

National Grid **New York**
Electric Emergency Response Plan

December 2024



National Grid **New York** Electric Emergency Response Plan

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National Grid Electric Emergency Response Plan **NEW YORK**

National Grid New York - Electric Emergency Response Plan

Section 1: ERP Overview

National Grid Electric Emergency Response Plan **NEW YORK**

Section 1. Introduction

National Grid (the Company) has established the New York Electric Emergency Response Plan (ERP) for the purpose of preparing for and responding to electric outages caused by storms and other natural disasters, civil unrest, major equipment failure, cyber events, or other emergency events. The ERP outlines specific actions to be taken during a particular emergency, focusing on immediate response procedures that are intended to be simple, flexible, and easily adapted under an all-hazards approach to emergencies. This ERP is not an all-hazard plan or a cyber security emergency response plan. The ERP includes procedures that will be adhered to by the Company in New York whenever an Emergency Event occurs.

The ERP provides the framework for the orderly response of Company and Company managed resources during Emergency Events. These procedures provide instruction for actions taken during Emergency Events classified as Class I - III. The ERP utilizes the National Incident Management System (NIMS) as a guide to a comprehensive approach to incident management that is applicable at all levels of the Company's Emergency Response Organization (ERO) and across functional disciplines. The ERP is focused on public safety, workforce safety, and the safety of resources obtained through mutual assistance, outlines restoration priorities and procedures, and addresses the operation of Company Emergency Operation Centers (EOCs).

The ERP applies the principles of the Incident Command System (ICS) and the Company's Group Crisis Management Framework to the structure of the ERO. The ERO establishes a chain of command that sets an orderly line of authority and relationships in place within the ranks of the organization where lower levels are subordinate to and connected to higher levels. This chain of command shall be used to communicate direction and maintain management control of the Company response to the event. Orders must flow through the chain of command while members of the organization may directly communicate with each other to ask for or share information.

Throughout an emergency, the organization must remain flexible, scalable, and responsive to the needs of electric customers. Many of the procedures invoked to resolve the problem will be dictated by the size, scale, and complexity of the emergency, weather conditions, etc. The organization needs to efficiently and effectively utilize all available resources to minimize the impact on customers.

Members of the New York State Emergency Response Organization (ERO) are responsible for providing adequate support to the affected Branch or Divisions to assure that the emergency is resolved in the shortest possible time and that all efforts are utilized to minimize the impact on the affected customers. The New York State ERO is responsible for communicating with Senior Management to coordinate various reporting to the New York Department of Public Service (DPS) during such emergencies.

The Company conducts storm drills and training exercises on an annual basis to evaluate the effectiveness of this ERP, with all required drills and exercises completed by June 1 of each year, compliant with case 13-E-0550. The ERP is reviewed and updated annually and filed with the New York Department of Public Service (DPS) no later than December 15th of each calendar year.

The annual review and revision of the ERP will include improvements identified from lessons learned analysis following a qualifying event, Company exercise or drill, and / or regulatory recommendation. The ERP may be revised more frequently to incorporate any regulatory or legislative directives as applicable.

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1.1. ERP Overview

Emergency Response – Compliance

The Company has developed the ERP to meet the requirements set forth in New York Codes, Rules and Regulations (“NYCRR”) 16 NYCRR II A § 105.3 Submission of Electric Emergency Plans and § 105.4 Content of Electric Emergency Plans and Case 13-E-0198 for the submission and contents of an Electric Emergency Response Plan in organizing the Company’s response to storms and other causes of electric system emergencies with storm-like characteristics.

Emergency Management – Policy Statement

National Grid’s Emergency Management Policy reinforces its commitment to our customers and the communities we serve; The Company strives to utilize effective emergency management principles and protocols that enhance its ability to provide safe and reliable energy services.

National Grid will deliver on its commitments to its customers by:

- a). Developing appropriate prevention or risk mitigation strategies,
- b). Implementing comprehensive emergency preparedness programs,
- c). Responding with appropriate resources to address the emergency,
- d). Communicating timely and accurate information to customers and other stakeholders,
- e). Recovering from events expeditiously, and
- f). Continuous improvement.

1.2. ERP Structure

Three organizational levels exist within the Emergency Response Organization (ERO): Strategic, Tactical, and Operational. The purpose of the Strategic Level is to identify clear and broad objectives to advance the overall organization through our response as well as coordinate resources as required from a corporate perspective. The purpose of the Tactical Level is to utilize specific resources to achieve sub-objectives in support of the defined strategy. The role of the Operational Level is to execute the defined objectives in support of the strategy.

The overall flow of the ERP is functional. Each section contains related processes that can be undertaken during an emergency response along with the ERO roles involved in the processes and the activities they are responsible for as related to each process. Process overviews and workflow diagrams are included to provide context for Company personnel involved in the emergency response. Both the workflow diagrams and order of roles included with the processes provide a top-down approach, with the highest-level ICS roles (*e.g.*, State, then Branch) and their direct reports shown in descending order. The benefits of the functional flow include:

- a). It is easier to modify the processes, roles, and activities included in the ERP based on changes due to lessons learned, regulatory requirements, technological advancements, organizational changes, etc.
- b). The provision for a complete overview of a process in one location for Emergency Response Organization personnel to easily reference.
- c). Better accounting of individual responsibilities with respect to specific processes.
- d). Better understanding of how various levels of the ERO interact to coordinate the execution of a process during an emergency.

1.3. ERP Implementation

National Grid has incorporated the principles of the National Incident Management System (NIMS) into the framework of its ERP.

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In support of the NIMS framework applied in the ERP, the Incident Command System (ICS) is utilized to coordinate and manage the Emergency Response Organization. Overall, this approach will improve National Grid's coordination and cooperation between public and private entities in a variety of domestic incident management activities.

National Grid has shaped its ERO around that of the ICS for the purpose of combining facilities, equipment, personnel, procedures, and communications to operate within a common organizational structure designed to manage incident activities.

The ERP is used for a broad range of emergencies, from small to complex incidents, both natural and manmade, including acts of catastrophic terrorism, cyber events, and major equipment failures.

National Grid's ERO and emergency response planning efforts follow the concept of what is recommended through the ICS protocol while fitting the model to the way the company is operated in order to maintain operational efficiencies.

Consistent with the ICS model, National Grid has structured its ERO around the following five major functional areas:

- a). Command staff (Incident Commander, Safety, Public Information, and Liaison),
- b). Operations,
- c). Planning,
- d). Logistics, and
- e). Finance.

One of the features of the ERP is that of scalability. Many events begin at the local or Division (Branch) level and escalate to a State or multi-state level event. National Grid's ERP accommodates single Division (Branch), State, and Multi- State events by ensuring the key elements of an ICS organization exist at each level and are easily replicated using common roles and responsibilities.

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Section 3: Organization Overview

Section 3. Organization Overview

Introduction

Emergencies typically begin and end locally and are managed on a daily basis at the lowest possible geographical, organizational, and jurisdictional level. There are instances in which successful emergency management depends on the involvement of multiple jurisdictions, various levels of the Company, coordination with municipal and governmental agencies, and/or emergency responder disciplines. These instances require effective and efficient coordination across a broad spectrum of the respective organizations and their activities.

The Emergency Response Organization (ERO) is designed to enable effective and efficient emergency management and coordination that is both internal and external to the Company through a flexible and standardized management structure that is scalable, so it may be used for all emergencies (from day-to-day to large-scale)

The ERO required to implement the emergency procedures is set forth by the organization chart included on the following pages in this section. When the Company is proactively planning for or made aware of an emergency, the required Emergency Operation Centers (EOCs) shall be staffed accordingly. In some cases, it may be desirable to staff the EOCs and hold or call-out personnel prior to the actual emergency. The number of EOC personnel and mobilized resources will be dependent upon the size, scale, and complexity of the emergency.

The Company will implement the ERO by notifying employees of their activation using, but not limited to any one single method included in a host of options that consists of personal interaction and or the use of a communication system that has the ability to notify employees of mobilization by telephone, mobile phone, e-mail, and or text message.

National Grid Group Crisis Management Framework and the ICS Philosophy

National Grid has developed and implemented the Group Crisis Management Framework which establishes an all-hazard approach to crisis management and the mechanisms used to manage the most serious of incidents. A crisis may include all types of incidents and events including severe weather, loss of business continuity, loss of critical infrastructure, etc., or any combination of these.

The Group Crisis Management Framework also establishes, at a high level, guidelines for key leaders at the Tactical Level. These guidelines are the basis for establishing the National Grid Electric Emergency Response Plan.

One of the more common emergencies to which the Company is regularly subjected to is severe weather / storm events. The Group Crisis Management Framework provides a scalable approach to emergency response based upon the type, severity, and impact of the event.

The Framework consists of three levels that define management's roles and responsibilities: Strategic Level, Tactical Level and Operational Level.

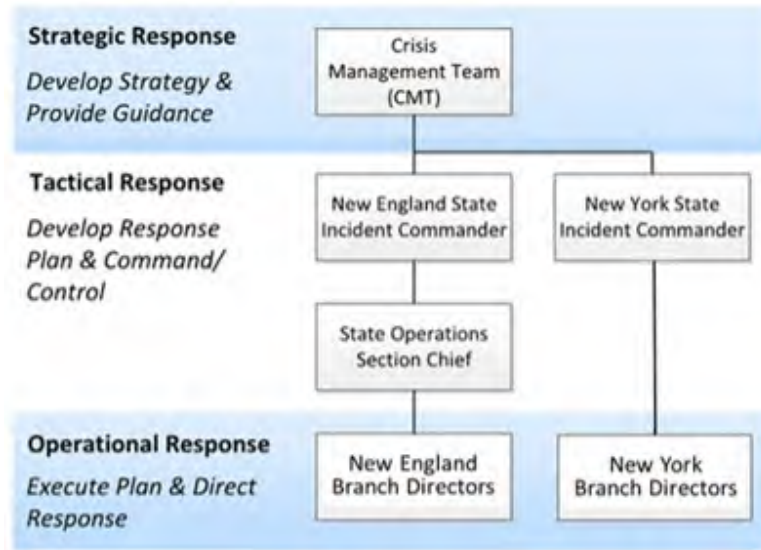


Figure 1. Crisis Management Framework

The Strategic Level is activated when an incident has escalated across multiple business areas or has met other crisis triggers.

The roles and activities of Company personnel at the Tactical and Operational Levels are covered in this ERP and are considered the touch points between activities carried out at the tactical / operational levels and the activities carried out by Strategic Level personnel when activated. In instances where the emergency does not trigger activation of the Strategic Level and, therefore, the CMT (Crisis Management Team) is not utilized, the strategy for the emergency response will be developed as governed by this ERP.

The Group Crisis Management Framework incorporates the principles of the National Incident Management System (NIMS) which National Grid employs to manage Emergency Response. NIMS represents a core set of doctrines, concepts, principles, terminology, and organizational processes that enables effective, efficient, and collaborative incident management. These principles provide a set of standardized organizational structures that improve integration and connectivity among jurisdictions (States) and disciplines, starting with a common foundation of preparedness and planning.

The three (3) major components of NIMS include:

- a). Resource Management,
- b). Command and Coordination, and
- c). Communications and Information Management,

Incorporating the NIMS philosophy into our approach to Crisis Management allows the company to provide an appropriate, timely, and scalable level of response to an emergency as it develops.

Within the NIMS philosophy for Command and Management – the Incident Command System (ICS) is a standardized on-scene, all-hazards incident management approach that:

- a). Allows for the integration of facilities, equipment, personnel, procedures, and communications that operate within a common organizational structure;
- b). Enables a coordinated response among various jurisdictions and functional agencies, both public and private; and
- c). Establishes common processes for planning and managing resources.

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The ICS allows its users to adopt and match an integrated organizational structure to the complexities and demands of an emergency response. As such, the Company acknowledges that the response structure, including the roles and associated activities contained in this plan provides a description of all ICS Command and General Staff positions that may be called upon during a response to an emergency. Only those positions required for response to a particular emergency shall be activated.

General Overview of Emergency Response Organization

Within the Emergency Response Organization (ERO), there shall be an established chain of command that sets an orderly line of authority and relationships in place within the ranks of the organization where lower levels are subordinate to and connected to higher levels. This chain of command shall be used to communicate direction and maintain management control of the Company response to the emergency. Orders must flow through the chain of command while members of the entire ERO may directly communicate with each other to ask for or share information.

The individuals assigned to the leadership positions within the organization have responsibilities that are to be carried out prior to, during, and after an emergency so that procedures can be implemented in an effective and timely manner when an emergency occurs.

The functional responsibilities and duties described in the ERP are executed in response to the circumstances of an emergency and, in many cases, in parallel with other duties and responsibilities as assigned to the respective disciplines.

National Grid is compliant with NY Public Service Law §66(21) (i) the identification of management staff responsible for company operations during an emergency and Regulations of the State of New York (NYCRR) – Part 105.4 – 5 - (i) all utility personnel assigned service restoration responsibilities. National Grid maintains a listing of all management personnel appointed to an emergency response assignment. Emergency Response Assignments are maintained in the data base by individual and default office location.

When emergencies require a response that extends over several days, it is important that at least two (2) individuals be assigned to each key role so that continuous coverage can be maintained.

The Emergency Response Organization shall be led by the State Incident Commander and the Branch Director(s). An overview of the entire ERO is contained in the organization charts included in the following pages. As noted previously, the portions of the ERO determined necessary to address the emergency will be activated which means the activated ERO can constitute any part of the organization contained on the following pages.

The organization charts contained in the following pages show a top down view of the ERO. Positions that are shaded blue indicate those that have activities included in the Roles and Activities sections of the processes contained in this ERP, while positions not shaded do not have defined activities in this ERP. Detailed position descriptions can be found in Section 32.

