commencing their assessment assignment. A list of supplies that are included in these kits is provided inside each box – all reusable supplies (e.g., safety lights, binoculars, etc.) are expected to be returned following the event. Supplies that were used during the course of the storm (forms, tags, caution tape, etc.) will be restocked by the Emergency Response department.

7.5.1 Wire Down Procedure for Damage Patrollers

The intent of this Wire Down Procedure is to identify downed/low-hanging conductor that is or may be energized. To the extent that there is reasonable certainty that the downed/low-hanging conductor is not energized, instructions are provided to barricade the location with caution tape, barricades, and/or cones. At no time should these downed/low-hanging conductors be considered dead (only correctly installed grounds allow for downed/low-hanging conductors to be considered dead). Therefore, at all times, Damage Patrollers shall continue to maintain safe clearance distances, and at no time shall any conductors be moved.

Damage Assessment Patroller Wire Down Procedure
These guidelines cannot cover all potential situations. If there are any questions or doubt on the part of the Damage Patroller about circuit configuration (e.g., direction of feed), call the District EOE to confirm before proceeding.

If there is any doubt on the part of the Damage Patroller about the energized vs. de-energized state of the conductor, err on the side of caution and call the Wire Down Coordinator and request a Wire Responder or Wire Guard.

1. You need to **stand by** the wire if:
   - You believe the down wire (PRIMARY or OPEN WIRE Secondary) to be energized, including possibly by a customer owned generator, or
   - You cannot verify that the PRIMARY protective device is open and the PRIMARY wire is down or hanging low, or
   - There is open wire secondary on the ground or hanging low that is not disconnected at the pole

2. For locations where a down or low-hanging PRIMARY wire is discovered:
   - Verify that the fuse(s) is visually open
     - In the case of three-phase lines, all three must be open as there is the possibility of back feed to the downed conductor from other the energized phases through downstream transformer banks.
     - In the case of the 4800 V delta system (phase-and-phase), both fuses must be open as there is the possibility of back-feed from the energized phase through downstream transformers to the downed conductor.
     - Reclosers are not considered a visual open

   NOTE: Fuse doors that have not dropped open from the cutout are not considered a visual open. The fuse must fully drop into the open position to be considered a visual open. You need to stand by the wire until a Wire Responder or Wire Guard can relieve you if the fuse

only partially drops.

- Once the fuse(s) is verified as visually open
  - Barricade the location with caution tape and/or cones.
  - Report the location to the Wire Down Coordinator
  - After you barricade and report the location, you may move on and continue patrolling.

3. For locations where a down or low-hanging TRIPLEX SECONDARY wire is discovered:
   - Verify that the conductor and its insulation appears intact from the pole to the meter
   - Verify that no potentially energized bare / un-insulated parts (e.g., connections at weather head or house bracket) are within reach
   - Barricade the location with caution tape and / or cones
   - Report the location to the Damage Assessment Coordinator
   - Notify nearby customers

   If you are able to do all of these, you may move on and continue patrolling even if you believe the triplex secondary to be energized.

   If the triplex SECONDARY (all hot legs) is disconnected at the pole, you may move on and continue patrolling. For this condition, there is no need to barricade the location.

4. For locations where a down or low-hanging OPEN WIRE SECONDARY wire is discovered:
   If the Open Wire SECONDARY is disconnected at the pole (all hot legs), you may move on and continue patrolling. For this condition, there is no need to barricade the location.

7.6 Outage Management System Support Procedure

Outage Reporting and Communication Overview

Central Hudson utilizes a suite of integrated applications to collect, consolidate and determine outage status. These include systems that are operated by Central Hudson Gas & Electric Corporation and systems that are operated by third party vendors. The foundation of outage reporting is known as a trouble call (a.k.a. a trouble order). This order type is created in CIS and indicates that a single metered location has no power. (Note, these trouble orders may also be used to indicate that other types of urgent abnormal conditions are present such as a downed or low hanging wire.) These trouble reports can be created in CIS through various reporting channels. For example, trouble orders can be created when customers speak with a representative, use the Central Hudson IVR, or call overflow system, or enter data via the website, mobile app, Notifi texting application or Municipal Portal. In each of these cases, customer account information is used to assign a report of no power or other emergency to a specific location in Central Hudson's service territory. When using voice channels, representatives are able to enter additional detailed information in the call comments. In the event of a loss of CIS or issue with sending orders into OMS, representatives would enter similar information onto trouble order forms. These forms would be sent to the dispatchers directly who would use the information to send crews and track issues to completion.

The central data bus in this suite of applications is the PowerOn OMS system. The OMS system utilizes a call processor, to import trouble order data from CIS. This call data is compared against a circuit model which contains known customer locations, and a representation of distribution electric equipment, such as conductors, poles, transformers, and fault clearing devices. Prediction rules within this application, group the various calls into outage cases and predict the location where the circuit was opened to clear the fault condition. Those performing dispatch duties, assign the cases to

field personnel and estimated times of restoration are entered when they become available.

PowerOn interfaces with several customer facing applications that provide summary outage data and estimated restoration times. The StormCentral Outage map, a third-party application, displays outage information by outage case on an interactive map. Within this application, outage information consolidated by municipality and county is also available in a tabular form. The Municipal Portal contains similar information, but in a more customized manner for registered Municipal users. Additionally, status on certain emergency orders such as road closures reported using the portal is also visible. ETR information is also sent via web service calls and files transfers from PowerOn to the IVR, Notifi texting application, and CIS so that customers can receive updated ETRs when using those systems or calling back in to speak with a representative.

The Outage Management System (OMS) is a critical system during storms and other electric emergencies. The system is mature, stable, and very reliable. To maintain this reliability and ensure proper notification of personnel when problems occur, the following checks and procedures are followed:

Semi-Annual Stress Testing

- The OMS Director, or designee, will design, plan, and execute an OMS stress test, which occurs in a test environment, prior to June 1st and December 1st each year.
- Stress testing will simulate the peak trouble order volume that would occur during a hypothetical storm that affects 90% of Central Hudson customers over a 24-hour period.
- During the test, the OMS input call processor performance, basic OMS functions such as case ownership, case manipulation, map navigation and OMS outputs to systems such as the outage map, Municipal Portal, and internal OMS reports site will be monitored.
- Within ten days of each test, the Director of Outage Management Services, or designee, will file a report with the DPS Director of the Office of Resilience and Emergency Preparedness, or designee, that contains the detailed results for each of the test cases identified in the test plan.
- In the event of a failed stress test case that cannot be quickly resolved, the Director of Outage Management Services, or designee, will notify the DPS Director of the Office of Resilience and Emergency Preparedness, or designee, within a week and produce a plan of action with measures that will be taken until such time as a permanent resolution to the root cause(s) has been implemented. Additionally, in the event of a stress test failure, the Director of Outage Management Services, or designee will provide a rescheduled test date that is within 30 days from the initial test.

Ongoing Diagnostic Testing

- The Information Technology Branch Director, or designee, is responsible for the ongoing monitoring of internal applications and for ensuring that corrective actions are taken when the Company is alerted of a failure.
- A separate internal application monitors the OMS system call processor and if a failure occurs, sends an email notification to personnel who can initiate an immediate response
- A third-party vendor monitors the data feed between Central Hudson's OMS system and customer facing outage map. If a file is not properly transferred for an hour or longer, an email notification is sent to personnel who can initiate an immediate response.
- A third-party vendor monitors the data feed of the Central Hudson's OMS system and the wires down system. If the typical file transfer, which occurs periodically, is not completed properly, an email notification is sent to personnel who can initiate an immediate response.

Before event

- Logistics Section Chief will notify Information Technology (IT) of the impending event. The Service Branch Director, or designee, will provide the names and numbers of personnel to be contacted when any failures or issues arise as part of the pre-event checklist.
- As directed by the Incident Commander, Logistics Branch Chief, or designee, IT will enter IT Storm Restricted mode, typically two hours prior to the expected event. During IT Storm Restricted mode, production releases to applications which support customer communications or field operations (including OMS) are halted. This excludes high priority fixes when approved by the Information Technology Branch Director and the Incident Commander.
- The Information Technology Branch Director is responsible for confirming the technical support staffing levels for all applications that support field operations or customer communications. Additionally, the Information Technology Branch Director confirms that the on-call resources listed on the Company's Intranet site are accurate and available for each application category.

During event

- The Information Technology Branch Director or designee is responsible for managing 24-hour IT support for all outage systems. Support can be on-site, or off-site, as determined jointly by Information Technology Branch Director and the Logistics Section Chief, depending on the needs of the particular event, and the current stage of the response (early, middle, or late in the event).
- When problems with core outage systems first arise, the severity and nature of the problem may be unclear until troubleshooting steps are performed. Depending on the nature of the problem, the user who first experiences the issue will reach out to the IT service desk or specialized resources in the IT Support, Service Branch Director, or Outage Management System storm roles. The contacted resource will perform initial troubleshooting without delay to determine if it is a user issue or something that can easily resolved. In some cases, the resource in the IT Support, Service Branch Director, or Outage Management System storm roles will contact an additional internal resource or the applicable third-party vendor for support. If the issue is determined to be system and not user related and significant in nature, the Information Technology Branch Director, or designee, will be notified. If the problem will result in loss of critical data, the Incident Commander will also be notified. The Information Technology Branch Director, or designee, will provide updates on corrective actions being taken to the Logistics Section Chief, or designee, regularly.
- The Information Technology Branch Director, or designee, will notify the Public Information Officer, or designee if the issue results in significant unavailability of updates to StormCentral, or any major errors in or loss of data on this website.
- In the event of the OMS system becoming unresponsive to the point where it is affecting storm restoration efforts due to hardware or software failure, a collaborative decision between the Incident Commander, Service Branch Director, and Information Technology Branch Director, or designees will be made to invoke the OMS backup plan which would involve restoring OMS with data archived on a separate backup server or in the event of a complete loss of OMS, manually sorting paper trouble orders into outage cases.
- The Service Branch Director, or designee will make the decision to shut down the StormCentral site if necessary due to problems with OMS or the file update process. In this event, the company will seek to post customer messaging without delay which describes the situation and directs customers to alternate means of reporting outages and retrieving ETRs (i.e., static webpage, banner messaging, or by redirecting web traffic to another website). The Service Branch Director, Public Information Officer, or designees will develop appropriate messaging and coordinate this activity with IT resources. The Sr. Director - Emergency

Preparedness or designee will coordinate DPS notification.

After event

- The Logistics Section Chief, or designee, will inform Information Technology Branch Director or designee, that the event has concluded and normally scheduled updates to production systems can resume. The Incident Commander and/or the Deputy Incident Commander may also approve the resumption to normal operations, which allows IT to perform regularly scheduled production system updates after an event.
- If a significant system failure occurred during the event, the Information Technology Branch Director will assign an IT resource to prepare a written summary of the issue and steps taken to resolve it, along with recommendations for preventing or reducing the risk of the issue in future events. This summary will be included in the storm critique report.

Phone numbers for OMS support personnel – both IT and user support – are found on Central Hudson's internal website. The Director - Outage Mgmt. Services, and Director - Technical Support & Communications have the responsibility for keeping the contact information on these lists up to date.

7.7 Flood Restoration Procedure

7.7.1 Activation

When any trained first level supervisor or above learns of a situation where 25 or more customers in any one operating district have been isolated, or are expected to be isolated, due to flooding the Central Hudson Flood Procedure will be enacted. Instances where fewer than 25 customers are affected, or potentially affected, will be addressed on an individual basis by the operating district personnel, or by Dispatch Operations if outside normal business hours.

7.7.2 Pre-Event

Following notification of potential large-scale flooding by the National Weather Service (NWS) or contract weather forecasters, the following steps will be initiated:

Incident Commander

- Work with Customer Account Services Operations, and Gas Engineering & Operations to discuss the options that are available to isolate individual customers, part, or all of a gas distribution system. If it is during a gas emergency, determine whether the gas system should be isolated.

Liaison Officer

- Notify critical facilities, municipal officials, and Emergency Management Offices in the areas where flooding is predicted of the potential for flood conditions and the need to take steps to protect critical equipment.
- Confirm name/phone numbers that facility managers and municipal officials should use to contact Central Hudson during the event.

Public Information Officer

- Develop news releases and website messages to provide customers and municipal leaders with advance warning of the possibility of flooding. News releases shall include flooding safety information.
- In the event that flooding is predicted as part of a significant weather event, information regarding flood preparation will be included in the major event news release (See Section 6.8 – News Releases and Media Information).

Operations Section Chief

- Identify resources available to respond to requests for isolation of facilities due to flooding. This may also be done in conjunction with resource planning for major storm preparation (See Section 3 – Pre-Event Planning).

Planning Section Chief

- For events expected to involve flooding:
  - Contact any bordering utilities where Central Hudson provides electric service, and the neighboring company provides gas service. Currently, this situation is present only in the Town of Coeymans, so the Planning Section Chief will contact National Grid to advise them of our plans and coordinate restoration efforts. When needed for flood or other gas emergency planning, contact with National Grid will be initiated with their dispatch center, which is manned 24/7.
  - Contact any bordering utilities where Central Hudson provides gas service, and the neighboring company provides electric service. Currently, this situation is present in the Town of Woodbury, Town of Highlands and Town of Carmel. The Planning Section Chief will contact Orange and Rockland for Woodbury and Highlands and NYSEG for Carmel to advise them of our plans and coordinate restoration efforts. When needed for flood or other gas emergency planning, contact with other utilities will be initiated with their dispatch center, which is manned 24/7.
  - Contact any bordering utilities where Central Hudson supplies gas service to a subset of that utility's customers. Currently, this situation is present in the Village of Walden. The Planning Section Chief will contact NYSEG to advise them of our plans and coordinate restoration efforts. When needed for flood or other gas emergency planning, contact with NYSEG will be initiated with their dispatch center, which is manned 24/7.

Logistics Section Chief

- Work with the District Communications Liaison and the Gas Field Supervisor, if activated, in each operating district to begin identifying potential command center locations near areas where flooding is predicted, wherever possible.
- Verify that Field Command Center equipment is available and in good working order.

7.7.3 During Event

Upon notice by a local emergency or municipal official that an area is experiencing flooding, the following procedures will be followed:

1. A Flood Area Coordinator will be identified, by the Incident Commander or designee, to coordinate the field response. This supervisor will have experience with the disconnect/reconnect process and have skills necessary to manage the field operation. Flood Area Coordinators will work closely with Wire Down and Damage Assessment Coordinators during major electric events.
2. Coordinate de-energization of flooded area with Operating Supervisors and local emergency/municipal officials. In gas emergencies, this is particularly important to eliminate potential sources of ignition if the flooding event occurred prior to the gas system being isolated.
3. Contact Logistics Chief to mobilize a Field Command Center, if needed.
4. Track customers affected. Use the customer information system and service orders to provide details.
5. When flood waters have receded and it is safe to enter the area, work with local

emergency/municipal officials to determine which premises have damage. Damaged premises will be isolated from the power supply, in most cases by locking the meters, but a transformer or line fuse may also be opened to isolate the affected buildings.

6. Coordinate restoration of unaffected customers through the Operating Supervisor.
7. Track affected customers and work jointly with emergency officials, building and electrical inspectors to restore power and gas when premises are ready for service restoration (See note regarding electrical inspection below).

For extreme conditions where shortage of electrical inspectors would result in restoration delays of more than 48 hours after repairs are complete, if approved by the Senior Director of New Business & Demand Side Management or designee, Central Hudson will accept a signed 10-day waiver from the electrician that made the repairs declaring that the premise is safe to have power restored. An electrical inspection will still be required within 10 days.

Communication: Flood restoration status updates will be part of Municipal Briefing calls and will occur at the same frequency as these calls described in Section 6.4. Separate calls may also take place depending on the extent of damaged locations.

7.7.4 Post-Event

The Flood area Coordinator will continue to coordinate with local emergency/municipal officials until all customers have been restored, or buildings are determined to be permanently unsafe for service.

Provide summary of restoration process and details on customers affected by flooding to the Planning Chief for inclusion in storm critique reports.

7.7.5 Communication

Central Hudson will communicate our flood procedures to local municipal officials annually, or after officials change due to local elections. This communication will be the responsibility of the District Communications Liaison in each district.

7.8 Loop Crew Guidelines

7.8.1 Purpose:

Central Hudson is committed to providing safe and timely restoration of electric service to our customers following storm related outages. In addition to normal line, splicer, and service worker personnel, loop crews comprised of trained personnel may be assembled and assigned to restore selected electric outages. Information is provided below to provide guidance for identifying the roles of those personnel.

The Loop Crew Coordinator will assign loop crews to outage cases based on the best intelligence available, such as the predicted device in the OMS outage case and reports from damage assessment. The qualified personnel and acceptable work tasks for Type A and Type B loop crews are defined below. If the outage case requires work tasks outside of the specific loop crew's capabilities, the Loop Crew shall notify their Loop Crew Coordinator; the outage case and the Loop Crew will be reassigned accordingly.

7.8.2 Personnel Available for Loop Crews:

Loop Crew personnel are determined to be a Loop Crew A or Loop Crew B classifications based on the skills and qualifications associated with their current job classifications and the grade they hold. Training will vary for each crew classification, as will the work they may be assigned.

a. <u>Loop Crew A Personnel:</u>

Operations Services Chief 2/C LES&T (not including Testers)
Electrician 1/C

Loop Crew A personnel may be paired with other Loop Crew A personnel or certain Loop Crew B personnel for the purpose of closing in primary line fuses. Refer to the attached listing for the appropriate crew complements.

<u>Work which may be assigned to Loop Crew A's:</u> Loop Crew A personnel may be assigned to reattach service laterals at the pole and to reset CSP transformers. In addition, Loop Crew A personnel will be trained and may be assigned to close-in primary line fuses under the conditions listed below:

1. Single phase overhead conductors only.
2. Only primary feeds to radial lines.
3. Radial lines with fuse sizes up to and including 40 Amps.
4. <u>NO fuses feeding URD's</u> will be closed in by Loop Crews.
5. Loop Crews <u>SHALL NOT</u> refuse 4800V Delta circuits; these outages will only be assigned to line crews.
6. Loop crews <u>SHALL NOT</u> work in the primary position at any time.

In addition, Loop Crew A personnel may be assigned to perform any work which can be performed by Loop Crew B personnel.

b. Loop Crew B Personnel:

Electrician – 2/C, 3/C
Tester – Chief, 1/C, 2/C, 3/C
Commercial Representatives – Commercial Specialist, Commercial Rep Special, 1/C, 2/C, District Representative, District Representative Special
Instrumentation & Communications Technician – Chief, 1/C, 2/C, 3/C
Relay Technician – Chief, 1/C, 2/C, 3/C

Work which may be assigned to Loop Crew B's:

1. Remove limbs on service line
2. Reattach service line at house
3. Turn off secondary breaker on single phase CSP transformers; make repairs to services; turn transformer breaker back on. CSP transformers which are tripped upon arrival can be reset provided that the cause is identified and corrected. Reset should be attempted only one time – if transformer will not reset, leave breaker off and notify Dispatcher.

7.8.3 Work Methods:

1. All work will be performed in compliance with existing safety procedures and using required safety equipment.

2. Use of 40-foot Foreman Sticks/Telescoping Poles with standard safety equipment.

3. **Only specific Loop Crew personnel shall work in the elevated position.** Refer to the attached listing for the appropriate crew complements. Use of a squirt boom bucket requires the worker in the bucket to comply with all applicable safety standards while working in the elevated position.

4. Loop Crew A's shall patrol the entire length of the radial line to ensure the line is clear of faults and no one else is working on the line before closing in the cutout.

5. Loop Crew A's shall obtain clearance authority from the Operating Supervisor, or his/her designee, before closing in any fuses.

6. Loop Crews may be assigned to provide support to any operating district. Once assigned to a specific district, they will check in with the Loop Crew Coordinator to receive work assignments and will check out with the Loop Crew Coordinator before returning to their normal work assignments.

7. Notify Dispatcher when transformer breakers are turned off if multiple customers are affected.

7.8.4 Loop Crew A Crew Complements

Loop Crew A:

Repair Service Laterals at the Pole - Elevated Position

1st Crew Member	2nd Crew Member
Chief 2/C LES&T (No Tester)	Chief 2/C LES&T (No Tester) Electrician 1/C
	Electrician 1/C
	Electrician 2/C

Replace Primary Fuse - from the Ground ONLY

1st Crew Member	2nd Crew Member
Chief 2/C LES&T (No Tester)	Working Foreman/Woman 2/C LES&T (No Tester)
Electrician 1/C	Electrician 1/C
	Electrician 2/C
	Commercial Specialist
	District Representative
	District Representative Special
	Commercial Representative 1/C
	Commercial Representative Special
	Chief Tester
	Tester 1/C
	Tester 2/C
	Chief Instrumentation & Communications Technician
	Instrumentation & Communications Technician 1/C
	Instrumentation & Communications Technician 2/C
	Instrumentation & Communications Technician 3/C
	Chief Relay Technician
	Relay Technician 1/C
	Relay Technician 2/C
	Relay Technician 3/C

7.8.5 Loop Crew B Crew Complements

Loop Crew B:

Repair Service Laterals at the House; reset transformer if cause found/repaired:

1st Crew Member
Chief 2/C LES&T (No Tester)

Commercial Specialist
District Representative
District Representative Special
Commercial Representative 1/C
Commercial Representative Special
Chief Tester
Tester 1/C
Chief Instrumentation & Communications Technician
Instrumentation & Communications Technician 1/C
Chief Relay Technician
Relay Technician 1/C

2nd Crew Member
Chief 2/C LES&T (No Tester) Electrician 1/C
Electrician 1/C
Electrician 2/C
Electrician 3/C
Commercial Specialist
District Representative
District Representative Special
Commercial Representative 1/C
Commercial Representative 2/C

Commercial Representative Special

Chief Tester
Tester 1/C Tester 2/C Tester 3/C
Chief Roving Mechanic-Operator
Chief Instrumentation &
Communications Technician
Instrumentation &
Communications Technician 1/C
Instrucmentation &
Communications Technician 2/C
Instrumentation &
Communications Technician 3/C
Chief Relay Technician
Relay Technician 1/C
Relay Technician 2/C
Relay Technician 3/C

7.9 Mutual Assistance Procedures

7.9.1 Overview of Mutual Assistance Process and NRE Events

Restoring power after a major storm is a complex task that must be completed as quickly as possible. A speedy restoration requires significant logistical expertise, along with skilled line workers and specialized equipment. Electric companies affected by significant outages frequently call on other utilities for assistance to help speed restoration. This practice is known as mutual assistance.

Mutual assistance is an essential part of electric utility business continuity planning: The affected company is able to increase the size of its workforce by "borrowing" line workers from other utilities, but only has to pay for those extra crews during times of need.

The need for mutual assistance is determined by the level of event impacting the utility or utilities as described in the following table:

Level	Description
1	*Local Area* - Resources come from within a single company including sister companies.
2	*Local Region* – Resources come from one Regional Mutual Assistance Group (RMAG) and potentially neighboring utilities.
3	*Regional* – Resources come from more than one RMAG.
4	*National Response Event* – An NRE impacts a significant population and requires resources from multiple RMAGs or sources.

Requests for mutual assistance for Central Hudson are coordinated by the Sr. Director – Emergency Preparedness or his/her designee. Central Hudson is a member of the North Atlantic Mutual Assistance Group (NAMAG). The members of NAMAG are:

- Alectra Utilities
- AvanGrid Networks (Central Maine Power, NYSEG, RG&E, United Illuminating)
- Fortis, Inc. (Central Hudson Gas & Electric)
- Consolidated Edison (Con Ed, O&R)
- Duquesne Light
- Emera Energy (Bangor Hydro, Nova Scotia Power)
- Eversource (CT, NH, MA)
- Excelon (BGE, PECO, Atlantic City Electric, Delmarva Power)
- First Energy (OH, PA, NJ, MD, WV)
- Green Mountain Power
- Hydro-One
- Hydro Ottawa
- Hydro Quebec
- Liberty Utilities
- National Grid (NY, NE)
- New Brunswick Power
- New Hampshire Electric Cooperative
- Pike County Light & Power Co.
- PPL Electric Utilities
- Public Service Electric & Gas (PSE&G LI, NJ)
- Saint John Energy
- South Norwalk Electric
- Toronto Hydro
- UGI Utilities
- Unitil Corp (NH, MA)

Once it is determined that external resources are required, the mutual assistance process will be implemented consistent with the "*North Atlantic Mutual Assistance Group Guidelines*" as follows:

- The requesting company(s) shall initiate an RMAG / Joint Mobilization Conference Call
- The weather forecast shall be presented by the requesting company(s) to provide all members an opportunity to understand the emergency situation

- An estimate of actual or predicted impact / damage and when these are expected to occur shall be presented by the requesting company(s)
- An estimate of resources needed shall be presented by the requesting company(s)
- All non-impacted companies shall state the numbers of resources available to assist once their service areas are no longer at risk

If the resource needs cannot be met from within the NAMAG, the mutual assistance request may be expanded to encompass neighboring RMAGs. If the request for resources cannot be fulfilled by the neighboring RMAGs, a National Response Event (NRE) may be declared by the CEO, or designee, of an affected utility.

An NRE designation is reserved for only the most significant events, such as a major hurricane, earthquake, an act of war, or other occurrence that results in widespread power outages.

In the case of an NRE, the industry's mutual assistance process will be coordinated at the national level in order to ensure industry resources are seamlessly allocated in the most efficient manner possible.

A National Response Executive Committee (NREC), comprised of senior-level utility executives from all regions of the country, will govern the NRE allocation process. Upon request of an affected utility CEO, the NREC will declare an NRE and will activate the National Mutual Assistance Resource Team (NMART).

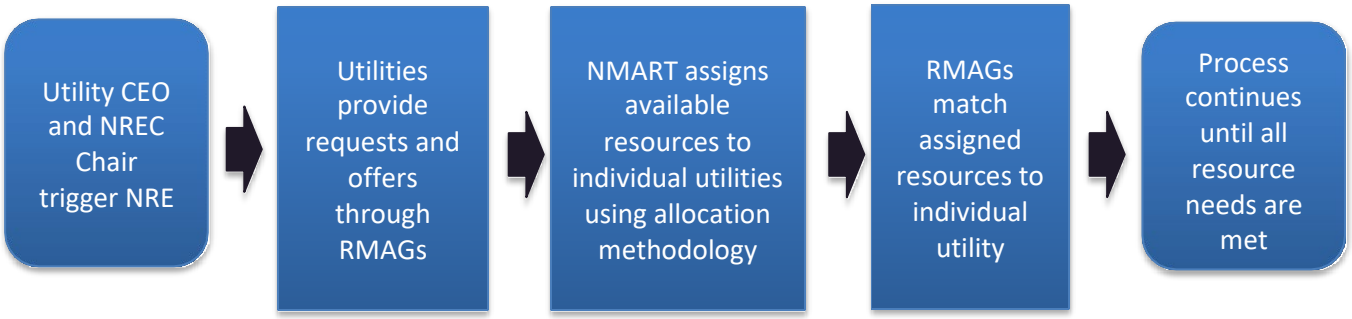
The NMART evaluates mutual assistance requests and assigns available resources to affected utilities in coordination with the RMAGs. When an NRE is declared, all available industry emergency restoration resources (including contractors) will be pooled and allocated to participating utilities to best meet restoration needs in a catastrophic event.

During an NRE, mutual assistance is provided in a coordinated, transparent, and equitable manner to restore power as efficiently and safely as possible for all customers and communities.

The NRE resource allocation process consists of the following high-level steps:

1. Any utility CEO (or an executive level designee) can request an NRE to be initiated.
2. The NREC will activate NMART and trigger the resource allocation process.
3. Utilities requesting mutual assistance will provide the NMART with the number and type of resources needed, the number of customers interrupted and the number of trouble spots or cases of trouble. Responding companies will provide the NMART with the number and type of resources available. The NMART will consolidate the information and assign available resources to each requesting utility based on a pre-defined methodology. The methodology considers the weighted averages of the portion of customer outages relative to all requesting utilities, as well as the portion of trouble spots relative to all requesting utilities. The allocation can further be refined to account for other specific factors including, but not limited to: utilities with a large percentage of customer without power, geographic proximity and time of arrival, significant events (Inauguration, election, Super Bowl, etc.). Once the individual utility allocations have been determined, the NMART will communicate the allocations to the RMAGs.
4. The RMAGs will match the available resources to the specific utilities based on local requirements.
5. The process will continue periodically until all of the outstanding requests are fulfilled.

A simplified flow chart of the NRE process is shown below:



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

The New York Public/Private Utility Mutual Assistance Protocol (NYP/PUMA) is an outline of general principles and practices for the New York State (NYS) utilities to follow which will enable them to leverage a public/private partnership among the NYS utility companies. This partnership will provide access to critical resources to facilitate and expedite utility restoration following an emergency that has impacted customers in New York State.

The foundation of this protocol draws upon the concepts which have been utilized by members of mutual assistance organizations such as NAMAG, New England Public Power Association (NEPPA), and others. 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. The flexibility allows command personnel to call upon further reserves of personnel, supplies, equipment, and space when needed, but in an organized, documented, and logical manner.

In instances where Central Hudson requests mutual assistance through the NAMAG process, a formal notification will be made to the NYAPP and MEUA of NY organizations that the NAMAG process has been enacted, and that mutual assistance may be requested from the municipalities and electric cooperatives. This protocol is not intended to usurp any organization's primary means of securing additional assistance, rather to provide a supplemental source of additional potential resources within NYS.

7.10 National Guard Procedure

7.10.1 National Guard

The New York State 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 New York State National Guard to be deployed, 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 10 to 14 days.

7.10.2 National Guard Capabilities and Power Restoration Roles

New York State National Guard forces can provide surge logistics, transportation, communication assistance, and general-purpose capability to areas identified by the New York State OEM to supplement electric company emergency response to expedite power restoration and mitigate suffering during the initial response to an incident.

a. If National Guard resources are deemed necessary, the following are the roles that they could fulfill:
   - Public Safety
     - Wire guarding for down wires
     - Flagging for traffic control
   - Logistics Support
     - Points of Distribution – could include transportation and distribution of dry ice, wet ice, or water to citizens without power
     - Fueling – delivery of fuel to vehicles and equipment engaged in power restoration work
     - Lighting – delivery and operation of portable light towers to support restoration crews
   - Emergency Transportation
     - Short-haul transport of cargo or materials from staging areas to point-of-repair locations
     - High-axle transport of damage assessment teams, or restoration crews
     - Aerial assessments (only as "lift of opportunity" when combined with an existing National Guard mission)
   - Communications Support – Provide assistance with temporary communications in critical areas

b. 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 be performing.

c. 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.

d. New York State National Guard personnel are self-sufficient with regard to food, water, and lodging.

7.10.3 Requesting National Guard Support

a. If a utility determines that National Guard support is necessary, the request shall be submitted through the Department of Public Service Emergency Manager. Requests from all the electric utilities will be coordinated and forwarded to the NYS Power Restoration Working Group[1] for processing.
b. Aerial observation requests shall also be submitted through the Department of Public Service Emergency Manager.
c. Use the National Guard Request Form in Exhibit A for submitting requests to ensure that all required information associated with the request has been considered and provided. Pre-scripted mission sets should be attached and referenced in box 8 and 9.
d. The NYS Power Restoration Working Group will determine what resources are available for deployment. If they determine that requests exceed available resources, they may request support from the National Guard in other states.

7.10.4 Deployment and On-Boarding

a. All New York State National Guard personnel are deployed with general rules of engagement for civilian population.
b. Utility will provide National Guard personnel with any PPE required to perform a particular job that is not part of their standard-issue PPE.
c. Upon assignment, National Guard personnel will be given on-boarding training that will include a job briefing, and On-the-Job training, if necessary.
d. Utility will provide just-in-time training to perform all required mission sets once the National Guard arrives on utility property. The training for National Guard personnel performing wire guarding, flagging, or other work needing such training may be performed at the worksite, at a staging or base camp area, or at a training facility.
e. Utility will work with National Guard local leadership to create job sheets, which will be provided to National Guard personnel. The job sheets contain essential information such as contact names, phone numbers, addresses, safety instructions, job instructions, etc.

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

Appendices

Appendix A – Emergency Organization Chart

Appendix B – Position Descriptions

Appendix C – Emergency Services and Community Aid

Appendix D – Print and Broadcast Media Listing

Appendix E – Municipal Leaders

Appendix F – Lodging and Restaurants

Appendix G – Office, Substation, Regulator, and Radio Listing

Appendix H – Active Emergency Response Contracts

Appendix I – Sample News Release

Appendix J – Mutual Assistance and EEI Agreements

Appendix K – Guide for Mutual Assistance Crews

Appendix L – Incident Command and General Staff Position Checklists

Appendix M – ARCOS Callout Lists

Appendix N - Telecom Facilities and Contacts

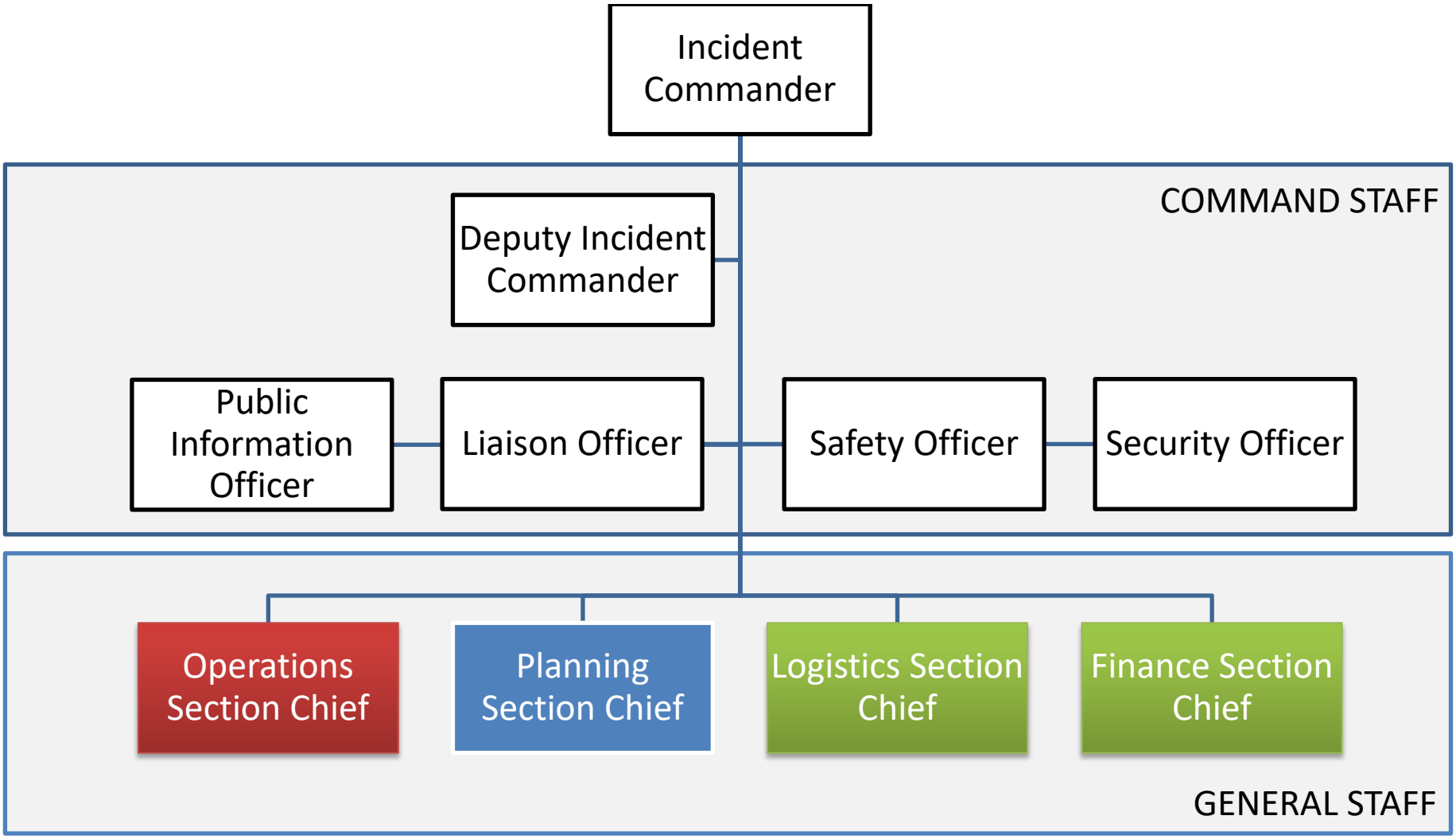
Appendix O – Storm Response Materials List

Appendix P – Storm Scorecard

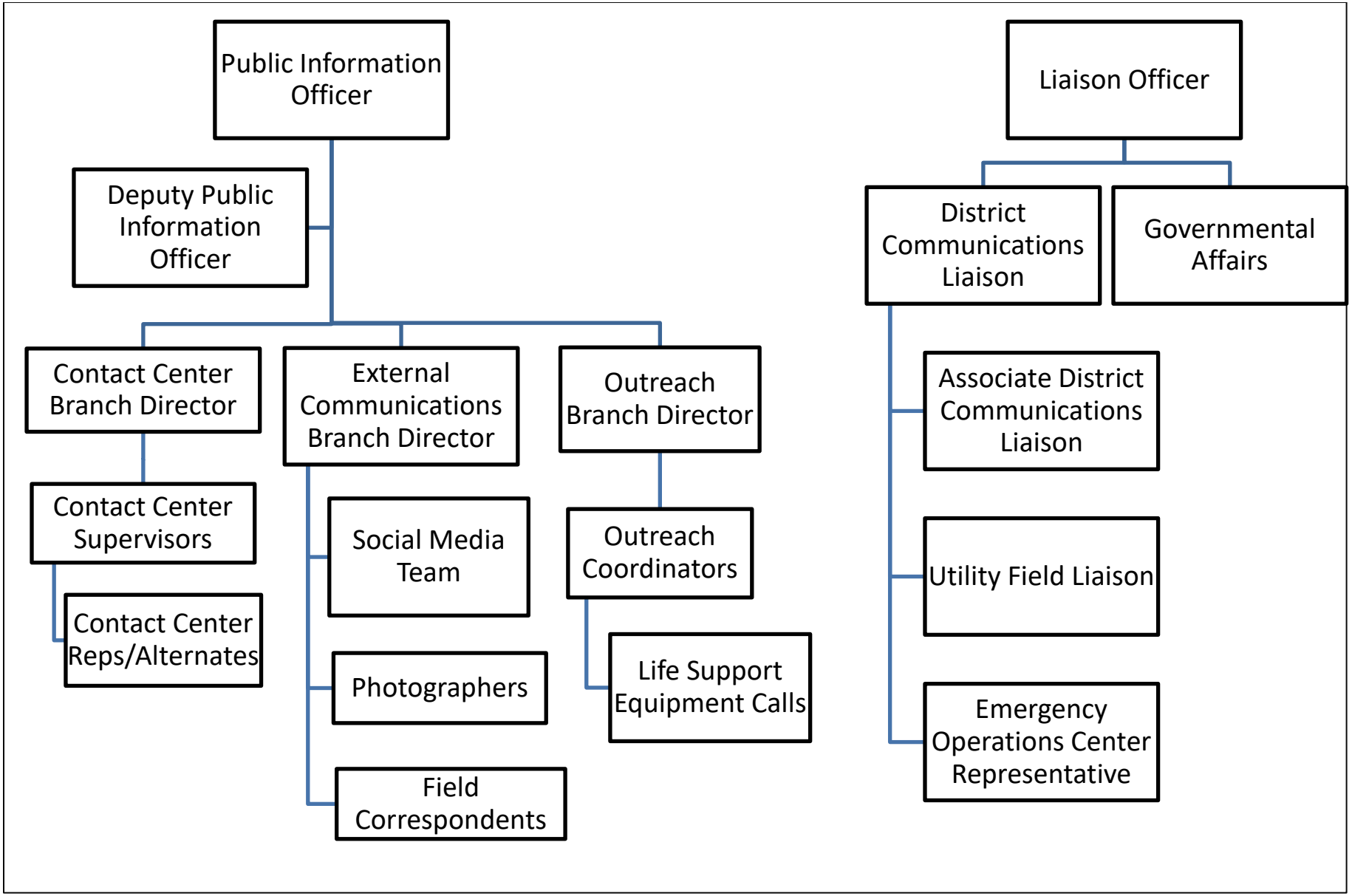
Appendix Q – Consumer Outreach Plan (selected sections)

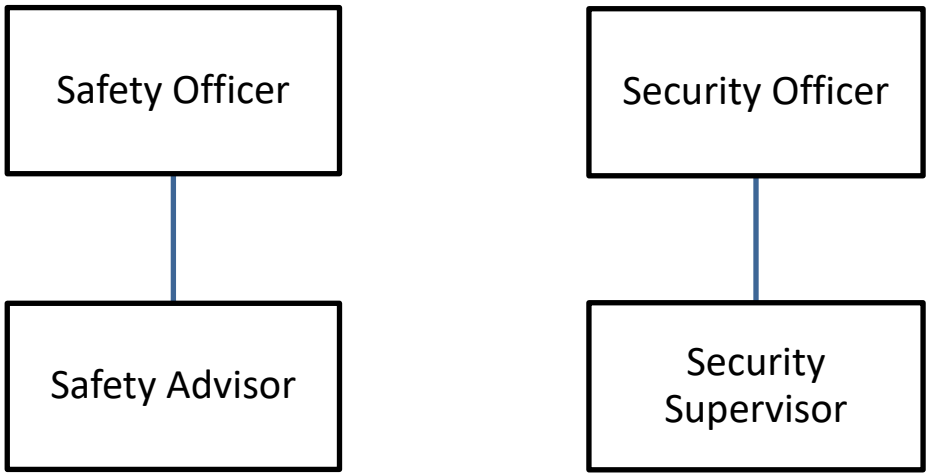
Appendix R – Recommended Dry Ice Distribution Locations

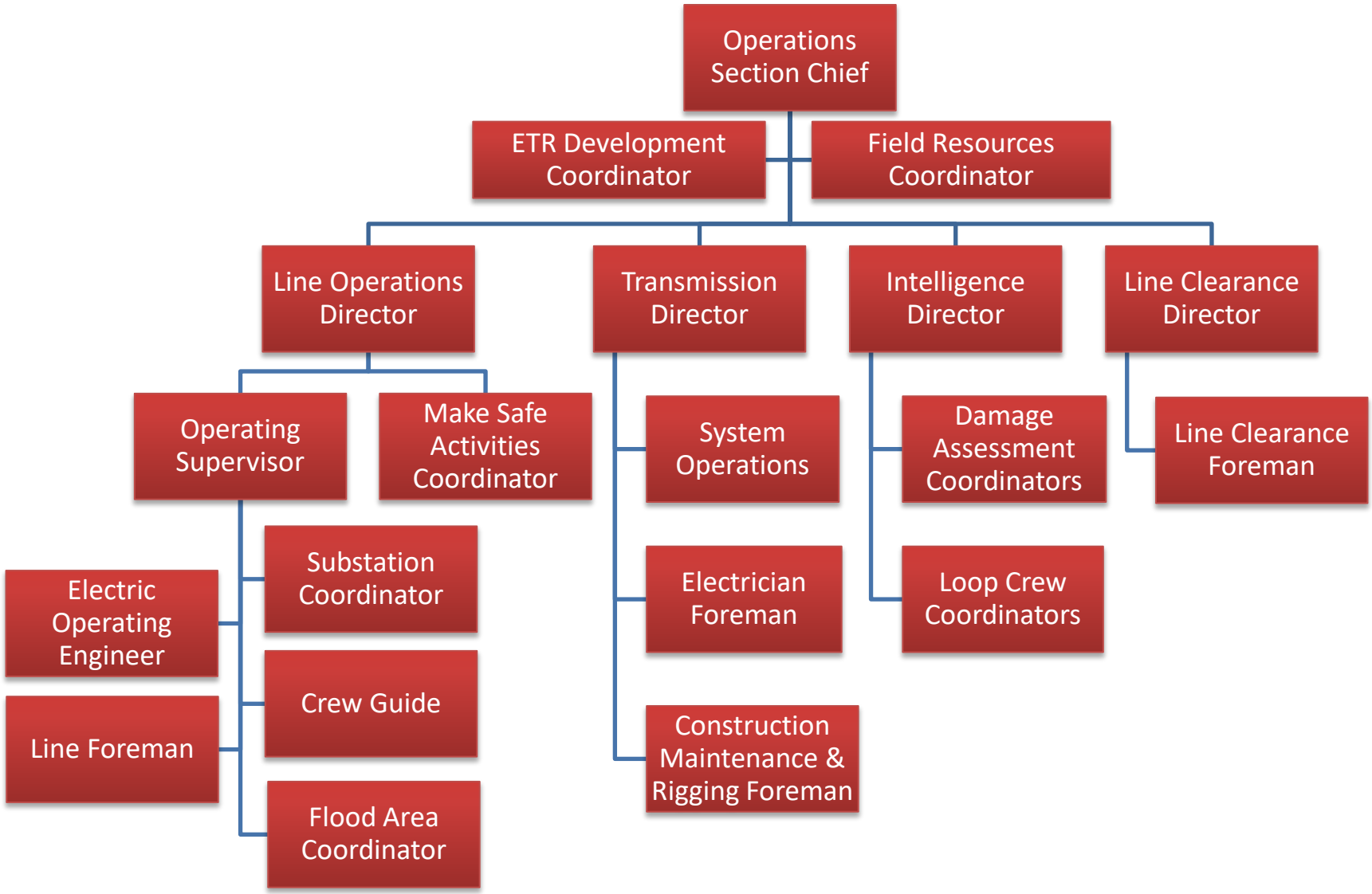
Appendix S – Canadian Utility Contractor Activating Assistance

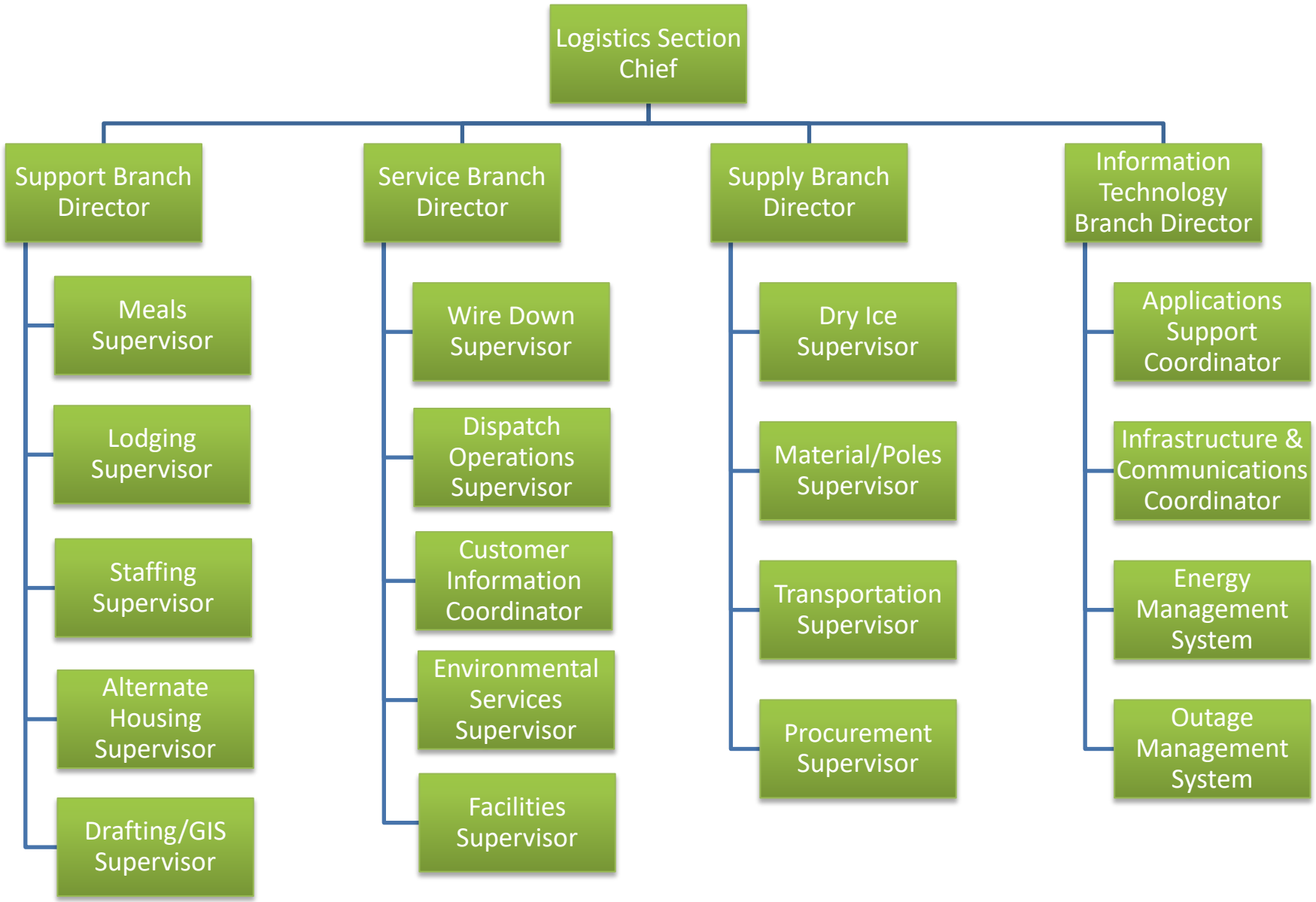


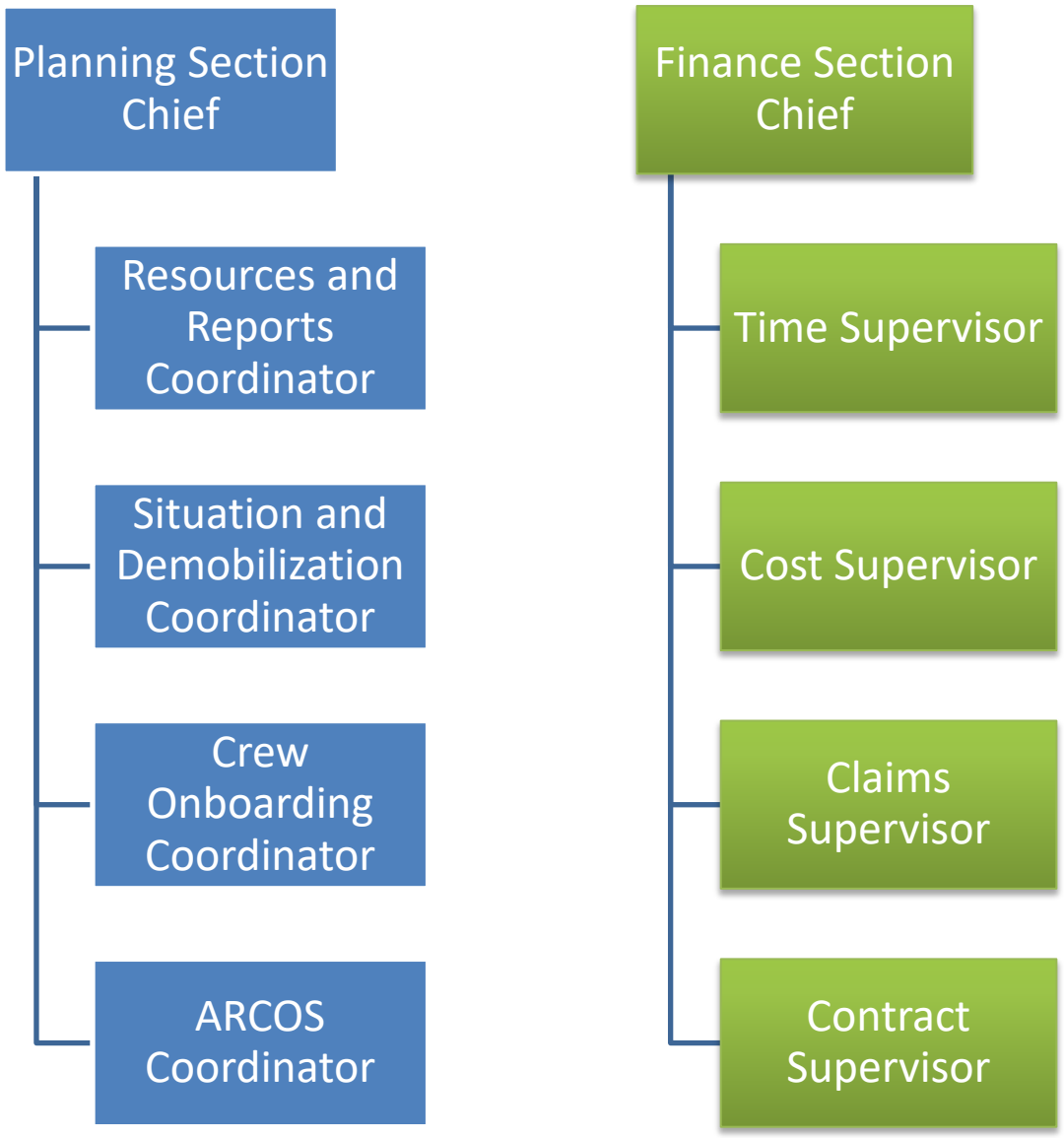
Company personnel generally assigned to Command Staff and General Staff positions can be found in Appendix B – Position Descriptions.