State Level

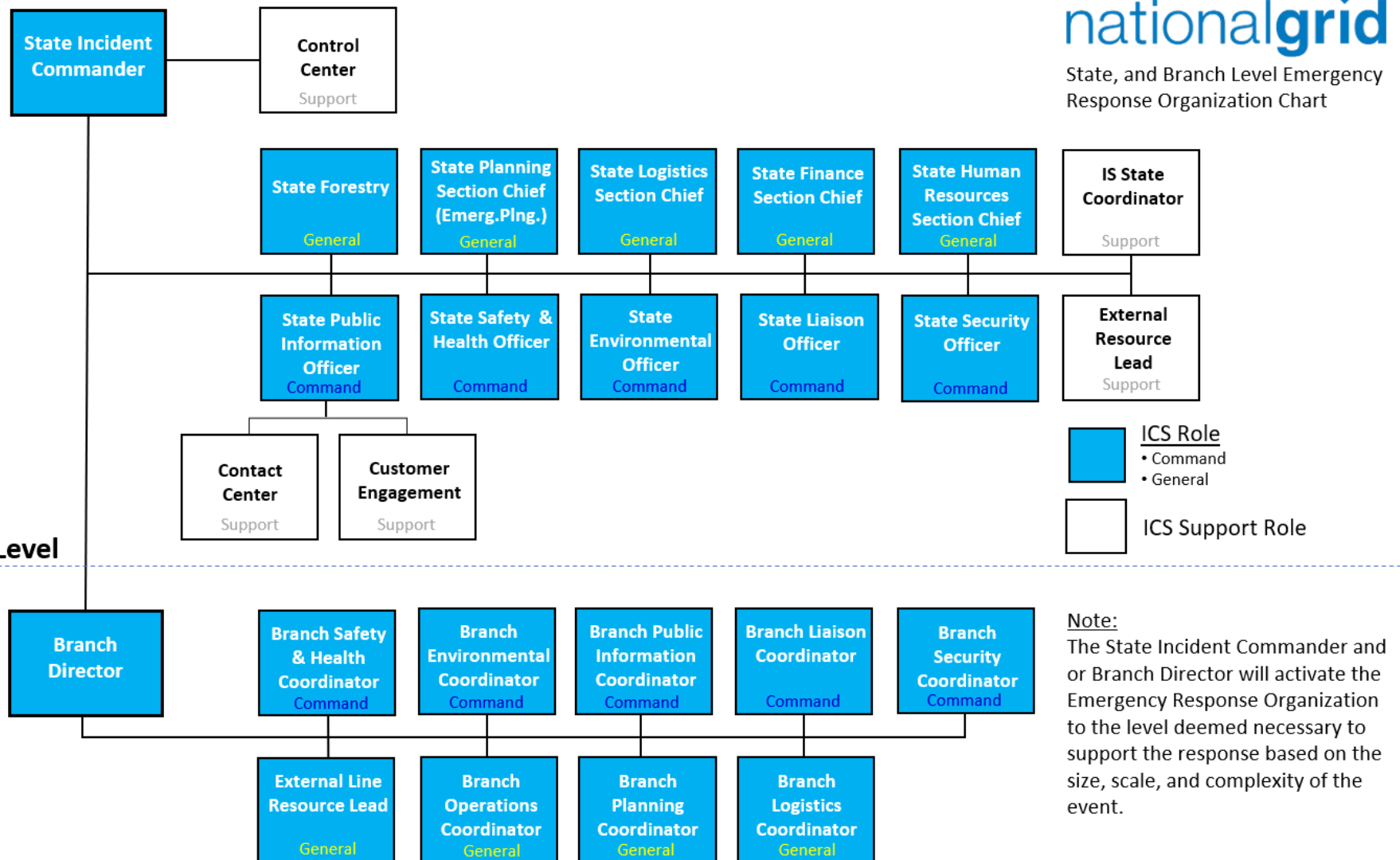


Figure 2. Emergency Response Organization

State Level

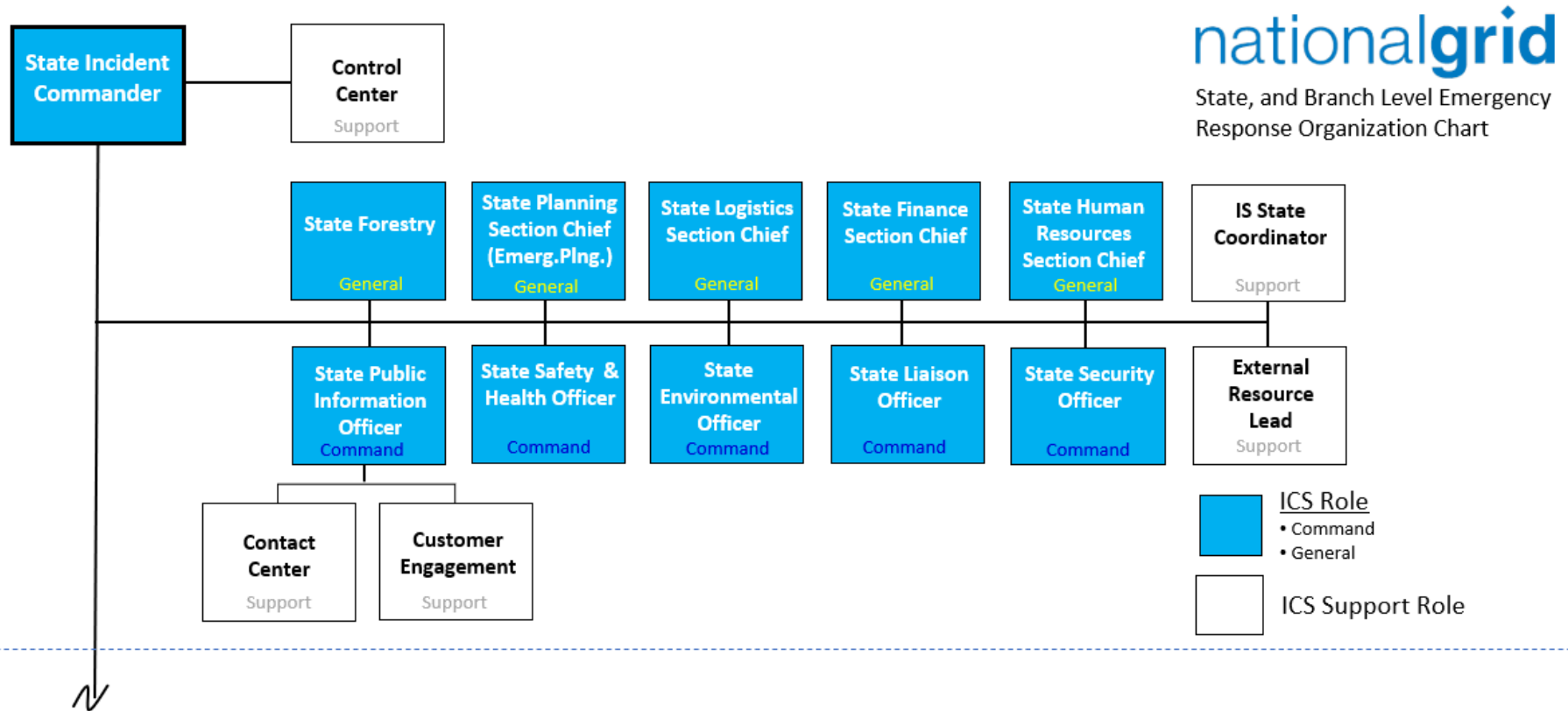


Figure 3. State Emergency Response Organization

State Level

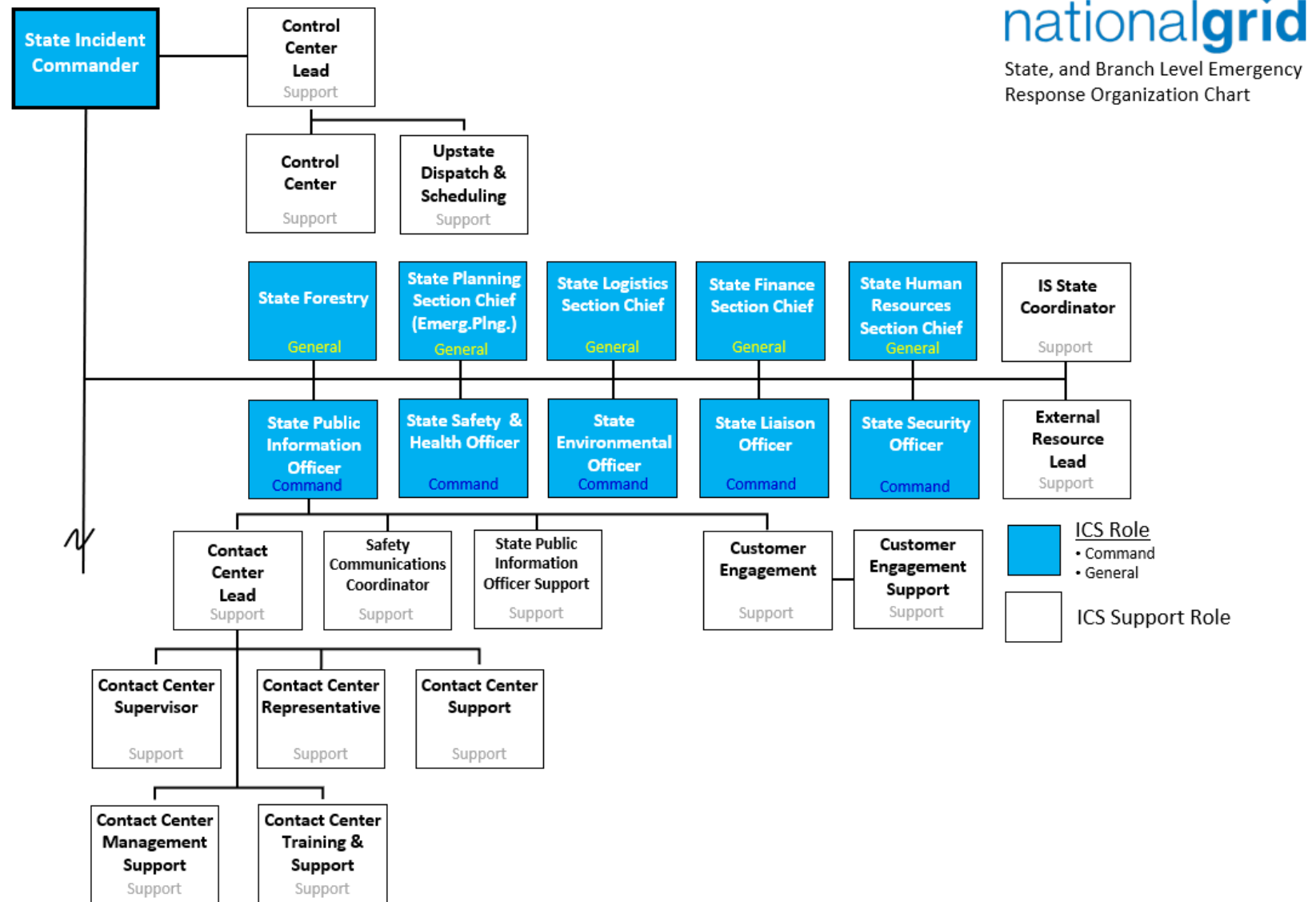


Figure 4. State Emergency Response Organization

State Level

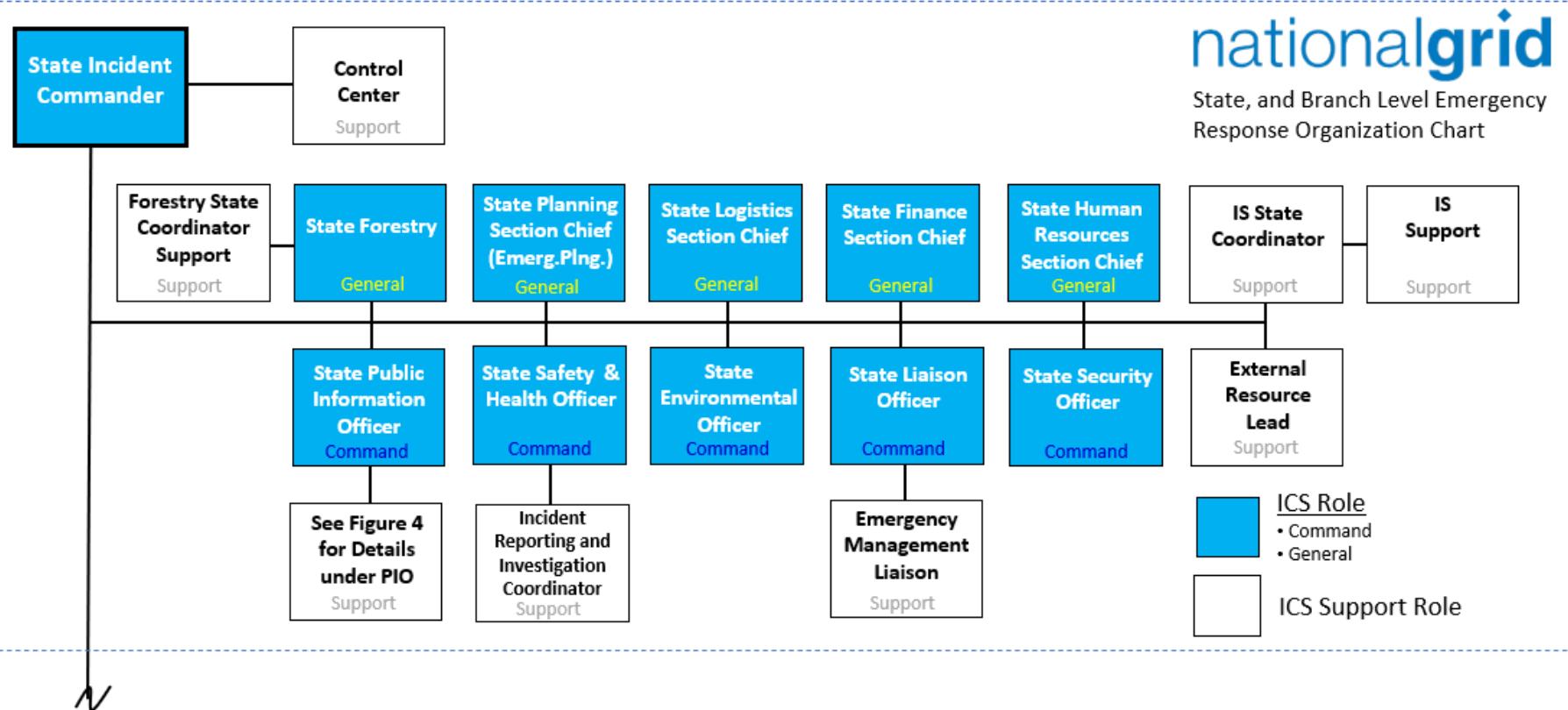


Figure 5. State Emergency Response Organization

State Level

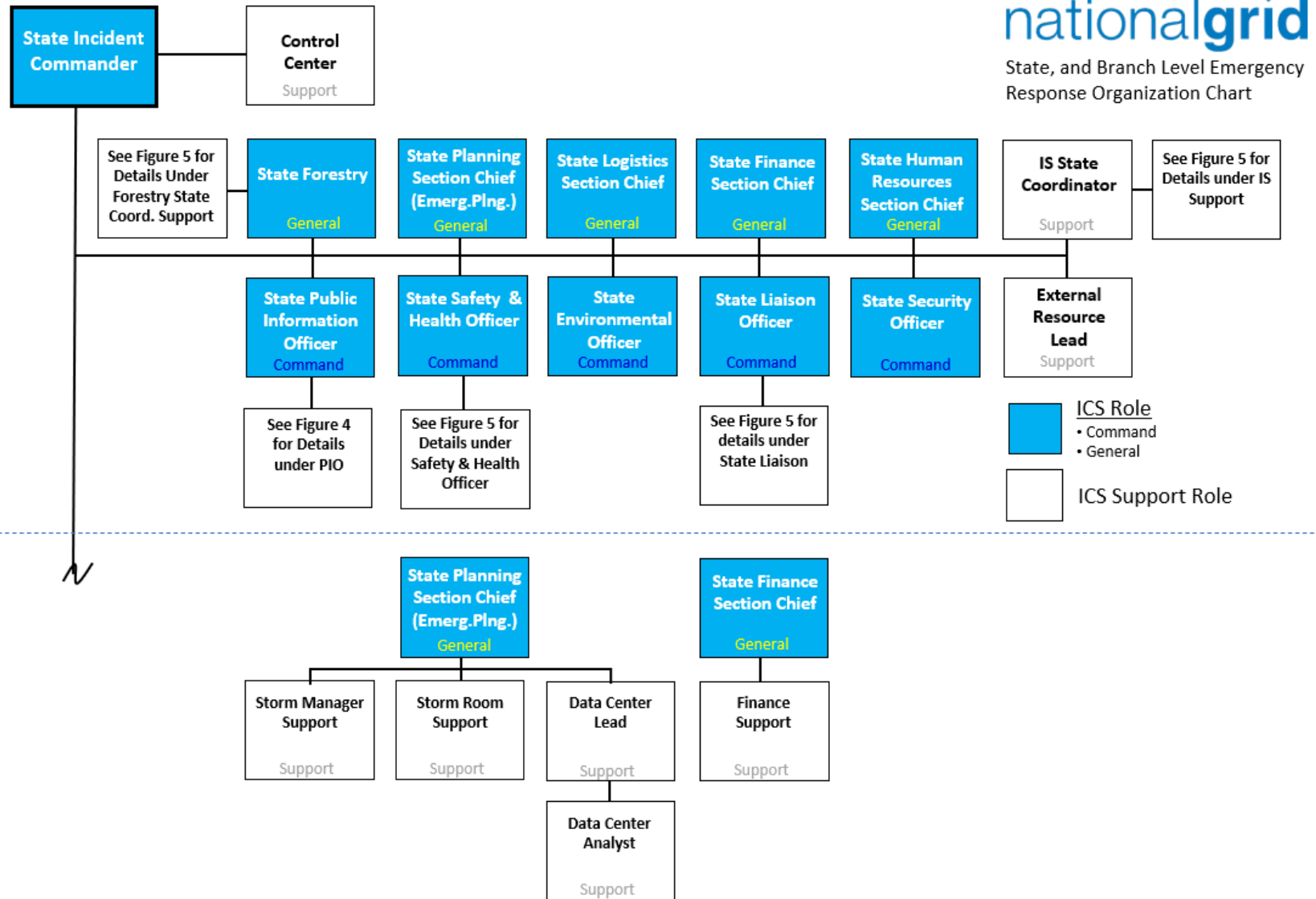


Figure 6. State Emergency Response Organization

Branch Emergency Response Organization

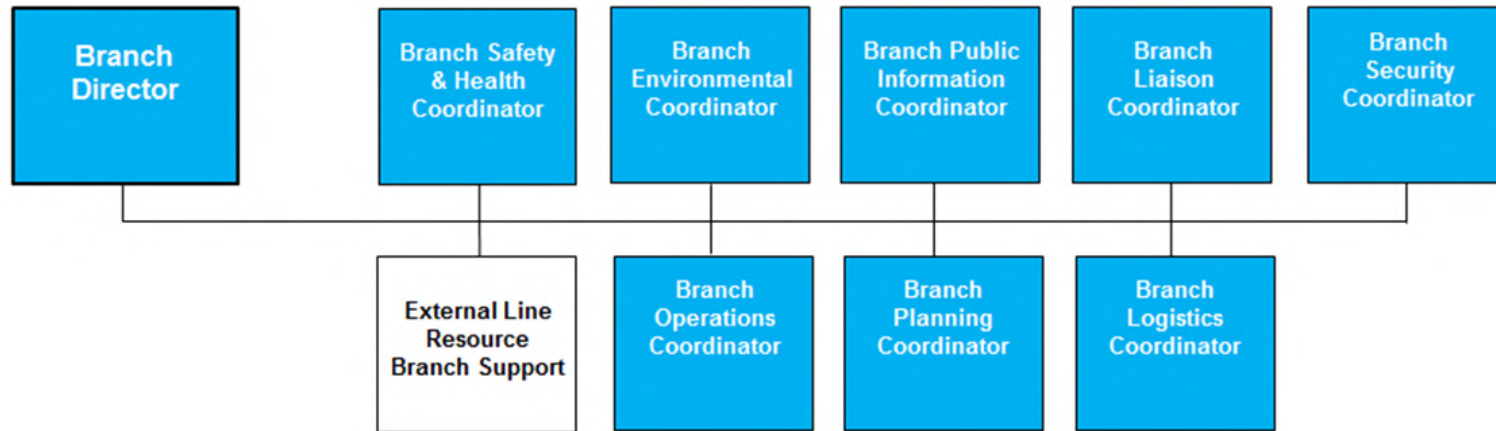


Figure 7. Branch Emergency Response Organization

Branch Emergency Response Organization

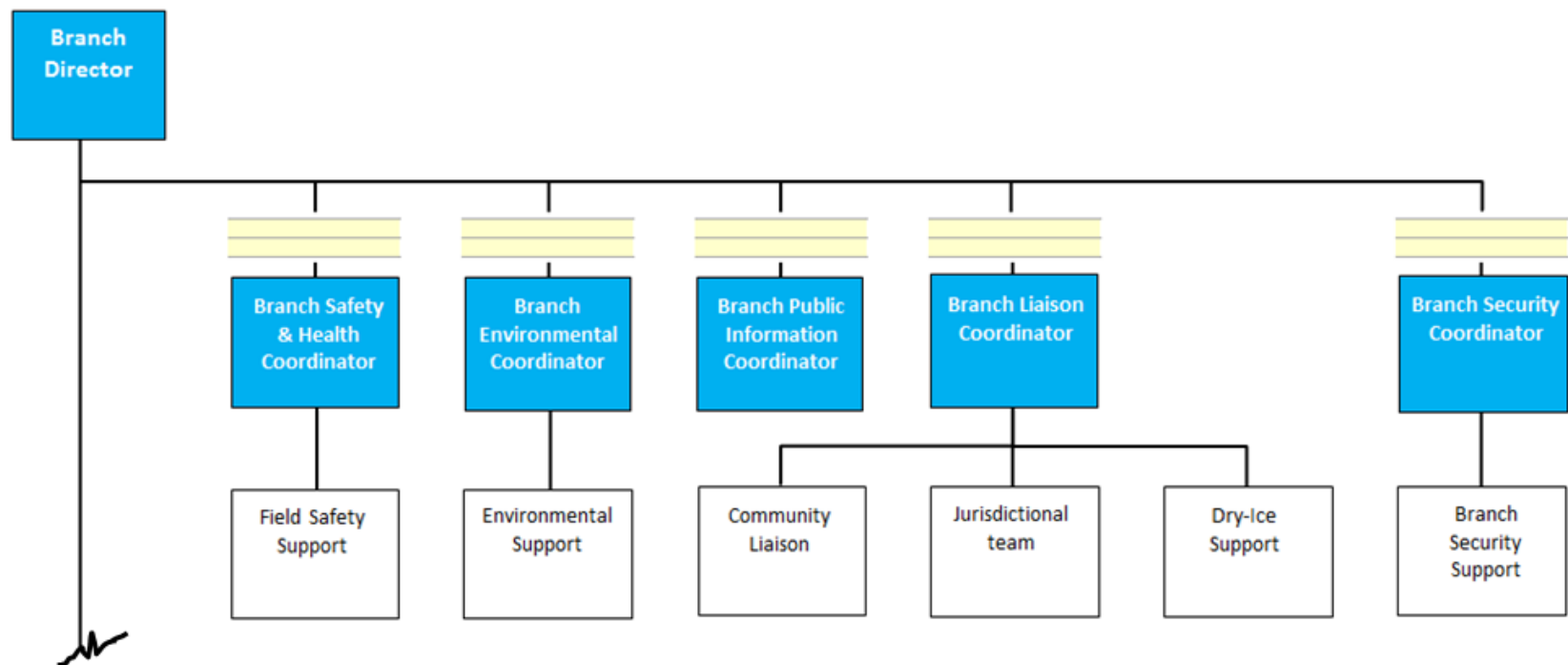


Figure 8. Branch Emergency Response Organization

Figure 9. Branch Emergency Response Organization

Branch Emergency Response Organization

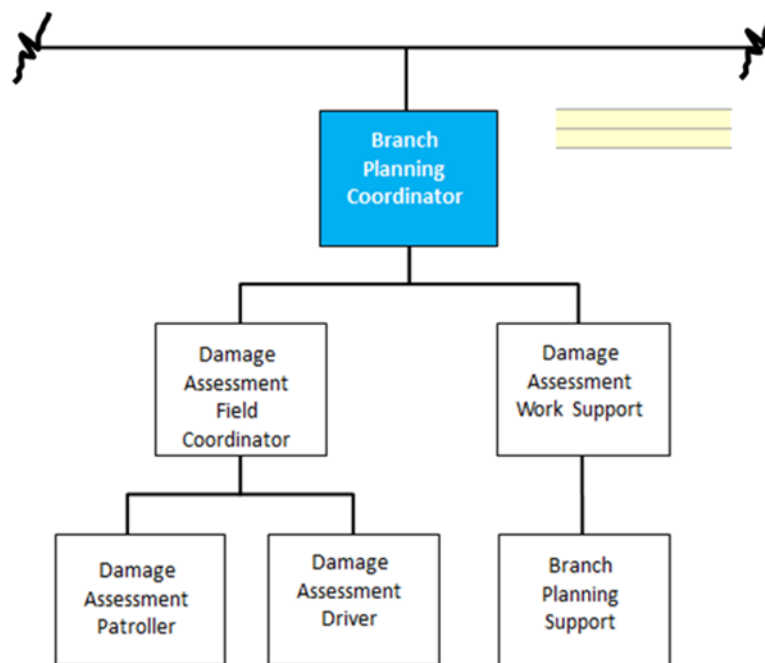


Figure 10. Branch Emergency Response Organization

Branch Emergency Response Organization

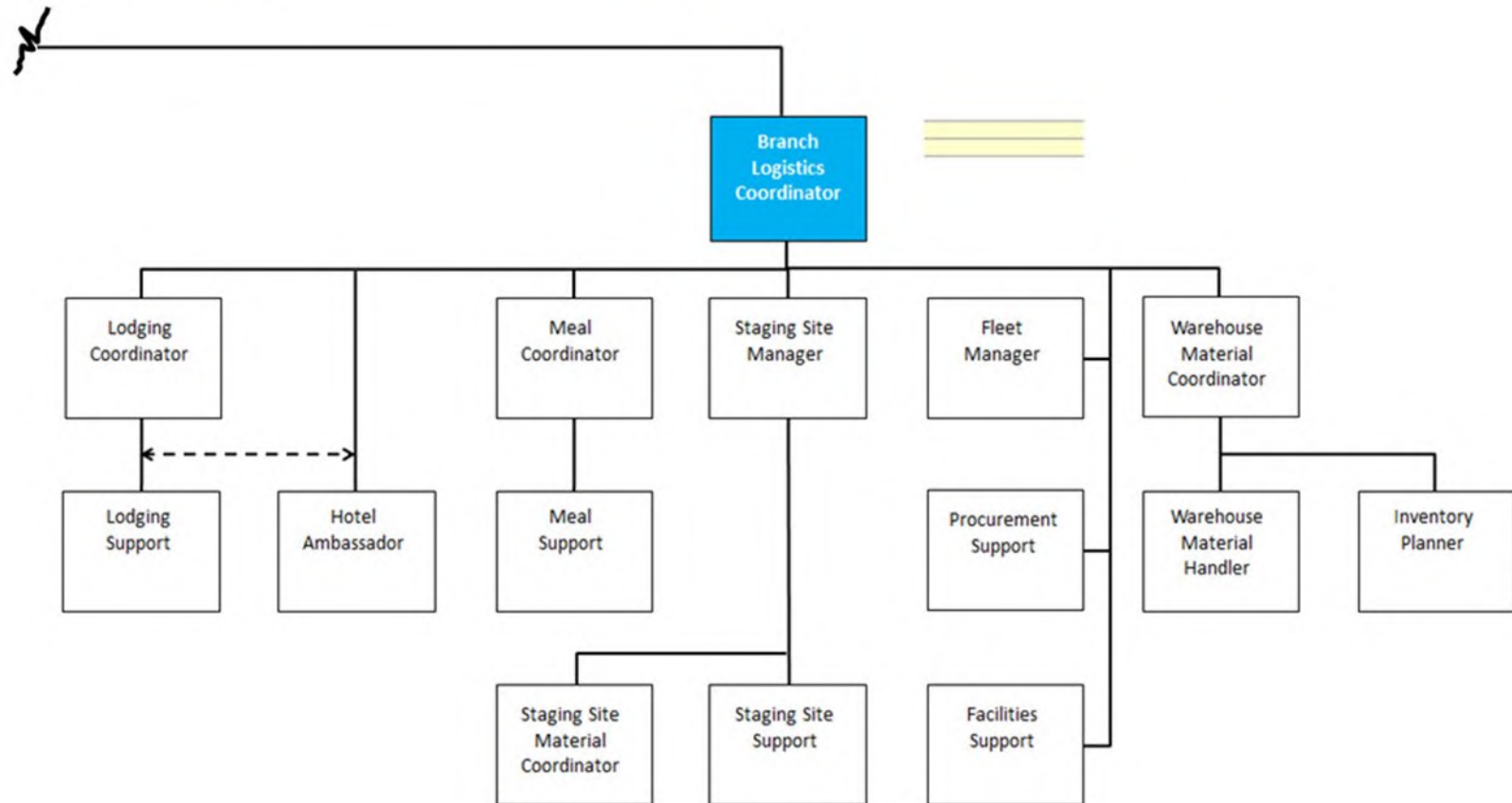


Figure 11. Branch Emergency Response Organization

3.1. State Level ICS Positions Overview

ICS Command and General Staff at the State Level are typically responsible for implementing the tactical response based on strategic objectives during an emergency. They:

- a). Plan the Company's response to the emergency and oversee its implementation,
- b). Include the State Emergency Operations Center (EOC) and is often the highest level involved during an event that impacts a single state,
- c). Plan ahead and support the operational team through the activation of facilities and personnel it requires in order to respond to the incident,
- d). Implement emergency procedures, and
- e). Communicate strategic objectives and provide tactical support to the operational teams.

The extent to which roles included at the State Level of the organization are activated will vary depending on the nature of the event. What follows is a description of all State Level ICS Command and General Staff positions that could be activated during an event – the activation of any combination of these roles will be determined on an event-by-event basis.

3.1.1. Position: STATE INCIDENT COMMANDER

(Typically filled by the NY-VP Electric Operations Maintenance and Construction)

The State Incident Commander is responsible for all incident activities, including the development of strategies and in some cases tactics, along with the ordering and release of resources. The State Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations in all upstate Branches.

JOB DESCRIPTION:

- a). Responsible for the overall management of the emergency at the State Level, including:
 - Safety and health,
 - Environmental,
 - Damage assessment,
 - Transmission and distribution control centers,
 - EOC operations,
 - Logistics,
 - Security,
 - Resource coordination,
 - Restoration,
 - Contact Center,
 - External communications,
 - Employee communications,
 - Media relations,
 - Regulatory affairs,
 - Documentation, time, and materials cost tracking, and
 - Demobilization.
- b). Provides tactical response guidance to the ICS Command and General Staff in New York and to the Branch Directors within the affected Divisions.

3.1.2. Position: STATE SAFETY & HEALTH OFFICER

(Typically filled by the Manager of Safety and Health)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Develops and manages Safety and Health objectives for the emergency at the State Level.

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- b). Oversees that the Safety and Health response is aligned with strategic level guidance.
- c). Provides operational safety response guidance for employees and restoration workers.
- d). The Safety and Health Officer and Safety Specialists will have the authority to stop any job or task deemed by them to be immediately dangerous to life or property.
- e). Serves as a resource on Safety-related matters for the State Incident Commander.

3.1.3. Position: STATE ENVIRONMENTAL OFFICER

(Typically filled by the Director or Manager of Environmental Services)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Oversee Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring, and permitting.
- b). Oversee that the Environmental response is aligned with strategic level guidance.
- c). Serve as a resource on Environmental-related matters.
- d). Serve as the primary point-of-contact for other responding agencies in the event of an environmental incident.

3.1.4. Position: STATE PUBLIC INFORMATION OFFICER

(Typically filled by the Director of Media Relations)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Develop and / or approves all communications messages based on guidance from the State Incident Commander.
- b). Coordinate the release of all emergency-related communications within the state.
- c). Oversee additional responsibilities as assigned by the State Incident Commander.

3.1.5. Position: STATE LIAISON OFFICER

(Typically filled by the Director Level of Regulatory Relations or Regulation and Pricing)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Direct the assignment of Company personnel to the New York Office of Emergency Management Bunker as requested.
- b). Serve as the point of contact for Company liaison activities that report to State level officials.
- c). Provide strategic level guidance to the Branch Liaison Coordinator(s).
- d). Provide periodic updates to the State Incident Commander as appropriate.
- e). Oversee additional responsibilities as assigned by the State Incident Commander.

3.1.6. Position: STATE PLANNING SECTION CHIEF

(Typically filled by a Director or Manager level position from Operations)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Maintain situational awareness including the reporting on and progress of restoration activities (State Data Center and Regulatory Reporting).
- b). Assist the State Incident Commander with evaluation of requests from the Branch Director(s) primarily as they relate to resources and Emergency Plan Compliance.
- c). Oversee additional responsibilities as assigned by the State Incident Commander.

3.1.7. Position: STATE LOGISTICS SECTION CHIEF

(Typically filled by a Director or Manager level position from Operations)

REPORTS TO: State Incident Commander

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JOB DESCRIPTION:

- a). Manages the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals, and lodging) in support of restoration.
- b). Oversees additional responsibilities as assigned by the State Incident Commander.

3.1.8. Position: STATE SECURITY OFFICER

(Typically filled by a Director or Manager level position from Security)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Manages and supervises the Security organization's actions and response objectives for restoration at the State level.
- b). Establishes appropriate utilization of Security services.
- c). Serves as a resource on Security-related matters.

3.1.9. Position: STATE FINANCE SECTION CHIEF

(Typically filled by a Director or Manager level position from Finance)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Establish emergency charge codes.
- b). Serve as the primary point of contact for all financial and cost analysis information within the affected State.

3.1.10. Position: STATE HUMAN RESOURCES SECTION CHIEF

(Typically filled by the Human Resources VP or Director level position)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- a). Serves as the primary point of contact for all human resource requirements within the affected State.

3.2. Branch Level ICS Positions Overview

ICS Command and General Staff at the Branch Level are typically responsible for managing the operational response during an emergency. They implement the Company's response to the emergency and report to the Tactical level on progress. Front line staff shall make safe, re-secure networks and repair damage using standard operating procedures, or, for non-operational incidents, using local procedures. This level includes decentralized Storm Rooms.

To the extent roles are activated at the Branch Level, the organization will vary depending on the nature of the emergency and will be activated by the Branch Director or their designee. Activation of the Emergency Response Organization is performed by in-person notification, telephone, text, e-mail, or a combination thereof. Below is a description of all Branch Level positions that could be activated during an emergency. The activation of any combination of these positions will be determined on an emergency-by-emergency basis.

3.2.1. Position: BRANCH DIRECTOR

(Typically filled by the Division Director - Operations Maintenance and Construction)

REPORTS TO: State Incident Commander

The Branch Director is responsible for the emergency response operation in the Branch. The noted Branch ICS Command and General Staff under the Branch Director are accountable for the coordination and communication with noted and various company disciplines. They are accountable for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.

JOB DESCRIPTION:

- a). Responsible for all aspects of the Branch Level Storm Response including but not limited to:
 - Wires Down Response,
 - Outage Management,
 - Damage Assessment,
 - Restoration Crew Management,
 - Decentralized Operations,
 - ETR Development,
 - Logistics,
 - Municipal Coordination,
 - Municipal Communications,
 - Media Relations,
 - Internal Communications, Cost tracking,
 - Employee and Labor Relations,
 - Provides tactical and operational response guidance to the ICS Command and General Staff and support staff for the affected branch,
 - Provides periodic updates to the State Incident Commander to ensure that the operational level response is aligned with tactical level guidance,
 - Approves Branch level ETRs, and
 - Additional responsibilities as assigned by the State Incident Commander.

3.2.2. Position: BRANCH SAFETY & HEALTH COORDINATOR

(Typically filled by a Lead Safety Specialist in the Safety and Health Organization)

REPORTS TO: Branch Director

The Branch Safety and Health Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time during the event.

JOB DESCRIPTION:

- a). Responsible for the development and management of Safety and Health objectives for the incident at the Branch level.
- b). Oversees that the Safety and Health response is aligned with strategic level guidance.
- c). Provides operational Safety response guidance to the State Level Safety and Health organization(s).
- d). Serves as a resource on Safety-related matters to the Branch Director.

3.2.3. Position: BRANCH ENVIRONMENTAL COORDINATOR (Typically filled by a Manager in the Environmental Organization)

(Typically filled by a Manager in the Environmental Organization)

REPORTS TO: Branch Director

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The Branch Environmental Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time period during the event.

JOB DESCRIPTION:

- a). Responsible at the Branch Level for all Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring, and permitting.
- b). Oversees that the Environmental response is aligned with strategic level guidance.
- c). Serves as a resource on Environmental-related matters to the Branch Director.

3.2.4. Position: BRANCH PUBLIC INFORMATION COORDINATOR

(Typically filled by the Division Manager for Media Relations)

REPORTS TO: Branch Director

The Branch Public Information Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time period during the event.

JOB DESCRIPTION:

- a). Initiates outreach to impacted areas of the Company and establishes communications "points of contact" to receive periodic updates.
- b). Disseminates messages developed by the State Public Information Officer to the media through a variety of communication channels and employees in coordination with the Branch Director.
- c). Oversees additional responsibilities as assigned by the Branch Director.

3.2.5. Position: BRANCH LIAISON COORDINATOR

(Typically filled by the Division Director for Community and Customer management)

REPORTS TO: Branch Director

The Branch Liaison Coordinator is accountable for tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time during the event.

JOB DESCRIPTION:

- a). Serves as the primary point of contact for local government and municipal leaders.
- b). Directs the assignment of Community Liaisons to support County EOC as requested.
- c). Accountable for the procurement and distribution of dry ice and bottled water as required.
- d). Provides periodic updates to the Branch Director as appropriate.
- e). Oversees additional responsibilities as assigned by the Branch Director.

3.2.6. Position: BRANCH OPERATIONS COORDINATOR

(Typically filled by the Manager or Lead Supervisor - Overhead Line)

REPORTS TO: Branch Director

The Branch Operations Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work

while reinforcing the objectives and restoration priorities for the applicable point in time during the event.

JOB DESCRIPTION:

- a). Coordinates all storm restoration efforts on the Overhead and Underground system in the assigned Branch to produce effective, timely, and uniform results.
- b). Provides restoration status information to the Branch Director.
- c). Assigns work based on established restoration priority procedures to all resources assigned to the event.

3.2.7. Position: BRANCH PLANNING COORDINATOR

(Typically filled by the Manager or Lead Engineer of Distribution Planning)

REPORTS TO: Branch Director

The Branch Planning Coordinator is accountable for tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time during the event.

JOB DESCRIPTION:

- a). Accountable for damage assessment, development of work packets, the facilitation of capital work tracking, and operations support

3.2.8. Position: BRANCH LOGISTICS COORDINATOR (Typically filled by the Lead Program Manager – Resource Management)

(Typically filled by the Lead Program Manager – Resource Management)

REPORTS TO: Branch Director

The Branch Logistics Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time period during the event.

JOB DESCRIPTION:

- a). Accountable for coordinating, organizing, and consolidating the Logistics needs of the branch to support branch operations with a primary focus on, but not limited to meals and lodging, equipment, fuel, and materials.
- b). Responsible to communicate the logistics needs and requirement to the State Logistics Section Chief as required.

3.2.9. Position: BRANCH SECURITY COORDINATOR

(Typically filled by the Lead Security Specialist in the Division)

REPORTS TO: Branch Director

The Branch Security Coordinator is accountable for the tactical implementation – the utilization of specific resources to achieve sub-objectives in support of the defined strategy and mission set by the Branch Director and State Incident Commander. This includes the assignment of resources to the work while reinforcing the objectives and restoration priorities for the applicable point in time period during the event.

JOB DESCRIPTION:

- a). Manages and supervises the Security organization's actions and response objectives for restoration at the Branch level.
- b). Establishes appropriate utilization of Security services.
- c). Serves as a resource on Security-related matters.

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Section 4:

Event Classification and Response Plan Activation

Section 4. Emergency Classification and Response Plan Activation

Introduction

The purpose of Emergency Classification and Response Plan Activation is to identify the processes by which the Company tracks and evaluates potential emergencies and mobilizes the Emergency Response Organization to respond. The processes and activities contained in this section precede all of the other response-related processes contained in the ERP and are typically initiated during the Pre-Event Stage of an emergency and continue through the Service Restoration Stage.

As conditions change, the structure of the Emergency Response Organization adapts and changes to meet the requirements of the response as warranted.

Section 4 Summary: Emergency Classification and Response Plan Activation		
4.1 Classification of Emergencies	4.2 Activating the Response Organization	4.3 Emergency Operations Center Overview
Key Roles	Key Roles	Key Roles
• State Incident Commander • Emergency Planning • Control Center • Branch Director	• State Incident Commander • Emergency Planning • State Planning Section Chief • Contact Center • Branch Director • Branch Operations Coordinator • Branch Planning Coordinator • HR	• None

4.1. Classification of Emergencies

It is the responsibility of State Incident Commander/Branch Director to closely monitor all emergencies and to evaluate their size, scale, and complexity. The importance of evaluation cannot be overstated and must be made at the earliest possible moment of occurrence.

The State Incident Commander and Branch Director(s) have the responsibility to implement emergency procedures within the affected Branch commensurate with the size, scale, and complexity of the emergency.

An individual major emergency number will be issued by Emergency Planning for each Branch affected for every Class II or III emergency.

MAJOR EVENT

Justification documentation for PSC Reliability and Deferral Storm classifications are based on the restoration target of 24 hours consistent with Cases 20-E-0380 & 20-G-0381 Appendix 14 (Major Storms

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Definition). Emergency (Major Event) Evaluation for Class II or Greater Events - the Incident Commander/ Branch Director shall evaluate the event from its onset to determine if a major event classification may be applicable. This evaluation shall be based upon the following criteria:

Major Storm – a period of adverse weather during which service interruptions affect at least 10 percent of the customers in a region, and/or results in customers in a region being without electric service for durations of at least 24 hours. Niagara Mohawk will provide data showing that a period of adverse weather qualifies as a Major Storm by affected region as part of its backup support for the deferral of Incremental Costs.

*Note: The New York Operating Regions within the Branches are:

NY-West: Frontier, Genesee, Southwest

NY-Central: Central, Northern, Mohawk

NY-East: Capital, Northeast

To justify that an event has qualified as a major emergency for PSC reliability or PSC deferral, a designee from Electric Operations Construction and Maintenance will need to provide supporting information to Network Strategy for review and concurrence. A major emergency work order number shall be issued by Emergency Planning on a regional basis.

Once all supporting documentation has been reviewed and accepted, an event will be qualified as a major emergency for either reliability purposes and/or deferral treatment. Network Strategy shall notify Distribution Finance of the results of the review. Distribution Finance shall process the deferral requirements when it is determined the event is qualified. Network Strategy shall be responsible for obtaining and retention of all supporting documentation for the classification of major emergencies for PSC reliability and deferral:

- A. When an event causes ten percent (10%) of the customers in an *Operating Region to experience interrupted service, the documented validation by the Control Center of facility lockouts comprising the ten percent of customers (at one point in time) shall be provided. The validation will include the date and time of the lockout, Operating Region involved, customers affected and restored date and time if restoration of the facility has occurred.
- B. When an event causes an *Operating Region to experience interrupted customer service for more than twenty-four (24) hours, the associated IDS events will be used for both Reliability and Deferral qualification. In order to process the deferral emergency successfully, IDS events for one percent (1%) of the Region's customers out of service greater than 24 hours are required. OMS based values are not acceptable for qualification, only IDS may be used to qualify an event. In order to eliminate reporting mistakes, durations and customers will be verified by Customer Reliability with input from Electric Operations and the Control Center.

Note:

OMS/PORT reporting sheets cannot be accepted at this time as a valid source for justifying the evaluation of events.

- C. If an event necessitates that Mutual Assistance will be required by National Grid or other reasons as determined necessary by the Incident Commander / Branch Director, a Work Order Number will be issued by Emergency Planning for that event. However, documentation as noted above to qualify an event as a major emergency is still required.

For all major emergencies, the Branches shall retain the information regarding Assistance provided and Assistance obtained. Emergency Planning will coordinate the availability of this information for review by Network Strategy, Operations Maintenance and Construction, and Project Management and Complex Construction prior to being forwarded to Finance.

For all emergencies classified as a Class III Emergency, the requirements of Section 21 are to be followed, unless directed otherwise by Emergency Planning.

4.2. Overview of Emergency Classification Levels

The classification of an emergency is dependent upon how geographically widespread the emergency is. It is not correlated to the activation level or staffing of the Emergency Response Organization.

The following are guidelines to determine the severity of emergencies and their classifications:

Class - I

The severity within a Region is such that complete restoration is expected to be accomplished within a 24 hour period utilizing Company Resources, and depending on the event, with the support of Mutual Assistance and External Resources. Restoration may require assistance from other Company Resources from other Regions.

Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning resulting in minor line problems, light system outages, and possible occasional damaged circuits that are relatively local in nature.

Class - II

The severity within one or more Regions is such that complete restoration is expected to be accomplished in less than a 72-hour period by Company Resources and depending on the event, with the support of Mutual Assistance and External Resources. Restoration may require assistance from other Company Resources from other Regions.

Events in this classification can possess any of the following characteristics high winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, and/or heavy lightning resulting in moderate system outages with damaged circuits.

Class - III

The severity is such that complete restoration is expected to be accomplished in greater than a 72-hour period by Company Resources and depending on the event, with the support of Mutual Assistance and External Resources. Restoration may require assistance from other Company Resources from other Regions.

Events in this classification include: severe storms such as hurricanes, prolonged high wind events, heavy icing, accumulation of heavy or wet snow, severe lightning, flooding, straight-line wind events, or other conditions which produce widespread prolonged outages, high customer call volume, extensive damage, and a large number of circuit lockouts.

For the purpose of defining Company Resources, the following shall apply:

- a). Company Resources shall include National Grid Company Resources from New York and New England.
- b). For the purposes of Classifying a Storm, Company Resources shall also include Company Contractor Crews (or contractors of choice – COC).
 - Contractor of Choice Crews are resources contracted with by the Company to perform daily or routine work that is normally planned and scheduled on a daily basis.
 - Contractor of Choice Crews are typically on Company property on a daily basis.

Overview of Emergency Classification Levels

Description	Class-I	Class-II	Class-III
Number of Customers Affected	> 5,000 Customers > 30 minutes in a Division* > 20,000 Customers > 30 minutes companywide*	> 5,000 Customers > 30 minutes in a Division* > 20,000 Customers > 30 minutes companywide*	> 5,000 Customers > 30 minutes in a Division* > 20,000 Customers > 30 minutes companywide*
*Regulatory definition for event determination			
Number of Regions Affected	1 to 8	1 to 8	1 to 8
Mutual Assistance / External Resources	Event Dependent	Event Dependent	Yes
Assistance from other Company Region (2)	Event Dependent	Event dependent	Event Dependent
Restoration Duration	Expected to Restore < 24 hours The severity within a Region is such that complete restoration is expected to be accomplished within 24 hours utilizing Company Resources from within the Region.	< 72 hours The severity within one or more Regions is such that complete restoration is expected to be accomplished in less than 72 hours by Company Resources and depending on the event, with the support of Mutual Assistance and External Resources. Restoration may require assistance from other Company Resources from other Regions.	> 72 hours The severity is such that complete restoration is expected to be accomplished in greater than 72 hours by Company Resources and depending on the event, with the support of Mutual Assistance and External Resources. Restoration may require assistance from other Company Resources from other Regions.
Type of Damage	Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning resulting in minor line problems, light system outages, and possible occasional damaged circuits that are relatively local in nature.	Events in this classification can possess any of the following characteristics high winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, and/or heavy lightning resulting in moderate system outages with damaged circuits.	Events in this classification include: severe storms such as hurricanes, prolonged high wind events, heavy icing, accumulation of heavy or wet snow, severe lightning, flooding, straight-line wind events, or other conditions which produce widespread outages, high customer call volume, extensive damage, and a large number of circuit lockouts.

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Minimum Staffing Levels (FTE) - Emergency Classification Levels			
Minimum Staffing	Class-I	Class-II	Class-III
Internal Overhead Line FTE	50 – 763 Subject to event impact	75 – 763 Subject to event impact	100 – 763 Subject to event impact
External Overhead Line FTE	0	Request for external resources will be determined as a function of the size, scope, and complexity of the event	Request for external resources will be determined as a function of the size, scope, and complexity of the event
Forestry FTE (Minimum is by Division)	95 - 423	95 – 423 Request for external resources will be determined as a function of the size, scope, and complexity of the event	Request for external resources will be determined as a function of the size, scope, and complexity of the event
Service Restoration FTE (Minimum is by Division)	0 (Service work typically performed by Line Crew)	2 - 10	2 - 20
Wire Guard FTE	3 - 5 qualified personnel per the affected district as a function of size, scope, and complexity of the event	3 - 5 qualified personnel per the affected district as a function of size, scope, and complexity of the event. Request for external resources will be determined as a function of the size, scope, and complexity of the event	10 qualified personnel per the affected district as a function of size, scope, and complexity of the event. Request for external resources will be determined as a function of the size, scope, and complexity of the event
Damage Assessors FTE (Minimum is by Division)	0	2 – 6 Request for external resources will be determined as a function of the size, scope, and complexity of the event	2 – 10 Request for external resources will be determined as a function of the size, scope, and complexity of the event

4.3. Weather Reporting

It is of great importance that the weather and other incidents and events both locally and around the country that might adversely impact the system be monitored closely, particularly during periods of impending adverse conditions. Electric Operations, The Control Center, Emergency Planning, and others throughout the Company will monitor the weather and any incident or event that poses a potential significant risk will be immediately communicated to the Vice President of Electric Operations.

Weather forecasts are obtained three (3) times daily from the Company's 3rd party weather service provider, as well as the National Weather Service and other media based weather sources, and publicly available apps in an effort to fully understand the confidence and severity of potential weather effects. The Company will consider the more conservative forecast (e.g., the forecast indicating the greatest potential impacts to the electric system) when developing plans for response associated with predicted severe weather.

Roles and Activities

4.3.1. Emergency Planning

- 4.3.1.1. Arranges for weather forecast info through DTN.
- 4.3.1.2. Communicates potential risks to COO, VP Maintenance & Construction and/or State VPs of Operations.

4.3.2. Control Center

- 4.3.2.1. Monitors weather equipment and relays information.
- 4.3.2.2. Provides regular weather reports identifying potential problems.

4.4. Classifying an Emergency

Whenever failure of electric service does occur, the Emergency Response Organization shall be activated to the level required to manage the event efficiently and effectively.

Roles and Activities

4.4.1. State Incident Commander

- 4.4.1.1. Closely monitor all emergencies and to evaluate their size, scale, and complexity.
- 4.4.1.2. Responsibility to implement emergency procedures within the affected Branch commensurate with the size, scale, and complexity of the emergency.
- 4.4.1.3. Shall immediately notify The VP - NY Electric Operations Maintenance and Construction and the Director of Emergency Planning.
- 4.4.1.4. Determines the classification of the emergency in conjunction with the Branch Directors.

4.4.2. Branch Director

- 4.4.2.1. Participate in all required pre-emergency planning activities which include but shall not be limited to monitoring of weather forecasts, participation in Branch planning conference calls, and State planning conference calls.
- 4.4.2.2. Determines the classification of the emergency in conjunction with the State Incident Commander.

4.5. Activating the Emergency Response Organization

During the pre-event or planning stage to the forecast of severe weather, the State Incident Commander, Branch Director, or their designee(s) will activate the Emergency Response Organization to the level required to respond to the event when deemed appropriate.

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This will include the identification of which EOCs - Emergency Operations Centers (storm rooms) are to open, what ICS Command and General Staff positions will be activated, and what support personnel are required. National Grid employees and contractors called upon to assist in providing emergency response services are exempt from state and local travel bans during emergencies declared by the state, county, or municipality pursuant to section 22(3)(b)(13) of New York State Executive Law. This means National Grid employees and contractors who are summoned by their employers to assist in emergency services, including the restoration and/or maintenance of energy and communications infrastructure, are able to travel when such bans are established for the purpose of providing emergency response services.

Organization Activation

The Emergency Response Organization is staffed at established EOCs as needed to maintain communications and coordinate field operations. The severity of the emergency determines which positions are activated and which EOC(s) are opened.

Due to the size and nature of the Emergency Response Organization, the activation process is intended to be a cascading activity using chain of command to maximize response efficiency and consistency.

Personnel Activation

The activation of ICS Command and General Staff positions will be done at the discretion of the State Incident Commander for State Level positions and Branch Director(s) for Branch Level positions. The State Incident Commander and Branch Director(s) will determine the ICS Command and General Staff positions that are required to respond to an emergency. The activation of support resources will be done by Emergency Response Process Leads based on the Emergency Response Organization structure desired by the State Incident Commander.

The activation and acquisition of ICS Command and General Staff positions and support personnel is covered in detail in Section 6 (sections 6.6 and 6.7, respectively).

Roles and Activities

4.5.1. State Incident Commander

- 4.5.1.1. Determines which EOCs, both State and Branch Level, to be staffed and activated based on the severity of the emergency.
- 4.5.1.2. Notifies the New England State Incident Commander that the NY State Emergency Operations Center is operational.
- 4.5.1.3. Determines which State Level ICS positions and support functions are required to respond to an emergency.
- 4.5.1.4. Oversees operation of the State EOC or appoints a designee to do so in their absence. Contacts unaffected Branches to determine status, availability to assist affected Branch(es).

4.5.2. Emergency Planning

- 4.5.2.1. Contacts Information Services storm support to setup computers and provide support for State Emergency Operations Center as warranted.

4.5.3. State Planning Section Chief

- 4.5.3.1. Activates the State Emergency Response Organization and EOC if directed to do so by State Incident Commander.
- 4.5.3.2. Notifies PSC of emergency conditions for Class III emergencies, or other emergency conditions as warranted - notification for loss of Electric Service as required by the state regulatory agency will follow instructions per NG-EOP G010.

4.5.4. Contact Center Lead or Designee

- 4.5.4.1. Notifies company disciplines / departments under their direction that an emergency exists.

4.5.5. Branch Director

- 4.5.5.1. Determines which Branch Level ICS positions that are required to oversee the functions desired by the State Incident Commander.
- 4.5.5.2. Oversees operation of the Branch EOC or appoints a designee to do so in their absence.

4.5.6. Branch Operations Coordinator

- 4.5.6.1. Notifies chain of command when emergency is other than a minor nature.

4.5.7. Branch Planning Coordinator

- 4.5.7.1. Activates the Branch Emergency Response Organization and EOC if directed to do so by State Incident Commander.

4.5.8. Human Resources Lead or Designee

- 4.5.8.1. Contacts, assesses, commits, and notifies opening of EOC to resources.

4.6. Emergency Operation Center Overview

EOCs can be established at two levels within the Emergency Response Organization based on the severity of an emergency: State EOC(s) and Branch (or Division) EOC(s).

The State EOC is located in the Henry Clay Boulevard Complex HCB-3, Rm 108C. In the event that the Henry Clay Boulevard Complex HCB-3, Room 108C location is unavailable, the offsite backup location is at Henry Clay Boulevard Building 2, Room 159. Contact telephone numbers for the State EOC and a list of guidelines for opening the EOC are included as Exhibits A and B to this section, respectively, which are included in Appendix A of this ERP.

During State Level emergencies, the State Emergency Response Organization:

- a). Monitors customer interruptions,
- b). Monitors the State Level operating status and overall system damage,
- c). Assists Incident Commander in setting State Level priorities and objectives,
- d). Provides information on customer interruptions, Estimated Time of Restoration (ETRs), issues periodic status updates on the on-going restoration activities to senior management, Media Relations, Internal Communications, and Regulatory Affairs), and applicable Regulatory Agencies, e.g., NY-PSC,
- e). Facilitates communication and supports information exchange in support of the resources acquisition process that includes Company crews, tree crews, contract crews, and crews from foreign utilities, and
- f). Provides status update reports every 4 hours (as described in Section 21 of this ERP), which includes reporting on resources for the restoration activities.

During emergencies where Branch Level Emergency Response Organizations are activated, the Branch Organization works to:

- a). Coordinate with Distribution Control Center to maintain the OMS model,
- b). Prioritize service restoration,
- c). Oversee decentralized operations,
- d). Dispatch resources to all trouble locations,
- e). Maintain ETRs in the OMS system accuracy, and
- f). Provide data as requested in support of required reporting.

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The hours of operation and the Operational Period of the EOC will be based upon the circumstances associated with the severity of the emergency and the Operating Condition and Level.

All Regulatory coordination for contact or access to any National Grid EOC / Service Center shall be facilitated through Emergency Planning Support.

New York Branch EOC Locations

The primary Branch EOC locations are listed below; however, a Branch EOC may be established at any of the New York Service Center locations throughout upstate NY.

Division	Region	Address
West	Frontier	Kensington Avenue EMS Center, Buffalo 144 Kensington Ave (Also 93 Dewey Ave. but entry is on Kensington Ave.) Buffalo, NY 14214-2799
	Genesee	Batavia Service Center, Batavia 5100 E. Main Street Batavia, NY 14020
	Southwest	Fredonia Service Center, Fredonia 401 Water Street Fredonia, NY 14063
Central	Central	Beacon North, Syracuse 7496 Round Pond Road North Syracuse, NY 13212
	Mohawk Valley	Campion Road Service Center, Utica 221 Old Campion Road New Hartford, NY 13413
	Northern	Watertown Service Center, Watertown 21265 Route 232 (Rices Road) Watertown, NY 13601
East	Capital East	North Albany Service Center, Albany 1125 Broadway Albany, NY 12204
	Capital West	Broadway Service Center, Schenectady 734 Broadway Schenectady, NY 12305
	Northeast	Quaker Road Service Center, Glens Falls 636 Quaker Road Queensbury, NY 12804

Control Center Locations**DISTRIBUTION CONTROL CENTERS****General**

Distribution Control Centers (DCCs) are located in each of the Divisions and will be staffed 24 hours each day during major emergencies. The DCCs are the controllers of distribution assets during non-emergency periods.

During emergencies, controllership for some portions of the electric distribution system may be delegated to the Regional Restoration Center as jointly determined necessary by the DCC manager (or designee) and Incident Commander and/or Branch Director.

Typically, the Regional Restoration Center will dispatch trouble and be delegated controllership of unfused radial single phase or three phase laterals while the DCC will retain 3-phase main-line controllership and maintain the OMS model. However, other arrangements, such as delegation of controllership for an entire feeder to the Regional Restoration Center, are permissible depending on the size, scale, and complexity of the emergency.

The DCCs and the Transmission Control Center will retain responsibility for controllership and operation of the electric transmission/sub-transmission systems and stations within their respective Region(s). During a major emergency, the DCCs shall be responsible for the restoration of these systems in coordination with the Transmission Control Center and Emergency Restoration Centers. The Director of Distribution Control may serve as a member of the Branch Emergency Operations Center as conditions warrant.

See Exhibit 4.2 for Locations and Contact Information for Distribution Control Centers

TRANSMISSION CONTROL CENTER**General**

The NY - Transmission Control Center is responsible for the real-time delivery of safe, secure, and reliable transmission systems involving National Grid's assets. Transmission Control Center – NY will be staffed 24 hours each day during major emergencies.

During Emergencies, this Center shall be responsible for communications and coordination of restoration of NMPC bulk power system interconnections with other utilities and the New York State Independent System Operator. The Transmission Control Center will retain responsibility for controllership and operation of the electric transmission system and stations. During a major emergency, the Transmission Control Center shall be responsible for the restoration of these systems in coordination with the Distribution Control Centers and Emergency Restoration Centers.

See Exhibit 4.3 for Locations and Contact Information for Transmission Control Centers

National Grid New York - Electric Emergency Response Plan

Section 5: Restoration Prioritization

Section 5. Restoration Prioritization

Introduction

To restore power after a major event, National Grid relies on a process that is recognized as an industry standard to restore power. The safety of the public and crews restoring power is the Company's first priority. Restoration plans following outages are designed to safely restore power to the most customers in the shortest time. This sometimes means that a storm must pass before National Grid crews are able to begin to assess and repair damage.

The order in which repairs are made follows the path that electricity takes from the power plants to the customer. Company crews begin with transmission and primary circuits that can affect a large number of customers. Then, crews restore lateral distribution lines that can affect many customers; secondary distribution lines that affect fewer customers; and finally, service lines to individual customer homes.

At the same time, the Company tries to restore service to Critical Facilities such as hospitals, police departments, firehouses, and other public health and safety facilities on a priority basis, as warranted. However, the designation of customers as Critical Facilities, LSE customers, or customers with special needs does not guarantee or provide for priority restoration after a major storm or event.

While the restoration process cannot guarantee or provide for priority restoration, National Grid provides specific outreach programs to Critical Facilities, LSE customers, and other customers with special needs to help them prepare for power outages and remain informed of the Company's response. These programs provide these customers with an expanded level of communication that includes pre-event notifications (for forecasted events) and daily outreach during the Company's response and restoration to help them with their continuity planning.

5.1. Restoration Prioritization Summary

In general, emergency work is carried out and service is restored in the order of priority listed below with some of the activities potentially taking place simultaneously.

Live Wires and Extreme Hazards

The elimination of hazards to the public takes precedence during emergencies. Available personnel are to be divided into the minimum size crews as required to repair or cut and clear the primary and secondary hazards. Wires are cleared so that service can be restored up to the break. When prioritizing response to emergency calls the dispatcher will recognize the severity of risk for areas such as schools, playgrounds, and high pedestrian areas, providing response as soon as possible.

Transmission

Transmission line restoration is prioritized by the Control Center. Transmission line repairs are directed by the designated Supervisor. Sufficient help is assigned to permit restoration of transmission service to substations by the time load can be served from the station. Bulk power circuits not directly affecting substations are assigned priority depending on the importance of the circuit and the effect of its loss on the bulk power system. The need for bulk power circuits is determined by the Syracuse Power Control Shift Supervisor in coordination with the applicable Control Center.

Substations

Substation repairs are directed by the Substations Coordinator. They consult with the Control Center to determine the order of restoration.

Critical Facilities

Priority for restoration is given to those facilities from which essential services, functions for the continuation of public health and safety, and disaster recovery are performed or provided such as

hospitals, water plants, and fire stations, as practicable. Specific requests for other priorities must be made to the Incident Commander / Branch Director by way of the proper chain of command. Refer to NY-ERP 17.3 for Critical Facility Procedures.

Life Support Equipment Customers

Efforts shall be made to restore service to life support customers as quickly as conditions warrant. A current list of customers shall be available in the State and each Branch Emergency Operations Center. These shall be maintained in accordance with Section 17.4 - "Life Support Equipment Customer Procedure." In addition, special crews consisting of non-line personnel may be established to investigate requests for assistance from these customers and to render aid as required and as possible. It is important to note, that while electric utilities have programs that help Life Support Equipment (LSE) customers prepare for power outages, enrollment in such programs does not ensure priority restoration. With a number of protections in place for LSE customers that include daily outreach during storm events, LSE customers do not require priority restoration of service. That being understood, when conditions are equal with no extenuating circumstances and there is a situation where an equal number of customers can be restored and one or more of them are LSE customers, the Company will prioritize the LSE outage over a non-LSE outage. Typically, this scenario will occur toward the end of restoration for the event.

Primary Circuits

Main portions of primary circuits shall be restored by cutting faulted sections clear either by opening switches or cutting wires. Primary faults shall then be corrected to restore all primaries. When a crew restores primary in any block, they also restore series streetlight wires even though no effort is then made to restore the streetlight circuits.

Secondary Circuits

Secondary, multiple streetlights, and services shall be restored at the same time. A crew shall complete all the work on one visit to a block. It is the Chief Line Mechanic's duty to examine the block and repair any trouble. If the customer's equipment requires repair, he will notify the customer, using Form 628-5, and restore the service wires, leaving them disconnected at the house. Personnel other than Line Mechanics may be utilized for secondary and service restoration.

Street Lighting Circuits

Street lighting series circuits shall be assigned to crews by circuits for restoration. A map of the circuit is marked with known trouble. If necessary, a patrol shall be made, or standard procedure shall be used to locate open circuits.

Permanent Repairs

During restoration of service, permanent repairs are made whenever possible. After all service is restored, permanent repairs shall be made to any temporary repairs.

A log of temporary repairs shall be maintained by the Branch Planning Organization during the restoration process to facilitate the completion of permanent repairs. Permanent repairs are scheduled following restoration. Several variables affect the time required to complete permanent repairs such as the type and location of damage incurred, and the number of temporary repairs.