Public Information Officer
Deputy Public Information Officer
Contact Center Branch Director
Contact Center Supervisors
Contact Center Reps/Alternates
External Communications Branch Director
Social Media Team
Photographers
Field Correspondents
Outreach Branch Director
Outreach Coordinators
Life Support Equipment Calls
Liaison Officer
District Communications Liaison
Governmental Affairs
Associate District Communications Liaison
Utility Field Liaison
Emergency Operations Center Representative


Safety Officer
Safety Advisor
Security Officer
Security Supervisor


Operations Section Chief
ETR Development Coordinator
Field Resources Coordinator
Line Operations Director
Transmission Director
Intelligence Director
Line Clearance Director
Operating Supervisor
Make Safe Activities Coordinator
System Operations
Damage Assessment Coordinators
Line Clearance Foreman
Substation Coordinator
Electric Operating Engineer
Electrician Foreman
Loop Crew Coordinators
Crew Guide
Line Foreman
Construction Maintenance & Rigging Foreman
Flood Area Coordinator


Logistics Section Chief
Support Branch Director
Meals Supervisor
Lodging Supervisor
Staffing Supervisor
Alternate Housing Supervisor
Drafting/GIS Supervisor
Service Branch Director
Wire Down Supervisor
Dispatch Operations Supervisor
Customer Information Coordinator
Environmental Services Supervisor
Facilities Supervisor
Supply Branch Director
Dry Ice Supervisor
Material/Poles Supervisor
Transportation Supervisor
Procurement Supervisor
Information Technology Branch Director
Applications Support Coordinator
Infrastructure & Communications Coordinator
Energy Management System
Outage Management System


Planning Section Chief
Resources and Reports Coordinator
Situation and Demobilization Coordinator
Crew Onboarding Coordinator
ARCOS Coordinator
Finance Section Chief
Time Supervisor
Cost Supervisor
Claims Supervisor
Contract Supervisor

Command Staff
Incident Commander 5
Deputy Incident Commander 6
Public Information Officer 7
Liaison Officer 8
Safety Officer 9
Security Officer 10
General Staff:
Operations Section Chief 11
Planning Section Chief 12
Logistics Section Chief 13
Finance Section Chief 14
Public Information Section:
Deputy Public Information Officer 15
Contact Center Branch Director 16
External Communications Branch Director 17
Outreach Branch Director 18
Outreach Coordinator 18
Life Support Equipment Calls 19
Contact Center Supervisor 19
Contact Center Representative/Alternate 20
Contact Center – Support/Escalated Calls 20
Social Media Team 21
Call Backs 21
Photographer 22
Field Correspondent 22
District Communications Liaison 23
Associate District Communications Liaison 24
Utility Field Liaison 25
Emergency Operations Center (EOC) Representative 26
Governmental Affairs 27
District Clerical 27
Safety Section:
Safety Advisor 28
Security Section:
Security Supervisor 29

Operations Section:

Field Resource Coordinator 30
ETR Development Coordinator 31
Line Operations Director 32
Transmission Director 33
Intelligence Director 34
Line Clearance Director 35
Make Safe Activities Coordinator 36
Operating Supervisor 37
Electric Operating Engineer 38
Substation Coordinator 39
Line Foreman 40
Lineman/Linewoman 41
Splicer 41
Crew Guide 42
Runner 43
System Operations 44
Electrician Foreman 45
Electrician 45
Construction Maintenance and Rigging Foreman 46
Construction Maintenance 46
Damage Assessment Coordinator 47
Damage Assessment Patroller 48
Loop Crew Coordinator 49
Loop Crew 50
Line Clearance Foreman 51
Line Clearance 51
Flood Area Coordinator 52

Planning Section:

Resources and Reports Coordinator 53
Resources and Reports 53
Situation and Demobilization Coordinator 54
Crew Onboarding Coordinator 55
ARCOS Coordinator 56

Logistics Section:

Support Branch Director 57

Service Branch Director 58
Supply Branch Director 59
Information Technology Branch Director 60
Meals Supervisor 61
Meals 61
Lodging Supervisor 62
Lodging & Hotel Meals 62
Onsite Lodging Liaison 63
Staffing Supervisor 64
Staffing 64
Alternate Housing Supervisor 65
Facilities Supervisor 66
Facilities 66
Wire Down Supervisor 67
Wire Down Coordinator 68
Wire Responder 69
Wire Guard 70
Dispatch Operations Supervisor 71
Dispatcher 71
Customer Information Coordinator 72
Environmental Services Supervisor 73
Environmental 73
Drafting/GIS Supervisor 74
Dry Ice Supervisor 75
Dry Ice 75
Material/Pole Supervisor 76
Field Clerk/Storekeeper 77
Materials Assistant 77
Transportation Supervisor 78
Garage Mechanic 79
Garage Clerical 79
Procurement Supervisor 80
Applications Support Coordinator 81
Infrastructure and Communications Coordinator 82
IT Support 82

Energy Management System 83

Outage Management System 83

Finance Section:

Time Supervisor 84

Payroll 84

Cost Supervisor 85

Accounting 85

Claims Supervisor 86

Claims 86

Contracts Supervisor 87

Incident Commander

The Incident Commander is the Incident Commander for the event, and as such provides the overall leadership for incident response. He/she assesses the severity of the event, determines the need for staff and appoints individuals to fill high-level storm positions. The Incident Commander determines the incident objectives and works with staff to develop the Incident Action Plan. The Incident Commander provides oversight of the storm response effort, ensuring that all actions are in accordance with the Incident Action Plan, regulatory requirements and Company practices.

Generally filled by: Senior Vice President, Engineering & Operations (primary)
Senior Director – Emergency Preparedness (alternate)

Reports To: Central Hudson Executive Team

Responsibilities:

Perform all necessary notifications to Company personnel of impending storm events.

Make proper notifications to PSC and State Office of Emergency Management (SOEM) of any impending events, or arrange to have notifications made.

Participate in any scheduled NAMAG calls, or arrange for participation.

Initiate, develop schedule for, and participate in storm planning meetings and conference calls.

Classify event based on an evaluation of all available information, reports and data.

Establish "Start of Restoration" time for ETR Guidelines.

Assign employees to fill the Command Staff and General Staff roles. Arrange for relief for these individuals as needed.

Work with the Operations Section Chief to develop the Incident Action Plan for the event, which includes: plan for mutual aid or contractor resources, target times for PSC reports, schedule for conference calls, and requirements for ETR Guidelines compliance.

Following notification of potential large-scale flooding, work with Customer Account Services Operations, and Gas Engineering & Operations to discuss the options that are available to isolate individual customers, part, or all of a gas distribution system. If it is during a gas emergency, determine whether the gas system should be isolated.

Communicate Incident Action Plan and restoration status to Central Hudson Executive Team daily or as requested.

Approve all external communications regarding storm restoration including news releases and website messages. Provide information for news releases and website updates as requested.

Deputy Incident Commander

In large scale events, a Deputy Incident Commander may be selected by the Incident Commander. The Deputy Incident Commander will perform specific tasks as requested by the Incident Commander and relieve the Incident Commander when needed.

Generally filled by: Senior Director – Emergency Preparedness
Manger System Operations and Emergency Management (alternate)

Reports to: Incident Commander

Responsibilities:

Assist with notifications to Company personnel of impending storm events, as directed.

Assist with notifications to PSC and SOEM of any impending events, as directed.

Participate in any scheduled NAMAG calls.

Participate in storm planning meetings/conference calls.

Evaluate all available information, reports and data on the event and assist with classification of the event.

Help develop "Start of Restoration" time for ETR Guidelines.

Assist the Incident Commander in filling the Command Staff and General Staff positions and arrange for relief for these individuals as needed.

Assist Incident Commander in developing the Incident Action Plan for the event.

Communicate Incident Action Plan and restoration status to Central Hudson Executive Team if requested.

If directed by the Incident Commander, approve all external communications regarding storm restoration including news releases and website messages. With approval by the Incident Commander, can provide information for news releases and website updates as requested.

Relieve Incident Commander as directed.

Public Information Officer

The Public Information Officer advises the Incident Commander on information dissemination and media relations. The Public Information Officer provides information to and receives information from the community, media, and customers. All information released to the public will be approved by the Incident Commander.

Generally filled by: Manager, Public Relations (primary)
Director, Media Relations (alternate)

Reports to: Incident Commander

Responsibilities:

Using information provided by the Incident Commander, prepare news releases, public service announcements and employee information updates.

Respond to media inquiries. Responses must be approved by the Incident Commander or based on content previously approved (to ensure accuracy of response and consistency with all other external communications).

Coordinate and review outbound storm related messaging as needed for consistency. This includes messaging on the company website and social media sites.

Interface with the Incident Commander to provide adequate information on restoration progress, ETRs, dry ice distribution locations, and shelter locations.

Provide media with dry ice distribution locations.

Provide media with flood preparation and safety information if flooding is predicted.

Initiate and moderate Municipal Conference Calls. Notify municipal officials of the date/time of the call.

Participate in storm planning meetings/conference calls.

Liaison Officer

The Liaison Officer is the primary point of contact between the Incident Commander, community leaders and emergency officials. All information exchange between Central Hudson and the State Office of Emergency Management and municipal leaders will be done by, or approved by, the Liaison Officer. This information includes reviewing the number of customers impacted and restored, the type and extent of damage found, estimated restoration times, known shelter locations, and the status of critical customers and other high priority situations.

Generally filled by: Senior Director, New Business and Demand Side Management (primary)
District Director (alternate)

Reports to: Incident Commander

Responsibilities:

Provide information regarding the status of restoration to municipal leaders during Municipal Conference Calls.

Respond to inquiries and requests from municipal officials, or ensure inquiries/requests are being responded to.

Following notification of potential large-scale flooding, notify critical facilities, municipal officials, and Emergency Management Offices in the areas where flooding is predicted of the potential for flood conditions and the need to take steps to protect critical equipment.

Ensure County EOCs are staffed upon request; develop plan to provide continuous staffing throughout the event.

Participate in storm planning meetings/conference calls.

Safety Officer

The Safety Officer will advise the Incident Commander on issues regarding safety. He/she works with the Operations Section to ensure the safety of field personnel.

Generally filled by: Safety Director (primary)
Vice-President, Human Resources & Safety (alternate)

Reports to: Incident Commander

Responsibilities:

Assist Operating Supervisors with delivering safety briefings to contractor and Mutual Aid crews.

Participate in storm planning meetings/conference calls; provide safety report and safety message.

Address any safety concerns brought up by personnel working on the storm response.

Perform OSHA reports of any OSHA reportable accidents.

Perform safety inspections of field work sites, as available.

Security Officer

The Security Officer will advise the Incident Commander on issues regarding security. He/she works with the Operations Section to ensure the security of field personnel and advise of situations that may impact the response and restoration.

Generally filled by: Security Director (primary)
Security Investigator (alternate)

Reports to: Incident Commander

Responsibilities:

Initiate request for Taconic Parkway access when necessary.

Coordinate security needs for district offices, dry ice distribution locations, and alternate housing areas.

Participate in storm planning meetings/conference calls.

Address any security concerns brought up by personnel working on the storm response.

Establish liaison with the respective law enforcement agencies in order to promote prompt restoration of service in conjunction with any related investigations that may be underway.

Stage temporary identification badges production for any Mutual Assistance personnel responding to assist with restoration efforts.

Operations Section Chief

The Operations Section Chief directs the field restoration work. He/she is responsible for staffing the field response to ensure fast and safe restoration of electric service. All line crews, line clearance crews, and damage assessment personnel work under the direction of the Operations Section Chief.

Generally filled by: Manager, Electric T&D (primary)
Senior Director, Electric District Operations (alternate)

Reports to: Incident Commander

Responsibilities:

Ensure that all Operations Section positions are staffed and all responsibilities are assigned, including identification of available resources for isolation of facilities due to flooding. Provide back-up for Operations personnel as needed.

In conjunction with the Incident Commander, develop the Incident Action Plan (IAP) which includes: plan for mutual aid or contractor resources, target times for PSC reports, isolation of facilities due to flooding, schedule for conference calls, and requirements for ETR Guidelines compliance.

Obtain contract line and line crew resources as needed (per the IAP).

Coordinate Mutual Aid crew requests in conjunction with the Planning Section Chief. Assign resources to operating districts when they arrive.

Ensure that all foreign crews receive a Safety Briefing upon arrival at Company headquarters.

Participate in storm planning meetings/conference calls.

Provide storm restoration status information to the Public Information Officer and/or Incident Commander when requested.

Provide crew location information and municipal ETR data to the Planning Section Chief for inclusion in EORS reports, through the Field Resource Coordinator and ETR Development Coordinator, respectively.

Planning Section Chief

The Planning Section Chief maintains records of all foreign crews/personnel. He/she is also responsible for monitoring weather conditions, ensuring that all PSC reporting is completed as required, and coordinating the demobilization effort at the conclusion of the event.

Generally filled by: Senior Project Manager, SAP (primary)
Emergency Planning, Supervisor (alternate)

Reports to: Incident Commander

Responsibilities:

Ensure that personnel are assigned to perform resource tracking, reporting and demobilization positions.

Monitor weather reports and participate in any NWS weather briefings.

Initiate Mutual Aid crew requests when instructed by the Incident Commander or Operations Section Chief.

Ensure that ETRs are established within the required guidelines outlined in Section 7.1.

Assign personnel to Crew Guide positions if requested by Operations Section Chief, through the Crew Onboarding Coordinator.

Participate in storm planning meetings/conference calls.

Communicate any changes in foreign crew locations to the Logistics Section Chief for relocation of lodging and meals.

Contact any bordering gas/electric utilities as needed when flood event is expected.

Receive daily crew log reports for all Mutual Aid and contractor crews. Maintain these spreadsheet records for use in validating billing and regular EORS reporting.

Notify utility or contractor mutual assistance companies when resources have been released.

Logistics Section Chief

The Logistics Section Chief is responsible for supporting the Operations forces by providing all service, support and supplies needed during the event. This includes wire guarding, computer systems, Dispatch Operations, phones, radios, environmental support, customer communications, lodging, meals, material, transportation and dry ice distribution.

Generally filled by: Manager, Enterprise Support Services (primary)
Director, Supply Chain (alternate)

Reports to: Incident Commander

Responsibilities:

Assign employees to fill the Support, Service, Supply, and Information Technology Branch Director positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.

Supervise all support, service, supply, and IT activities. Resolve problems as necessary and provide backup coverage for all functions when needed.

For flooding events, work with the District Communications Liaison and the Gas Field Supervisor, if activated, to identify potential command center locations as needed.

Participate in storm planning meetings/conference calls.

Communicate with Incident Commander and Operations Section Chief to fulfill daily logistics needs.

Finance Section Chief

The Finance Section Chief directs all activities related to time keeping, contracts, cost accounting and claims.

Generally filled by: Controller (primary)
Director, Financial Reporting & Accounts Payable (alternate)

Reports to: Incident Commander

Responsibilities:

Assign employees to fill the Time, Contracts, Cost, and Claims positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.

Supervise time, contracts, cost, and claims activities. Resolve problems as necessary and provide backup coverage for all functions when needed.

Participate in storm planning meetings/conference calls.

Communicate with Incident Commander and Operations Section Chief to fulfill daily finance-related needs.

Deputy Public Information Officer

In large scale events, a Deputy Public Information Officer may be selected by the Public Information Officer. The Deputy Public Information Officer will perform specific tasks as requested by the Public Information Officer and relieve the Public Information Officer when needed.

Generally filled by: Director, Media Relations (primary)
Director, Corporate Communications (alternate)

Reports to: Public Information Officer

Responsibilities:

Assist with preparing news releases, public service announcements and employee information updates, as directed.

Assist with responding to media inquiries, as directed.

Assist with the initiation and moderation of Municipal Conference Calls, as directed.

Relieve Public Information Officer as directed.

Contact Center Branch Director

The Contact Center Branch Director manages all call-taking and Customer Outreach activities. He/she is responsible for staffing the Contact Center adequately to answer customer calls in a timely fashion. All CSRs, Alternate Call Center personnel, and Customer Outreach personnel fall under the direction of the Contact Center Branch Director.

Generally filled by: Manager, Customer Experience (primary)
Director, Customer Contact (alternate)

Reports To: Public Information Officer

Responsibilities:

Arrange for the initiation of the pre-storm WARN notification system when major events are expected (LSE/Special Needs Customer notifications).

Ensure that a detailed upfront message is available on the IVR, and that messages are updated regularly as per Section 6.2.

Staff all Contact Center storm positions and provide back-up resources as necessary.

Coordinate with the Service Branch Director to make outbound calls to customers regarding service restoration updates.

Participate in storm planning meetings/conference calls.

Arrange for Contact Center Supervisor(s) to be available to oversee Contact Center functions after hours.

External Communications Branch Director

The External Communications Branch Director prepares all information issued to employees, customers, and the general public for dissemination through the Public Information Officer.

Generally filled by: Director, Corporate Communications (primary)

Reports To: Public Information Officer

Responsibilities

Draft news releases, public service announcements, and employee information updates as directed by the Public Information Officer.

Assemble a Social Media Team to oversee and maintain Central Hudson's presence on Facebook, Twitter, Instagram, YouTube, and other social media outlets.

Capture photos and/or videos of Central Hudson's storm preparation, related damage, and restoration efforts for dissemination to employees, customers, and the general public.

During major events, create and maintain a webpage dedicated to the storm, containing safety information, storm updates, copies of news releases, dry ice/bottled water distribution and shelter locations once these are known, links to Central Hudson's social media pages, as well as outage reporting/outage restoration status options and information obtained from County EOCs or other officials, as warranted. Ensure this website is updated regularly as per Section 6.9.

Outreach Branch Director

The Outreach Branch Director has responsibility for all special needs customers including Life Support Equipment (LSE), Special Needs (EBD) and other customers needing additional assistance during storm events.

Generally filled by: Director - Community Relations & Consumer Outreach (primary)
Supervisor, Customer Account Services (alternate)

Reports To: Public Information Officer

Responsibilities

As directed, initiate pre-storm WARN notifications of LSE and Special Needs customers.

During the event, coordinate the LSE contact calls as per LSE Contact Procedure, and arrange for field visits as needed. This includes wellness calls after service has been restored.

Ensure that LSE contact attempts during an event are being documented via the LSE tracking spreadsheet or other methods.

Assist CSRs and Contact Center Supervisors with addressing customer special needs, as requested.

Ensures that county EOCs are contacted annually to review contact information and process for assistance with LSE field visits if necessary during a major event.

Outreach Coordinator

The Outreach Coordinator organizes the daily LSE Contact Procedure, including any necessary field visits.

Generally filled by: Supervisor, Customer Account Services (primary)
Consumer Outreach Representative (alternate)

Reports To: Outreach Branch Director

Responsibilities

Coordinate the LSE contact calls as per the LSE Contact Procedure, and arrange for field visits as needed.

Document all LSE contact attempts via the LSE tracking spreadsheet or other methods.

Coordinate with the Operating Supervisor for emergency conditions impacting a LSE customer.

Life Support Equipment Calls

Those assigned to the Life Support Equipment Calls role perform the daily LSE calls and/or physical wellness check contacts during an event.

Generally filled by: Consumer Outreach Representatives (primary)
Customer Service Representatives (alternate)

Reports To: Outreach Coordinator

Responsibilities

Attempt regular daily contact with LSE customers, as directed by the Outreach Coordinator. This may including making wellness calls or making physical wellness visits. Report on the status of each attempt for documentation.

Address customer special needs, as required.

Contact Center Supervisor

Contact Center Supervisors provide supervision and scheduling of CSRs, Tel Reps, and additional personnel assigned to the Contact Center during storms.

Generally filled by: Supervisor, Customer Account Services (primary)
Various Contact Center Managers (alternate)

Reports To: Contact Center – Branch Director

Responsibilities

Provide the scheduling to ensure that all Contact Center responsibility areas are properly staffed and that back up resources are available to fill all positions on a rotating basis.

Keep the Contact Center Branch Director informed of customer call volume information.

Ensure that the Contact Center is provided adequate information as to the restoration progress and estimated restoration times.

Monitor call volume, anticipated call volume, abandonment rates and customer wait times. Use this information to determine call percentage that is directed to outsource call vendor agents and advise internal agents when normal business may be conducted with customers.

Provide Call Answer Rate data to the Planning Section Chief for critique reports following the event.

Contact Center Representative/Alternate

The Contact Center Representative interacts with customers and emergency officials regarding reports of outages, emergency conditions, LSE contacts, and other inquiries.

Generally filled by: Customer Service Representative (primary)
Telephone Representative (primary)
Various qualified personnel (alternate)

Reports To: Contact Center Supervisor

Responsibilities

Answer calls, emails, or online chat reports of power outages, emergency conditions, or other inquiries. Create the applicable outage/emergency order on CIS and note the customer's account as required.

Provide customers information regarding their outage case, including any Estimated Time of Restoration.

Contact Center – Support/Escalated Calls

The Contact Center – Support/Escalated Calls role provides system support for CSRs and communicates with customers in instances when additional support is needed after the initial interaction. Communications include topics such as reports of outages, estimated restoration times, emergency conditions, LSE contacts, and other inquiries.

Generally filled by: Various management personnel (primary & alternate)

Reports To: Contact Center Supervisor

Responsibilities

Answer calls, or respond to emails, or online chat reports which have been escalated for additional support. Topics include issues such as reports of outages, estimated restoration times, emergency conditions, LSE contacts, and other inquiries.

Ensure that any appropriate outage/emergency orders are created in CIS and that the customer's account is noted if required.

Provide customers information regarding their outage case, including any Estimated Time of Restoration.

Provides CIS system or back-office support to any CSRs who need assistance.

Social Media Team

The Social Media Team oversees and maintains Central Hudson's activity on all applicable social networking sites during a restoration event.

Generally filled by: Various Corporate Communications personnel (primary & alternate)

Reports To: External Communications Branch Director

Responsibilities

Post and share information surrounding Central Hudson's storm preparation and response to Facebook, Twitter, Instagram, YouTube, and other social media feeds, as approved by the Public Information Officer.

Monitor and respond to customer feedback and/or questions as they are raised; communicate to the Operating Supervisor any emergency information posted erroneously and redirect the customer to the proper channels.

Share pertinent storm information from other social media sources, such as a County EOC, to the extent Central Hudson is aware of such activity.

Call Backs

The Call Backs Storm roles contacts customers to confirm power restoration status, documents the results and communicates with operations as directed.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Contact Center Supervisor

Responsibilities

Lookup necessary customer contact information and contact the customer to determine power restoration status.

Document and communicate results to OMS users or staff in Operations as directed.

Photographer

The Photographer is responsible for capturing photos and/or videos of storm damage and associated restoration activities for dissemination in press releases, social media posts, videos, and any other communications issued by the Public Information Office during an event.

Generally filled by: Assistant Multimedia Specialist (primary)

Reports To: External Communications Branch Director

Responsibilities

Solicit for and capture photos and/or videos of storm damage and associated restoration activities.

Provide documented footage to the External Communications Branch Director for inclusion in published communications.

Field Correspondent

The Field Correspondent provides 'on-the-ground' reporting in video productions for dissemination to employees, customers, and the general public.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: External Communications Branch Director

Responsibilities

Report on the Company's storm restoration preparation and response in Central Hudson-produced videos.

Interview storm restoration leadership on camera.

District Communications Liaison

The District Communications Liaison helps facilitate communication of restoration plans, status of restoration, special customer considerations, logistics needs, and ETR times between operating districts and central support groups.

Generally filled by: District Director (primary)
Associate District Director (alternate)

Reports to: Liaison Officer

Responsibilities:

Assist with development of restoration plan by providing information on affected critical facilities, LSE and Special Needs customers.

Serve as the primary point of contact for local municipal officials to communicate emergency needs and priority repairs with between Central Hudson. Address outstanding questions/concerns from officials raised during the Municipal Conference Calls. Assist with coordinating priority road clearing with local municipal officials.

Respond to critical facility and LSE/Special Needs customer inquiries.

Serve as the primary point of contact for telecommunications companies. Address outstanding questions/concerns from telecom companies raised during the Telecom Call, as well as facilitate interaction between the companies and Central Hudson where coordination is required.

Ensure that the district "bat phone" is manned at all times and that all calls are addressed in a timely fashion.

As directed by Operating Supervisor, act as liaison between district operations and Section Chiefs or their personnel.

Associate District Communications Liaison

In large scale events, an Associate District Communications Liaison may be selected by the District Communications Liaison. The Associate District Communications Liaison will perform specific tasks as requested by the District Communications Liaison and relieve the District Communications Liaison when needed.

Generally filled by: Associate District Director (primary)
Real Property Services Representatives (alternate)

Reports to: District Communications Liaison

Responsibilities:

Assist with development of restoration plan by providing information on affected critical facilities, LSE and Special Needs customers.

Assists the District Communications Liaison with outstanding questions/concerns from municipal officials or telecom companies raised during conference calls.

Respond to critical facility and LSE/Special Needs customer inquiries.

Man the district "bat phone" and ensure that all calls are addressed in a timely fashion.

Utility Field Liaison

The Utility Field Liaison is responsible for interfacing with municipal officials and telecommunications providers regarding make-safe activities, including road clearing.

Generally filled by: Associate District Director (primary)

Reports To: District Communications Liaison

Responsibilities

Receive reports of make-safe and road clearing activities through phone calls and/or online-enabled tools.

Prioritize necessary make-safe activities based on the hazard and impact to the public.

Report locations in need of operational response to Make Safe Activities Coordinator for crewing assignment.

Upon issues being reported cleared, update status on reporting systems.

Communicate status updates to EOC Representatives, municipal officials, and telecommunications providers as needed.

Emergency Operations Center (EOC) Representative

The EOC Representative facilitates communications between county EOCs and Central Hudson systems and personnel. EOC Reps are usually physically located at county EOCs; they remotely access Central Hudson systems to input trouble orders and provide status on status of restoration. EOC Reps leverage company knowledge and contact information to facilitate general emergency response, special customer considerations and other logistics needs.

Generally filled by: Various qualified personnel (primary/alternate)

Reports to: District Communications Liaison

Responsibilities:

Serve as a point of contact at the county Emergency Operations Center. Facilitate communication between the EOC and District Communications Liaison in support of general emergency response, wires down, making roads safe to clear, and critical customer needs.

Access the Customer Information System to create trouble orders remotely from the EOC.

Use published systems such as the latest EORS report or internal StormCenter map to communicate restoration status to the EOC.

Facilitate communication between the EOC and Consumer Outreach in support of LSE/Special Needs customer inquiries.

Governmental Affairs

Those assigned to the Governmental Affairs role are responsible for facilitating communication between Central Hudson and state & federal elected officials.

Generally filled by: Public Affairs Liaison (primary)
VP Customer Service and Gas Operations (alternate)

Reports To: Liaison Officer

Responsibilities

Serve as the primary point of contact for state & federal elected officials. Address outstanding questions/concerns raised as necessary.

District Clerical

The District Clerical role provides coordination of meals for district office personnel, recordkeeping and other clerical-level duties as assigned.

Generally filled by: Clerical Assistants (primary)

Reports To: District Communications Liaison

Responsibilities

Ensure that all office employees are fed during the work day by coordinating the delivery of meals to the district office.

Conduct recordkeeping and clerical-level duties.

Safety Advisor

The Safety Advisor is responsible for conducting safety briefings to incoming restoration crews, and ensuring the safety of field personnel.

Generally filled by: Senior Safety Specialist (primary)
Safety & Compliance Coordinator (alternate)

Reports To: Safety Officer

Responsibilities

Conduct safety briefings to contractors and mutual assistance crews as necessary.

Perform safety inspections of field work sites.

Address any safety concerns brought up by personnel working on the storm response.

Security Supervisor

The Security Supervisor coordinates the security needs of his/her designated area to ensure the security of all personnel working on the restoration efforts.

Generally filled by: Security Investigator (primary)
Supervisor, Security Operations Center (alternate)

Reports To: Security Officer

Responsibilities

Coordinate the security needs for the assigned district offices, dry ice distribution locations, and alternate housing areas.

Address any security concerns brought up by personnel working on the storm response, as directed by the Security Officer.

Field Resource Coordinator

The Field Resource Coordinator assists the Operations Section Chief and Operating Supervisors with assigning Crew Guide and Substation Coordinator personnel, tracking crew locations and interfacing with the Logistics Section Chief to address support needs.

Generally filled by: Director, T&D Planning (primary)

Reports to: Operations Section Chief

Responsibilities:

Coordinate staffing of Crew Guide positions with Planning Section Chief and Crew Onboarding Coordinator, as needed.

Assist Operations Section Chief with staffing of Substation Coordinator positions.

Assist Operations Section Chief and Operating Supervisors with determining areas to assign crews, Substation Coordinators and Foremen.

Update Planning Section Chief daily (or more often if needed) with locations of foreign crews.

Provide the Resources and Reports Coordinator with a complete listing of crew information required for inclusion in the EORS reports.

Ensure that Substation Coordinators, Foremen and Crew Guides are keeping accurate records of crew time, materials and equipment costs.