National Grid New York - Electric Emergency Response Plan

Section 6:

Resource Acquisition

Section 6. Resource Acquisition

Introduction

The purpose of Resource Acquisition is to establish a procedure that the Company can use to identify, acquire, and apportion both internal and external Restoration and Support Resources across affected areas of the service territory as necessary to support emergency restoration efforts.

The acquisition and allocation of resources can begin in the pre-event stage of an emergency and continue through the service restoration stage as required.

Section 6 Summary: Resource Acquisition						
6.1 Acquisition of Internal Restoration Resources	6.2 Acquisition of Utility Mutual Assistance Resources	6.3 Acquisition of External Contractors	6.4 Acquisition of Services from Retirees	6.5 Providing Mutual Assistance	6.6 Acquisition of ICS Command and General Staff Resources	6.7 Acquisition of Support Resources
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• Emergency Planning • State Incident Commander • Control Center • Branch Director • Branch Operations Coordinator	• State Incident Commander • Emergency Planning • Branch Director • Branch operations Coordinator	• State Incident Commander • Emergency Planning • Branch Director • Branch Operations Coordinator	• State Incident Commander • Emergency Planning • HR	• State Incident Commander • Emergency Planning • Branch Director	• State Incident Commander • Branch Director	• State Incident Commander • State Planning Section Chief

Resource Acquisition Overview

For forecast events, the Emergency Response Organization Leadership and/or their designees utilize the Pre-Event reference found in Section 31 and a series of emergency conference calls to align, mobilize, and deploy the organization for response. This alignment includes the activation of ICS Command and General Staff personnel, support resources and restoration resources required to respond to an emergency and can include the pre-positioning of restoration resources which may come from an internal or external source so that they can be easily deployed to branch locations for the start of restoration.

Because every event or emergency is unique to itself, subjective analysis combined with knowledge of the Company's infrastructure, and the Company's experience is required to estimate resource requirements based on weather forecasts or other known hazard conditions.

To fulfill the restoration resource requests that are deemed necessary to ensure a responsive emergency restoration, the Company has a portfolio of resource options. The State Incident Commander can utilize Company Restoration and Support Resources and retirees or, when those resources are not sufficient, escalate resource requests to the State Incident Commander who will coordinate with the State Incident Commander from other National Grid Affiliate Companies in an effort to secure resources from other states.

Throughout the Service Restoration Stage of an emergency, as progress is made, field conditions change and information about field conditions evolves, restoration resources (internal, utility mutual assistance, and contractor) may be redeployed to Branch locations (work assignment areas) by the State Incident Commander based on input and coordination with the Branch Directors and when appropriate, with the State Incident Commander from other National Grid affiliate companies.

The processes included below highlight the activities carried out at the State and Branch levels to facilitate the acquisition of external resources at the State level.

The following are National Grid policies that must be adhered to by employees, hired contractors or foreign crews while on National Grid property for whatever reason:

- a). On-Boarding of foreign crews / resources.
- b). Safety policies and protocols (e.g., lockout / tag-out, personal protective equipment, etc.) are expected to be adhered to throughout the restoration.
- c). There shall be no consumption of alcoholic beverages during regular working hours, overtime, and emergency or at meals.
- d). Meals shall be obtained at a reasonable price.
- e). The unlawful use, possession, sale, or purchase of "controlled substances" is prohibited.
- f). No person shall enter upon National Grid property while in possession of a firearm of any description, loaded or unloaded.
- g). Room accommodations will be treated respectfully and in accordance with "House Rules."
- h). National Grid will not pay for hotel charges for room service, movie charges, etc. One call to home number of a reasonable duration is allowed.
- i). Personnel who are sick, injured or otherwise unable to report to work shall inform their immediate supervisor who, when applicable, will report to their assigned National Grid representative.

6.1. Acquisition of Internal Restoration Resources

The State Incident Commander can call upon crews located within unaffected parts of the state (e.g., overhead line resources, forestry resources, damage assessment resources, wire guard resources,

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service restoration crews) to provide supplemental emergency restoration services to affected areas requiring support. Additionally, the State Incident Commander is able to leverage the size of the Company by calling upon other National Grid affiliated companies to move crews between states to provide supplemental emergency restoration services.

Response to an emergency may require the movement of personnel between Districts / Regions / Divisions in an expeditious method to complete restoration of service in a timely manner.

The Branch Operations Coordinator of the affected area will perform a situational assessment and make restoration resource requirement recommendations to the Branch Director. When the Branch Director and Branch Operations Coordinator determines that the restoration resource needs cannot be met with resources from within the District / Region, the Branch Director will coordinate with the Branch Operations Coordinators of the unaffected Regions to coordinate the movement of resources within the Division to support restoration in the affected areas. The Branch Director will inform and or coordinate with the State Incident Commander.

When resource requirements exceed those of a Division, the State Incident Commander shall work with the Branch Director of the affected Division(s) to arrange for the required assisting personnel from areas within the Division and from other Divisions that are not affected within New York State. If additional resources from outside the Divisions and/or New York State Division(s) are required, the State Incident Commander shall coordinate with the State Incident Commander(s) from other National Grid affiliated companies to move resources when able from unaffected affiliated companies to affected areas within New York.

Mutual Assistance-Utility and Mutual Assistance-Utility Contractor resources shall not be released from New York without the approval of the State Incident Commander who will coordinate with the State Incident Commander(s) of the other National Grid affiliated companies in the event support is required elsewhere throughout the National Grid U.S. Service Territory.

Crew Transfer Sheets, an example of which is found in Exhibit 6.1 to this section, which is included in Appendix A of this ERP, will be utilized when Company crews are transferred out of their home Branch and, if a significant number of crews are transferred, the crew supervisor will travel with the crews to the new Branch.

During major emergencies when there may be many service wires down, service restoration crews may be formed at the request of the State Incident Commander and/or Branch Director to supplement existing line resources to restore single phase secondary services.

Crews may originate from subway (underground), stations, service or any other job classification that is qualified to work on and near exposed energized electrical equipment and have been issued and trained in the proper use of Class-1 rubber gloves. When service restoration crews are formed, the normal compliment will be a two-person crew, but the crew compliment can vary. As service crews are formed, all efforts will be made to provide qualified supervision to oversee service restoration crew work in the field.

All service restoration activities will be limited to repairs on single phase secondary service drops only. All such repairs from the pole to customer meter channels should be treated as energized at all time. No "connects" will be allowed on the pole end if the pole is equipped with primary equipment such as transformers, regulators, capacitors, etc. Mid-span connections shall be limited to bucket truck applications only, provided adequate clearances can be maintained from the primary conductor.

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A separate storm room may be established to handle all service restoration activities to allow the Divisional Storm Board to concentrate on transmission and feeder restoration. This separate storm room for services shall report all activities to the Divisional Storm Board and shall be under the general direction of the Branch Operations Coordinator or Branch Director. After service restoration crews are dispatched, they will contact the Line Supervisor in charge of the feeder they are assigned to coordinate work activities.

A list of qualified employees trained in service restoration activities will be posted and maintained at each Branch Emergency Operation Center. All personnel involved with the repair / replacement of services during emergency restoration shall have completed Storm Restoration Training for Non-Line Personnel.

MOBILIZATION for CLASS II and CLASS III EMERGENCIES

All orders to mobilize personnel shall be communicated by the State Incident Commander to the Branch Director(s) of the Branch(es) that are to supply the personnel. When such orders are issued, the information included in Exhibit 6.1 found in Appendix A of this ERP, for field crews will be provided.

Whenever possible and practical, all required / requested field personnel shall be assembled and dispatched in appropriate size groups with appropriate supervision. If tree crews are required, the requested number of crews will be sent to work under the direction of requesting Branches' Forestry supervision. When warranted, additional Forestry supervision shall be requested for assistance in directing crews.

Field crews and support personnel crew transfer sheets shall - at a minimum - be provided in a timely manner to the Branch Director of the receiving Branch and Emergency Planning Support.

For major emergencies, the leadership of unaffected Branch(s) may be called upon to send Supervisors and select management personnel to assist the affected Branch(s).

Heavy wet snow or heavy icing events present some unique requirements for timely restoration. These types of past events have provided data from which a guideline has been established for the required line crew and tree crew necessary to provide timely restoration. This guideline indicates the following:

- 2.8 line crews for each distribution lockout
- 1.5 forestry crews for each distribution lockout

Note: This guideline is only an estimate and many variables must be considered such as amount of snow or ice, existing foliage on trees, customers affected, transmission/sub-transmission outages etc. This guideline may be used to provide assistance in determining the line crew and tree crew needs prior to the availability of damage surveys. Available information will be used to assist in determining the needed resources.

Roles and Activities

6.1.1. State Incident Commander

- 6.1.1.1. Receives requests for additional resources from the State Incident Commander from National Grid affiliate companies and works with the State Incident Commander of the affected areas to coordinate the movement of Company restoration resources from other states to New York to respond to emergencies.
- 6.1.1.2. Determines the number of additional distribution overhead line crews, vegetation management resources, and transmission resources needed to respond to an

emergency and allocates resources from unaffected branches in the state to affected branches.

6.1.1.3. Makes request for additional assistance through the respective State Incident Commander(s) of the affiliated National Grid companies.

6.1.1.4. Notifies Human Resources of crew transfers for both Branch and Mutual Assistance activities.

6.1.2. Emergency Planning

6.1.2.1. Assist/coordinate as needed with the arrangements for obtaining assistance from other companies (NYS Utilities/National Grid NE, then the EEI Mutual Assistance Roster). Coordinate with the State Incident Commander or their designee to summarize the assistance obtained from each participating company and provide to requesting division(s) with the information as required.

6.1.3. Control Center Operator

6.1.3.1. Contacts Sub-Stations leadership to determine advisability of calling out switching personnel based on weather advisory.

6.1.3.2. Calls out personnel.

6.1.4. Control Center Security Operator

6.1.4.1. Determines the need to call out switching personnel based on weather advisory and if so direct the Control Center Operator to make the call outs.

6.1.4.2. Calls out personnel as required.

6.1.5. Wire Down Room Lead or their designee

6.1.5.1. Mobilizes Service Department personnel to provide emergency assistance to the Branch Operations Coordinator.

6.1.6. Branch Director

6.1.6.1. Determines need and makes requests for additional resources to the State Incident Commander.

6.1.6.2. Arranges for assignment of crews between Branch(es) and notifies Labor Relations and IBEW Local 97.

6.1.6.3. Oversees appropriate Storm Crew Assignment sheets are completed by assisting Branch(es) and forward to affected Branch(es).

6.1.7. Branch Operations Coordinator

6.1.7.1. Coordinates resource requests with Branch Director

- a). Wire Down Organization.
- b). Mobilizes Wire Down Organization personnel to provide emergency assistance to the Branch Operations Coordinator.
- c). Gas Operations
- d). Mobilizes Gas Department personnel to assist the Branch Operations Coordinator in any way possible.
- e). Sub Station/Power Delivery.
- f). Mobilizes Sub-Station personnel for emergency assistance to help in any way possible in the restoration of service.

6.1.8. Runner/ Guide

6.1.8.1. Escort foreign field forces to job sites.

6.1.8.2. Assist foreign field forces at job sites with all logistic matters (locating streets, fuel, restaurants, etc.).

6.1.8.3. Deliver information between the State Incident Commander/Branch Director/Branch Operations Coordinator and field supervision. Information delivered can include but

not be limited to: job brief information, tags, general forms, maps, contact information, etc.

6.2. Acquisition of Utility Mutual Assistance Resources

The mutual assistance process is facilitated through an agreement and guiding principles developed by the Edison Electric Institute (“EEI”) which provides a framework for the sharing of crews and resources between member utilities. As a member of EEI, the Company follows the EEI Mutual Assistance Agreement and Guiding Principles for both providing and requesting mutual assistance.

EEI member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining electric utility service when such service has been disrupted by all types of incidents and events including severe weather, loss of business continuity, loss of critical infrastructure, etc., or any combination of these.

This system is managed within seven (7) Regional Mutual Assistance Groups (“RMAGs”) throughout the country. When a member determines that it needs assistance, it initiates a request through their RMAG leadership. RMAG leadership facilitates the process of identifying available restoration workers and helps companies coordinate the logistics and personnel involved in restoration efforts. For example, RMAGs can help companies locate specialized skill sets, equipment, or materials, and can assist in identifying other types of resources that may be needed, including line-workers, tree trimmers, damage assessors, and other resources.

RMAGs are organized geographically to effectively meet the needs of electric companies during emergency situations. Although participation is voluntary, each company in an RMAG has committed, when possible, to send its restoration workers, contractors, and specialized equipment to help other companies in the network when called upon to do so. If needed, companies in one RMAG will assist those in another RMAG. By sharing resources among companies, the RMAGs help to mitigate the risks and costs related to restoring power following major outages. Together, the RMAGs enable a consistent, unified response to emergency events that result in a significant loss of power. The Company is a member of the North Atlantic Mutual Assistance Group (“NAMAG”) RMAG. A listing of NAMAG member utilities can be found in Exhibit 6.15 to this section, which is included in Appendix A of this ERP.

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

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

In instances where the Company requests support through the established mutual assistance process, a formal notification will be made to the member organizations (NYAPP and MEUA of New York) that the

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mutual assistance process has been enacted and that resources 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 and potential resources within New York State.

The External Line Resource Lead or their designee will make contact with utilities offering support through the EEI mutual assistance process as coordinated and agreed to in follow-up to the Mutual Assistance Conference Calls. Exhibit 6.2 to this section, which is included in Appendix A of this ERP, contains an overview of the information that should be supplied to responding utilities when the request for mutual assistance is made.

Upon assignment, Utility Mutual Assistance Resources will be provided on-boarding training that will include a job briefing, review of our electric system, safety policies, and protocols (e.g., lockout / tag-out, personal protective equipment, etc.) that are expected to be adhered to throughout the restoration.

Receiving Mutual Assistance from Canadian Utilities

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 Exhibit 6.5. It is the responsibility of the host utility collaborating with the Canadian resources to implement this procedure.

It is important to have all information needed to cross the border completed in advance such as vehicle manifest, rosters, information from requesting company (letter of invite), and any declarations of emergency, if available. Effective pass through requires advance notice to the specific Border Crossing location prior to resources arriving to allow both Canadian and US Border Crossing Agencies to adequately prepare. Refer to Exhibits C and D to this section, which are included in Appendix A of this ERP, for a list of border crossing locations and Customs and Border Protection Services contact information, respectively.

The complete border crossing procedure and an example of the letter of invite are included in Exhibits 6.5 and 6.6, respectively, to this section, which are included in Appendix A of this ERP.

Roles and Activities

6.2.1. State Incident Commander

- 6.2.1.1. Coordinates request for Mutual Assistance from other Utility Companies by way of the EEI Mutual Assistance Roster / Mutual Assistance Groups through Emergency Planning.

6.2.2. Emergency Planning

- 6.2.2.1. Acts as liaison to utilities and other mutual assistance providers as required. In anticipation of, and in response to a storm, even if the Company is not expected to be impacted by the event, at least one Company representative will participate in all mutual assistance (North Atlantic Mutual Assistance Group – NAMAG) conference calls to which we are invited.
- 6.2.2.2. Support External Line Resource Lead as needed to obtain contact information for Mutual Assistance or External Resources.

- 6.2.2.3. For mutual assistance requests to other utilities not in NY State, notify all NYS utilities prior to release of crews.

6.2.3. Branch Director

- 6.2.3.1. Notifies the State Incident Commander of the size, scale, and complexity of the emergency and of any need for outside mutual assistance.

6.2.4. Branch Operations Coordinator

- 6.2.4.1. Requests additional resources from the Branch Director if resource needs can't be met by resources allocated to the branch.

6.3. Acquisition of External Contractors

The Company maintains contact information in a portfolio of contractors that is updated semi-annually. Contractor support will be requested at the direction of the State Incident Commander in response to incremental resource requests from the Branch Director that cannot be fulfilled by unaffected areas or from across the company.

As a member of NAMAG, the Company will work to abide by the NAMAG Contractor Rules of Engagement and refrain from accepting contractors directly who are working for an Investor-Owned Utility (IOU) or a member company of any RMAG. In response to the Commission's "Order to Commence Proceeding and Show Cause" issued November 19, 2020, in Case 20-E-0586 following Hurricane Isaias, National Grid has established several right of first refusal agreements with contractors that are not affiliated with an investor owned utility in New York State. The agreements provide the Company with the opportunity to secure such resources before they would commit to a third party.

The External Line Resource Lead will report back to the State Incident Commander with contractor responses and provide the appropriate crew rosters upon notification. The State Incident Commander or designee will provide the External Line Resource Lead with assignment locations, contact names and phone numbers which will be used to direct the contract personnel. The External Line Resource Lead team will provide the appropriate information to the responding contractor company. Upon arrival, contractor resources are on-boarded and directed by the appropriate Branch leadership until demobilized.

Contractor crew transfer between New England and New York will be completed through the External Line Resource Lead at the direction of the respective State Incident Commander(s). There will be no contract crew exchanges directly between the New England and New York Branches; this must be completed through the External Line Resource Lead and the respective State Emergency Response Organizations in the EOCs. Contract crews in New York will not be released without the consent of the State Incident Commander or their designee.

Upon assignment, External Contractors Resources will be provided on-boarding training that will include a job briefing, review of our electric system, safety policies, and protocols (e.g., lockout / tag-out, personal protective equipment, etc.) that are expected to be adhered to throughout the restoration.

Roles and Activities

6.3.1. External Line Resource Lead

- 6.3.1.1. Coordinates with State Incident Commanders to review the status of their requests for additional distribution crews, vegetation management resources, and transmission resources as needed.
- 6.3.1.2. Oversees procurement of external contractors.

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- 6.3.1.3. Reports back to the State Incident Commander and/or Branch Director with contractor company response and provide the State Incident Commander and/or Branch Director with the appropriate crew rosters upon notification.
- 6.3.1.4. Maintains list (updated semi-annually) and contractual agreements for T&D and vegetation contractors that could provide assistance in an emergency.
- 6.3.1.5. Contacts listed T&D and vegetation contractors prior to an anticipated emergency to verify communication channels and to give alert for potential emergency work.
- 6.3.1.6. At the direction of the State Incident Commander or Branch Director - puts contractors on standby and or coordinates pre-staging activities
- 6.3.1.7. Arranges for Restoration Crew Supervisor (RCS) support to cover contractor crew requests.
- 6.3.1.8. Coordinate / mobilize Mutual Assistance Contractor and Utility Crews as requested by the Incident Commander.
- 6.3.1.9. Maintains contact with Branch Director in affected Region(s) / Division(s) to identify problems and provide assistance when requested.

6.3.2. State Incident Commander

- 6.3.2.1. Elevates requests for resources to External Line Resource Lead who will then work to procure contractors as needed.
- 6.3.2.2. Confirms that External Line Resource Lead will handle US Customers & Border protection requirements if Canadian contractors are contracted.
- 6.3.2.3. Assists/coordinates as needed with the arrangements for obtaining tree crew requirements.
- 6.3.2.4. Will provide External Line Resource Lead with assignment location and contact name and phone number to direct the contract personnel who will provide the appropriate information to the responding contract company.

6.3.3. Emergency Planning

- 6.3.3.1. Issue pre-assigned Mutual Aid accounting to Customer Operations Supervision.
 - a). Obtain on a periodic basis pre-assigned Mutual Aid account numbers from the Finance Dept.
- 6.3.3.2. Assist/coordinate as needed with the arrangements for obtaining assistance from other companies (NYS Utilities/National Grid NE, then the EEI Mutual Assistance Roster). Coordinate with the External Line Resource Lead or their designee to summarize the assistance obtained from each participating company and provide to requesting division(s) with the information as required.
- 6.3.3.3. For mutual assistance requests to other utilities not in NY State, notify all NYS utilities prior to release of crews.
- 6.3.3.4. Prior to release of resources - coordinate communication / notification to other NYS utilities that have open resource requests through Project Management and Complex Construction / Emergency Planning Prior to committing resources to mutual assistance requests to other utilities residing beyond New York State borders.