Assist with safety briefings to foreign crews, if requested.

ETR Development Coordinator

Using intelligence reports from field patrols and SCADA, the ETR Development Coordinator assists the Operations Section Chief and Operating Supervisors with deriving global, regional/county, and township Estimated Restoration Times.

Generally filled by: Director, Distribution Improvement (primary)
Director, Distribution Maintenance & Transmission (secondary)

Reports to: Operations Section Chief

Responsibilities:

Assist the Intelligence Director with determining areas for Rapid Assessment and Detailed Damage Assessment patrols.

Assimilate information received from OMS, SCADA and field patrols to develop ETR times, taking into consideration current and planned crewing.

Make Operating Supervisors aware of published ETR times and track their progress on achieving these times.

Provide the Resources and Reports Coordinator with a complete listing of ETR times required for inclusion in the EORS reports.

Line Operations Director

The Line Operations Director has overall responsibility for restoring distribution circuits. He/she helps develop District Restoration Plans in accordance with the objectives of the event Incident Action Plan. All Operating Supervisors report to the Line Operations Director.

Generally filled by: Senior Director, Electric District Operations (primary)

Reports to: Operations Section Chief

Responsibilities:

Staff Operating Supervisor, Make Safe Activities Coordinator, and supporting staff positions. Supervise the efforts of Operating Supervisors and Make Safe Activities Coordinators and provide back-up or relief as needed.

In conjunction with the Field Resource Coordinator and Line Clearance Director, assign line and line clearance crews to operating divisions in accordance with the Incident Action Plan.

Assist Operating Supervisors in developing District Restoration Plans.

Participate in storm planning meetings/conference calls; be able to report on restoration status for each division and plans for the remaining restoration effort.

Ensure that Operating Supervisors are getting accurate time, material and equipment logs from outside crews.

Assist with or assume the duties of the Operations Section Chief, as needed.

Transmission Director

The Transmission Director has responsibility for operating the electric transmission system during storm events.

Generally filled by: Director, Transmission Operations (primary)
Senior Transmission Operator (alternate)

Reports to: Operations Section Chief

Responsibilities:

Perform emergency switching to restore transmission lines after trip out.

Provide the Incident Commander and Operations Section Chief with daily Transmission and Distribution trip-out sheets and notify them when transmission lines are restored.

Coordinate activities of Substation Electricians and transmission repair crews, keeping Operations Section Chief informed of all locations where personnel are working.

Arrange for air patrol flights when requested. The results of the patrols will be forwarded to the Incident Commander and Operations Section Chief.

Participate in storm planning meetings/conference calls.

Intelligence Director

The Intelligence Director manages all damage assessment patrol efforts and loop crew activities. He/she is responsible for coordinating all resources assigned to these activities and reassigning personnel as the restoration progresses.

Generally filled by: DMS Model Manager (primary)
Senior Director, Energy Reliability & Transmission Development (alternate)

Reports to: Operations Section Chief

Responsibilities:

Staff Damage Assessment Coordinator and Loop Crew Coordinator positions in all districts where this effort is needed. These are essential positions and should be staffed as needed during any storms Class 2 or above.

Acquire the necessary number of vehicles for the Damage Assessment patrols. Coordinate with Transportation Unit for pool cars and/or rental cars.

Work closely with Operating Supervisors to develop the damage assessment process for the event. This should include a plan for reporting emergency situations, determining assessment types and areas, and documenting patrol results.

Assist Damage Assessment Coordinators and Loop Crew Coordinators with obtaining sufficient resources to perform patrolling functions.

As the storm progresses, reassign damage assessment personnel to other storm functions as needed. Upon completion of patrolling duties, Damage Assessment Patrollers should be assigned to work with Line Foreman/Substation Coordinators in the area where the patroller had been doing assessment work.

Participate in storm planning meetings/conference calls; be able to report on damage assessment status for each division and plans for the remaining assessment effort.

Line Clearance Director

The Line Clearance Director has overall responsibility for line clearance activities during storm events. He/she supervises Line Clearance Foremen and their crews.

Generally filled by: Director, Line Clearance (primary)

Reports To: Operations Section Chief

Responsibilities

Provide supervision of Line Clearance Foreman and Line Clearance Crews.

Assist Operating Supervisors in coordinating assignment of Line Clearance Crews to trouble locations.

For outside crews, ensure that proper records are being kept of crew time, materials and equipment. Forward time logs to Planning Section Chief daily.

Inform Planning Section Chief of crew locations daily or when changes in location occur.

Make Safe Activities Coordinator

The Make Safe Activities Coordinator organizes the operational response to road clearing and other make-safe activities.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Line Operations Director

Responsibilities

Determine resources to be assigned to perform make-safe and road clearing activities.

Develop operational response to priority road closure incidents as reported by the Utility Field Liaison.

Work with the Wire Down Coordinator to identify locations for make-safe activities in order to clear Wire Guards.

Communicate crew locations to the Operating Supervisor for coordination of make-safe activities.

As activities are completed, update Utility Field Liaison with status and close case in OMS (as appropriate).

Operating Supervisor

Operating Supervisors provide direction for the restoration effort in each operating district. They are responsible for developing the District Restoration Plan, supervising all efforts in accordance with the plan and communicating restoration status throughout the event. All Line Foremen, Substation Coordinators, and Crew Guides report to the Operating Supervisors.

Generally filled by: Director, Electric District Operations (primary)

Reports to: Line Operations Director

Responsibilities:

Assess the magnitude of storm damage on the operating district.

Work with Dispatch Operations to respond to wires down and other public hazards.

Develop District Restoration Plan and recommended crewing levels.

Staff Electric Operating Engineer position. Provide relief and back-up as needed.

Assign outage cases to Line Foremen, Substation Coordinators, or line crews as per the restoration plan. Communicate this assignment to dispatchers for radio communications with crews and OMS assignment as needed.

Assign work areas to Line Foremen and assign crews to each.

Evaluate the need for and request Substation Coordinator personnel. Assign work areas to Substation Coordinators and indicate which foremen will be working in these areas. Provide a person to act as Runner for all Substation Coordinators whenever possible.

Communicate crew locations to the Line Operations Director for coordination of logistical support with the Logistics Chief. Inform Line Operations Director of all changes to work assignments that would affect lodging or meal locations.

Ensure that accurate records are being kept of restoration times as well as foreign crew time, equipment and material costs.

Maintain up-to-date employee records on the ARCOS callout system, with assistance from Dispatch Operations and ARCOS Coordinators as needed.

Ensure that the ETR Policy is being followed and ETR times are being communicated to and from the field operation.

Coordinate make-safe activities and crew locations with the Make Safe Activities Coordinator.

Communicate restoration status and plan for remaining restoration effort to the Line Operations Director.

Electric Operating Engineer

The Electric Operating Engineer (EOE) provides support to the Operating Supervisor in each district. The EOE works with the Operating Supervisor to develop the District Restoration Plan and helps to prioritize OMS cases for assignment to line crews. He/she manipulates OMS predictions to more accurately reflect actual field conditions. All restoration switching on distribution circuits is directed or approved by the EOE.

Generally filled by: Electric Operations Engineer (primary)

Reports to: Operating Supervisor

Responsibilities:

Assist Operating Supervisor with assessment of storm magnitude.

Assist with development of District Restoration Plan and staffing recommendations.

Coordinate entry of all intelligence information into OMS. This involves working with the Intelligence Director as well as individual Damage Assessment Coordinators and Loop Crew Coordinators to determine how information will be communicated and recorded.

Direct or approve all distribution switching.

Help prioritize OMS cases for assignment to line crews, line foremen and substation coordinators.

Relieve Operating Supervisor as needed.

Substation Coordinator

Substation Coordinators manage the efforts of several Line Foremen, Crew Guides, and line crews in order to ensure safe and effective restoration of an assigned area. The decision to assign Substation Coordinators to a particular affected area is made by the Operating Supervisor when resources under his/her direction exceed the recommended span of control (no more than 5 direct reports).

Generally filled by: Various Senior Crew Guides (primary & alternate)

Reports to: Operating Supervisor

Responsibilities:

Supervise and direct the restoration effort in an assigned area. Areas will usually be distribution circuits out of the same substation, but could be adjoining or geographically close circuits.

Ensure that foremen and crews clearly understand their clearance areas and that daily "tailboard" discussions are being held.

Communicate restoration progress to Operating Supervisors throughout the day, with a formal report near the end of the work day.

Ensure that ETR Policy is being followed for circuits assigned. Respond to or direct the response to Contact Center inquiries on assigned circuits.

Coordinate repair of house services with Loop Crew Coordinator.

Line Foreman

Line Foremen directly supervise line crews in the restoration of electric service.

Generally filled by: Line Foreman (primary & alternate)

Reports to: Substation Coordinator or Operating Supervisor

Responsibilities:

In the area assigned, ensure that repairs are being done effectively and safely.

Perform daily "tailboard" discussions with line crews, line clearance crews (if assigned), crew guides and flaggers.

Communicate restoration progress to Operating Supervisors or Substation Coordinators throughout the day, with a formal report near the end of the work day.

Ensure that ETR Policy is being followed for circuits assigned.

Coordinate repair of house services with Loop Crew Coordinator.

Ensure that accurate restoration records are being kept and turned in at the end of the day.

Lineman/Linewoman

The Lineman/Linewoman performs the restoration of electric service and makes any necessary repairs.

Generally filled by: Linemen/Linewomen (primary)

Reports To: Make Safe Activities Coordinator, Substation Coordinator, Line Foreman, or Crew Guide

Responsibilities

Perform electric service restoration and/or make-safe activity work safely and effectively as directed.

Participate in daily "tailboard" discussions at each job site prior to conducting restoration/repair activities.

Splicer

The Splicer performs the restoration of underground (and select overhead) electric service and makes any necessary repairs.

Generally filled by: Splicers (primary)

Reports To: Make Safe Activities Coordinator, Substation Coordinator, Line Foreman, or Crew Guide

Responsibilities

Perform electric service restoration and/or make-safe activity work safely and effectively as directed.

Participate in daily "tailboard" discussions at each job site prior to conducting restoration/repair activities.

Crew Guide

Crew Guides lead outside crews to/from their work locations and provide crews with general logistical support.

Generally filled by: Various qualified personnel (primary & alternate)

Reports to: Substation Coordinator or Operating Supervisor

Responsibilities:

Lead crews to and from work site, lodging, and meal locations.

Provide logistical support to foreign crews – lodging, meals, and other needs.

Provide communication between field and office including location of crews and status of restoration.

Call in restoration information to Dispatcher immediately after service is restored to each case/location, if requested. Otherwise, update Operating Supervisor or Substation Coordinator as cases or areas are restored.

Evaluate the performance of assigned mutual assistance crews following an event.

Tag distribution facilities under the authority of the Operating Supervisor. Request switching, if required, through the Operating Supervisor.

Ensure that interruption cards are completed and turned in at the end of the work period for all devices restored.

Communicate to the Operating Supervisor or Substation Coordinator any locations of transformer leaks or oil spills.

Report any accidents or injuries to Operating Supervisor or Substation Coordinator immediately.

Remain aware of published ETR times for areas assigned and report any cases where published ETR needs to be extended.

Record locations of customer owned equipment damage and communicate these locations to the Loop Crew Coordinator or Dispatcher.

Runner

Runners are assigned to work with Substation Coordinators to help with communications and logistical support.

Generally filled by: Various qualified personnel (primary & alternate)

Reports to: Substation Coordinator

Responsibilities:

Provide assistance to Substation Coordinator as assigned.

Deliver or pick up meals, maps, and paperwork to/from crews.

Provide another point of communication for Contact Center and Operating Supervisor contacts.

Act as driver for Substation Coordinators, Line Foremen, or Crew Guides as required.

System Operations

System Operations is the operational authority for the electric transmission system, and is responsible for the isolation, clearance, and prompt restoration of all transmission lines upon trip out.

Generally filled by: Transmission Operators (primary)

Reports To: Transmission Director

Responsibilities

Direct the emergency switching for the electric transmission system in order to isolate damaged areas and provide clearance to Electricians and transmission repair crews.

Promptly return all transmission lines to service via transmission switching upon repair of any damage.

Electrician Foreman

The Electrician Foreman supervise Electricians in the repair of substation equipment, as well as transmission & distribution restoration switching.

Generally filled by: Substation Foreman (primary)

Reports To: Transmission Director

Responsibilities

Ensure the prompt isolation and repair of any damaged substation equipment.

Coordinate the staffing of sufficient Electrician personnel to conduct transmission and distribution restoration switching.

Electrician

Those assigned to Electrician perform all substation equipment repair and transmission & distribution restoration switching activities.

Generally filled by: Electricians (primary)

Reports To: Electrician Foreman

Responsibilities

Perform transmission and distribution restoration switching safely and effectively as directed by the System Operator, including daily "tailboard" discussions.

Diagnose and repair damaged substation equipment as assigned.

Construction Maintenance and Rigging Foreman

The Construction Maintenance and Rigging Foreman is responsible for ensuring all substations are accessible and that perimeter fencing is intact. In addition, he/she coordinates delivery of all large transformers and other equipment.

Generally filled by: Construction Maintenance and Rigging Foreman (primary)

Reports To: Transmission Director

Responsibilities

Coordinate the clearing of access paths to all substations, as required.

Ensure the prompt securing, and subsequent repair, of all substation perimeter fencing in the event of damage.

Provide delivery for all large transformers and other equipment, upon request.

Construction Maintenance

Those assigned to Construction Maintenance perform all substation access clearing, perimeter fencing repairs, and large transformer or other equipment delivery. Construction Maintenance also handles the delivery of dry ice to designated locations for distribution.

Generally filled by: Construction Maintenance Men/Women (primary)

Reports To: Construction Maintenance & Rigging Foreman

Responsibilities

Clear access paths to all substations and repair substation perimeter fencing as directed by the Construction Maintenance and Rigging Foreman.

Deliver all large transformers and other equipment to job sites as requested.

Deliver dry ice to designated distribution locations as requested by the Dry Ice Supervisor.

Damage Assessment Coordinator

Damage Assessment Coordinators assign and direct the field patrol activities and ensure that patrol information is updated and communicated accurately.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Intelligence Director

Responsibilities:

Consult with the Operating Supervisor and Loop Crew Coordinator to determine which areas should be patrolled. Consideration is given to areas already assigned to line crews, areas designated for Preliminary Assessment, and areas where extensive damage is suspected.

Contact Damage Assessment Patrollers and assign them to two-person teams.

Obtain necessary equipment and vehicles for patrol teams, consulting with Transportation Unit for transportation needs.

Clearly communicate requirements of the current patrol assignment to Patrollers and review safety practices.

Use myWorld to track/assign damage assessment orders. In the event that the myWorld system is not available, assignments shall be tracked via paper or spreadsheets.

Validate results of patrol information if received wirelessly. If received via phone, input information into OMS or keep manual records if OMS is not available.

Modify OMS predictions where possible to reflect actual field conditions (move up, move down or confirm predicted devices). Obtain assistance from Electric Operating Engineer with this effort if needed.

Provide periodic reports of extent of damage found, status of patrol effort, and special conditions to Operating Supervisors.

Damage Assessment Patroller

Reports To: Damage Assessment Coordinator

Generally filled by: Various qualified personnel (primary & alternate)

Responsibilities

Assess the circuit or area assigned by the Damage Assessment Coordinator.

If patrolling trouble cases, confirm or correct the predicted device location and pole number. Report the cause for the outage and location of damage. When needed, check customer meters to assess whether location has power or not.

If patrolling entire circuits, mark device states (open/closed) and damage location/description on the myWorld system, or if not available, circuit maps.

Stand by and protect the public from any wires down that are a hazard to public safety until such time as a crew, Wire Responder, or Wire Guard arrives.

Provide the Damage Assessment Coordinator damage assessment reports via the myWorld system, forms, or marked-up circuit maps, as directed. Wireless damage reports can be sent immediately. Phone reports should be done as per the direction of the Damage Assessment Coordinator at the time of assignment (e.g. report periodically, or report as each damage location is found).

Each Damage Assessment Patroller is responsible for coordinating their own meals.

Immediately report any broken poles and downed and/or leaking transformers to the Damage Assessment Coordinator.

Contact the Damage Assessment Coordinator if you will be patrolling off-road sections of the circuit.

Loop Crew Coordinator

Loop Crew Coordinators assign and direct the field activities of Rapid Assessment Patrollers and Loop Crews.

Generally filled by: Service Supervisors (primary)
Director, Meter Services (alternate)
Estimating Supervisors (alternate)

Reports To: Intelligence Director

Responsibilities:

Ensure that sufficient personnel remain in the Operating District to cover gas odor reports.

Consult with the Operating Supervisor to determine areas where Rapid Assessment is desired. Assign employees to perform patrols of this area. Collect information and communicate it to Operating Supervisor and Intelligence Director.

Receive service loop repair orders from Damage Assessment Coordinators, Wire Down Coordinators, and/or Foremen. Assign to Loop Crews as crews become available. Track progress and close out cases in OMS as they are completed in the field.

Clearly communicate job assignments to Rapid Assessment patrollers and Loop Crews. Review safety considerations at the start of each assignment.

Record details of customer owned damage on CIS (TRBL and CCHI screens) when reported by Patrollers or other field personnel.

Report Loop Crew locations to Support Branch Director for meals.

Provide status reports on rapid assessment and loop restoration as directed.

Loop Crew

Loop Crews perform the make safe and restoration of selected electric outages as directed.

Generally filled by: Electricians (primary)
Meter Testers (primary)
Substation Operators (primary)

Commercial Representatives (primary)
Substation Technicians (primary)
Various other personnel including contractors (primary or alternate)

Reports To: Loop Crew Coordinator

Responsibilities

Assess and restore selected outages as assigned by the Loop Crew Coordinator. If the outage requires work tasks outside of the Loop Crew's capabilities, notify the Loop Crew Coordinator for reassignment of the task.

Perform select make-safe activities to address wire down or road closure situations, as assigned by the Loop Crew Coordinator.

Report details of customer owned damage for documentation on CIS (TRBL and CCHI screens).

Line Clearance Foreman

Line Clearance Foremen directly supervise line clearance crews in the removal of trees and branches from electric facilities prior to line crew restoring service.

Generally filled by: Utility Forester (primary)

Reports to: Line Clearance Director

Responsibilities:

In the area assigned, ensure that line clearance work is being done effectively and safely.

Perform daily "tailboard" discussions with line clearance crews, crew guides (if assigned) and flaggers.

Ensure that accurate time and equipment records are being kept and turned in at the end of the day.

Line Clearance

Those assigned to the Line Clearance role perform all vegetation management activities in the field.

Generally filled by: Chief Line Clearance Men/Women (primary)
Various qualified personnel including contractors (primary)

Reports To: Line Clearance Foreman

Responsibilities

Perform line clearance work safely and effectively as directed by the Line Clearance Foreman.

Participate in daily "tailboard" discussions at each job site prior to conducting line clearance activities.

Flood Area Coordinator

Coordinate the field response associated with disconnecting and reconnecting customers during a local emergency when an area is flooding or flooding is predicted.

Generally filled by: Service Supervisor (primary)
Associate Service Supervisor (secondary)

Reports To: District Operating Supervisor

Responsibilities

Coordinate the de-energization of flooded areas with Operating Supervisors and local emergency/municipal officials. Supervise the personnel performing electric and gas disconnect activities.

Contact the Logistics Chief to mobilize a Field Command Center, if needed.

Track customers affected and note customer accounts to provide details. Provide a list of affected customers to the Customer Information Coordinator, as needed, to support outbound informational calls.

When flood waters have receded and it is safe to enter the area, work with local emergency/municipal officials to determine which premises have damage.

Coordinate restoration of unaffected customers through the Operating Supervisor.

Track affected customers and work jointly with emergency officials, building and electrical inspectors to restore power and gas when premises are ready for service restoration. Communicate any electrical inspection requirements to impacted customers.

Resources and Reports Coordinator

The Resources and Reports Coordinator documents all outside company crew locations and communicates these locations to the Support Branch Director. He/she also files all storm-related PSC reports.

Generally filled by: Supervisor, Customer Account Services (primary)
Director, Operational Excellence (alternate)

Reports to: Planning Section Chief

Responsibilities:

Assist with contacting Mutual Aid companies and contractors to obtain resources, as directed.

Obtain crew transfer sheets (rosters) from all responding contract and Mutual Aid crews.

Track locations of crews daily by means of talking with or receiving crew reports from the Field Resource Coordinator.

Communicate changes in work locations to Support Branch Director immediately so that meals and lodging locations can be adjusted.

Receive daily time/material logs from Operating Supervisors.

Compile a daily crew summary report for use in storm planning meetings.

Compile data for and submit EORS reports to PSC at times required.

Resources and Reports

Those assigned to the Resources and Reports role ensure the documentation of all contract and mutual aid activities, as well as timely filing of all storm-related PSC reports.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Resources and Reports Coordinator

Responsibilities

Assist with obtaining and documenting crew transfer sheets (rosters) from all responding contract and Mutual Aid crews.

Assist with the compiling of data for EORS reports to PSC at times required.

Situation and Demobilization Coordinator

The Situation and Demobilization Coordinator monitors weather reports and provides briefings to the Incident Commander and Operations Section Chief as needed. He/she also coordinates the release of contract and Mutual Aid crews.

Generally filled by: Various qualified personnel (primary & alternate)

Reports to: Planning Section Chief

Responsibilities:

Participate in all NWS weather briefings. Provide a summary of anticipated weather to the Incident Commander.

Save weather reports for use in post-event critique report.

Provide weather updates during storm planning meetings if requested.

Work with Operating Supervisors and Planning Section Chief to document and coordinate release of contract and Mutual Aid crews. Documentation should be saved for comparison to invoices from these companies.

Crew Onboarding Coordinator

When a mutual assistance crew is brought in to assist with the restoration effort, Central Hudson pairs these crews up with a Crew Guide, and also provides a Safety Briefing. It is the Crew Onboarding Coordinator's responsibility to attend these meetings, either in person or by proxy, draft Crew Guide assignments, and ensure that the roster that has been supplied by the responding utility or contractor is accurate.

Generally filled by: Various qualified personnel (primary & alternate)

Reports to: Planning Section Chief

Responsibilities:

Obtain Crew Guide personnel when directed by the Planning Section Chief, and provide crew guide assignments for arriving mutual assistance crews.

Ensure accurate count of mutual assistance employees who have arrived.

Document the name of the employees who arrived in each work group, when each member arrived, as well as the Crew Guide assigned to each mutual assistance crew. Document that each member has received a safety briefing.

Provide meals and logistics details to the mutual assistance crews and Crew Guides as necessary upon check-in.

Ensure the Planning Section Chief and Support Branch Director are kept abreast of crew check-ins and any changes.

ARCOS Coordinator

The ARCOS Coordinator is responsible for ensuring that ARCOS schedule and Crew Manager records are up to date so that it can be used to track field employees and contractor crews and determine which are currently working, where they are working, and when employees can be called out if necessary.

Generally filled by: Transmission & Distribution Planner (primary)

Reports to: Planning Section Chief

Responsibilities:

Ensure that ARCOS is kept up to date.

Coordinate with Operating Supervisors and their staffs to ensure that ARCOS is being updated with the current status of all field employees and contractors.

The ARCOS Coordinator can update the system personally or it can be completed by other supervisors, but it is the Coordinator's responsibility to ensure that it is being maintained.

Support Branch Director

The Support Branch Director coordinates all activities pertaining to lodging and meals for foreign crews.

Reports to: Logistics Section Chief

Generally filled by: Director, Organizational Development & Employee Relations (primary)
Director, Labor Relations & Payroll (alternate)

Responsibilities:

Knowing how/when meals will be provided and where crews will be housed at the end of each workday is a critical concern of the Operating Supervisors and it can cause great disruption when arrangements are not made in a timely fashion. It is the Support Branch director's responsibility to adequately staff the Meals and Lodging Units so that meals are timely and that that hotel arrangements are secure before 3 PM each day.

The Meals Unit supplies meals to field crews according to the following guidelines:

- Breakfast should be provided at hotel restaurants or will be catered at the hotel where mutual aid crews are lodged whenever possible. Central Hudson crews are provided breakfast at their local dispatch center. Crews driving to individual restaurants should be avoided.
- Lunch will be obtained from area restaurants/delicatessens. Boxed lunches and hot soup should be provided and delivered to central location/locations by the supplying restaurant/deli. Central locations include: district headquarters, substations and other staging areas. Crew Guides or Runners will be used to deliver the meals to the crews from the central location where necessary.
- Dinner should be arranged in a manner which best meets operational needs. As available, dinner should be arranged at the hotel where crews are staying or at restaurants with sufficient capacity to serve large groups. When possible, preset mealtimes should be based on the anticipated work schedule of the crews. Meals Unit personnel will notify Operating Supervisors of the dinner location prior to 5 PM each workday. Crew Guides will be responsible for leading their crews to the restaurant location and back to their hotel each night.

The Lodging Unit arranges lodging according to the guidelines below:

- Verify crew locations with the Resource and Reports Coordinator daily
- Make hotel reservations for crews at establishments as close as possible to the crews' work locations
- Communicate lodging locations to Operating Supervisors and Crew Onboarding Coordinator daily or whenever changes occur
- Make arrangements for transportation of crews' personal belongings if necessary

The Staffing Unit tracks personnel requests and assignments as follows:

- Obtain latest list of employees
- Create spreadsheet or database to track daily storm assignments of non-field personnel
- Upon request, assign additional personnel to requesting area and make employee notification.

The Alternate Housing Unit will arrange alternate housing for Mutual Assistance personnel (if needed), as per the guidelines below:

- Secure housing locations/sites
- Arrange facilities for meals, bathing and sanitary needs
- Assign Alternate Housing Supervisor to oversee and coordinate needs at each site
- Assign additional personnel to assist as needed

The Facilities Unit manages the use and maintenance of all Central Hudson facilities.

Service Branch Director

The Service Branch Director coordinates all activities pertaining to wire guarding, computer systems, dispatch operations, customer communications (including callbacks) and environmental services.

Generally filled by: Director, Outage Management Services (primary)
System Coordinator, Emergency Management (alternate)

Reports to: Logistics Section Chief

Responsibilities:
Staffs and supervises the activities of the Wire Down, Computer Systems, Dispatch Operations, Customer Information and Environmental Units.

The Wire Down Unit directs the response to wire down reports which includes the following tasks:

- Obtain staffing and supervision for responding to wire down reports and providing stand-by personnel.
- Contact contractors to obtain additional wire response personnel as needed.
- Using Avineonics, or OMS reports if needed, determine locations where wire down reports have been received. Prioritize orders based on determination of public safety, police/fire relief and road closures.
- Assign locations to Wire Responders in priority order, or contact Operating Supervisors to direct response to a line crew or foreman.
- Document Wire Responder and Wire Guards arrival times and communicate to Operating Supervisors where Wire Guards are standing by.

The Dispatch Operations Unit coordinates all assignments of dispatching personnel. He/she directs the allocation of cell phones and the repair of radios. All requests for phones and/or radios must be approved by the Dispatch Operations Supervisor in order to maintain a single point of control.

The Customer Information Unit is responsible for coordinating consistent outage related system messages, delivering messages using the outbound call systems and using OMS to support customer callback efforts. Specifically, this includes:

- Ensuring consistency between ETR information on all public sources and PSC reports. This includes the OMS feedback message available to CSRs, ETR information available to customers via the website, IVR, EIRS and EORS reports to PSC Staff, and radio/news broadcasts.
- Updating StormCentral Alert messages, dry ice locations, shelter locations daily or any time this information changes.
- Organizing Callback group(s) to make manual callbacks to customers believed to be restored. Manual callbacks (MCLK) are preferred, during a major event, but automated callbacks (CLBK) may continue to be used when immediate feedback is needed or the volume make manual calls less feasible.
- Using West Alerts to make outbound calls to customers as directed by the Contact Center Branch Director or Incident Commander. Outbound calls are generally used to notify customers of major changes in estimated restoration time, or to notify them that their power is expected to remain off overnight.
- Using West Alerts to notify municipal leaders of time/date of Municipal Conference Calls

The Environmental Services Unit provides support to the Operating Section by:

- Ensure compliance with all environmental regulations
- Arrange for spill response as needed

The Drafting/GIS Unit coordinates the availability of circuit maps for operations personnel.

Supply Branch Director

The Supply Branch Director will coordinate all activities related to dry ice distribution, material supply (including delivery of poles to job sites), transportation, and procurement.

Generally filled by: Director, Supply Chain (primary)
Project Manager, Storeroom Operations (alternate)

Reports to: Logistics Section Chief

Responsibilities:

Staffs and supervises the activities of the Dry Ice, Materials/Poles, Transportation, and Procurement Units.

The Dry Ice Unit will report to the Supply Branch Director and will distribute dry ice (and bottled water if directed by the Incident Commander) to customers when outages are expected to last more than 48 hours. This effort will include:

- Obtaining estimates of locations and numbers of customers who expect to be out of power more than 2 days.
- Based on the above information, select distribution locations. Work with the Liaison Unit staff to notify available county EOC Staff of the selected dry ice distribution locations and discuss any concerns raised. If needed at a dry ice distribution site, portable lighting is to be made available.
- Estimate the total dry ice needs. Dry ice needs can vary based on several factors, including: the seasonality of the event (summer vs. winter), the location of customers impacted (customers near urban centers typically have higher daily dry ice needs), and the losses that will occur between production and customer delivery. Central Hudson typically assumes that 5 percent of the impacted customers will desire dry ice and that each interested customer will be delivered about 10 pounds. The initial order is based on these approximations as well as factors unique to the storm. As the event progresses, the company monitors the usage rate at each distribution location and adjusts accordingly. A listing of recommended dry ice distribution locations is maintained by the District Communications Liaisons, which can be found in Appendix R. When national supplies of dry ice are limited or not available for purchase, the Company will supplement with regular/wet ice and clearly communicate the type of ice being distributed.
- Work with the Procurement Unit to arrange for delivery of supplies to the distribution locations. When outages resulting from anticipated events are expected to last more than 48 hours, the Company will commence dry ice distribution within 24 hours of the start of restoration, contingent upon availability from vendors and upon accessibility of distribution centers due to issues such as road closures, down wires, or debris as well as appropriate time-of-day for dry ice distribution.
- Once outages are anticipated to last more than 48 hours, initiate the dry ice order within 6 hours based on the methodology described above.
- Assign personnel and obtain vehicles to transport personnel and supplies to the distribution location.
- Provide distribution location information to the Public Information Officer and Customer Information Coordinator for dissemination to the public.
- Adjust the amounts and locations of dry ice/bottled water distribution as needed throughout the event.

The Material/Poles Unit will oversee all storeroom operations and arrange delivery of poles and other materials as requested by the Operating Supervisors or Substation Coordinators. This will include:

- Staff and schedule main storeroom operations; replenish materials in district storerooms
- Deliver poles to job sites

The Transportation Unit will be responsible for obtaining and maintaining all vehicles needed in the storm response. This will include:

- Coordinate and expedite repairs of disabled vehicles
- Obtain rental cars for damage assessment, crew guides or any other function as requested by the Section Chiefs
- Arrange for fueling of vehicles including mutual aid and contract crew trucks.

The Procurement Unit will be responsible for the purchasing function during storm events. This will include:

- Ensure storm materials remain within order points; reorder and arrange for emergency delivery of storm stock and non-stock materials if needed.

Information Technology Branch Director

The continuous operation of internally and externally facing computer hardware, software, databases, and communications equipment is critical during the response to a major event. The Information Technology Branch Director has overall responsibility to ensure that these systems remain available throughout the event. Any requests for access, licenses and problem resolution must be approved through the Information Technology Branch Director to ensure proper control over these core services.

Reports to: Logistics Section Chief

Generally filled by: Director, Technical Support and Communication (primary)
Various other staff from IT department (alternate)

Responsibilities:

Assemble the team that is necessary to keep the various systems functioning well during the event.

Ensure that all routine maintenance functions that involve systems that are related to the emergency response are postponed until the end of the event.

Oversee the response to any system failure that occurs during the event.

Meals Supervisor

The Meals Supervisor ensures that all field employees are provided meals throughout the event.

Reports to: Support Branch Director

Generally filled by: Director, Labor Relations (primary)
Operating Supervisor – Meter Reading (alternate)

Responsibilities:

Ensure that all field employees, mutual assistance, and contractors are fed during the work day. This can be accomplished by delivering meals or supplying bag lunches to take with them in the morning.

Coordinate with the Lodging Supervisors to ensure that all mutual assistance employees are fed breakfast and dinner at the beginning and end of their shifts (preferably at the facility where they will be spending the night). Arrange for meals if they are not provided.

If alternate housing is used, coordinate with the Alternate Housing Supervisor to ensure that all employees at the facility(s) are fed breakfast and dinner. Arrange for meals if they are not provided.

Ensure that food is procured, organized, and/or delivered as necessary.

Oversee the district Meals Coordinators.

Meals

Those assigned to the Meals role distribute the meals to field employees at their assigned districts.

Generally filled by: Supervisor, Meter Reading & Revenue Protection (primary)
Various qualified personnel (alternate)

Reports To: Meals Supervisor

Responsibilities

Distribute meals to field employees, mutual assistance, and contractors at locations and times designated by the Meals Supervisor.

Lodging Supervisor

The Lodging Supervisor is responsible to ensure that any employee, contractor, or mutual assistance worker who is in need of lodging is supplied a hotel bed or passed to the Alternate Housing Unit.

Reports to: Support Branch Director

Generally filled by: Supervisor, Procurement (primary)
Supervisor, Real Property Services (alternate)

Responsibilities:

Working with the General Staff, determine how many rooms/beds are needed by district or area.

Secure the appropriate number of single and double occupancy rooms. Consider the male/female ratio and the number of supervisors.

Whenever possible, arrange for start-of-shift and end-of-shift meals at the hotels.

Oversee the check-in and check-out process.

Assist with the post-storm invoice processing to ensure that Central Hudson is invoiced for the appropriate number of rooms.

If Alternate Housing is mobilized:
Conventional hotels are preferred and often more cost effective than non-traditional housing; however, if alternate housing is necessary, work with the Support Branch Director and the Alternate Housing Supervisor to determine how many individuals will be housed in hotels, and how many will be housed in base camps or other non-traditional locations.

Lodging & Hotel Meals

Those assigned to the Lodging and Hotel Meals role assist in the securing of hotel accommodations and any associated meals at the hotel, and assign personnel to the hotel rooms.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Lodging Supervisor

Responsibilities

Secure the appropriate number of single and double occupancy hotel rooms, as directed by the Lodging Supervisor.

Assign personnel needing lodging to the booked hotel accommodations and communicate the assignments to the impacted individuals and/or their supervisors as needed.

Onsite Lodging Liaison

The Onsite Lodging Liaison is responsible for ensuring that any employee, contractor, or mutual assistance worker that is assigned lodging is assigned a room key and has checked in.

Reports to: Lodging Supervisor

Generally filled by: Various qualified personnel (primary & alternate)

Responsibilities:

Assist Lodging Supervisor in tracking the number of rooms/beds that are utilized at assigned location.

Arrive at lodging location prior to arrival of personnel. Secure room listing from provider of rooms with occupancy capacity for each. Ensure the appropriate number of single and double occupancy rooms have been secured. Consider the male/female ratio and the number of supervisors.

Whenever possible, assist with ensuring that start-of-shift and end-of-shift meals at the hotels have been provided.

Oversee the check-in process to ensure that personnel are assigned to appropriate rooms (correct male/female splits, supervisor rooms, and any other special requirements).

Maintain a roster with room assignments for each person staying at assigned location.

Assist with the post-storm invoice processing to ensure that Central Hudson was invoiced for the correct number of rooms.

Work with hotel management and Lodging Supervisor to resolve any issues with hotel accommodations. Register any complaints, and assist with resolution as appropriate. (This will ensure utilization of the facilities in future events is set to the standards we require for our mutual assistance personnel.)

It is expected that in most cases, the Onsite Lodging Liaison will need to board at the hotel for the duration of the storm in order to ensure continuity of lodging support. When boarding at the hotel, room and meals will be provided by the Company. As restoration progresses, relocation to a new lodging location may be necessary.

Staffing Supervisor

The Incident Commander is responsible for assigning employees to all of the key emergency management roles. Most of the support level roles will be filled according to employees assigned storm duties. However, there may be some support level roles that require additional resources. When a Chief or Director requests additional resources to fill a specific role, the Staffing Supervisor will select the appropriate employee to fill that role. If all of the trained employees are otherwise occupied, it is the Staffing Supervisor's responsibility to work with the appropriate Chiefs and/or Directors to balance the needs of each unit to achieve the optimum emergency response organization.

Reports to: Support Branch Director

Generally filled by: Manager, Talent Development (primary)
HRIS Program Manager (alternate)

Responsibilities:

Balance the trained resources that are available with the needs of each operational unit.

Track the storm role assignments of non-field employees so that reassignments can be made.

If the event requires deployment of all Central Hudson employees, provide every employee a storm related responsibility.

Retain non-field employee staffing assignment records for post-storm reporting and analysis.

Staffing

Those assigned to the Staffing role ensure that every employee is provided a storm related responsibility.

Generally filled by: HRIS Program Manager (primary)
Recruiter (alternate)

Reports To: Staffing Supervisor

Responsibilities

Track the storm role assignments of non-field employees so that reassignments can be made, as directed by the Staffing Supervisor.

Assist in providing every employee a storm related responsibility and identifying personnel not yet activated during an event.

Alternate Housing Supervisor

The Alternate Housing Supervisor has overall responsibility for the operation of base camp or a similar alternate housing location.

Reports to: Support Branch Director

Generally filled by: Various qualified personnel (primary/alternate)

Responsibilities:

After the decision has been made to utilize alternate housing, work with the Support Branch Director and the Lodging Supervisor to develop and maintain the list of mutual assistance and/or contractors who will stay at the base camp.

Supervise the employees that will interact with the operators of the base camp.

Serve as the primary contact for the base camp contractor.

Oversee the following activities at the camp:

- Bedding/linens
- Food
- Kitchen/Dinning facilities
- Water supply
- Toilet facilities
- Shower facilities
- First Aid
- Security
- Sewage
- Garbage/overall cleanliness
- Traffic flow and parking

Facilities Supervisor

The Facilities Supervisor manages the use and maintenance of all Central Hudson facilities.

Generally filled by: Director, Facilities Management (primary)
Supervisor, Facilities (alternate)

Reports To: Service Branch Director

Responsibilities

Ensure all Central Hudson facilities are continuously available and in good working order for personnel to utilize.

In the event that a Central Hudson facility becomes incapacitated during the event, work with the Operations Section to determine if securing a temporary replacement is warranted.

Maintain the cleanliness of each facility throughout the event.

Facilities

Those assigned to Facilities are charged with keeping Central Hudson facilities clean and continuously operational.

Generally filled by: Buildings & Grounds Mechanic (primary)
Maintenance Worker (primary)
Cleaning Worker (primary)

Reports To: Facilities Supervisor

Responsibilities

Troubleshoot and repair building plumbing/electrical/mechanical issues as required.

Maintain the cleanliness of the assigned facility throughout the event.

Wire Down Supervisor

The Wire Down Supervisor manages the response to wire down reports. He/she oversees the efforts of the Wire Down Coordinators and ensures adequate staffing of these positions.

Reports To: Service Branch Director

Generally filled by: Director, Gas Compliance (primary)
Supervisor, Real Property Services (alternate)

Responsibilities:

Assign Wire Down Coordinators; provide relief as needed.

Contact outside vendors to obtain additional wire response personnel as needed. Maintain communication with contractor supervision throughout event.

Communicate with Incident Commander, Intelligence Director and Operating Supervisors on progress of Wire Down response.

Supervise the efforts of Coordinators and ensure that proper procedures are being followed, including the documentation of Wire Guard and Wire Responder arrival times.

Wire Down Coordinator

Wire Down Coordinators organize the response to wire down reports in an individual operating district and coordinate the efforts to investigate/standby wires down. They document the results of the wire down response and provide status reports as required.

Reports To: Wire Down Supervisor

Generally filled by: Service Supervisors (primary & alternate)
Estimating Supervisors (primary & alternate)
Various other qualified personnel (primary & alternate)

Responsibilities:

Use Avineonics to track open wire down orders. In the event that the Avineonics software is not available, develop list of locations where wires have been reported down using OMS and the Wires Down Calls Report on OMS.

Determine resources to be assigned to evaluate and guard wires down. Wire Responders will be Commercial Reps, Estimators, Meter Testers, and qualified contractors. Wire guards will be Collectors, Meter Readers, Gas Mechanics and contractors.

Prioritize and sort orders into manageable volumes per responder, with those where comments indicate have the highest priority (highest risk to public safety) being assigned first. Determine priority according to the Wire Down Procedure guidelines.

Using severity codes found in Wire Down Procedure, update severity of wire down condition on each t-log as it is reported by Wire Responder or other qualified field personnel.

Use Avineonics to assign and track the status (e.g. assigned, being guarded, etc.) of wire down orders. This includes tracking the arrival time of Wire Responders and Wire Guards. In the event that the Avineonics software is not available, maintain a list/spreadsheet of status of orders, including Wire Responder and Wire Guard arrival times.

Assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.

Keep track of where personnel are standing by and provide relief as needed.

Communicate Wire Guard locations to the Operating Supervisor and the Make Safe Activities Coordinator for coordination of make safe activities.

Wire Responder

Wire Responders travel to the site of a reported wire down incident which has been assigned to them. They assess the severity of the reported incident and document their findings using Avineonics or other means. Based on the conditions found, the Wire Down Responder will perform the proper response activities such as; contacting the Wire Down Coordinator to request a Wire Guard, remaining on scene until a qualified employee can verify that the wire is de-energized, and/or barricading the location.

Reports To: Wire Down Coordinator

Generally filled by: Commercial Representatives (primary)
Estimators (primary)
Meter Testers (primary)

Responsibilities:

Travel to the site of an assigned reported wires down incident. Record arrival and departure times, using Avineonics or other methods.

Assess the wires down incident; document and report the findings to the Wires Down Coordinator, using Avineonics or other methods.

Based on the conditions found, perform the required response actions, such as: contacting the Wire Down Coordinator to request a Wire Guard, remaining on scene until a qualified employee can verify that the wire is de-energized, and/or barricading the location.

While on the scene, ensure that yourself, other employees, emergency responders and the public remain a safe distance away from the downed wire.

When turning the wire down site over to a Wire Guard, communicate your findings and document the Wire Guard arrival time, using Avineonics or other means.

Wire Guard

Wire Guards travel to the site of a reported wire down incident which has been assigned to them. They remain on the scene until qualified personnel can verify that the wire is de-energized or until qualified personnel arrive to make repairs. Based on the conditions found, a Wire Guard may assist a Wire Responder with the proper wire down response activities such as barricading the location.

Reports To: Wire Down Coordinator

Generally filled by: Collectors (primary)
Gas Mechanics (primary)
Meter Readers (primary)
Various other qualified personnel including contractors (primary or alternate)

Responsibilities:

Travel to the site of an assigned reported wire down incident. Note your arrival time, which should be recorded by a Wire Responder or Wire Down Coordinator, via Avineonics or other methods.

Based on the conditions found, assist with Wire Down response actions, such as barricading the location.

While on the scene, ensure that yourself, other employees, emergency responders, and the public remain a safe distance away from the downed wire.

Remain on the scene until a qualified personnel can verify that the wire is de-energized or arrives to make repairs.

Notify the Wire Down Coordinator or Dispatcher of departure times when relieved by another wire guard, or when leaving the scene due to the arrival of other qualified personnel.

Dispatch Operations Supervisor

Depending upon the area affected by the storm, the dispatch function may be de-centralized for some or all areas of the company. In addition, dispatching of natural gas related emergencies may or may not be de-centralized along with the electric emergency functions. The decision of whether or not to decentralize is dynamic and may change by district each day of the event. It is the Dispatch Operations Supervisor's responsibility to ensure that all gas and electric dispatching functions are covered in all Districts for each day of the event.

Reports to: Service Branch Director

Generally filled by: Dispatch Center Supervisor (primary)

Responsibilities:

After the initial decision is made to decentralize, determine how gas emergencies will be handled, throughout the course of the event.

Ensure that each district, and the System Dispatch Center, has the staffing necessary to accomplish all dispatching functions.

In the event that additional dispatching staff is required, work with the Support Branch to have the appropriate staffing reassigned.

Dispatcher

The Dispatcher is responsible for communicating job assignment details to restoration crews and maintaining the associated records on the Outage Management System.

Generally filled by: Dispatchers (primary)
Order Dispatchers (primary)

Reports To: Dispatch Supervisor

Responsibilities

Communicate job assignment details to restoration crews via phone or radio; update OMS as necessary.

Obtain closeout/restoration information from crews as outages are completed and update cases in OMS.

Conduct callbacks on outage cases as they are restored; contact individual customers as necessary to communicate case-specific information.

Maintain up-to-date employee records on the ARCOS callout system, as directed by the Operating Supervisor.

Customer Information Coordinator

Central Hudson utilizes a software product to provide outage information to our customers and to the public. The customer-facing software uses input from our OMS to indicate the time, location, and available ETR for each interruption. Manual intervention is required to provide an alert message and to ensure that Township and County ETRs are accurate. During storms, important messages need to be communicated to groups of people. Central Hudson utilizes an automated outbound calling system to quickly convey information to certain groups of customer or officials.

Reports to: Service Branch Director

Generally filled by: Customer Applications Specialist (primary)
OMS Data Coordinator (alternate)

Responsibilities:

Ensure that all messaging provided to our external stakeholders is consistent.

Coordinate with the Planning Section to ensure all PSC reporting is consistent with customer messaging.

Add a general alert on the customer facing application when the event begins and update the message as the restoration progresses.

Ensure that Township and County level ETRs match the dates and times provided by Operations and publish.

Update and republish ETRs that change.

Publish important information on Central Hudson mapping applications such as dry-ice or warming center locations.

Organize Callback group(s) to make manual callbacks to customers believed to be restored. Manual callbacks (MCLK) are preferred, during a major event, but automated callbacks (CLBK) may continue to be used when immediate feedback is needed or the volume make manual calls less feasible.

Compose and record outbound call messages as directed by the Contact Center Branch Director or Incident Commander. Outbound calls are generally used to notify customers of major changes in estimated restoration time, or to notify them that their power is expected to remain off overnight.

Compose and record outbound call messages, as needed, to support Municipal Conference Calls.

Alert the Information Technology Branch Director and/or the software vendor of any performance issues, create help-desk tickets, and follow thru with any modifications or updates required to restore system performance.

Environmental Services Supervisor

The Environmental Services Supervisor will oversee the reporting and clean-up of any oil spill or other incident that has the potential to contaminate the environment during the course of the emergency.

Reports to: Service Branch Director

Generally filled by: Manager, Environmental Affairs (primary)
Environmental Coordinator (alternate)

Responsibilities:

Oversee the response to any environmental discharge that occurs during the course of the event.

Ensure any required regulatory reports are filed correctly and in a timely manner.

Ensure that any required documentation is produced and maintained.

Oversee the payment of invoices for environmental response after the completion of the storm.

Environmental

Those assigned to Environmental help coordinate the response, reporting, and clean-up of any oil spill or other potential contaminating incident.

Generally filled by: Environmental Coordinator (primary)
Environmental Specialist (primary)

Reports To: Environmental Services Supervisor

Responsibilities

Coordinate the response to any environmental discharge that occurs during the course of the event, as required.

Ensure proper documentation and reporting for each event is complete and accurate.

Drafting/GIS Supervisor

The Drafting/GIS Supervisor ensures that circuit maps are consistently available in all districts for operating crews.

Generally filled by: Supervisor, Drafting & GIS (primary)
Associate GIS Analyst (alternate)

Reports To: Support Branch Director

Responsibilities

Ensure that each district has adequate circuit maps on hand for restoration crews.

Print additional circuit maps as required, and arrange for the delivery to the district as needed.

Dry Ice Supervisor

The Dry Ice Supervisor is responsible for the distribution of dry ice to our customers.

Reports to: Supply Branch Director

Generally filled by: Director, Treasury & Risk (primary)
Manager, Financial Planning & Analysis (alternate)

Responsibilities:

Working with the Supply Branch Director and the Liaison Officer, determine how much ice to order for each day's distribution.

Working with the Supply Branch Director and the Liaison Officer, determine the locations that will be used for dry ice distribution.

Staff the distribution locations.

Arrange for the delivery of ice to the locations.

Work with the Public Information Officer and Customer Information Coordinator to provide public notification of the dry ice distribution locations and times.

Serve as the point of contact with the owners, or operators, of the facility that is being used for dry ice distribution.

Respond to the changing needs of each distribution location. For example, if traffic control becomes an issue, arrange to have additional resources assigned to the location for traffic control.

Dry Ice

Those assigned to Dry Ice distribute the dry ice to impacted customers at assigned locations.

Generally filled by: Various qualified personnel (primary & alternate)

Reports To: Dry Ice Supervisor

Responsibilities

Distribute dry ice to impacted customers at locations and times designated by the Dry Ice Coordinator.

Material/Pole Supervisor

The Material/Pole Supervisor oversees all storeroom operations and ensures material is consistently stocked and issued to operating crews throughout the event. If the event has a sufficient number of broken poles to warrant a separate organization to spot and set poles in advance of the line organization, then the Material/Pole Supervisor will oversee the distribution of poles to the areas where they are required.

Reports to: Supply Branch Director

Generally filled by: Project Manager, Storeroom Operations (primary)
Strategic Buyer (alternate)

Responsibilities:

Working with the Supply Branch Director and the Logistics Section Chief, ensure that there are sufficient poles, and related hardware, on hand and/or ordered to replace all broken poles.

Staff and schedule main storeroom operations. Ensure material in the district storerooms is replenished throughout the event.

Provide the staffing for and schedule bulk material deliveries to the district offices or remote locations as requested.

Establish a supply chain that will allow for the procurement and delivery of poles and/or hardware, preferably directly to the job site.

Provide line tools from secured stock at the request of the Operations Section Chief.

Field Clerk/Storekeeper

The Field Clerk/Storekeeper maintains and issues all material through the storerooms to crews.

Generally filled by: Field Clerk/Storekeepers (primary)

Reports To: Material/Poles Supervisor

Responsibilities

Coordinate the distribution of necessary material from the storeroom to operating crews.

Maintain accurate records of material usage, including poles & transformers issued.

Manage local storm stock material levels and request additional material delivery when necessary.

Materials Assistant

The Materials Assistant helps issue material from the storerooms and delivers material to jobsites in the field when needed.

Generally filled by: Gas Mechanics (primary)

Reports To: Materials/Poles Supervisor

Responsibilities

Issue material from the storerooms as directed by the Field Clerk/Storekeeper.

Deliver requested material to operating crews at jobsite locations as required.

Collect damaged equipment from jobsites for removal as requested by operating crews.

Transportation Supervisor

The Transportation Supervisor has overall responsibility to ensure the safe, continuous operation of the Central Hudson fleet during an event.

Reports to: Supply Branch Director

Generally filled by: Transportation Foreman (primary)

Responsibilities:

Ensure proper staffing of the district and the central garages throughout the event.

Prioritize the repair work based on the necessity of the vehicle and the severity of the repair/maintenance that is required. The goal is to maximize the productivity of the field work force.

Obtain rental cars for damage assessment, Crew Guides, or any other function as requested.

In the event that a critical vehicle becomes incapacitated during the event, work with the Operations Section to determine if securing a temporary replacement is warranted.

If a temporary work vehicle (bucket truck, digger derricks, etc.) is required, secure the appropriate number of rental vehicles and have them delivered to the appropriate location.

Provide or arrange for training on any vehicle that an assigned operator is not familiar with.

Garage Mechanic

The Garage Mechanic ensures the safe & continuous operation of the Central Hudson fleet.

Generally filled by: Garage Mechanics (primary)

Reports To: Transportation Supervisor

Responsibilities

Maintain a continuously operating fleet of Central Hudson vehicles. Prioritize the repair work based on the necessity of the vehicle and the severity of the repair/maintenance that is required.

Provide or arrange for training on any vehicle that an assigned operator is not familiar with.

Garage Clerical

The Garage Clerical role provides coordination of rental car reservation, recordkeeping and other clerical-level duties as assigned.

Generally filled by: Clerical Assistant (primary)

Reports To: Transportation Supervisor

Responsibilities

Obtain rental cars for damage assessment, Crew Guides, or any other function as directed by the Transportation Supervisor.

Conduct recordkeeping and clerical-level duties.

Procurement Supervisor

The Procurement Supervisor directs the purchasing function during storm events.

Reports to: Supply Branch Director

Generally filled by: Strategic Buyer (primary)
Buyer (alternate)

Responsibilities:

Ensure storm stock materials remain within order points; reorder and arrange for emergency delivery of storm stock materials if necessary.

Arrange for the purchase and delivery of non-stock materials if needed.

Applications Support Coordinator

The Applications Support Coordinator is responsible for ensuring that all of the software applications that are used during a storm remain functional.

Reports to: Information Technology Branch Director

Generally filled by: Manager, Business Applications (primary)
Various other staff from IT department (alternate)

Responsibilities:

Respond to any software issues that occur to storm response related systems during the course of the event.

The Public Information Officer is responsible for the content that is available to the public on the website; however, the Applications Support Coordinator is responsible for ensuring that access to the website remains available for the duration of the event.

Critical storm applications include CIS, MMS, OMS, and StormCentral.

Maintain the links to vital systems that are hosted off site including ARCOS, Notifi, Avineonics (wires down), and MyWorld (Damage Assessment). Ensure that all files are being provided to/from these externally hosted systems.

Infrastructure and Communications Coordinator

The Infrastructure and Communications Coordinator is responsible for ensuring that all of the on-site servers and network components that support our emergency response systems remain functional. This includes all of the IP-based communications systems that are used during the event.

Reports to: Information Technology Branch Director

Generally filled by: Director, Technical Support (primary)
Various other staff from IT department (alternate)

Responsibilities:

Respond to any hardware issues that occur to storm response-related systems during the course of the event.

Critical storm applications include CIS, MMS, OMS, and StormCentral.

Customer Account Services is responsible for the content on the IVR. The Infrastructure and Communications Coordinator is responsible for the proper operation of the IVR and VOIP systems.

IT Support

The IT Support role provides critical hardware or software support to ensure that all IT-related systems remain functional.

Generally filled by: Various Information Technology personnel (primary & alternate)

Reports To: Applications Support Coordinator or Infrastructure and Communications Coordinator

Responsibilities

Respond to any hardware or software issues that occur to storm response-related systems during the course of the event.

Energy Management System

Continuous and uninterrupted operation of the Energy Management System (EMS) is critical to the reliability of the transmission system, and to the bulk power system of New York as a whole. Those assigned to the Energy Management System role have overall responsibility to ensure that this system remains available throughout the event.