6.3.4. External Resource Team Lead or Designee

- 6.3.4.1. Coordinates / mobilizes Contractor Crews as requested by the State Incident Commander.

6.3.5. Branch Director

- 6.3.5.1. Requests additional resources from the State Incident Commander If resource needs can't be met by resources allocated to the branch.

6.3.6. Branch Operations Coordinator

- 6.3.6.1. Performs a situational assessment of the resource needs of the Branch and makes resource recommendations to the Branch Director.

6.4. Acquisition of Services from Retirees

In instances when the knowledge and skills of retirees are necessary to provide restoration support, they will be hired as contractors via a third party.

When the State Incident Commander determines a need for retiree assistance, they will contact Emergency Planning in advance of retaining retirees to discuss their specific requirements. Emergency Planning will utilize the Human Resources Department for assistance in contacting retirees and handling the administrative details of their employment arrangements.

Roles and Activities**6.4.1. State Incident Commander**

- 6.4.1.1. Determines need for company retiree's assistance.
- 6.4.1.2. Notifies Emergency Planning that retirees are requested to be engaged.

6.4.2. Emergency Planning

- 6.4.2.1. Utilizes the Human Resources Department for assistance in contacting retirees and handling the administrative details of their employment arrangements.
- 6.4.2.2. If retirees are to be utilized as contractor, contacts Corporate Employee Relations.

6.4.3. State Human Resources Section Chief

- 6.4.3.1. Upon request, contacts retirees and makes appropriate labor arrangements for provision of emergency restoration services.

6.5. Providing Mutual Assistance

The providing of Mutual Assistance to others occurs when the Emergency Response Organization is not activated. This overview is included for informative purposes. Because this process is undertaken when the Company is not responding to an Emergency, it is not carried out by the Command or General Staff – it is facilitated by Emergency Planning with coordination between the State VP of Maintenance & Construction for NY-Electric Operations.

Once the decision has been made to offer, and if selected by the requesting company - provide mutual assistance resources to another utility:

- a). If sending internal Company resources, Emergency Planning will obtain the contact information for the requesting party, location of where we are to report, and communicate any specifics of the event that prompted the request along with mutual assistance accounting to the respective Division Director(s) from where the resources are coming.
- b). If sending Company contractor resources, provide support as needed to the External Line Resource Team to obtain the contact information for the requesting party, location where we are to report, and communicate any specifics of the event that prompted the request.

When the crews return from their restoration assignment, Emergency Planning will forward an e-mail to Finance with the following information:

- a). Contact information for the Utility we provided assistance to.
- b). Number of crews and support personnel sent to each utility.
- c). Provide crew transfer sheets to Finance.
- d). Time crews departed and returned.

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After all charges related to the emergency are allocated to the project/work order (approximately 90 days), Miscellaneous Billing will send the invoice to the utility receiving the assistance.

Exhibits 6.3 and 6.4 to this section, which are included in Appendix A of this ERP, contain an overview of the procedure for dispatching forces to US utilities seeking assistance, an example of a Crew Transfer Sheet, and the procedure for supervisors assisting other parties.

Sending US Crews to Canada

The Canadian utility first request mutual assistance from National Grid. National Grid will seek assurance from the host utility that the Canadian Border Service Agency (CSBA) has been / will be notified of the impending cross border movement of National Grid crews at a designated port of entry (e.g., the Peace Bridge).

Generally, as a result of a state of emergency, any request for assistance to have personnel/equipment entering Canada would be made by the local/regional/provincial/federal government to the Canada Border Services Agency (CBSA). Any such request by Canadian utility companies for cross border assistance would be made by government on behalf of the utility to the CBSA. A state of emergency would necessarily be required to enact regulations. CSBA will advise what advance information will be required, based on the specifics of the emergency.

National Grid will provide the host utility with standard crew sheets and will also provide pre-arrival information or even potential pre-clearance/screening in the United States. For each person crossing the border the following information will be available in advance for potential faxing to Canadian authorities:

- a). Last name, first name and initials
- b). Date of birth (YYYY/MM/DD format)
- c). Country of citizenship
- d). Home Address (number, street, town/city, state, country, zip code).
- e). Potential length of stay
- f). Location of border crossing
- g). A manifest identifying number and type of vehicles should be prepared and include:
- h). Number of vehicles
- i). Types of vehicles
- j). Equipment to be imported.

The required information may vary depending on the emergency, but the foregoing represents baseline data that National Grid should be prepared to provide.

Mutual Assistance - Aircraft Flight Booking

Options for transporting National Grid crews by aircraft include:

1. Utilize the National Grid owned helicopter.
 - Cabin capacity available for crew transport is 4 persons.
 - Cargo capacity of 200 lbs. (limitations apply)
 - Internal cabin area can be converted to accommodate added cargo as necessary (some limitations apply)
2. Coordinate with an Aircraft Charter Service contractor to accommodate transportation.
3. Coordinate with commercial aircraft air carriers.

For assistance with all air transportation please contact the National Grid Aviation Department.
Aviation Department Manager



Roles and Activities

6.5.1. State Incident Commander

- 6.5.1.1. Provides direction on Mutual Assistance decisions from National Grid to other utilities for the resources under his or her authority.
- 6.5.1.2. Communicates decisions on Mutual Assistance that is being provided to other utilities to Branch Directors, Branch Safety Coordinator, and Emergency Planning.

6.5.2. Emergency Planning

- 6.5.2.1. Prior to participating in the mutual assistance call, determines the availability of Company resources based on guidance and approval from appropriate Company leadership.
- 6.5.2.2. Participates in mutual assistance calls as requested by utilities in need and specifies the type and number of Company resources available.
- 6.5.2.3. Gathers the contact information of the requesting utility and provides it to the responding resources so they can coordinate their arrival.
- 6.5.2.4. Ensures that appropriate job order is written and transmitted to Company parties providing assistance to foreign utility.
- 6.5.2.5. Issues mutual assistance accounting to Restoration Crew Supervisors and other support services as a billable project.
- 6.5.2.6. For Class III, ensure that appropriate storm order is written and transmitted to Region(s) providing assistance to foreign utility.

6.5.3. Branch Director

- 6.5.3.1. Coordinate with Branch Operations Coordinators when identifying company resources for Mutual Assistance deployment to other areas within National Grid or to other Companies.
- 6.5.3.2. Notifies Safety, health and environment for Class III and Mutual Assistance provided to other utilities.

6.6. Acquisition of ICS Command and General Staff Resources

The Branch Director and State Incident Commander will discuss/coordinate activation of Command and General Staff to implement what they determine to be the most appropriate resources for response to the event.

The State Incident Commander determines which State Level Emergency Response Organization positions are required for activation to respond to an event.

The Branch Director determines which Branch Level Emergency Response Organization positions are required for activation to respond to an event.

The Emergency Response Organization positions activated can vary emergency to emergency and can change over the duration of an emergency based on system conditions and response needs. It is the responsibility of the State Incident Commander and Branch Director to make the Emergency Response Organization aware that they are directing restoration efforts at the State and Branch Levels.

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The Company uses a storm emergency assignment listing in a data base to manage the acquisition of personnel to fill Emergency Response Organization positions in the emergency response storm organization. This database, which is administered by Emergency Planning, facilitates the activation and tracking of positions within the Command and General Staff during an emergency.

Once personnel are activated to fill Emergency Response Organization roles and they have reported for duty, they will check in with the State Incident Commander or Branch Director, as appropriate, to inform them that they have assumed the position.

When it is necessary to transfer responsibilities from an outgoing to an incoming Emergency Response Organization Command or General Staff position, such as during a shift change, the outgoing resource will provide a situational awareness briefing to the incoming resource.

Roles and Activities

6.6.1. State Incident Commander

- 6.6.1.1. Determines and activates the State Level ICS positions are required to respond to an emergency.

6.6.2. Branch Director

- 6.6.2.1. Determines and activates the Branch Level ICS positions are required to oversee the functions desired by the State Incident Commander.
- 6.6.2.2. Activates Command and General Staff to the appropriate level while briefing them on needs, maps, special circumstances, estimated restoration time, and any other information which might be of importance to customers in Class III emergency.
- 6.6.2.3. Coordinates and assigns staffing of the Command and General Staff within the Division.

6.7. Acquisition of Support Resources

Once the State and Branch Level Command and General Staff has been confirmed and activated to establish the Emergency Response Organization (which is covered in Section 4.2), Emergency Response Organization leadership within the Command and General Staff functions will determine and activate the appropriate staffing level required for their respective discipline within the Emergency Response Organization.

The Emergency Response Organization Leadership will use the Storm Emergency Assignment Listing application to identify personnel available to fill roles within the Emergency Response Organization and reach out to confirm their availability.

Any Company personnel could serve in support roles during an emergency response based on their qualifications.

If additional resources are required to staff the Emergency Response Organization beyond those identified in the Storm Emergency Assignment Listing for New York, the Emergency Response Organization leadership will work with Emergency Planning and the State Planning Section Chief to identify additional Company personnel in National Grid affiliate companies to fill the role.

In the event additional support resources are required after considering Company personnel in other states, the State Planning Section Chief or designee will work with the Company's procurement and mutual assistance groups to fill these roles.

Support Personnel

Support personnel may be in the form of Engineering or Distribution Design Planners, Damage

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Assessors, Communication Testers, Operating Clerks, Servicemen, Garage Mechanics, Materials Management, and Emergency Response Contractor(s) for spill cleanups, etc.

All orders to mobilize these personnel shall be communicated to the appropriate discipline Manager by the Branch Operations Coordinator. When such orders are issued, the applicable information included in Exhibit 6.10 of this Section shall be provided.

When assembled, the applicable information included in Exhibit 6.1 of this Section shall, at a minimum, be provided to the Branch Director of the receiving Division and the NY-EOC. This information will be provided promptly.

A list of retired employees is available from the Human Resources Department and maintained in the Storm Emergency Assignment List.

A list of third-party resources that can be utilized for Damage Assessment and Wire Guarding can be found in Exhibit 6.10.

Support personnel may be utilized as a runner or guides to assist foreign field forces in navigating to job sites and other logistic matters such as locating fuel and restaurants. Individuals utilized as runners or guides will have a local knowledge of streets, restaurants, supply points and fueling locations whenever possible.

National Grid presently has a third-party contract in place to access additional crew guides to supplement in-house resources as required to provide adequate oversight during an emergency response.

Mode of Transportation

The mode of transportation for personnel and vehicles depends primarily on circumstance. As a consideration, based on conditions when significant distance is involved to provide Mutual Assistance, vehicles can be dispatched separately from the personnel. Drivers would be provided for the vehicles and the personnel transported by bus, train, or plane as the conditions dictate at the time.

Use of National Grid Resources from National Grid Affiliated Companies

In the event mutual assistance is requested from a National Grid affiliated company, the State Incident Commanders from the respective companies will coordinate the response which can include the sharing of materials, equipment, and employees when able for restoration activities

Role and Activity

6.7.1. State Incident Commander or State Planning Section Chief of Non- New York State locations

- 6.7.1.1.** Identifies additional support resources in Non – New York State locations to fill emergency assignments not filled with available Company resources in New York, as required.
- 6.7.1.2.** Coordinates with the appropriate parties to fill any remaining emergency assignments, as required.

6.7.2. State Planning Section Chief

- 6.7.2.1.** Coordinates with appropriate parties to identify additional support resources based on secondary and tertiary emergency response assignments in New York to fill emergency assignments, as required.
- 6.7.2.2.** Determines the need to activate the State Data Center and regulatory reporting team.

6.7.3. Emergency Response Process Leads

- 6.7.3.1. Identify and activate Company resources to fill the emergency support assignments within the Emergency Response Organization activated by the State Incident Commander and or Branch Director.
- 6.7.3.2. Works with Emergency Planning and the State Planning Section Chief to identify additional resources in New York to fill support roles not filled after consulting the storm emergency assignment listing.
- 6.7.3.3. Works with Emergency Planning and the State Incident Commander of other non-New York State locations to identify resources to fill support roles not filled after consulting the storm emergency assignment listing and the State Planning Section Chief.

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Section 7: Coordinate Support Logistics

Section 7. Coordinate Support Logistics

Introduction

The purpose of Coordinate Support Logistics is to document how best to provide the means to support crews working in the field during an emergency.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP).

As the Emergency evolves, the processes described in the section are revisited to plan for the logistical needs of the organization in an effort to promote a more efficient emergency response.

Section 7 Summary: Coordinate Support Logistics				
7.1 Materials Coordination and Management	7.2 Fleet Coordination and Management	7.3 Staging Site Coordination and Management	7.4 Facilities Coordination and Management	7.5 Communication Device Coordination and Management
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• Branch Operations Coordinator • Warehouse Operations / Inventory Management • Damage Assessment Field Coordinator	• State Incident Commander • Fleet Services Department	• Branch Director • Branch Operations Coordinator • Branch Logistics Coordinator • Warehouse Operations / Inventory Management • Branch Security Coordinator	• Branch Logistics Coordinator • Facilities	• State Logistics Section Chief • Branch Logistics Coordinator

7.1. Materials Coordination and Management

The Branch Director and/or Branch Operations Coordinator shall discuss material needs with Logistics/Warehouse Operations.

Whenever additional quantities of materials are required for restoration efforts, Inventory Management personnel will be called in to operate storerooms. Emergencies of long duration may require 24-hour operation. Branch Warehouse Management can be dispatched to assist, when necessary, at crew locations.

Tractor trailers, stake trucks or pickup trucks can be used to transport quantities of materials from local and other storerooms to affected Branches. Traveling stores trucks can also be set up at any location as an emergency storeroom.

When material is in short supply, Inventory Management personnel will provide Corporate Purchasing with additional requirements. Supplier emergency phone numbers are maintained by Corporate Purchasing and emergency purchase orders will be issued to suppliers and other utilities. Inventory Management will maintain an emergency electric equipment listing for business stakeholders. The list will be distributed to key business partners for review and/or revisions, to be finalized by June 1 of each year by Inventory Management.

The Material Coordinator shall be the central point of contact, on site, to coordinate material supply requirements between Inventory Management and Operations.

Materials Management plays a crucial role in emergency response through proper preparedness and plan execution. As detailed in Section 3 Organization Overview, Supply Chain Management reports to the Branch Logistics Coordinator in the Emergency Response Organization.

Prior to an emergency, consistent with Company preparation, Warehouse/Inventory Management will complete the following actions:

- a). Determines items which would be required in an emergency situation.
- b). Maintains stock of specified items for emergency situations.
- c). Participates in annual tests of emergency procedures.
- d). Notifies Operations, Maintenance and Construction Manager of problems which occurred during tests and changes being made to prevent recurrence.
- e). Maintain the list of vendors; reconfirm availability.

The organization shall assemble proper materials in base storm and yard kits as requested by Operations in preparation for events. Each material distribution Center shall have storm and yard kits assembled in order to commence restoration events with distributing materials to foreign crews.

Provided are current storm and yard kit materials and quantities. Each upstate New York Branch holds 12 pre-made storm kits with an additional 4-yard kits (each yard kit being approximately 10 storm kits worth of material) held in Clifton Park.

Yard kits are to be utilized in large staging site areas; storm kits are to be utilized for smaller crew compliments. Warehousing will communicate/coordinate with Operations to determine staffing/crewing counts and plan for delivery of proper quantities to requested sites. Communications between Operations and Warehousing will determine material needs, delivery time, and the necessary locations.

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Service kits consist of material necessary to perform repairs to customer services in an event. Storm kits are comprised of base kit and service kit materials. Exhibit 7.1 contains an inventory for a storm kit. Prior to a pending storm event, Warehousing shall take steps to ensure National Grid crew location storerooms are stocked appropriately. Crews shall also stock trucks prior to an event to maximize productivity prior to commencing restoration.

Warehouse Operations may be directed to establish staging areas for foreign crews. These areas are generally predetermined. Materials Management will set up, deliver, distribute, and break down each site upon conclusion of the event. Marshalling yards/staging sites are established as necessary at the direction of Operations.

Also, in preparation of emergencies, based on the severity anticipated, Warehousing will contact Purchasing to work with vendors/suppliers to determine the availability of replenishment for high volume storm restoration materials. Confirming additional quantities are available prior to known emergencies has been a successful practice at National Grid. Supplier emergency phone numbers are to be maintained by Corporate Purchasing and emergency purchase orders will be issued to suppliers and other utilities as required. Staffing and hours of operation at the Warehouse and staging sites shall be determined by Warehouse Management to support proper delivery and service to meet the needs of restoration crews. It is probable that 24-hour staffing may be required.

Inventory Management will maintain a listing of emergency materials for business stakeholders. This list will be distributed to key business partners for review and/or revisions, to be finalized by June 1 of each year by Inventory Management.

During an event, the Warehouse Operations/Inventory Management organization is responsible for the following activities:

- a). Opens and staff's storerooms as required.
- b). Obtains additional supplies as needed.
- c). Assists in the operation of the Emergency Operations Center.
- d). Informs Branch Logistics Coordinator of status of work and problems encountered.

Whenever additional quantities of materials are required for restoration efforts Warehouse Operations personnel will be activated by the Branch Director or designee to operate storerooms and the distribution process.

Warehouse personnel are responsible to replenish supply at staging areas and crew location sites during events to ensure efficient restoration. Tractor trailers, stake trucks or pickup trucks can be used to transport quantities of materials from local and other storerooms to affected Branches. Box trailers can also be set up at any location as an emergency storeroom.

Depending on use of storm/yard kits, additional kits may be required to be assembled for distribution to field sites.

Common communications to the warehouse for materials during an event includes:

- a). Operation supervision requests
- b). Replenishment request from area storekeepers
- c). Custom orders from the field; e.g., 3 phase pad-mount transformer

Typical delivery teams for materials are assembled by Warehouse Operations managers. During severe events it is common for Distribution Centers to be staffed on shifts to support delivery 24 hours a day.

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Poles, Transformers, Cable, and Wire - depending on the expected or actual severity of the event, additional orders for transformers and cable/wire will be placed as early as practicable through the Procurement department. These orders will be expedited to the extent practical either from manufacturers or by sourcing already made product.

Depending on the expected or actual severity of the event, additional orders for distribution poles will be placed as early as practicable directly with the distribution pole vendor. These orders will have expedited delivery to the staging sites or crew locations as requested by Inventory Management/Operations. Distribution poles are held by the supplier within the service territory. The supplier can also begin moving more poles of the sizes typically needed during major restorations into the service territory before an event if possible or immediately after an unexpected event.

In the state storm room, it may be required for Inventory Management and Electric Standards personnel to be staffed in support of material acquisition. Discussions with vendors or other utilities may be required in wide area events where equipment shortages may exist. Review of alternative manufacturers or materials could be required to determine compatibility. The Procurement department may also utilize vendor support on property to assist in material acquisition.

New York Utility Material Sharing

The New York Utilities Material Sharing Group or NYMSG has been established in accordance with the New York Public Service Commission's November 19, 2013 *Order Instituting a Process for the Sharing of Critical Equipment* (Case 13-M-0047) (the November 19, 2013 Order") to provide a system whereby Participating Companies may receive and provide assistance in the form of materials and equipment to aid in restoring and/or maintaining gas and electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance").

The NYMSG Participating Companies (any public and/or privately-owned organizations that are members of NYMSG) seek to enhance the sharing of materials and equipment during emergency events. Participating Companies have agreed to utilize a warehouse network, comprised of Participating Company existing warehouses and vendor facilities, in order to stockpile key materials and equipment to share as outlined by the group's governing principals/procedures which were filed December 15, 2013.

Any future changes to the governing principals/procedures will be agreed to by the designated representative (or alternate) of each Participating Company. Detailed procedures for utility sharing will be included in future ERP revisions upon approval by the Public Service Commission. In case of an event, the company is prepared to assist or request in line with the draft process developed by the utilities if necessary. For assistance contact Emergency Planning.

Roles and Activities

7.1.1. Branch Operations Coordinator

- 7.1.1.1. If generators are required, make arrangements with Purchasing / Procurement to implement blanket contract. Generators are for National Grid use only. The Company does not maintain a supply of generators for customer use.

7.1.2. Warehouse Operations/Inventory Management

- 7.1.2.1. Opens and staff's storerooms as required.
- 7.1.2.2. Obtains additional supplies as needed.
- 7.1.2.3. Informs Branch Logistics Coordinator of status of work and problems encountered with logistics.
- 7.1.2.4. Assists in the operation of the Emergency Operations Center.

7.1.2.5. Checks availability of supply and arranges for delivery of deficient levels of items.

7.1.3. Damage Assessment Field Coordinator

7.1.3.1. Provides materials required by Damage Assessment teams.

7.2. Fleet Coordination and Management

The designated Fleet Services Manager or designee, who reports to the Branch Logistics Coordinator, shall oversee, and coordinate all Fleet Services activities.

The selection of crew vehicles and special/heavy equipment to be dispatched shall be made by the Operating Supervisor in charge and subsequently reviewed with the Fleet Services Department. The Operating Supervisor in charge will be responsible for ensuring that crew vehicles are pre-operational (DOT - Title 49 Pre-Trip) checked including oil and water levels. Branches are to notify local Fleet Services supervision before sending vehicles.

Fleet Services will provide consultation to Operations to ensure that the age, type and condition of vehicles and equipment being sent is appropriate for the length and duration of the trip. Local Technicians may accompany vehicle convoys whenever they are sent to other Branches and/or foreign utilities. This will be initiated and coordinated through the Fleet Services Manager or their designee. Upon arrival at the destination, Technicians shall report to the local Fleet Services Supervisor for further assignment, either at garages or in the field as required by the Operation Supervisor in charge.

When three or more Technicians are dispatched to the trouble area, a Fleet Services Supervisor may accompany them to coordinate their activities, if needed.

It is recommended that:

1. Radio talk should be kept to a minimum.
2. Personnel involved with the conveying of vehicles take a minimum of three (3) days clothing with them. This includes cold and/or wet weather gear and personal protective equipment.

Depending on the severity of the emergency, repair garages may have to be operated on a 24-hour basis in Branches involved in restoration. It may also become necessary to import Technicians from other Branches to assist in this effort. Repairs will be made while crews are on rest time, whenever possible. Special repair trucks shall be dispatched to distressed vehicles in the field in order to shorten down time.

7.2.1. Rental of Equipment

When supplemental equipment is needed, Electricity Operations will contact Fleet Services. They will then seek available equipment using the following order of precedence:

- a). Availability from the Company's New York and Long Island fleets
- b). Availability from the Company's New England fleets
- c). Obtaining equipment from other sources

The goal of Fleet Services/Procurement is to obtain the necessary equipment when it is needed at the lowest cost.

Fleet Services will then manage the equipment and replace more expensive equipment with lower cost equipment as it may become available.

Field forces are discouraged from obtaining equipment from suppliers and contracts directly, versus going to Fleet Services. If this situation should present itself, then the responsible field forces will notify

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Purchasing within eight hours. Purchasing will then notify Fleet Services and contact the respective supplier/contractor to establish terms and rates.

For Class III emergencies, Fleet Services will establish a Storm Fleet Services Equipment Coordinator. Local Fleet Services personnel will coordinate their activities through the local chain of command that ultimately leads up to a corporate department for support.

7.2.2. Fuel Tax Permit

For those Vehicles in excess of 18,000 lbs. traveling outside of New York State for either emergency storm damage or the delivery of material, a fuel tax permit must be obtained.

The Fleet Services Department, working in conjunction with Com-data Transceiver (fax# 800-852-5248), has established a fuel tax permit form to be used when applying for a fuel and trip permit for those vehicles. The procedure to follow is available on the National Grid internal internet site for Fleet. A listing of the Equipment IDs for all vehicles over 18,000 lbs. must be maintained and include the following:

- a). The states for which the trip and fuel permits are required.
- b). The effective date of the permit(s).
- c). The estimated return date.
- d). The National Grid Operating Company requesting the permit(s).
- e). The address of the location to which the paper copy of the permit should be sent.
- f). The fax number to which the permit should be faxed.
- g). The name, E-mail address, phone number, and fax number of the contact person in Operations to whom the permits should be sent.

The Fleet Services representative obtaining the permit will enter the information on the Fleet Services National Grid internal internet site which automatically faxes the information to the appropriate permitting agencies.

In most states these permits are only good for 72 hours. If the permit should expire before the vehicle leaves the state, another permit must be applied for.

Upon receipt of the fuel tax permit, the Operations Contact distributes the permits to the appropriate vehicles. These permits must be kept with the unit.

7.2.3. Specialty Equipment

Fleet Services will acquire specialty equipment, including heavy lift capabilities and helicopters, as required during an Emergency. They will be directed to acquire these resources by the State Logistics Section Chief when they are activated. In those instances, requests for this equipment will be elevated to the State Incident Commander or their designee for their review. Fleet Services will direct resource requests through Branch Chain of Command or through the State Logistics Section Chief when directed to do so.

Roles and Activities

7.2.4. State Incident Commander

- 7.2.4.1. Elevates specialty equipment needs (including the need for helicopters)

7.2.5. Fleet Manager or their designee

- 7.2.5.1. Furnishes additional motor vehicle equipment as required.
- 7.2.5.2. Supplies repair service as required.
- 7.2.5.3. Supplies haulage service as require.
- 7.2.5.4. Provides additional transportation as required.
- 7.2.5.5. Provides for refueling of vehicles.

- 7.2.5.6. Provides notification to Thruway Authority, Federal Highway Administration, and appropriate Police Agencies to be completed by the Fleet Services Department (Maintenance Manager).
- 7.2.5.7. Informs Branch Logistics Coordinator of status of work and problems encountered.
- 7.2.5.8. Notifies people to bring vehicles with them when they go to other districts as crew guides, supervisors, or engineers.
- 7.2.5.9. Supplies additional motor vehicle equipment as required.
- 7.2.5.10. Supplies appropriate gasoline credit cards, if available, for use by Supervisor on the Thruway; or making arrangements for fuel.
- 7.2.5.11. Designates a Fleet Services Supervisor who will have overall responsibility for coordinating all transportation activities of the convoy and providing this supervisor with a vehicle that is radio equipped with appropriate frequencies and channels for two-way communication with vehicles.
- 7.2.5.12. Convoys trucks according to size of vehicle fuel tanks and types of fuel required.
- 7.2.5.13. Arranges convoy into groups of a supervisor and five (5) crews, or six (6) if a tree crew is involved, for departure as soon as possible.
- 7.2.5.14. Makes arrangements for the mode of transportation of personnel as requested by Incident Commander/Branch Director.
- 7.2.5.15. Requests one supervisor, with radio equipped vehicle furnished by the Operating Department, to travel and be responsible for the activities of each five (5) or six (6) crew segment of a convoy. These supervisors will be provided with appropriate road maps to destination.
- 7.2.5.16. Makes advance arrangements for fuel at National Grid facilities along the way if convenient.
- 7.2.5.17. Obtains funds for tolls, meals, etc. along the way. Provides for the utilization of EZ-Pass whenever possible.
- 7.2.5.18. Assists in the operation of the Emergency Operations Center.

7.3. Staging Site Coordination and Management

A staging site is strategically located near or just outside an area that has been impacted or incurred damage caused by natural or manmade event. Its purpose is to provide a work platform where resources required to restore service can be marshaled and re-supplied.

The Branch Logistics Coordinator is responsible for facilitating the setting up of material staging sites as directed by the Branch Director. This may include stake rack trucks, storm kits, scrap bins, dumpsters, material handling equipment, lighting, portable toilets, etc. Additional marshaling yards and staging sites can be established as necessary.

If it becomes necessary to establish staging sites with additional functions, such as feeding and housing crews, laundry, command posts, base camp, etc. the Branch Logistics Coordinator would work with the Centralized Staging Site Support Group to establish these capabilities. The Company maintains relationships with logistics vendors in the event base camp staging sites are required.

Vehicles will be restocked and fueled whenever possible while the crews are on rest time at their rest locations.

Roles and Activities

7.3.1. Branch Director

- 7.3.1.1. Directs the Branch Logistics Coordinator to establish staging sites as required.

7.3.2. Branch Operations Coordinator

- 7.3.2.1. Provides input to the Branch Director and Branch Logistics Coordinator about staging site requirements and locations.

7.3.3. Branch Logistics Coordinator

- 7.3.3.1. Establishes staging sites as directed by the Branch Director.
- 7.3.3.2. Communicates needs beyond a materials only staging site, such as a feeding and housing crews, laundry, command posts, base camp, need for logistics vendors, etc., to the staging site support group.

7.3.4. Warehouse Material Coordinator or their designee

- 7.3.4.1. Delivers materials to selected staging sites.

7.3.5. Branch Security Coordinator

- 7.3.5.1. Upon request, provides additional security at designated staging sites, hotels or other locations as advised.

7.4. Facilities Coordination and Management

A facilities employee is typically on site at all major office locations and can be dispatched to other sites as needed. Their first priority is to maintain that the facility is in safe working condition. They will respond to and arrange repair for any damage to a company facility. Additionally, this employee will support restoration as needed by setting up conference rooms, arranging for cleaning service or other logistical type needs as required or at the direction of the Branch Logistics Coordinator.

Roles and Activities

7.4.1. Branch Logistics Coordinator

- 7.4.1.1. Coordinates with Facilities Leadership to maintain safe working conditions at Company facilities.

7.4.2. Facilities Support or their designee

- 7.4.2.1. Coordinate custodial support, as requested, for facilities utilized for emergency restoration, particularly those staffed 24/7 both on and off site, e.g., staging areas.

7.5. Communication Gear Coordination and Management

The Company maintains an inventory of communications gear, such as iPads, cell phones, and satellite phones used during an emergency response.

If, during the emergency, Emergency Response Process Leads require additional equipment not available from the Company's existing inventory, either because all units are currently in use or they require specialty equipment not maintained by the Company, the process leads will work with logistics personnel at the Branch or State Level to procure the equipment.

Roles and Activities

7.5.1. State Logistics Section Chief

- 7.5.1.1. Arranges for the procurement of communication equipment for the Emergency Response Organization at the State and Branch Levels if the Company's stock is depleted during an emergency.

7.5.2. Branch Logistics Coordinator

- 7.5.2.1. Communicates the communication equipment needs to the State Logistics Section Chief if the Company's stock is depleted during an emergency.

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Section 8: Coordinate Personnel Logistics

Section 8. Coordinate Personnel Logistics

Introduction

The purpose of Coordinate Personnel Logistics is to provide a guideline for how to best provide the means to feed and house resources working in response to an emergency.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP).

As the Emergency evolves, the processes described in this section are revisited to provide the necessary logistical needs of the organization are met to promote an efficient response.

The processes and associated roles covered in this section are illustrated in the following Figure.

Section 8 Summary: Coordinate Personnel Logistics	
8.1 Meals Coordination and Management	8.2 Lodging Coordination and Management
Key Roles	Key Roles
• Branch Operations Coordinator • Damage Assessment Field Coordinator • Branch Logistics Coordinator	• Emergency Planning • Branch Operations Coordinator • Branch Logistics Coordinator • Purchasing

8.1. Meals Coordination and Management

The meals function will be activated during emergencies when large numbers of crews are required in the State or Branch and will be remaining there for an extended period of time. This group, under the direction of the Branch Logistics Coordinator, shall consist of a minimum of two (2) people, none of which will have any additional duties in the emergency organization. This group shall have the ability to expand the contract in numbers of personnel as the need develops. Each Branch shall designate the Meals Coordinator within its Emergency Response Organization.

In the event of a major catastrophic event Class III emergency, additional staffing will be provided as required. Meals Support from unaffected Branches will be called upon if required to provide additional staffing to the affected Branch(es).

Every effort must be made to provide good quality lodging and meals. At least two good meals must be provided daily. It may be desirable to house groups of workers away from the work area and transport them by bus if proper facilities are not available locally.

Crews traveling to another Region/District or another utility for an undetermined time, shall be instructed to have a minimum of seven (7) days' supply of clothing and personal items. Crews traveling to another Branch or State should eat, if necessary, prior to arrival at the emergency area.

Roles and Activities

8.1.1. Branch Operations Coordinator

- 8.1.1.1. Meets with the Branch Logistics Coordinator periodically to communicate and confirm the number of forecasted and actual resources that require meals logistical support. Arrival time of additional restoration resources procured for the emergency response is also reviewed as required.

8.1.2. Damage Assessment Field Coordinator

- 8.1.2.1. Coordinates meals for Damage Assessment teams.

8.1.3. Branch Logistics Coordinator

- 8.1.3.1. Ensure that the appropriate crew accommodation control is functional in affected Region(s)/ Division(s) and in Region(s) / Division(s) where crews will stay prior to arrival in affected Region(s) / Division(s). (See appropriate Regional Electric Emergency Procedure Manual for contact.)
- 8.1.3.2. Conducts preliminary discussion with meals support and caterers and arranges for meals.
- 8.1.3.3. Where available, distributes lists of meal locations, preferably those which have prearranged credit available. In the event of a large-scale emergency, it may be necessary to send crews to prearranged locations, such as banquet halls, fire halls, etc., where catering services are available.

8.2. Lodging Coordination and Management

The lodging functions will be activated during emergencies when large numbers of crews and or support resources are required in the State or Branch and will be remaining there for an extended period of time. This group, under the direction of the Branch Logistics Coordinator shall have the ability to expand the contract in numbers of personnel as the need develops. Each Branch shall designate the Branch Lodging Coordinator within its Emergency Response Organization.

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In the event of a major catastrophic event Class III emergency, additional staffing will be provided as required. Lodging Support from unaffected Branches will be called upon if required to provide support to the affected Branch(es).

Crews traveling to another Branch, State, or another utility for an undetermined time, shall be instructed to have a minimum of seven (7) days' supply of clothing and personal items.

Roles and Activities

8.2.1. Emergency Planning

- 8.2.1.1. Monitors that technical support is available to Branches utilizing automated crew sheet and lodging tools.

8.2.2. Branch Operations Coordinator

- 8.2.2.1. Meets with the Branch Logistics Coordinator periodically to communicate and confirm the number of forecasted and actual resources that require lodging logistical support. Arrival time of additional restoration resources procured for the emergency response is also reviewed as required. Branch Logistics Coordinator.
- 8.2.2.2. Confirm that the appropriate crew accommodation control (e.g. – Logistics Support) is functional in affected Region(s)/ Division(s) and in Region(s) / Division(s) where crews will stay prior to arrival in affected Region(s) / Division(s). (See appropriate Regional Electric Emergency Procedure Manual for contact.)
- 8.2.2.3. Register, on arrival and departure, all incoming and Out-going crews. It is extremely important that all foreign utility and contractor employees are tracked.

8.2.3. Branch Logistics Coordinator

- 8.2.3.1. Coordinate hotel/motel reservations with Purchasing. Motels having pre-established rates and terms will be selected whenever possible. Where rates and terms are not prearranged, Purchasing will negotiate to establish same. Individuals assigned to accommodations should become familiar with pre-established terms developed by Purchasing to help avoid over-committing the company.
- 8.2.3.2. Arranges for lodging accommodations as close to the Crews' work location as possible. Generally, two (2) men will be assigned to a room. Makes arrangements to stock and service vehicles at the location where the vehicles are stored during periods of rest.
- 8.2.3.3. When a Class III emergency occurs, considers advance booking of hotel/motel room blocks on a contingency basis as soon as requests for outside crews are made from the Emergency Operations Center of any given Branch or Branch during an emergency.
- 8.2.3.4. Notes number of people who can be housed or served; times when facility is closed for season or other special conditions; and complete contact information including - name of contact person; telephone number; fax number; etc.
- 8.2.3.5. Maintains Crew Management system or coordinates for the centralized management of the resource information in the Crew Management System.
- 8.2.3.6. Arranges for lodging.
- 8.2.3.7. Registers, on arrival and departure, all incoming and out-going crews. It is extremely important that all foreign utility and contractor employees are tracked.
- 8.2.3.8. Coordinates hotel/motel reservations with Purchasing. Motels having pre-established rates and terms will be selected whenever possible.
- 8.2.3.9. Monitors crew accommodations and assists in the operation of the Branch EOC, as required.

8.2.4. Procurement Support or their designee

- 8.2.4.1. Negotiates to establish rates and terms with hotels/motels where they are not prearranged to avoid over-commitment by the Company.

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Section 9: Financial Accounting Guidelines

Section 9. Financial Accounting Guidelines

Introduction

The purpose of Financial Accounting Guidelines is to establish a procedure to account for costs incurred during an emergency response.

The processes and activities in this section can begin in the pre-event stage of an emergency and continue through the service restoration stage as required upon activation of the emergency response organization (as covered in Section 4 of this ERP).

Section 9 Summary: Financial Accounting Guidelines				
9.1 Establishing Emergency Charge Accounts	9.2 Tracking and Analyzing Costs	9.3 Tracking Time and Materials Charging	9.4 Processing Claims	9.5 Assuring Cost Recovery
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
State Finance Section Chief	- State Finance Section Chief - Branch Finance Coordinator	Emergency Planning	None	None

9.1. Financial Accounting Guidelines Overview

The Company is allowed to recover the incremental cost of storm restoration not already included in base rates. Cost recovery is managed through a deferral mechanism. In order to justify cost recovery, the Company needs to be able to adequately support (through documentation) the incremental costs that were incurred in order to restore service to customers.

This section of the ERP details the storm costs that meet the major storm criteria that are deferrable, the required documentation, method for determining/identifying incremental costs, and the groups responsible for supporting the effort to identify and capture incremental storm restoration costs.

9.2. Establishing Emergency Charge Accounts

The State Finance Section Chief shall communicate to Emergency Planning the proper regional storm numbers to which time should be charged. Time will be reported to the storm number for the Operating Region (also known as the operating area) where the storm restoration work is being done, not the Operating Region that the employee normally works in, if different. Reinforce time reporting requirements to all who charge time to storms. Include appropriate regional storm work order numbers for each Operating Region affected. Overtime policies will be reinforced for both management and represented employees and time reporting should be done in accordance with established policies.

Support functions (e.g., Customer Service, Procurement, Supply Chain, Fleet, etc.) shall be instructed to charge time to the Operating Region that they are supporting. If a support functions' storm support is for multiple Branches (e.g., Customer Service or Procurement), the support function shall charge the first regional storm number issued by the State Finance Section Chief. Prior to finalizing the deferral balance, Distribution Finance shall determine the appropriate allocation to the Operating Region(s) based on customer outage information.

Refer to Exhibit 9.1 - NY Procedure for Capturing / Recording Capital Confirming Field Information during Storms.

Refer to Exhibit 9.2 – for flow diagram of process

Refer to Exhibit 9.3 – for Emergency Storm Capital Replacement Form

Refer to Exhibit 9.4 – for Services Replaced Form

Roles and Activities

9.2.1. State Finance Section Chief

- 9.2.1.1. Issues and communicates to Emergency Planning the proper Storm Numbers to which time should be charged. Time should be reported to the storm number for the Operating Region (also known as the operating area) where the emergency restoration work is being done, not the Operating Region that the employee normally works in, if different.
- 9.2.1.2. Attaches the correct accounting string prior to forwarding to Accounts Payable for payment. Work with Finance for the correct accounting string if necessary.