Generally filled by: Systems Analysts (primary & alternate)

Reports To: Information Technology Branch Director

Responsibilities

Respond to any issues that occur to the EMS during the course of the event.

Outage Management System

The Outage Management System section has responsibility for maintaining the operation of several customer-centric systems utilized in an emergency event, including OMS, StormCentral, Avineonics, and myWorld.

Generally filled by: Various qualified personnel (primary)

Reports To: Information Technology Branch Director

Responsibilities

In conjunction with the Applications Support Coordinator and Infrastructure and Communications Coordinator, respond to any issues that occur to critical storm applications including OMS, StormCentral, Avineonics, and myWorld.

Assist operators of these storm applications with troubleshooting and usage as required.

Time Supervisor

The Time Supervisor tracks employee time, via the payroll system, and responds to questions regarding time keeping and payroll.

Reports to: Finance Section Chief

Generally filled by: Payroll Supervisor (primary)
Various Payroll personnel (alternate)

Responsibilities:

Ensure timely completion of employee timesheets.

Answer questions and resolve problems with time records.

Payroll

Those assigned to the Payroll position ensure the payroll process continues to function during an event.

Generally filled by: Payroll Analysts (primary)

Reports To: Time Supervisor

Responsibilities

Perform the timely review and approval of employee timesheets.

Cost Supervisor

The Cost Supervisor tracks equipment replacement and provides work orders as needed.

Reports to: Finance Section Chief

Generally filled by: Supervisor, Financial Reporting (primary)
Manager, Internal Auditing (alternate)

Responsibilities:

Establishes collect-cost work order for event if applicable.

Arranges for work orders to be prepared for equipment replacement.

Provides cost accounting services as requested.

Accounting

Those assigned to the Accounting role manage the necessary bookkeeping of the Company, and assist the Cost Supervisor as needed.

Generally filled by: Accountants (primary)
Accounting Technicians (primary)

Reports To: Cost Supervisor

Responsibilities

Provides cost accounting services as required.

Claims Supervisor

The Claims Supervisor responds to all requests for damage claims and personal injury cases.

Reports to: Finance Section Chief

Generally filled by: Counsel, Litigation and Claims (primary)
Claims Adjuster (alternate)

Responsibilities:

Evaluate all claims from customers regarding damage or loss due to power conditions.

Respond to all personal injury situations involving public or customers.

Claims

Those assigned to the Claims role ensure the timely response to all claims-related activities.

Generally filled by: Claims Adjuster (primary)

Reports To: Claims Supervisor

Responsibilities

Evaluate all claims from customers regarding damage or loss due to power conditions.

Respond to all personal injury situations involving public or customers.

Contracts Supervisor

The Contracts Supervisor directs the contract administration function during storm events.

Reports to: Finance Section Chief

Generally filled by: Contact Administrator (primary)
Project Manager (alternate)

Responsibilities:

Work with Logistics Section personnel to arrange contracts for line crew contractors, meal providers, dry ice and bottled water vendors, and other suppliers as needed.

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Sample Pre-Event - News Release

February 3, 2022

For release: Immediately
Contact: Joe Jenkins, (845) 471-8323

Icy Conditions and Heavy, Wet Snow May Cause Service Interruptions

Central Hudson Gas & Electric Corp. is advising customers to prepare for heavy, wet snow and freezing rain on Thursday night and throughout the day Friday. These conditions have the potential to create hazardous conditions and cause service interruptions throughout the service area.

"We are keeping a close eye on the incoming storm and how it may impact our customers," said Ryan Hawthorne, Vice President of Electric Engineering and Operations. "We are preparing for the possibility of electric service interruptions and have called in mutual assistance crews from Indiana who are expected to arrive tomorrow. We expect to have a field force of more than 380 line and tree workers ready to respond safely and efficiently if outages do occur."

Forecasts are calling for a wintry mix as Thursday's rain transitions to frozen precipitation overnight and through Friday morning. More heavy, wet snow is expected in the northern portions of the Mid-Hudson Valley while freezing rain could create greater amounts of ice accretion in central and southern portions of the region. The storm track is still uncertain, but models suggest significant icing is possible in some areas which could weigh down trees and limbs causing them to fall onto power lines resulting in electric service interruptions. Temperatures are expected to remain below freezing following the storm which could keep ice accumulations on tree limbs for extended periods of time, causing additional damage and travel hazards. For the latest forecast visit Central Hudson's weather partner at *www.hudsonvalleyweather.com*.

Hawthorne advised residents to stay **at least 30 feet away from downed power lines** and remember that lines may be entangled and hidden in fallen trees and limbs. Residents should also **assume all downed lines are live**.

Customers can prepare for the storm and potential electric service interruptions by:

- Paying attention to weather advisories, storm outage updates and/or shelter information. Visit *hudsonvalleyweather.com* for the latest forecast information.
- Charging electronic devices in order to connect with Storm Central, Central Hudson's outage information and reporting site;
- Keeping handy a flashlight and fresh batteries;
- Having a battery-powered radio to remain informed of restoration efforts;
- Confirming adequate packaged or canned foods that require no refrigeration or cooking;
- Avoiding opening a refrigerator unnecessarily during outages, so that food lasts longer, an unopened refrigerator can keep food fresh for 4 hours;
- Having a non-electric can opener;
- Keeping an emergency supply of bottled water on hand for drinking and washing; and
- Filling bathtubs with water as added reserves; and
- If a member of your household needs electricity to operate life sustaining equipment, please contact customer service at (845) 452-2700.

Residents are advised to keep safety in mind, particularly during power interruptions:

- Never use outdoor gas or charcoal grills indoors, as they pose a fire hazard and over time can give off carbon monoxide gas;
- Beware of fallen trees and limbs, and use caution when traveling;
- Avoid the use of candles for illumination due to fire hazards;
- Follow the manufacturer's safety instructions on the use of emergency generators, and be sure to shut off the main breaker when in use and operate the units outdoors;
- Operate cars and motor vehicles outdoors only, and never inside the garage; and
- Avoid travel along roadways as hazardous conditions may cause driving accidents, including those involving utility poles which may cause power interruptions.

Customers can stay informed of storm and restoration conditions in the following ways:

- **By text messaging:** Customers should enroll in Central Hudson's Texting Program to use text messaging to report their power condition and to obtain repair status. To enroll, visit CentralHudson.com/Alerts or text REG to 236483;
- **On the Web:** Visit CentralHudson.com/Storms to report outages and obtain restoration updates;
- **Via smart phones:** A mobile version of the Central Hudson's website can be accessed by web-enabled cell phones and mobile devices at https://mobile.CenHud.com. Free Central Hudson mobile applications for Android and Apple and are also available by logging onto www.cenhud.com/mobileapp;
- **Through social media:** "Like" Central Hudson on Facebook (Facebook.com/CentralHudson) and "Follow" on Twitter (www.Twitter.com/CentralHudson); and
- **By phone:** Call the Central Hudson PowerLine at (845) 452-2700 or 1-800-527-2714, and please use the automated system to report or monitor your power condition.

More information on preparing for storms and emergencies and communicating with Central Hudson is available at *www.CentralHudson.com*; for information regarding electric and natural gas safety, visit *www.CentralHudson.com/Safety*.

# # #

Sample Early in Storm - News Release

February 5, 2022, 9:00 a.m.

For release: Immediately
Contact: Joe Jenkins, (845) 471-8323

Central Hudson Restores Service to More than 18,000 Customers

Central Hudson Gas & Electric Corp, crews worked into the night restoring power to more than 18,000 homes and businesses who were impacted by Winter Storm Landon since Friday morning. The storm interrupted electric service to nearly 62,000 customers across the service area, with the vast majority of damage occurring in Ulster County. As of 9 a.m., Approximately 42,800 customers were without power with more than 650 damage locations remaining, primarily in Ulster County.

- Dutchess County: 280
- Greene County: 15
- Orange County: 30
- Ulster County: 42,230

The storm brought snow and ice to the region Thursday night and most of the day Friday, in some areas more than .6 inches of radial ice accumulated, nearly twice that of the initial weather forecasts. The ice weighed down trees and tree limbs, causing them to topple onto powerlines and interrupt electric service.

"We have amassed a field force of more than 680 line and tree professionals who are working to restore power to our customers as quickly and safely as possible," said Ryan Hawthorne, Vice President of Electric Engineering and Operations. "We expect our crews to make significant progress throughout the day on Saturday, but the damage sustained by this storm has been extensive."

Central Hudson expects to have power restored to 95 percent of impacted customers by:

- Dutchess County – 12 p.m. Saturday, February 5
- Orange County – 12 p.m. Saturday, February 5
- Sullivan County – 10 p.m. Sunday, February 6

- Ulster County 12 p.m. Monday, February 7

"The hazardous conditions persisted through most of the day yesterday, so we are still in the early stages of restoration. Our crews will continue to work to restore our customers sooner than our projections," Hawthorne added.

Central Hudson will distribute dry ice and bottled water starting at 11 a.m. on Saturday at the following locations:

- Hudson Valley Mall on Route 9W, Town Ulster in the former Best Buy parking lot
- Rosendale Recreation Center, 1055 Route 32, Rosendale
- Woodstock Community Center, 56 Rock City Rd., Woodstock

Alternatively, in the winter perishable foods can be preserved by being placed in coolers, and the cooler placed outdoors in a protected and secure location.

Weather forecasts call for falling temperatures, with frigid conditions expected Saturday and Saturday Night. "Extreme cold poses an added risk to our most vulnerable customers," said Hawthorne. "Central Hudson continues to partner with our local officials and first responders in order to ensure our customers remain safe."

Residents are reminded to check in on their neighbors as well. Also, as cold temperatures can pose a risk to plumbing, residents may wish to consider allowing faucets to drip and/or opening faucets.

Ulster County has also set up **warming centers** for those in need at the following locations:

Ulster County Warming Center Locations

Kingston

Andy Murphy Center
467 Broadway, Kingston, NY 12401

2nda Iglesia La Mision Church
80 Elmendorf St, Kingston NY 12401

New Paltz

SUNY New Paltz Elting Gymnasium

1 Hawk Drive, New Paltz, NY 12561

Saugerties

Frank D. Greco Memorial Senior Citizen Recreation Center

207 Market St, Saugerties, NY 12477

Customers are advised to keep safety in mind, particularly during power interruptions:

- Residents are advised to exercise an abundance of caution around downed power lines by **staying at least 30 feet away**, and remember that downed lines can become entangled and hidden in fallen limbs. Residents should also remember **to assume any downed power lines are live**.
- Never use kitchen stoves or outdoor gas or charcoal grills indoors, as they pose a fire hazard and over time can give off carbon monoxide gas;
- Beware of fallen trees and limbs, and use caution when traveling;
- Avoid the use of candles for illumination due to fire hazards;
- Follow the manufacturer's safety instructions on the use of emergency generators, and be sure to shut off the main breaker when in use and operate the units outdoors;
- Operate cars and motor vehicles outdoors only, and never inside the garage; and
- Avoid travel along roadways as hazardous conditions may cause driving accidents, including those involving utility poles which may cause power interruptions.
- Visit *hudsonvalleyweather.com* for the latest forecast information.

Customer should avoid cold weather hazards by:

- Exercising care when using space heaters by keeping them away from flammable materials such as paper or curtains, placing them out of areas of foot traffic, and shutting them off when not in use;
- Clearing ice that has the potential to fall, particularly near doorways and around utility meters, and keeping meters free of snow by lightly brushing them with a broom;
- Keeping chimneys and flues clear of ice, snow and other obstructions to prevent carbon monoxide from entering the home; and
- Exercise caution when outdoors or avoid spending time outside when possible.

Customers can stay informed of storm and restoration conditions in the following ways:

- **By text messaging:** Customers should enroll in Central Hudson's Texting Program to use text messaging to report their power condition and to obtain repair status. To enroll, visit CentralHudson.com/Alerts or text REG to 236483;
- **On the Web:** Visit CentralHudson.com/Storms to report outages and obtain restoration updates;
- **Via smart phones:** A mobile version of the Central Hudson's website can be accessed by web-enabled cell phones and mobile devices at https://mobile.CenHud.com. Updated free

Central Hudson mobile applications are available for Android and Apple devices by logging onto www.cenhud.com/mobileapp;

- **Through social media:** "Like" Central Hudson on Facebook (Facebook.com/CentralHudson) and "Follow" on Twitter (Twitter.com/CentralHudson); and
- **By phone:** Call the Central Hudson PowerLine at (845) 452-2700 or 1-800-527-2714, and please use the automated system to report or monitor your power condition.
- If a member of your household needs electricity to operate life sustaining equipment, please contact customer service at (845) 452-2700.

More information on preparing for storms and emergencies and communicating with Central Hudson is available at www.CentralHudson.com; for information regarding electric and natural gas safety, visit www.CentralHudson.com/Safety.

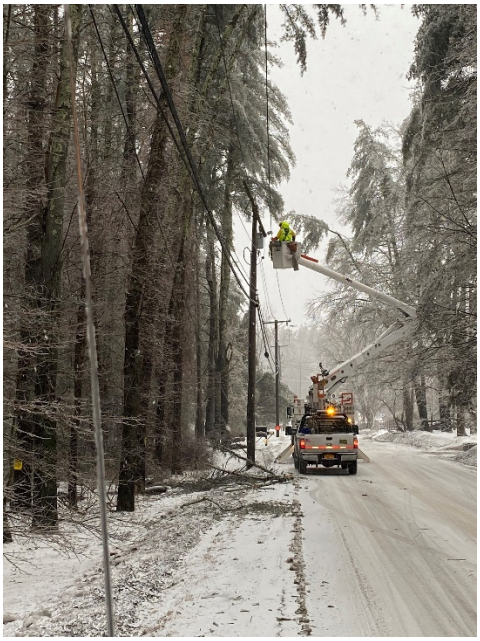
# # #



Mutual aid crews work to clear fallen trees and limbs in Ulster County on Friday.



Crews work to restore service to a home in Salt Point, Dutchess County on Friday.



Central Hudson Crews work to repair a damage location in Woodstock, Ulster County.

Sample Near the End of Restoration – News Release

February 8, 2022, 9:00 a.m.

For release: Immediately
Contact: Joe Jenkins, (845) 471-8323

Central Hudson Looks to Complete Restoration Following Ice Storm

A field force of just under 1,000 line and tree professionals will work to complete restoration efforts on Tuesday in the areas most heavily impacted by Winter Storm Landon. As of 8 a.m. on Tuesday, more than 65,000 homes and businesses have been restored and approximately 2,000 customers in Ulster County remain without power.

"Our crews have made tremendous progress and will continue their efforts until the last customer is restored," said Ryan Hawthorne, Vice President of Electric Engineering and Operations. "Once restoration is complete, we will shift our focus to conducting thorough sweeps of the area to address any lingering damage and reduce the potential for any additional outages. We once again thank our customers for their understanding."

Ulster County has announced **warming centers** for those in need at the following locations:

Ulster County Warming Center Locations

Esopus
1 Town Hall Way, Ulster Park, NY 12487

Kingston
Andy Murphy Center
467 Broadway, Kingston, NY 12401

2nda Iglesia La Mision Church
80 Elmendorf St, Kingston NY 12401

New Paltz
SUNY New Paltz Elting Gymnasium

1 Hawk Drive, New Paltz, NY 12561

Rosendale
Rosendale Rec Center
1055 Route 32, Rosendale, NY 12472

Saugerties
Frank D. Greco Memorial Senior Citizen Recreation Center
207 Market St, Saugerties, NY 12477

Woodstock
456 Rock City Rd. Woodstock, NY 12498

Central Hudson expects to have power restored to 95 percent of customers by 4 p.m. on Tuesday and the remaining customers by 10 p.m. on Tuesday night. Visit www.stormcentral.cenhud.com for detailed outage information.

"This has been an historic storm for Ulster County and we are extremely grateful for the tremendous efforts given by all of our municipal, county and New York State partners. Their seamless collaboration and assistance has allowed us complete restorations safely and efficiently," Hawthorne added.

Dry ice and bottled water distribution will take place at Hurley Reformed Church, 15 Main Street in Hurley on Tuesday starting at 10 a.m.

Central Hudson is conducting outreach to customers in the most heavily impacted areas. Weather forecasts are calling for temperatures above freezing that will cause melting ice to fall and tree limbs that have been weighed down to snap back, bringing the potential for additional outages.

Since the start of the storm on Thursday evening, crews have completed repairs at more than 1,000 individual locations. There have been 93 broken poles and more than 2,400 cases of downed lines. Central Hudson has deployed wire guards to warn motorists and pedestrians to stay clear of



these areas. In addition, representatives are making door-to-door visits with customers dependent on electrically operated life support equipment to ensure their well-being.

Customers are reminded that the service bracket, weather head, service entrance cable and meter box on their homes and buildings are the responsibility of the property owner. Central Hudson is not able to restore service to homes that have sustained damage to this equipment. Customers should contact an electrical contractor immediately if they feel these areas of the home have been damaged. Ulster County provides a list of master electricians here.

Residents are advised to be aware of the large number of utility crews working along roadways, and to use caution when approaching work zones. As ice remains on trees, be aware of the continued potential for falling branches. Also, cold temperatures can pose a risk to plumbing and residents may wish to consider opening faucets and allowing them to drip. For more information on plumbing safety, visit Central Hudson's Facebook page at www.facebook.com/centralhudson.

Customers are advised to keep safety in mind, particularly during power interruptions:

- Residents are advised to exercise an abundance of caution around downed power lines by **staying at least 30 feet away** and remember that downed lines can become entangled and hidden in fallen limbs. Residents should also remember **to assume any downed power lines are live**.
- Never use kitchen stoves or outdoor gas or charcoal grills indoors, as they pose a fire hazard and over time can give off carbon monoxide gas;
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- Avoid the use of candles for illumination due to fire hazards;
- Follow the manufacturer's safety instructions on the use of emergency generators, and be sure to shut off the main breaker when in use and operate the units outdoors;
- Operate cars and motor vehicles outdoors only, and never inside the garage; and
- Avoid travel along roadways as hazardous conditions may cause driving accidents, including those involving utility poles which may cause power interruptions.

- Visit *hudsonvalleyweather.com* for the latest forecast information.

Customer should avoid cold weather hazards by:

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- Keeping chimneys and flues clear of ice, snow and other obstructions to prevent carbon monoxide from entering the home; and
- Exercise caution when outdoors or avoid spending time outside when possible.

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- **On the Web:** Visit CentralHudson.com/Storms to report outages and obtain restoration updates;
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- **Through social media:** "Like" Central Hudson on Facebook (Facebook.com/CentralHudson) and "Follow" on Twitter (Twitter.com/CentralHudson); and
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- If a member of your household needs electricity to operate life sustaining equipment, please contact customer service at (845) 452-2700.

More information on preparing for storms and emergencies and communicating with Central Hudson is available at www.CentralHudson.com; for information regarding electric and natural gas safety, visit www.CentralHudson.com/Safety.

# # #



Central Hudson President and CEO Charles A. Freni and Vice President of Electric Engineering and Operations Ryan Hawthorne survey damage in Rosendale on Monday.



Crews work to repair damage on Berme Road in Marbletown, Ulster County on Monday.

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Storm Checklist
Incident Commander

Pre-Event

	Complete
Notify Section Chiefs and Command Staff of impending event	_____
Hold conference call or meeting with Command and General Staff to ensure all necessary preparation steps are being performed	_____
Ensure that Command and General Staff have performed the following tasks:	
Check storm materials and fuel levels	_____
Notify all employees and contractors	_____
Perform all pre-storm customer communications	_____
Notify municipal leaders	_____
Notify telecom companies	_____
Notify PSC and State OEM of preparations and provide CH contact information	_____
Assign staff to support NAMAG mutual assistance calls	_____
Discuss need for outside resources with Operations Section Chief. If deemed necessary, authorize acquisition through NAMAG.	_____
Discuss anticipated housing requirements with Logistics Section Chief. If needed, ensure that alternate housing contractors are notified.	_____

During Event

	Complete
Develop Incident Action Plan (IAP). Include the following:	_____
Event Classification - Class 1, 2, 3 Event	_____
Start of Restoration (date) _____ (time) _____	_____
Communicate IAP to CH Executives and Section Chiefs	_____
Ensure Command Staff and General Staff positions are fully staffed	_____
Participate in, or assign personnel to participate in all NAMAG calls; authorize additional crew requests as needed.	_____
Establish target times for:	_____
PSC reports (dates) _____ (times) _____	_____
Conference Calls (dates) _____ (times) _____	_____
Municipal Briefings (dates) _____ (times) _____	_____
Develop target dates/times for all requirements of ETR Protocol (with Planning Chief)	_____
Global ETR due by (date) _____ (time) _____	_____
Regional ETR due by (date) _____ (time) _____	_____
Township ETR due by (date) _____ (time) _____	_____
Assign Operations Section Chief to mobilize Damage Assessment if needed	_____
Assign Logistics Section Chief to mobilize Wires Down program if needed	_____
Assign Logistics Section Chief to mobilize Dry Ice distribution if needed	_____
Assign Logistics Section Chief to mobilize Meal Delivery if needed	_____
Assign Logistics Section Chief to mobilize Lodging and Alternate Housing Units if needed	_____
Request materials from New York Utilities Material Sharing Group (NYMSG) if needed	_____
Demobilization: following discussion with Operations Section Chief, authorize release of outside crews	_____

Post Event

	Complete
Ensure that critique survey is sent or meetings held to evaluate storm performance	_____
Ensure that Storm Scorecard is completed within 30 days following restoration	_____
Ensure that Critique Report is completed within 60 days following restoration	_____

Storm Checklist
Deputy Incident Commander

Pre-Event	Complete
Assist with notifications to Company personnel of impending storm events, as directed.	_____
Assist with notifications to PSC and SOEM of any impending events, as directed.	_____
Participate in any scheduled NAMAG calls	_____

During Event	Complete
Assist Incident Commander in developing the Incident Action Plan (IAP) for the event.	_____
Event Classification - Class 1, 2, 3 Event	_____
Start of Restoration (date) _____ (time) _____	_____
Communicate IAP and restoration status to CH Executives if requested.	_____
Participate in any scheduled NAMAG calls; request additional crews as directed.	_____
If directed by the Incident Commander, approve all external communications regarding storm restoration including news releases and website messages.	_____
Relieve Incident Commander as directed.	_____

Post Event	Complete
Provide reporting statistics to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist
Public Information Officer

Pre-Event	Complete
Develop news release and website messages to provide customers and municipal leaders with advance warning of the possibility of system damage and power outages. Issue the release when appropriate (up to 48 hours ahead)	_____
Arrange for blast emails regarding storm preparation to be sent to customers with email addresses on file	_____
Alert all employees about impending event	_____
Remind employees to show ID if/when traveling during a State of Emergency	_____
Instruct Outreach Director to run WARN transaction	_____
Direct Contact Center Branch Director to develop tentative staffing plan	_____

During Event	Complete
Advise Incident Commander on information dissemination and media relations	_____
Schedule and issue all Press Releases and paid media messages. Press releases to coincide with morning and evening news cycles	_____
Review and approve IVR upfront messages as prepared by Contact Center. Ensure that IVR upfront message is updated at start of event, and changed as needed during event and within 1 hour of each news release	_____
Arrange for blast emails regarding restoration to be sent to customers with email addresses on file	_____
Create storm web page if needed	_____
Monitor social media and reply as needed	_____
Provide dry ice and shelter locations to public via press releases, website and social media	_____
Coordinate news conferences and interviews as needed	_____
Instruct Outreach Director to initiate outbound calls to Life Support Equipment and Special Needs (EBD) customers.	_____
Arrange for notification of municipal leaders regarding dates and times of municipal calls	_____
Coordinate municipal calls and designate person to act as scribe	_____
Arrange for notification of telecom companies regarding dates and times of telecom calls	_____
Coordinate telecom calls and designate person to act as scribe	_____

Post Event	Complete
Prepare documentation of all media, web, social media and broadcast messages, and phone and LSE/EBD contact statistics to Director - T&D Operations for inclusion in critique reports and storm scorecard	_____

Storm Checklist
Liaison Officer

Pre-Event	Complete
Notify critical facilities of an impending event, via an outbound call.	_____
Notify municipal officials of an impending event, via an email blast when Class 2 event or greater is expected	_____
Host a pre-storm conference call for municipal officials when a Class 3 event or greater is expected.	_____
Notify telecom companies of an impending event, via an email blast when Class 2 event or greater is expected	_____
Host a pre-storm conference call for telecom companies when a Class 3 event or greater is expected	_____
Confirm name/phone numbers that facility managers and municipal officials should use to contact Central Hudson during the event.	_____
Develop staffing plan for County EOC Representatives	_____

During Event	Complete
Coordinate all information exchange between Central Hudson and State OEM and municipal leaders	_____
Conduct Municipal Conference Calls	_____
Conduct Telcom Conference Calls	_____

Post Event	Complete
Provide documentation of municipal and telecom calls to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist
Safety Officer

Pre-Event

During Event

	Complete
Perform safety briefing for all outside crews	_____
Conduct field inspections to ensure all crews are following safety procedures	_____
Provide safety messages to Public Information Officer for incorporation into press releases, customer communications, employee notices, and municipal/telecom briefings	_____
Address any safety concerns brought up by personnel working on the storm response	_____
Perform OSHA reports of any OSHA reportable accidents	_____

Post Event

	Complete
Provide storm safety statistics to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist
Security Officer

Pre-Event	Complete
Initiate request for Taconic Parkway access, and instruct Corporate Communications to remind employees that they will need to show identification in order to travel during a State of Emergency	_____

During Event	Complete
Coordinate security needs for district offices, dry ice distribution locations, and alternate housing areas.	_____
Address any security concerns brought up by personnel working on the storm response	_____
Establish liaison with the respective law enforcement agencies in order to promote prompt restoration of service in conjunction with any related investigations that may be underway	_____
Stage temporary identification badges production for any Mutual Assistance personnel responding to assist with restoration efforts	_____

Post Event	Complete
Provide reporting statistics to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist

Operations Section Chief

Pre-Event

	Complete
Participate in weather briefings as necessary	_____
Notify contract line and line clearance companies of the impending event; determine availability of crews	_____
Develop tentative staffing plan	_____
Obtain a system status report from System Operations including status of all transmission lines and distribution breaker abnormal conditions	_____
In conjunction with Incident Commander, determine number of additional external line resources should be solicited (if any)	_____

During Event

	Complete
In conjunction with Incident Commander, determine if external crews will be needed; provide requested number of crews to Planning Chief	_____
Allocate incoming crew resources to each of the operating districts	_____
Ensure all incoming personnel receive a safety briefing (with Safety Officer)	
Provide crew location information to Logistics Section for use in securing meals and lodging; update daily	_____
Mobilize Damage Assessment, if needed	_____
Work with Operating Supervisors to determine Global ETR by (date)_____ (time)_____	_____
Work with Operating Supervisors to determine Regional ETR by (date)_____ (time)_____	_____
Work with Operating Supervisors to determine Township ETR by (date)_____ (time)_____	_____
Request materials, supplies and tools from Logistics section as needed	_____
Provide crew data and ETR information to Planning Chief for regulatory reporting	
Provide information on locations of outages, extent of damage, and restoration update to Public Information Officer for use in press releases, municipal/telecom calls and other communication	_____
Ensure timely updates of ETRs are being provided to Customers Information Unit by district operating personnel	
Provide information to Customer Information Unit when outbound calls for ETR updates are required	_____
Direct Operating Supervisors to perform circuit sweeps prior to releasing crews as needed	_____
Work with Incident Commander and Planning Chief to arrange release of crews	_____
Flood Emergencies: Identify resources available to respond to requests for isolation of facilities due to flooding.	_____
Request National Guard assistance (if all other resources are exhausted)	_____

Post Event

	Complete
Provide crewing and restoration statistics to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist
Planning Section Chief

Pre-Event	Complete
Monitor weather reports	_____
Participate in National Weather Service briefings as necessary	_____
Assign personnel to perform resource tracking, reporting, and demobilization positions	_____
Notify National Grid of impending event and coordinate response plans (when flooding is anticipated in the Town of Coeymans)	_____
Notify Orange & Rockland of impending event and coordinate response plans (when flooding is anticipated in the Town of Woodbury and Town of Highlands)	_____
Notify NYSEG of impending event and coordiante response plans (when flooding is anticipated in the Town of Carmel)	_____
If directed, secure additional contract or utility mutual assistance crews according to NAMAG procedure	_____

During Event	Complete
Maintain records of all foreign crews/personnel	_____
Ensure that all PSC reporting is completed as required	_____
Ensure ETRs are established and published within the required guidelines	_____
Request National Guard assistance (if all other resources are exhausted)	_____
Obtain rosters from the sending companies; compile list of foreign crew personnel on the property.	_____
Assign personnel to Crew Guide positions if requested by Operations Section Chief	_____
Communicate any changes in foreign crew locations to the Logistics Section Chief for relocation of lodging and meals.	_____
Obtain check-out times from Operating Supervisors for each crew unit as they are released.	_____
Coordinate demobilization effort at conclusion of event	_____

Post Event	Complete
Provide staffing and reporting statistics to Director - T&D Operations for storm scorecard and critique report	_____

Storm Checklist
Logistics Section Chief

Action	Employee Responsible	Completed (Y/N)	Date	Time	Notes
Pre-Event					
Support Branch Director					
Notify Meals Unit (districts / meals on wheels)					
Notify Staffing Unit					
Contact Drafting to check circuit map inventory					
Develop staffing plan for County EOC					
Service Branch Director					
Notify Wires Down Unit - Staffing Plan, Avineonics					
Notify Dipatch Operations Unit - Develop Dispatch Staffing					
Notify Customer Communications Unit - WARN Call, Critical Facilities					
Arrange for testing / verify operational computers, radios, generators in districts					
Notify Environmetal Unit					
Disable Auto ETR Functionality					
Notify Facilities of Storm Mode. Postpone any non-essential work that would impact any potential storm response.					
Supply Branch Director					
Confirm dry ice availability					
Review critical material inventory level					
Count of available truck storm boxes					
Notify Transportation Unit , expedite repairs, halt non-essential maintenance					
Check fuel levels at districts. Notify fuel supplier for off-site fueling at hotels					
Provide available vehicle listing (pool / rental)					
Lodging contracts in place / room availabilty					
Evaluate need to increase P-Card limits					
IT Branch Director					
Notify Computer Systems Unit - Cease production changes, request staffing plan					

Storm Checklist
Logistics Section Chief

During Event	Complete
Direct Service Branch Directors to:	
Dispatch Operations Unit	
Provide staffing of dispatchers to district offices	_____
Wires Down Unit	
Provide staffing for Wires Down response	_____
Contact contractors to obtain additional wire down personnel as needed	_____
Respond to wire down locations in accordance with EEP Section 7.4	_____
Customer Information Unit	
Set up a callback group to make manual callbacks	_____
Communicate to the callback group instructions as to which cases should be called back manually vs. by the automated system	_____
Update StormCentral outage alerts throughout the event	_____
Make outbound calls when instructed by the Contact Center Branch Director or Incident Commander	_____
Use outbound messaging to notify municipal leaders of time/date of municipal calls	_____
Update County and/or Township ETRs on Storm Central to match all public information sources	_____
Environmental Unit	
Ensure that staffing is available to respond to oil spill and other environmental hazards	_____
Direct Support Branch Directors to:	
Meals Unit	
Provide breakfast at hotel restaurants or cater at the hotel where crews are lodged	_____
Provide lunch delivery to work locations	_____
Arrange for dinner at restaurants with sufficient capacity to serve large groups	_____
Lodging Unit	
Verify daily crew locations with the Resource and Reports Coordinator daily.	_____
Make hotel reservations for crews as close as possible to the crews' work locations.	_____
Communicate lodging locations to Operating Supervisors daily or whenever changes occur.	_____
Make arrangements for transportation of crews' personal belongings if necessary.	_____
Staffing unit	
Create spreadsheet or database to track daily employee assignments	_____
Assign employees to positions when requested	_____
Alternate Housing Unit	
Secure alternate housing as needed; arrange facilities for meals and sanitary needs	_____
Assign Alternate Housing Supervisor and additional employees as needed to site(s)	_____
Facilities Unit	
Ensure that all Central Hudson facilities are continuously available and in good working order	_____
Drafting/GIS Unit	
Ensure that staffing is available to respond to all requests for circuit maps and GIS information	_____

Storm Checklist
Logistics Section Chief

During Event	Complete
Direct Supply Branch Directors to:	
Dry Ice Unit	
Establish dry ice distribution locations if required	_____
Once outages are anticipated to last more than 48 hours, initiate the dry ice order within 6 hours	
Work with procurement Unit to arrange for delivery of dry ice and bottled water to the distribution locations	_____
Assign personnel and obtain vehicles for distribution of dry ice and bottled water	_____
Provide distribution location information to the Public Information Officer and the Customer Information Unit for dissemination to the public	_____
Material/Poles Unit	
Replenish materials in district storerooms	_____
Deliver poles to job sites	_____
Provide line tools from secured stock at the request of the Operations Section Chief	_____
Transportation Unit	
Coordinate and expedite repairs of disabled vehicles	_____
Obtain rental cars for damage assessment, crew guides or any other function as requested by the Section Chiefs	_____
Arrange for fueling of vehicles including mutual aid and contract crew trucks.	_____
Direct Information Technology Branch Directors to:	
Ensure that staffing is available to respond to all system failures	_____
Flood emergencies: arrange for field command center if needed	_____
Request materials from New York Utilities Material Sharing Group (NYMSG) if needed	_____

Post Event	Complete
Provide logistic data to Sr. Director - Emergency Preparedness for inclusion in storm scorecard and critique report	_____

Storm Checklist
Finance Section Chief

Pre-Event	Complete
Evaluate the need to increase Purchasing Card limits for key storm personnel	_____
Assign employees to fill the Time, Contracts, Cost, and Claims positions	_____

During Event	Complete
Develop a collect cost work order upon request from the Incident Commander for all storm charges	_____
Develop staffing plan to adequately perform all time keeping, procurement, cost account, and claims activities	_____
Communicate with Incident Commander and Operations Section Chief to fulfill daily finance-related needs	_____

Post Event	Complete
Provide storm finance statistics to Director - T&D Operations for storm scorecard and critique report	_____

Catskill
CCOM- CATSKILL COMMERCIAL
CDRS- CATSKILL DISTRICT REP
CELQ- CATSKILL ELECTRIC QUALIFIED
CFRM- CATSKILL FOREMEN
CGSC- CATSKILL GAS CHIEFS
CGSM- CATSKILL GAS MECHANICS
CSTR - CATSKILL STOREKEEPER
CHLP- CATSKILL HELPERS
CFLG- CATSKILL FLAGGERS
CCLC-CATSKILL CAPITAL CONSTR.
CHLC-CATSKILL CAPITAL HELPERS
CCFL- CATSKILL CAPITAL FLAGGERS
CCMR- CATSKILL COLLECTOR/MTR READER
CGAR- CATSKILL GARAGE
CTST- CATSKILL TESTER
CEST- CASTKILL ESTIMATING
CCLK- CATSKILL CLERICAL
CSNO- CATSKILL SNOW PLOW
CSNS- CATS SNOW SHOVEL
Catskill Line Supervision
Line Group 1
Line Group 2
Line Group 3
Gas Crew D
Service Workers
SUPERVISOR- CATSKILL OUTAGE PATROLLER
SUPERVISOR - CATSKILL STOREROOM
SUPERVISOR- CATSKILL QUALIFIED LINE WORKER
SUPERVISOR- CATSKILL TRIMMING RESPONDER
SUPERVISOR- CATSKILL OUTAGE RESPONDER

Greenville
GELQ- GREENVILLE ELECTRIC QUALIFIED
GCLC- GREENVILLE CAPITAL CONSTR.
GHLP- GREENVILLE HELPERS
GHLC- GREENVILLE CAPITAL HELPERS
GFLG- GREENVILLE FLAGGERS
GCFL- GREENVILLE CAPITAL FLAGGERS
GSNO- GREENVILLE SNOW PLOW

Tannersville
TELQ- TANNERSVILLE ELECTRIC QUALIFIED
THLP- TANNERSVILLE HELPERS

TCLC- TANNERSVILLE CAPITAL CONSTR.
THLC- TANNERSVILLE CAPITAL HELPERS
TFLG- TANNERSVILLE FLAGGERS
TCFL- TANNERSVILLE CAPITAL FLAGGERS

Kingston
KCOM- KINGSTON COMMERCIAL
KELQ- KINGSTON ELECTRIC QUALIFIED
Line Group 1
Line Group 2
Line Group 3
Line Group 4 (PC)
Service Workers
KFRM- KINGSTON FOREMEN
Gas Crew A
Gas Crew C
Gas Crew B
KGSC- KINGSTON GAS CHIEFS
KGSM- KINGSTON GAS MECHANICS
KSPL- KINGSTON SPLICERS
KHLP- KINGSTON HELPERS
KFLG- KINGSTON FLAGGERS
KSTR - KINGSTON STOREKEEPER
KCLC -KINGSTON LINE CLEARANCE
KTST- KINGSTON TESTERS
MHLP- METER TESTER HELPERS
KGAR- KINGSTON GARAGE MECH.
KNGH - KINGSTON GARAGE HELPERS
KCLC- KINGSTON CAPITAL CONSTR.
KCMR- KINGSTON COLLECTOR/ MTR READER
KCFL- KINGSTON CAPITAL FLAGGERS
KHLC- KINGSTON CAPITAL HELPERS
MSTK- METER SHOP STOCK HANDLER
KCLK- KINGSTON CLERICAL
KEST- KINGSTON ESTIMATING
KSNA- KINGSTON SNOW REMOVAL- A
KSNB- KINGSTON SNOW REMOVAL- B
KSNC- KINGSTON SNOW LIST- C
KMNT - KINGSTON MAINTENANCE
Kingston/Ellenville Line Supervision
KGSF- SAFETY ADVOCATE GAS OPERATIONS
Linemen 2/C&3/C
SUPERVISOR - KINGSTON OUTAGE RESPONDER
SUPERVISOR - TRANSPORTATION

SUPERVISOR - KINGSTON STOREROOM
SUPERVISOR UPPER HUDSON GAS SYSTEM T&D RESPONDER
SUPERVISOR UPPER HUDSON GAS ODOR FIRST RESPONDER
All Testers
SUPERVISOR - KINGSTON TRIMMING RESPONDER
SUPERVISOR - KINGSTON OUTAGE PATROLLER
SUPERVISOR - KINGSTON NETWORK RESPONDER
SUPERVISOR - KINGSTON QUALIFIED LINE WORKER

Ellenville
ECOM- ELLENVILLE COMMERCIAL
EELQ- ELLENVILLE ELECTRIC QUALIFIED
Line Group 1
Line Group 2
EFRM- ELLENVILLE FOREMEN
EQCC-ELLENVILLE CAPITAL CONSTR.
EHLP- ELLENVILLE HELPERS
EHCC-ELLENVILLE CAPITAL HELPERS
ESTR- ELLENVILLE STOREKEEPERS
EFLG- ELLENVILLE FLAGGERS
ECFL- ELLENVILLE CAPITAL FLAGGERS
ECMR- ELLENVILLE MTR READER/ COLLECTOR

Poughkeepsie
PCOM- POK COMMERCIAL
PELQ- POK ELECTRIC QUALIFIED
PFRM- POUGHKEEPSIE FOREMEN
PGSC- POK GAS CHIEFS
PGSM- POK GAS MECHANICS
PSTR - POUGHKEEPSIE STOREKEEPER
PHLP- POK HELPERS
PFLG-POUGHKEEPSIE FLAGGERS
PSPL- POK SPLICERS
PCLC- POK CAPITAL CONSTR.
PHLC- POK CAPITAL HELPERS
PCFL-POUGHKEEPSIE CAPITAL FLAGGERS
PCMR- POK COLLECTOR/ MTR READER
PGAR- POK GARAGE
PKGH- POK GARAGE HELPERS
PTST- POK TESTER
PEST- POK ESTIMATING
PCLK- POK CLERICAL
MAINT- PRIMARY MAINTENANCE
MTHP- MAINTENANCE HELPERS

Poughkeepsie Line Supervision
PSAF-Safety Advocate-Electric T&D/Op Services
Electric System Design
Line Group 1
Line Group 2
Line Group 3 (PC)
Gas Crew D
Gas Crew B
Service Workers
SUPERVISOR - POUGHKEEPSIE OUTAGE RESPONDER
SUPERVISOR - POUGHKEEPSIE STOREROOM
SUPERVISOR MID-HUDSON GAS SYSTEM T&D RESPONDER
SUPERVISOR MID-HUDSON GAS ODOR FIRST RESPONDER
SUPERVISOR - POUGHKEEPSIE OUTAGE PATROLLER
SUPERVISOR - POUGHKEEPSIE TRIMMING RESPONDER
SUPERVISOR - POUGHKEEPSIE NETWORK RESPONDER
SUPERVISOR - POUGHKEEPSIE QUALIFIED LINE WORKER

Stanfordville
SCOM- STANF. COMMERCIAL
SELQ- STANF. ELECTRIC QUALIFIED
SFRM- STANFORDVILLE FOREMEN
SCLC- STANF. CAPITAL CONSTR.
SHLP- STANF. HELPERS
SHLC- STANF. CAPITAL HELPERS
SSTR- STANF. STOREKEEPERS
SFLG- STANFORDVILLE FLAGGERS
SCFL- STANFORDVILLE CAPITAL FLAGGERS
Line Group 1
Line Group 2
Line Group 3 (PC)

South Road
DRFT - DRAFTERS
MGMT Wire Guard A
COMPUTER ROOM GROUP

Fishkill
FCOM- FISHKILL COMMERCIAL
WFDR- WAPPINGERS FALLS DISTRICT REP
BCDR - BEACON DISTRICT REP
EFDR - EAST FISHKILL DISTRICT REP
FELQ- FISHKILL ELECTRIC QUALIFIED
FFRM- FISHKILL FOREMEN

FGSC- FISHKILL GAS CHIEFS
FGSM- FISHKILL GAS MECHANICS
FSPL-FISHKILL SPLICERS
FSTR - FISHKILL STOREKEEPER
FHLP- FISHKILL HELPERS
FFLG-FISHKILL FLAGGERS
FCLC- FISHKILL CAPITAL CONSTR.
FHLC- FISHKILL CAPITAL HELPERS
FGAR- FISHKILL GARAGE
FCMR- FISHKILL COLLECTOR/ MTR READER
FCLK- FISHKILL CLERICAL
FTST- FISHKILL TESTER
FEST- FISHKILL ESTIMATING
FCFL-FISHKILL CAPITAL FLAGGERS
FSNO- FISHKILL SNOW REMOVAL
FSNM- FISHKILL SNOW MAINT.
Fishkill Line Supervision
Line Group 1
Line Group 2
Line Group 3 (PC)
Gas Crew A
Gas Crew C
Gas Crew E
Service Workers
SUPERVISOR - FISHKILL QUALIFIED LINE WORKER
SUPERVISOR - FISHKILL TRIMMING RESPONDER
SUPERVISOR - FISHKILL STOREROOM
SUPERVISOR - FISHKILL OUTAGE RESPONDER
SUPERVISOR - FISHKILL OUTAGE PATROLLER

Mahopac
MCOM- MAHOPAC COMMERCIAL
CARMEL MAHOPAC SOC RESPONDERS - GAS ONLY

Newburgh
NCOM - NEWBURGH COMMERCIAL
NCMS - NBG COMMERCIAL SOUTH
CNDR - CORNWALL DISTRICT REP
MGDR - MONTGOMERY DISTRICT REP
XCMS- ELTINGS CRNRS COMMERCIAL
NELQ- NEWBURGH ELECTRIC QUALIFIED
NFRM- NEWBURGH FOREMEN
NGSC- NEWBURGH GAS CHIEFS
NGSM- NEWBURGH GAS MECHANICS

NSPL- NEWBURGH SPLICERS
NHLP- NEWBURGH HELPERS
NFLG-NEWBURGH FLAGGERS
NBLC - NEWBURGH LINE CLEARANCE
NGAR- NEWBURGH GARAGE MECH.
NSTR - NEWBURGH STOREKEEPER
NTST- NEWBURGH TESTER
NCMR- NEWBURGH COLLECTOR/ MTR READER
NCLC- NEWBURGH CAPITAL CONSTR.
NHLC- NEWBURGH CAPITAL HELPERS
NCFL-NEWBURGH CAPITAL FLAGGERS
NCLK- NEWBURGH CLERICAL
NEST- NEWBURGH ESTIMATING
NSNA- NEWBURGH SNOW LIST- A
NSN0- NEWBURGH SNOW LIST C
Newburgh Line Supervision
Line Group 1
Line Group 2
Line Group 3
Gas Crew A
Gas Crew B
Gas Crew C
Gas Crew D
Service Workers
SUPERVISOR - NEWBURGH OUTAGE RESPONDER
SUPERVISOR - NEWBURGH STOREROOM
SUPERVISOR LOWER-HUDSON GAS SYSTEM T&D RESPONDER
SUPERVISOR LOWER HUDSON GAS ODOR FIRST RESPONDER
SUPERVISOR - NEWBURGH QUALIFIED LINE WORKER
SUPERVISOR - NEWBURGH OUTAGE PATROLLER
SUPERVISOR - NEWBURGH TRIMMING RESPONDER
SUPERVISOR - NEWBURGH NETWORK RESPONDER

Eltings Corners
XELQ- EC ELECTRIC QUALIFIED
XFRM- ELTINGS CORNERS FOREMEN
XHLP- EC HELPERS
XCLC- EC CAPITAL CONSTR.
XHLC- EC CAPITAL HELPERS
XSPL - EC SPLICERS
XSTR - EC STOREKEEPER
XFLG-ELTINGS CRNRS FLAGGERS
XCFL-ELTINGS CRNRS CAPITAL FLAGGERS
XEST - Eltings Corners Estimating

XCST- ELTING CRNS TESTERS
Line Group 1
Line Group 2

EC Garage / Storeroom
XSTR- EC MAIN STOREROOM
ELTR- EC GARAGE MECHANICS
ECPK- EC AUTO PARTSKEEPER
XSNR- EC SNOW REMOVAL
ESRH- EC SNOW REMOVAL- HELPERS
XSNO- EC SNOW SHOVEL
SUPERVISOR - ELTINGS CORNERS STOREROOM

New Paltz
XCOM- NEW PALTZ COMMERCIAL

Upper Hudson
KGNE- KINGSTON ELECTRICIANS
UPPER-HUDSON SUBSTATION TECHNICIANS
KNEH - KNG ELECTRICIAN HELPERS
Ops Elec Group 2
Ops Elec Group 1
Relay Tech Group 1
SUPERVISOR - UPPER HUDSON SUBSTATIONS

Mid Hudson
POKE- POK ELECTRICIANS
MID-HUDSON SUBSTATION TECHNICIANS
PKEH- POK ELECTRICIAN HELPERS
Ops Elec Group 1
Ops Elec Group 2
Ops Relay Tech
SUPERVISOR - MID HUDSON SUBSTATIONS

Lower Hudson
NBGE- NEWBURGH ELECTRICIANS
LOWER-HUDSON SUBSTATION TECHNICIANS
NBEH- NBG ELECTRICIAN HELPERS
OSFC - OPERATIONS SVCS SUBSTATION FIELD CLRK
ECRG-EC RIGGERS
ECCM- EC CONSTRUCTION MAINTENANCE
Ops Elec Group 1
Ops Elec Group 2
Ops Relay Tech

Riggers Crew A
Riggers Crew B
Construction Maint
SUPERVISOR - LOWER HUDSON SUBSTATIONS

Hydro/GT
RVMO- ROVING MECH. OPERATORS
ECHH- EC HYDRO HELPERS
SUPERVISOR - PRODUCTION & RIGGING

Communications
SUPERVISOR - RELAYS AND COMM

Storm Crews
UHDISP - UPPER HUDSON DISPATCHER
MHDISP - MID HUDSON DISPATCHER
LHDISP - LOWER HUDSON DISPATCHER
UWRC - UPPER HUDSON WIRE DOWN COORDINATOR
AUWRC - ALT UPPER HUDSON WIRE DOWN COORDINATOR
MWRC - MID HUDSON WIRE DOWN COORDINATOR
AMWRC - ALT MID HUDSON WIRE DOWN COORDINATOR
LWRC - LOWER HUDSON WIRE DOWN COORDINATOR
ALWRC - ALT LOWER HUDSON WIRE DOWN COORDINATOR
CWRR - CATSKILL WIRE RESPONDERS
CWRG - CATSKILL WIRE GUARDS
KWRR - KINGSTON WIRE RESPONDERS
KWRG - KINGSTON WIRE GUARDS
PWRR - POUGHKEEPSIE WIRE RESPONDERS
PWRG - POUGHKEEPSIE WIRE GUARDS
FWRR - FISHKILL WIRE RESPONDERS
FWRG - FISHKILL WIRE GUARDS
NWRR - NEWBURGH WIRE RESPONDERS
NWRG - NEWBURGH WIRE GUARDS
UHLC - UPPER HUDSON LOOP CREWS
PKLC- POUGHKEEPSIE LOOP CREWS
FHLC- FISHKILL LOOP CREWS
NBLC- NEWBURGH LOOP CREWS
KCDAC - UPPER HUDSON DAMAGE ASSESSMENT COORDINATOR
KCDAP - UPPER HUDSON DAMAGE ASSESSMENT PATROLLERS
PDAC - POUGHKEEPSIE DAMAGE ASSESSMENT COORDINATOR
PDAP - POUGHKEEPSIE DAMAGE ASSESSMENT PATROLLERS
FDAC - FISHKILL DAMAGE ASSESSMENT COORDINATOR
FDAP - FISHKILL DAMAGE ASSESSMENT PATROLLERS
NDAC - NEWBURGH DAMAGE ASSESSMENT COORDINATOR

NDAP - NEWBURGH DAMAGE ASSESSMENT PATROLLERS
CRWP - PRIMARY CREW GUIDES
CRWS - SUPPORT CREW GUIDES
Storm Electric Mass Callout
WGSMA - SUPPORT WIRE GUARD- MGMT A
Supplemental - Wire Guard - MGMT A

Notifications
ALL - ALL EMPLOYEES
CEMP - All Catskill Employees
GEMP - All Greenville Employees
TEMP - All Tannersville Employees
KEMP - All Kingston Employees
EEMP - All Ellenville Employees
HEMP - All Sturgeon Pool Employees
PEMP - All Poughkeepsie Employees
SEMP - All Stanfordville Employees
FEMP - All Fishkill Employees
NEMP - All Newburgh Employees
XEMP - All Eltings Corners Employees
MGMT - All Management Employees

Mutual Aid
SKMA-STOREKEEPER MUTUAL AID
TRMA - TRANSPORTATION MUTUAL AID
CCMA - CATSKILL COMMERCIAL MUTUAL AID
KCMA - KINGSTON COMMERCIAL MUTUAL AID
PCMA - POUGHKEEPSIE COMMERCIAL MUTUAL AID
FCMA - FISHKILL COMMERCIAL MUTUAL AID
NCMA - NEWBURGH COMMERCIAL MUTUAL AID

System Operations
TO/ATO - TRANSMISSION OPERATOR
CTO - CHIEF TRANSMISSION OPERATOR
SOC - SYSTEM OPERATIONS COORDINATOR
SUPERVISOR - SYSTEM OPERATIONS
SO/ASO - SYSTEM OPERATORS
CSO - CHIEF SYSTEM OPERATORS

Dispatch Operations
DD/ADD - DISTRIBUTION DISPATCHERS
SUPERVISOR - DISPATCH OPERATIONS
CCTR - Control Center Telerep
DO/ADO - DISTRIBUTION OPERATOR

Call Center
PCSR- POK CUSTOMER SERVICE REPS
CCPT- CALL CENTER PART TIME LIST
CLRK - ALL CLERICAL ASSISTANTS
Call Center Management
Clerical CSR
Supplemental CSR Storm Duty
Supplemental Mgt Storm Duty
Collections (No Callout)
All Meter Reader Workgroup
EH CSR
Day CSR
Part Time
Call Center
SUPERVISOR - CALL CENTER BACKUP
CCTR- CONTROL CENTER TELEPHONE REPS

Appendix removed from external copy to protect private information.

Items maintained in the Storm Storeroom (Storeroom 06)

STOCK CD	DESCRIPTION	UNIT OF MEASURE	ON HAND QUANTITY	LOCATION
3105025	BRACE,X-ARM WOOD 26 IN.	PC	200	BOX-009
3105032	BRACE, X-ARM WOOD 60IN, 18 IN. DROP	PR	25	BOX-009
3007080	CLAMP DEADEND STRAIGHT LINE 4-	PC	500	BOX-011
3007104	GRIP DE PRESH 34 GRN 15KV 1/0A	PC	25	BOX-006
3007105	GRIP DE PRESH 42 YEL 15KV 336A	PC	25	BOX-006
3007106	GRIP DE.SVC CABLE PRESH.1/0ACS	PC	100	BOX-006
3007115	GRIP DE PRESH 30 BLACK 5/16 ST	PC	100	BOX-006
3007118	CLAMP HOT LINE 6-400CU RUN	PC	300	BOX-018
3007121	GRIP DE PRESH 39 ORNGE 3/8 ST	PC	200	BOX-006
3007131	CLAMP SUSP. ANGLE AL .16-.73	PC	25	BOX-006
3007174	CLAMP HOT LINE 6-397AL RUN	PC	300	BOX-005
3010141	BLADE SOLID 300A F/7.2/14.	PC	24	BOX-018
3010152	CUTOUT OPEN 7.2/14.4 KV W/O DO	PC	108	BOX-012
3010154	TUBE FUSE 100A EHD F/7.2/14.	PC	102	BOX-017
3014315	LINK FUSE UNIVERSAL 10K	PC	300	BOX-003
3014324	LINK FUSE UNIVERSAL 65K	PC	500	BOX-003
3014326	LINK FUSE UNIVERSAL 100K	PC	500	BOX-018
3014327	LINK FUSE UNIVERSAL 140K	PC	500	BOX-003
3014328	LINK FUSE UNIVERSAL 200K	PC	102	BOX-018
3014338	LINK FUSE UNIVERSAL 6K	PC	300	BOX-003
3014339	LINK FUSE UNIVERSAL 15K	PC	600	BOX-003
3014340	LINK FUSE UNIVERSAL 25K	PC	500	BOX-003
3014341	LINK FUSE UNIVERSAL 40K	PC	1,100	BOX-003
3023107	INSUL SUSP 4-1/4" 10000#	PC	96	BOX-009
3023146	INSUL D.E. 15KV 10000# G	PC	300	BOX-013
3026054	ARRESTER DIST STD MTG 10KV MO	PC	90	BOX-010
3030045	PIN INSUL 1" THD 20" LONG PO	PC	100	BOX-008
3038011	ROPE POLY - 7/16"	FT	1,200	BOX-014
3038012	ROPE POLY - 5/8"	FT	1,200	BOX-014
3038013	ROPE POLY - 3/8"	FT	1,200	BOX-014
3040041	SPLICE AUTO FT #6 SOL - #8 ST	PC	3,000	BOX-016
3040042	SPLICE AUTO FT #4 SOL - #6 ST	PC	2,500	BOX-017
3040043	SPLICE AUTO FT #1 SOL - #2 ST	PC	1,000	BOX-016
3040044	SPLICE AUTO FT 2/0 SOL - 1/0	PC	200	BOX-018
3040100	SPLICE AUTO FT 336-397 AA & 3	PC	600	BOX-020
3040120	SPLICE AUTO FT 1/0 ASCR	PC	500	BOX-016
3040121	SPLICE AUTO FT 3/0 & 4/0 ACSR	PC	500	BOX-004
3040146	SPLICE AUTO FT #2 - #4 ACSR	PC	3,000	BOX-015
3050009	WIRE CU WR 6 HD SOLID	LB	1,500	BLDG
3050010	WIRE CU WR 4 HD SOLID	LB	2,106	BLDG
3050153	WIRE AA BARE 4 SOLID SOFT DRA	LB	1,000	BLDG
3050156	WIRE CU-BARE 6 SD SOLID	LB	2,000	BLDG
3050157	WIRE CU BARE 4 SD SOLID	LB	2,000	BLDG
3050159	WIRE STL BARE 3/8 EHS GALV 15	FT	8,000	BLDG
3050170	WIRE CU WR 4 SD SOLID	LB	2,030	BLDG
3066311	CLAMP DEADEND AUTO 6 SOL CU	PC	300	BOX-018
3066312	CLAMP DEADEND AUTO 4 SOL CU	PC	200	BOX-018
3066313	CLAMP DEADEND AUTO 2 STR CU	PC	25	BOX-006
3104013	BOLT MACHINE 5/8 X 12	PC	1,000	BOX-001
3104023	BOLT DOUBLE ARMING 5/8 X 18	PC	200	BOX-001
3105024	BRACE X-ARM STEEL 26 IN.	PC	200	BOX-010
3105025	BRACE X-ARM WOOD 26 IN.	PC	200	BOX-009
3107180	GRIP DE.SVC CABLE PRESH. #2AAA	PC	1,400	BOX-018
3109132	CONN ALL PURPOSE 8CU - 4	PC	500	BOX-005
3109134	CONN ALL PURPOSE 6CU - 1/0	PC	2,000	BOX-005
3109135	CONN ALL PURPOSE 6CU - 336	PC	200	BOX-016
3109136	CONN ALL PURPOSE 2 - 4/0	PC	150	BOX-005
3109172	CONN VISE 1 SOL - 2 STR CU	PC	250	BOX-005
3123136	INSUL SPOOL RACK TYPE ANSI 53	PC	200	BOX-008

Items maintained in the Storm Storeroom (Storeroom 06)

STOCK CD	DESCRIPTION	UNIT OF MEASURE	ON HAND QUANTITY	LOCATION
3130058	PIN INSUL 1" THD 6" PIN 5-3/4	PC	300	BOX-017
3135007	RACK SEC 1PT W/O SPOOL	PC	200	BOX-008
3145037	TAPE VINYL 3/4" X 66'	RO	300	BOX-001
3149027	TAPE VINYL 3/4" X 66'	PC	1,000	BOX-014
6506066	FLARE RED	PC	288	BOX-002
6507168	GLOVE LEATHER WORK SHORT CUFF	PR	144	BOX-007
6507169	GLOVE LEATHER WORK SHORT CUFF	PR	144	BOX-002
6507170	GLOVE LEATHER WORK LONG CUFF	PR	144	BOX-007
6507171	GLOVE LEATHER WORK LONG CUFF	PR	80	BOX-007
6507233	GLOVE COTTON STRING KNIT LIN	PR	144	BOX-002
6515010	OIL ENGINE TWO CYCLE - POWER C	CN	36	BOX-014
6515011	OIL BAR & CHAIN - POWER C	QT	24	BOX-014
6516187	PROTECTOR SIZE 11 LEATHER	PR	12	BOX-002
6516188	PROTECTOR SIZE 12 LEATHER	PR	12	BOX-002
6516189	PROTECTOR SIZE 10 LEATHER	PR	6	BOX-002
6516202	PROTECTOR SIZE 13 LEATHER	PR	12	BOX-002
6519304	RAINSUIT JACKET HI-VIS X-	PC	20	BOX-014
6519305	RAINSUIT JACKET HI-VIS XX-	PC	20	BOX-014
6519309	RAINSUIT PANTS HI-VIS X-L	PC	41	BOX-014
6519310	RAINSUIT PANTS HI-VIS XX-L	PC	20	BOX-014
6519310	RAINSUIT PANTS HI-VIS XX-L	PC	20	BOX-014

Critical Inventory Items Maintained in the Main Storeroom

STOCK CD	DESCRIPTION	UNIT OF MEASURE	REORDER POINT	LOCATION
3001107	ANCHOR,SCREW, SINGLE 10" HELIX 14000#	PC	800	2-G15/17AE
3007118	CLAMP,HOT LINE 6-400CU RUN 6-4/0CU T	PC	900	2-J35D
3007192	CONN WEDGE 336AL RUN, 4/0CU TAP	PC	400	2-J44G
3007195	CONN WEDGE 336AL RUN, 336AL TAP	PC	105	1-B32L
3007196	CONN WEDGE STIRRUP 336 RUN 2/0 CU BAIL	PC	375	2-H18/20D
3007217	CLAMP,HOT LINE 8-2/0CU RUN 8-2/0CU T	PC	200	2-K22D
3023117	INSUL, GUY,FIBERGLASS, 36" LENGTH	PC	400	3-S53AEJ
3023142	INSUL, VISETOP,15KV,POLY,WR AL&BARE C	PC	1,800	2-G25AEJ
3023155	INSUL, GUY,FIBERGLASS,78"LG.,HEAVY DUTY	PC	8	3-V42/44A
3028001	MOLDING PLASTIC U 1/2 X 1/2 ID	FT	14,000	3-S47A
3029029	NUT, TRIPLE THIMBLE EYE F/1" THRD RODS	PC	1,000	2-H22/24A
3037002	ROD, GROUND SINGLE 5/8"X 8' F/DISTRIBUTI	PC	600	3-V48/50A
3037100	CLAMP, GROUND ROD 5/8" F/#8 & 1/0	PC	900	1-D16D
3037141	ROD, F/SCREW ANCHORS 1"X 7'	PC	500	3-T21/23A
3104003	BOLT, MACHINE 1/2 X 6	PC	1,400	2-G46E
3104014	BOLT, MACHINE 5/8 X 14	PC	3,600	2-K10/16A
3104016	BOLT, MACHINE 5/8 X 16	PC	750	2-K26A
3104024	BOLT, DOUBLE ARMING 5/8 X 20	PC	700	2-K44A
3104025	BOLT, DOUBLE ARMING 5/8 X 22	PC	250	2-H15E
3105032	BRACE, X-ARM WOOD 60IN, 18 IN. DROP	PR	400	2-G43/45 A
3107201	CARTRIDGE YELLOW BURNDY	BX	50	1-D19H
3107202	CARTRIDGE BLUE BURNDY	BX	25	1-E21I
3107203	CARTRIDGE RED BURNDY	BX	8	1-A10E
3123131	INSUL, PIN TOP GROOVE 15KV POLYMER	PC	1,480	2-H30-36A
3149018	SHER, ROUND FLAT 1/2"ID X 1-3/8"OD	PC	2,500	1-D34G
3149024	WASHER, SQ CURVED 3/4", 3-1/4"SQ	PC	2,500	2-H06/08D
3149027	WASHER, SQ FLAT 5/8, 2-1/4"	PC	10,000	2-J25/27D
3166338	STAPLE, GALV 1-3/4 X 3/8 X .148"	PC	10,000	1-E10D
3513163	TUBING 1/2" PLASTIC 120# 5	FT	28,000	6-PIPE05

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

2022 Outreach & Education Plan with 2021 Results

NATURAL GAS & ELECTRIC SAFETY

New/Continuing Program:

Central Hudson offers educational resources about the safe use of electricity and natural gas to its customers, community organizations and local governments.

Safety information is included periodically in quarterly e-newsletters sent to customers for whom we have valid email (about 184,000 email addresses on file). Central Hudson's website offers on-line resources for both electric and natural gas safety. Also, bill inserts/onserts are sent for both electric and natural gas safety.

Electric Safety Education

Central Hudson educates the public on the potential hazards of electricity, and how to safely respond to electrical emergencies. Safety-related communications are continually issued via news releases, blast emails to customers, newsletters to elected officials and community stakeholders, paid radio spots and safety tips are posted on the website and social media (Facebook and Twitter).

In addition to these public communications, Central Hudson offers training to police, fire, and other first responders on electrical and natural gas safety. The training program covers how to respond to wires down on vehicles, approaching electrical hazards, maintaining safe distances from downed wires (and how to address gas emergencies). In 2017, Central Hudson added a first responder portal to the website, covering online training for responding to downed wires and other emergencies.

In 2021, a biannual safety mailing to approximately 9,000 equipment operators that include tree contractors and equipment rental companies as part of a larger outreach campaign on natural gas and electric safety, and featured information on safe working distanced from overhead electric lines when working in elevated positions (see below, under Gas Safety Education). This mailing will be again conducted in 2023.

Safety information is also included in all news releases and communications during storm or storm warnings and shared with elected and municipal officials.

Safety videos on storm preparation and downed wires were developed, recorded and promoted on social media and via direct emails to customers, and used in conjunction with storm messaging.

Gas Safety Education

Central Hudson communicates regularly with customers on natural gas safety through a series of paid radio spots, social media outreach, bill inserts (including scratch-and-sniff brochures to educate the public to recognize gas odors), news releases, blast emails to customers and newsletters to elected officials and community stakeholders. Central Hudson also participates in a collaborative paid media campaign through the Northeast Gas Association (NGA).

In compliance with DOT Pipeline Safety requirements for natural gas, letters are sent to municipalities and to emergency responders during the first half of the year; and in 2022 a biennial mailing will be conducted in the summer to about 10,000 property owners adjacent to natural gas transmission rights-of-way (these mailings take place every two years, on even calendar years). Corporate Communications and Engineering initiates these mailings.

New in 2019, Central Hudson developed an on-site, hands-on training program for emergency responders, including local police and fire departments, utilizing a mobile training trailer that can be brought to responders' location. The program and equipment provide conditions and situations responders may encounter in the field. The program was suspended in 2020 due to the pandemic is being reinstituted in 2022.

During 2017, an outreach program was conducted to provide municipalities, counties, farms, excavating/construction companies and any entity that may perform excavating with safety information when working near natural gas and electric lines via direct mailings, delivery of training materials through a fulfillment service and on-line resources. This outreach is performed biennially and was conducted in 2021.Tree contractors and equipment rental companies are included in this outreach campaign (see above, under Electric Safety Education) with approximately 9,000 businesses, farms and municipalities identified and contacted. The mailing and outreach will again be conducted during 2023.

Central Hudson issues news releases and provides social media posts regarding gas safety and the importance of calling before digging during "Dig Safely" Month in April. All utilities together in the NGA 811 outreach informed the public that DIY and construction projects could place your families, contractors and community at risk. Municipalities continue to be reminded of the need for safe digging practices in a monthly newsletter to municipal and elected officials.

Central Hudson actively participates in "Dig Safely New York" (DSNY), now called UDIG NY. A Central Hudson employee serves on the Board of Directors to provide input, as well as to stay aware of the latest trends/topics. Central Hudson is also actively involved with the Hudson Valley Damage Prevention Council. Both groups in the past raised awareness for excavation safety and underground utility damage prevention by conducting area safety presentations, participating at industry trade shows, hosting informational breakfasts and providing a website containing information and videos.

Annually, Central Hudson sends letters to all school districts within its service territory informing educators of its gas safety message on the Kids Corner section of the company's website.

The Patroller programs continues, in which company representatives contact individuals at job sites throughout Central Hudson's gas service territory (including homeowners, professional and municipal excavators) to distribute materials promoting safe excavating practices and to educate/enforce 16 NYCRR Part 753 – Protection of Underground Facilities.

Central Hudson continues work with municipalities to prevent damage to utility facilities by contractors retained by municipalities. Appropriate points of contact are provided so that incident information can be shared.

Central Hudson requires all excavator operators working for the Company to be certified in dig-safe excavation safety through the DSNY/UDIG NY training program. Additionally, Central Hudson uses a field quality inspection organization team to provide inspection oversight on Central Hudson's and its contractors' construction projects.

To help ensure customer safety and to remain in compliance with 16 NYCRR Part 255, Central Hudson annually offers natural gas safety training to first responders (police and fire departments), supplemented this in-person training offer with an online offering. Working with the Northeast Gas Association, Central Hudson hosts a first responder portal to our corporate website, which contains online training for responding to natural gas emergencies. This approach provides training options for the first responders in our communities. An expanded on-site, hands-on training program for emergency responders, including local police and fire departments, utilizing a mobile training trailer that can be delivered to a municipal or county location is also offered. The program and equipment provide conditions and situations responders may actually encounter in the field.

Safety Communications

Thirty-second commercial scripts aired in 2021 on approximately two dozen local AM and FM radio stations.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Central Hudson successfully completed the outreach and education programs in 2021. On-person First responder training was suspended due to COVID-19 protocols, however is continuing in 2022. The Storm Central outage map included safety messages during storm events.

Central Hudson's Public Safety Committee also continued, consisting of individuals from different areas of the Company to ensure maximum program coverage. This internal team meets quarterly, and their discussions focus on issuing safety messages (news releases, web pages, social media posts) based on recent local and national events.

Goals for 2022:

- Continue to offer gas and electric safety on-line training programs.
- Re-start hands-on training program for emergency responders, including local police and

fire departments, utilizing a mobile training trailer that can be brought to responders' location.

- Storm preparedness and safety tips to be issued on each of the following communication channels during 2022: website, radio advertisement, bill insert, news release, email newsletters to customers and legislative officials, and Facebook/Twitter.

- Comply with the DOT Pipeline Safety requirements for natural gas: letters are sent to municipalities and to emergency responders during the first half of the year; and letters to about 10,000 property owners adjacent to natural gas transmission rights-of-way will be sent in 2022 (letters are sent every two years).

- Issue a news release and provide social media posts regarding gas safety and the importance of one-calls in April (during Dig Safely Month), and mail information to municipalities via a monthly newsletter.

- Participate in 2 Hudson Valley Damage Prevention Council events during the year.

How Priority Was Set:

Central Hudson's Public Safety Committee meets regularly and drives many of our efforts in this area. In addition, the company participates in industry organizations such as the Northeast Gas Association, American Gas Association, and Edison Electric Institute where best practices are shared and learned.

Measures to Evaluate the 2022 Program:

Central Hudson will:

- Track communications and customer comments to ensure messages resonate and are relevant.
- Participation in outreach programs will be evaluated. Feedback from First Responder training will be used to refine the training as needed.

2022 Outreach & Education Plan with 2021 Results

SERVICE INTERRUPTIONS

New/Continuing Program:

Central Hudson communicates outage information to our customers in a variety of ways. We provide Estimated Restoration Times (ETRs) and outage status to customers via the following methods:

- Storm Central outage map
- News releases and media interviews
- Social Media (Facebook and Twitter) updates and responses
- Storm page on corporate website
- Municipal and emergency officials conference calls
- Outbound calls
- SMS messaging to subscribed users
- Email blasts
- Upfront recorded messages for customers calling our Contact Center
- Pre-recorded radio announcements during major storms (our CHECk program)
- Municipal Portal for municipal and county emergency managers.

Elected and municipal officials also receive direct communications during storm events. Life Support Equipment (LSE) customers receive calls or visits within 24 hours by a representative when affected during a storm event. Special Needs and Elderly, Blind or Disabled (SNEBD) customers receive a daily automated call during major storms which provides them with information on our restoration progress, directions for how to contact Central Hudson, and safety advisories.

When weather forecasts provide sufficient advance warning of possible weather likely to cause widespread outages, Central Hudson uses our outbound calling system to notify all LSE/SNEBD customers and Critical Facility managers to alert them of a possible severe weather event and encourage them to be prepared for potential loss of power at their home or business.

On an annual basis Central Hudson provides our Electric Emergency Plan to the highest elected official in each County that we serve. This is sent via email and US mail with a link to the electronic version of the plan.

2021 Results, Evaluation, and Feedback:

In the Reliability category of the 2021 *How Did We Do?* survey, the year-end satisfaction rate was 92.4 percent. Survey results indicate that communication with our customers during outages continues to be one of Central Hudson's strengths.

In 2020 Central Hudson developed a new Municipal Portal software product. This gives various municipal leaders and emergency responders enhanced outage information and a streamlined means for reporting & gaining status of road closure type incidents during storm events. This new application saw some usage during 2021's minor storms and gave municipal leaders and emergency personnel (specifically those in the Emergency Operations Centers) the ability to report incidents quickly and receive the latest status.

Goals for 2022:

During 2022, we will continue our outreach to enroll customers in the Notifi text alerts service. As of January 1, 2022, we had over 55,500 subscribers to our Notifi text alerts system and in 2022 our goal is to reach 65,000 subscribers.

This service is offered at no charge to our customers and it provides text alerts when an outage is predicted, when ETRs are added or updated, and when the outage case is believed to be restored. Customers can also report an outage using SMS texts, as well as check their power status.

How Priority Was Set:

Results of the *How Did We Do?* Survey continue to indicate that outage communication is a high priority for our customers.

Description of 2022 Program: (see guidance document regarding program elements to include)
Central Hudson is committed to maintaining many channels for customers to report outages and check estimated restoration times. Accuracy of messaging is reviewed regularly to ensure all systems are working as designed.

In 2020, Central Hudson rolled out the Municipal Portal which is another resource for emergency managers. This two-way, interactive tool provides critical information, online desktop and mobile reporting for power interruptions and road closures/conditions, and customized alerts when addressing major storm events and other emergencies. User registration is required for the Municipal Portal and in 2022 we will continue to promote widespread adoption and in use of this resource.

Measures to Evaluate the 2022 Program:

1. Continued use of the *How Did We Do?* Survey
2. Periodic review of industry best practices for outage response and communication

2021 Outreach & Education Plan with 2020 Results

SPECIAL NEEDS CUSTOMERS

New/Continuing Program:

Central Hudson will continue to look for ways to reach and identify customers with special needs through outreach and education via phone, community events and outreach activities. Training is conducted in the spring and fall with our CSRs and public facing field employees, to provide education on how to further identify customers that may require special services. Our Consumer Outreach team continues to attend community events virtually to promote programs available to this population and has begun in-person events where COVID-19 restrictions allow. Information pertaining to special needs programs and services is also available on our website for all our customers and provided via newsletters, radio ads and social media platforms. Central Hudson will continue to offer the following programs:

- Senior ID Program: Customers who are 62 years or older, can contact Central Hudson to self-identify themselves as a senior citizen. Once identified, their account will be coded with a senior code to receive special services and protections.
- Extra Security Plan: This program provides an extended billing due date to the 6th of the month following their 'normal' due date for customers that are on a fixed income. At the end of 2021 there were 2,184 enrolled in this program.
- Powering Connections: This newsletter is issued to vulnerable customers that are coded elderly, disabled or low income on their account. This newsletter is also mailed to Central Hudson retirees and provided to libraries, local agencies and senior centers in our service area free of charge. Each edition offers an array of information about Central Hudson's programs and services as well as safety and conservation articles. Powering Connections is also provided at local outreach events.
- TTY Phone Service: Available by dialing 711
- Life Support Program: Customers with life support equipment in-use are eligible for special coding on their account. These customers also receive continuous outreach during major outage events. At the end of 2021 there were 997 customers on the Life Support Equipment (LSE) program. Central Hudson created door hangers to leave for customers during field visits with emergency contact phone numbers.
- Third Party Notification: As provided by HEFPA, Central Hudson offers a Third Party designation for residential customers. With this protection, any final

termination notice issued on an account is also mailed to the designated Third Party. Approximately 504 residential accounts have Third Party designation on their account at the end of 2021. The Third-Party application form is printable from our website and is available in Spanish language.

- Hospitalization Program: Central Hudson provides a 30-day extension to customers that have been in the hospital. The form is available by phone or on our website and can be faxed, mailed or e-mailed. Office and Field staff have been trained on the program and can assist customers in applying.
- Large Print Bills: These bills are sent to sight-impaired customers who request them. Annual notification offering this option is made via our Rights & Responsibilities bill insert and in the Powering Connections newsletter which is issued in the spring and fall of each year.
- Interpreter Service: This service is available in various languages. In 2021 it was used approximately 354 times in various languages including Spanish, French, Arabic, Urdu, Albanian, Hindi, Romanian, Turkish, Mandarin, Korean, Portuguese, Russian, Italian, Vietnamese, Haitian Creole, Ukrainian, Polish, and Cantonese.
- Spanish-speaking CSRs: Central Hudson has 12 bilingual speaking CSRs to meet the needs of this population as well as an interpreter service for other languages.
- In 2021 our bilingual reps took 24,951 calls via our dedicated Spanish queue.
- Good Neighbor Fund (GNF) This program is normally administered by the local Salvation Army Corps and available to eligible customers as a last resort benefit. Typically, the GNF is communicated to customers via bill messages, bill inserts, Powering Connections, radio spots, PowerTalk, social media, the website, and various outreach events in the community and CSR referrals. Our customers donate to this fund and Central Hudson's shareholders match their donations up to $50,000 each year. In March of 2020 due to the COVID-19 pandemic restrictions the Salvation Army was unable to administer the GNF. In response, Central Hudson brought the management of the program in-house to enable customers to continue to receive this assistance. In 2021, Central Hudson provided 114 Veteran Grants totaling $22,800.00 and 21 Regular Grants totaling $5,210.00.
- Essential Service Program: Central Hudson voluntarily elects to provide Essential Service Apparatuses (a load-limiter device) to residential customers in the winter in lieu of shutting of the service for non-payment. This device is set to provide enough energy to operate on a limited basis some essential items such as a heating system and lights. Due to the ongoing COVID-19 pandemic, we have not resumed collection activity and have not set load limiters.

- Low Income Bill Discount Program: Central Hudson customers who are eligible for HEAP, SNAP, Lifeline, Medicaid, SSI, Federal Public Housing Assistance, Veteran's or Survivor's Pension or certain programs for Native Americans may be enrolled in the Low-Income Bill Discount Program (LIBDP) which provides a monthly credit to their account for 12 consecutive months. For customers heating by any other means such as oil, coal, propane, wood/wood pellets, kerosene or corn, Central Hudson receives a notification of HEAP and the customer is automatically enrolled into the program. The amount of the benefit is based on service type.
- Low Income Reconnection Fee Waiver: Customers receiving a HEAP benefit applied towards their Central Hudson account during the HEAP season automatically receive one reconnection fee waived upon restoral of their services, should they be shut-off for non-payment. This has not been implemented in 2021, as we are not locking customers for non-payment.
- HEAP Awareness: We utilize several resources to communicate about HEAP availability to our customers such as bill inserts and bill messaging at the beginning of the HEAP year. In addition, we advertise through the Powering Connections newsletter, social media, outbound call campaigns, CSR referrals, radio advertisement and banner ads on our website. Our Outreach team goes out into the community to hold workshops with agencies and their clients and attend vendor events to bring awareness to HEAP. When HEAP is open, we include a banner on the homepage of our website linking customers to Office of Temporary and Disability Assistance (OTDA) or to the payment assistance section of our website. Traditionally, a HEAP pamphlet is inserted in residential Final Termination Notice issued from December through February, which includes income guidelines and contact information to apply. This was not necessary in 2021 as we were not locking customers. HEAP flyers in English and Spanish are distributed at workshops and via email to customers and community partners. Outbound calls in Spanish and English are made to customers who received HEAP in the prior year to encourage them to reapply, and calls are made to customers in arrears who have never received HEAP assistance in the past.
- Special Account Identifications: Our customer database system identifies our specially coded customers on a general information screen. Both office and field employees understand the identifications, where to find them, and how to update them.
- Gift Certificates: This program allows friends, family, or charitable organizations to purchase gift certificates to be applied to a customer's account. Ads are placed in the Powering Connections newsletter, in PowerTalk, on our website, and in radio ads to make customers aware of their availability.

- CenHud.com: The Payment Assistance section of our website provides explanations of our special needs' customer programs and services. Website banner ads during HEAP season, our home page website banner is updated to inform customers of the availability of benefits and a direct link to the Office of Temporary Disability and Assistance website or Central Hudson's "Payment Assistance" section.
- News Releases: News releases on assistance programs, safety and HEAP availability are issued periodically. Annually, a news release is issued announcing the Company's Essential Services Program. This information is communicated via email blasts to all customers we have email addresses on file for.
- Radio Ads: Radio ads in both English and Spanish are released on assistance programs, safety and HEAP availability periodically.
- Customer Service Representatives were typically available to meet with customers at local Department of Social Services offices, Family Partnership, Community Action Agencies, colleges, food pantries and Shop-Rite grocery stores to discuss their bill and provide assistance. Due to the COVID-19 pandemic these were halted but, they are expected to resume in the Spring of 2022. After March 2020, virtual presentations were conducted with community partners.
- Direct Mail Letters: Letters are sent to customers with a past due balance and life support or "fixed income" code(s) advising of the availability of HEAP assistance for winter heating costs.

Summary of 2021 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Central Hudson will continue to monitor the effectiveness of its special needs' programs through satisfaction surveys at outreach forums, in-person and virtual events and outreach presentations.

Description of 2021 Program:

Central Hudson's goals are to promote awareness and understanding of programs and services, encourage customer participation in our special programs, and to afford customers all the rights outlined in HEFPA. We will continue to offer the above programs and continue our twice-yearly goal of verifying and updating all EBD and LSE accounts as outlined above. In 2022, Central Hudson will use our Powering Connections newsletter, E-buzz newsletter and Coffee Buzz virtual presentations to educate our vulnerable customers on payment assistance and special assistance

programs and energy efficiency savings programs. We expect to resume in-person activities shortly and continue to attend and hold virtual workshops and meetings with community partners and local agencies.

We launched a new initiative called “Coffee Buzz” in 2021 which create bi-monthly meetings with community partners to share ideas, program information and further assist vulnerable customers and agencies. In 2022, our Outreach team will continue its “Outreach on the Move” campaign geared towards educating customers and community agencies on Central Hudson’s special assistance, payment assistance, gas safety, and energy efficiency programs in a virtual format and hopefully a live format as well. This customer education is delivered in the form of workshops that are normally conducted on-site in various community agencies. In addition to discussing assistance programs, these workshops provide valuable information on safety, energy efficiency and help in understanding their Central Hudson bill.

In 2022, we will work to increase our engagement in our local communities’ agencies, food banks, schools, senior events and Legal Services of Hudson Valley to educate them on the availability of our programs. We will partner with local agencies to provide wrap-around service for families in need. Central Hudson will continue working with OTDA on a file transfer of customer information to better identify our low-income population of customers in order to enroll them in our LIBDP program.

Central Hudson will continue to bring awareness to our non-heating customers and their potential eligibility in our new low-income program. We will create written and electronic material that will be provided to schools and other agencies to educate customers who do not heat with gas or electric of the availability of HEAP for their Central Hudson bill.

How Priority Was Set:

Central Hudson understands the importance of identifying our special needs customers. Programs are designed to comply with HEFPA regulations and Company research findings through customer satisfaction surveys, outreach forums, outreach presentations, and employee engagement in community activities and non-profit organizations.

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