9.2.2. Tracking and Analyzing Costs

A thorough review of contractor and mutual assistance invoices will be done prior to payment to provide assurance that billing for external labor is accurate and in accordance with contracts.

The review for contractor invoices shall be documented and include the following:

- a). Verify that the labor and equipment included in invoices agrees to timesheets provided by the contractor.
- b). Verify that labor rates agree with rates established in the vendor contract.

- c). Review charges for miscellaneous items (e.g., food, fuel, hotels, etc.) for reasonableness and adherence to the contract.
- d). Contact the contractor to resolve charges that appear to be incorrect or questionable.
- e). Attach the correct accounting string prior to forwarding to Accounts Payable for payment. Work with Finance for the correct accounting string if necessary.
- f). The approval signature and dates on the invoice/invoice cover sheet will serve as documentation that the review took place as set forth above.
- g). The review for other invoice charges shall be documented and include the following:
- h). Verify costs relate to the restoration effort.

Roles and Activities

9.2.3. Project Management and Complex Construction

- 9.2.3.1. Reviews external contracted Line Crew and Mutual Assistance contracted Line Crew invoices.

9.2.4. State Finance Section Chief

- 9.2.4.1. Verifies that labor rates agree with rates established in the vendor contract.
- 9.2.4.2. Reviews charges for miscellaneous items (e.g., food, fuel, hotels, etc.) for reasonableness and adherence to the contract.
- 9.2.4.3. Documents the review for contractor invoices.
- 9.2.4.4. Verifies that the labor and equipment included in invoices agrees to timesheets provided by the contractor.
- 9.2.4.5. Reviews invoice/ invoice cover sheets. The approval signature and dates on the invoice/invoice cover sheet will serve as documentation that the review took place as set forth above.
- 9.2.4.6. Contacts the contractor to resolve charges that appear to be incorrect or questionable.

9.3. Tracking Time and Materials Charging

Documentation

During Storm emergencies, the Branch Electric Operating groups manage the restoration effort through the use of internal and external crews. In addition to in-house divisional crews, other internal company crews are often transferred from divisions not affected by the storm. External assistance is often requested from contractors and other mutual assistance utilities. Management and tracking of crews from multiple sources and locations is done via crew transfer sheets and crew status spreadsheets (if necessary). This information is used during the restoration effort to manage the work effort. Document/maintain daily crew headcount for each operating division where storm restoration work is required. This includes both internal and external crews. Daily headcount documentation maintained in each division for the duration of the storm will be forwarded to the State Finance Section Chief during restoration.

The NY-EOC and or Emergency Planning shall document assigned internal crews . Using the NY-PSC Resource Report, the daily decisions and resource moves will be captured for future reporting if required

- a). Contractor crews,
- b). Mutual Aid crews,
- c). Associated Company crews,
- d). Other types of contractors brought in due to exceptional circumstances (e.g., survey/inspectors, security, etc.).

Time Reporting

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Accurate time reporting for time worked on a storm restoration effort is essential for recording and capturing labor costs attributable to storm work. In particular, regular straight time is not considered an incremental cost while overtime is incremental. In order to correctly determine the cost of labor that is incremental (and recoverable), time reporting should accurately reflect the hours worked (regular and overtime) and the level of overtime (base overtime, premium overtime). In addition, overtime should be recorded in accordance with established policies for Management (Go to: National Grid internal internet site: Shared Services, Transactions Delivery Center SDC, Employee Services, HR Policies, Pay Policies, Premium Pay and Overtime Policies for Management Employees.)

Accurate time reporting is essential for determining and supporting labor costs associated with storm restoration. As time is reviewed and approved in the time entry system (SAP), ensure that:

For Management Time Reporting:

- a). Overtime charged shall be in accordance with the management overtime policy.
- b). The correct overtime coding shall be used per SAP.
- c). Time is entered within the current pay period (or the following pay period if circumstances preclude time reporting during storm restoration) and approved by the Supervisor or Manager in SAP.

For Represented Time Reporting:

- a). Regular time and overtime are charged in accordance with the labor contract.
- b). Overtime is properly charged using the correct coding in SAP.
- c). Time charged to storms beyond the storm restoration period is supported and approved.
- d). Time is entered within the current pay period (or the following pay period if circumstances preclude time reporting during storm restoration) and approved by the Supervisor or Manager in SAP.

Note: For overtime work that continues beyond the storm period (e.g., tree trimming, confirming work orders, clean-up etc.) supporting documentation shall be maintained detailing the type of work being done, the need for the work to continue beyond the storm restoration period, and the reason the work was completed on overtime. The work should be approved by local leadership having jurisdiction over the work being performed.

Invoice Review

A thorough review of contractor and mutual assistance invoices will be done prior to payment to provide assurance that billing for external labor is accurate and in accordance with contracts.

The review for contractor invoices shall be documented and include the following:

- a). Verify that the labor and equipment included in invoices agrees to timesheets provided by the contractor.
- b). Verify that labor rates agree with rates established in the vendor contract.
- c). Review charges for miscellaneous items (e.g., food, fuel, hotels, etc.) for reasonableness and adherence to the contract.
- d). Contact the contractor to resolve charges that appear to be incorrect or questionable.
- e). Attach the correct regional accounting string prior to forwarding to Accounts Payable for payment. Work with Finance for the correct accounting string if necessary.
- f). The approval signature and dates on the invoice/invoice cover sheet will serve as documentation that the review took place as set forth above.
- g). The review for other invoice charges shall be documented and include the following:
 - o Verify costs relate to the restoration effort.

Roles and Activities

9.3.1. Emergency Planning

- 9.3.1.1. Documents assigned internal crews using the daily crew status worksheets.
- 9.3.1.2. Provides headcount documentation for Contractor crews, Mutual Assistance crews, Associated Company crews, Other types of contractors brought in due to exceptional circumstances (e.g., survey/inspectors, security, etc.).

9.3.2. State Finance Section Chief

- 9.3.2.1. Reinforces time reporting requirements to all who charge time to emergencies. Include appropriate regional storm work order numbers for each Operating Region affected. Overtime policies will be reinforced for both management and represented employees and time reporting should be done in accordance with established policies.

9.3.3. Branch Director

- 9.3.3.1. Documents/maintains daily crew headcount for each operating division where emergency restoration work is required. This includes both internal and external crews.
- 9.3.3.2. Maintains daily headcount documentation in each division for the duration of the emergency will be forwarded to the State Finance Section Chief during restoration.

9.3.4. State Human Resource Section Chief or their designee

- 9.3.4.1. Reinforces time reporting requirements to all who charge time to emergencies. Include appropriate regional storm work order numbers for each Operating Region affected. Overtime policies will be reinforced for both management and represented employees and time reporting should be done in accordance with established policies.
- 9.3.4.2. Obtains and documents Senior Management approval for deviations from the Overtime policy.
- 9.3.4.3. Instructs support functions to charge time to the Operating Region that they are supporting.

9.4. Processing Claims

Items such as damage and injury claims and employee expenses reimbursements will be subject to the corporate policies in place.

Property and Injury Claims

Both the processing of public and employee property damage and public injury claims are received and processed by the claims department as part of their day-to-day activities typically following an emergency. Cards containing a contact number that the public can use to contact the Company are carried in each Company truck and will be provided as required to facilitate the submission of claims. In New York, the telephone number for the public to process claims is 315-428-6536.

Employee Expenses Reimbursement

The guideline for the reimbursement of costs incurred by the employee as a result of Company business is detailed in the HR policies for US Business Travel & Expense Policy noted on the National Grid (GridHome) internal electronic documents site.

“US Travel and Business Expense Policy” - The “US Business Travel and Expenses” guidelines detail the normal types of expenses and the scenarios when employees shall be reimbursed for costs incurred as a result of Company business. During a major emergency, instances may arise that require the employee participating in restoring power as a result of the emergency to incur costs that are not detailed in the

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“US Business Travel & Expense Policy” and/or could be considered “unusual”. These types of “unusual” costs are usually associated with employees participating in emergency restoration required to be out of town for periods of time greater than first anticipated. Examples of “unusual” costs are but not limited to articles of clothing, shoes, coats, gloves, hats.

All expenses incurred as a result of the emergency should be charged to the Emergency Charge Accounts (refer to Section 9.1).

Supervisors shall review and approve employee expense reimbursements related to emergency restoration per Human Resources US Business Travel & Expenses Policy, Section 4, Subject 4.2. As stated in the guideline, supporting documentation (e.g., receipts, paid bills, or invoices) is required for an expenditure of \$25 or more. For reimbursement of expenses that could be considered “unusual”, the supervisor shall document on the expense account prior to submitting the paper copy to Accounts Payable the reason why these costs are reimbursable. By approving the expense reimbursement, the supervisor is verifying the expenditure was necessary and reasonable.

Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather this process is carried out during blue sky conditions and the information contained in this section of the ERP is included for informative purposes.

9.5. Assuring Cost Recovery

Subject to conditions established in the Commission’s order setting rates, the Company can recover incremental storm costs, which consist of internal and external labor, materials, transportation costs, payroll taxes, etc. The costs will be identified and accumulated by the Finance department with the assistance of other departments involved in the storm restoration process. Actual costs (as they become known) and estimated costs will be submitted by Finance and booked to the deferral account by Accounting Services until all storm’s costs have been identified and booked.

Storm costs will be charged to each Operating Region based on the work performed in that region.

Finance shall, per the Commission’s order setting rates, prepare deferral storm costs entry based on the Operation Region(s) determined eligible for deferral.

A deferral calculation estimate will be made as soon as possible after the storm occurs and provided to Accounting Services for accrual to the deferral account. The calculation will be updated on as needed basis to reflect actual costs incurred until all storm costs are captured and a final deferral amount can be calculated.

The New York procedure for capturing and recording capital cost confirming field information during storms can be found in Exhibit 9.1.

Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather this process is carried out during blue sky conditions and the information contained in this section of the ERP is included for informative purposes.

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Section 10: Employee Welfare

Section 10. Employee Welfare

Introduction

The purpose of this section is to describe how issues that might distract employees and foreign restoration crews from concentrating on restoration activities are addressed.

The processes and activities in this section can begin in the pre-event stage of an emergency and continue through the service restoration stage as required upon activation of the emergency response organization (as covered in Section 4 of this ERP). The processes and associated roles covered in this section are illustrated in the following Figure.

All of the processes included in this section are overseen by State Level ICS Officers.

Section 10 Summary: Employee Welfare		
10.1 Tracking and Addressing Labor Relations Issues	10.2 Providing Employee and Family Assistance	10.3 Communicating Company Policy and Expectations
Key Roles	Key Roles	Key Roles
None	None	None

10.1. Tracking and Addressing Labor Relations Issues

The State Human Resources Officer works with the State Incident Commander to address labor relations issues. This includes maintaining communications with labor unions to proactively address issues such as the movement of personnel during the emergency and addressing issues with labor unions and individual employees as they arise.

10.2. Providing Employee and Family Assistance

The Company offers an Employee Assistance Program (EAP). The EAP includes a free and confidential counseling service that provides professional help and assistance to employees, dependents, and household members with any type of life issue or personal problem. The EAP will also be utilized to provide support and assistance to employees that have a disaster in their personal lives during a major event. This service will be utilized to ensure that an employee that is to be utilized for a major event is available to perform their emergency assignment duties as required.

The Employee Services team will be activated at the discretion of the State Human Resource Officer, and the extent of the assistance provided will be determined based on the incident to the employee.

At the time of the event, it will be determined whether the Employee Services Unit shall provide:

- a). Information and suggestions to all employees on how to prepare themselves, their family and/or homes in advance of a storm. This may include supplying reading materials from the Red Cross Ready program, (how to make an emergency kit for your family, how to make a plan, how to get information during an incident). Responsibility: Employee Communications.
- b). Liaise with the EAP to assist with employee issues regarding the emergency event.
- c). Refer the affected employee(s) to the appropriate resources, both internal and external (EAP) for guidance with their specific situation.

Prior to a Class-III event, information about assistance programs will be made available to employees and their families and the process for obtaining assistance information.

The Employee Services team may consider setting up an Employee/Family Assistance Center to serve as a centralized point to provide service to employee families impacted by disaster. The Center may provide computer access, telephones, information, and assistance in accessing other services. It would also serve as a volunteer coordination Center.

Employee Services Unit

The Employee Services Unit is made up of Human Resources and TDC employees. The Company will scale up and down depending on the event.

Detailed Section Found on the Company National Grid internal internet site:

Employee → Supervisor → HR Business Relationship Manager → HR / LOGISTICS TEAM → Employee Services Unit

EAP CONTACT INFORMATION:

1-800-833-8707 (24/7)

www.myccaonline.com

Log In Code: National Grid

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Internal EAP Contact:

Information can be found on National Grid's internal electronic site known as GridHome under EAP - Work life assistance

National Grid HR Hotline Number

In addition to EAP, the Company has established an HR Hotline to assist employees who have encountered major impacts (*e.g.*, shelter, access to food, medicine, etc.). HR Representatives can assist employees with any questions they may have and advise them about the resources available to them.

The Company has put in place an additional number to promptly address employee calls. Employees can access the HR Hotline at either number listed below between the hours of 7:00 am and 7:00 pm.

HR Hotline 1- [REDACTED] **and 1-** [REDACTED]

10.3. Communicating Company Policy and Expectations

The communication of Company policies and expectations during an emergency is the responsibility of the State Human Resources Officer, State Public Information Officer and State Planning Officer. The State Human Resources Officer will determine whether any of the recommended emergency protocols should not be followed (*e.g.* mandatory employee attendance) and work with the State Public Information Officer to ensure any applicable policies are communicated to Company employees through regular employee communication channels.

If an emergency is of short duration, conditions may warrant that the employees be worked up to 36 hours or the second sunset provided the work can be completed in that time. Otherwise, all employees should get at least 8 hours off in every 24-hour period. It is desirable to work in daylight to maximize efficiency and safety. It is also important to provide ample staffing at night that will typically include One Person Crew coverage to respond to 911 and large outage calls, pole setting in preparation of crews coming off rest, and large outages where the work area damage is known and can be worked efficiently and safely while meeting crew rest concerns.

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Section 11: Damage Assessment

Section 11. Damage Assessment

Introduction

The purpose of Damage Assessment is to identify how the Company assesses physical damage on overhead Transmission, Sub-transmission, and Distribution lines during an emergency.

The processes and activities in this section can begin in the pre-event stage of an emergency and continue through the service restoration stage as required:

- a). Upon activation of the emergency response organization (as covered in Section 4 of this ERP).
- b). Once the type and number of resources required to address the emergency have been estimated and the resources have been acquired (as covered in Section 6 of this ERP).

The data that is collected as part of Damage Assessment is used in conjunction with other information to support the prediction of Estimated Time of Restoration (as covered in Section 15) and reassess response resource requirements (as covered in Section 6).

The data is also used as a source of information used in reports provided to the Company's regulator regarding the extent of the damage sustained during an emergency (as covered in Section 18.4). The processes and associated roles covered in this section are illustrated in the following Figure.

Section 11 Summary: Damage Assessment					
11.1 General	11.2 Survey Organization Personnel	11.3 Damage Assessment Staffing – Grouping of Personnel	11.4 Damage Assessment Patrol Process	11.5 Participation in Storm Drill	11.6 Forms and Requirements
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• None	• None	• None	• State Incident Commander • State Planning Section Chief • Emergency Planning • Branch Director • Branch Operations Coordinator • Branch Planning Coordinator • Manager-Transmission Engineering & Design	• None	• None

11.1. General

The determination of damage sustained will be made as soon as possible during an emergency and, if required, the need for additional help will be identified. A Damage Assessment Survey is performed to assess the physical damage such as primary wires down, poles broken, etc., on overhead distribution feeders or transmission lines.

Damage Assessment Surveys must be conducted by experienced personnel and may be done by vehicle or helicopter as conditions dictate. National Grid Management, Operations, and service restoration crews will use the information from Damage Assessments to assist with the formulation of plans for appropriate corrective action.

The Damage Assessment Patrol has three phases. For severe emergencies where field damage assessments are needed, Phase-I surveys will be completed as soon as practicable in the first 24 hours where access to facilities in the area impacted is available. Additionally, the Outage Management System (“OMS”) provides key data in analysis of restoration such as customers interrupted, areas impacted, number of outage cases, wire down calls, 911 calls, feeder lockouts, etc. that can assist in determining the extent of the damage and in establishing a preliminary restoration plan.

Phase-II surveys, when used, shall be implemented to support decision making in resource acquisition. Generally, Phase II surveys will be implemented, depending on the severity of the damage, upon completion of Phase-I surveys but at least by the second day of restoration to ensure damage seen on side taps is included in the restoration plan decision making.

The final Damage Assessment element is the Feeder sweep which is a patrol of the feeder to check to see if all services are restored and that all temporary repairs are noted and/ or completed. Feeder sweeps are typically performed by traditional survey personnel so line crews may continue with the restoration activities.

Phase I and Phase II surveys as well as additional feeder surveys are to be used in the creation of work packages for field crews. These work packages will be assembled as quickly as possible upon survey completion in preparation of crew assignments. Phase-I and Phase-II surveys provide detailed information of system damage that can quickly be extrapolated to determine overall damage.

The Damage Assessment Patrol and work packet activity combines a paper-driven and electronic data collection process. Paper forms require minimal training, minimal equipment, and are the most reliable information transfer method during a major event. A work packet is created using Damage Assessment Patrol Forms and the Damage Assessment Patrol Envelope combined with the corresponding feeder map or circuit print. In the event where the electronic data collection process is not available, Damage Assessment can be performed using a 100% paper process.

At each work site, the Damage Assessment Patroller enters the repair details on Damage Assessment Patrol Forms. The Patrol Forms are summarized on the face of the Damage Assessment Patrol Envelope. Tablets or mobile device may also be used by patrollers to record the repair details.

Damage assessment information shall be recorded and entered into the database used by the Division. The first choice or tool the company uses to collect damage information is an electronic data collection method that incorporates the use of a mobile device to collect data using a sequence of drop-down menus and data collection points that are then downloaded into a company database. The information in the database can be used to track patrol assignments, patrol status, used to develop work packets, and monitor work packet completion status.

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While the company is prepared to perform damage assessment using an electronic mobile damage assessment tool; as a backup and or supplement – damage assessment information can also be collected using paper maps and a manual process.

Damage Assessment Surveys should be completed utilizing daylight whenever possible.

It is also important that traveling operators and other qualified switching personnel be dispatched in the Districts/Regions to determine conditions, feeder lockouts, and be available for sectionalizing efforts. If damage to the overhead transmission system and/or the distribution system is extensive as indicated by a large number of locations, helicopter surveys will be initiated as soon as practicable. If distribution circuits are out due to a transmission outage, but it is highly likely that the distribution feeder(s) incurred damage from the event, distribution surveys will commence prior to the transmission system being energized, if possible, to reduce distribution restoration time.

Patrollers will determine if the trouble presents a hazard to the public, such as arcing or sparking wires, down wires, broken poles, etc. If the condition is deemed to have the potential to present a hazard to the public, they will attempt to make the area safe within the capabilities that their training and qualifications will allow. The experience and training of the individuals will vary upon those responding. If electrically qualified, properly equipped, and able to make the field condition safe, the patroller will do so. If the time element to do so will detrimentally impact the survey completion time, the patroller shall notify survey supervision and request direction. If a hazardous condition still exists, then an individual will be dispatched to standby and guard hazardous conditions until repairs can be made.

Damage Assessors are not intended to guard wires down while performing preliminary assessment. Dispatch of personnel to stand by will be performed in a timely manner to relieve damage assessors within eight (8) hours of notification to the Damage Assessment Supervision, to minimize the adverse impacts on the damage assessment function. Conditions reported by patrollers will be compiled and forwarded to the Regional EOC (Storm Board).

Personnel working with energized conductors in making the area safe or completing service restoration shall have received proper electrical training prior to the event. Those not trained and qualified SHALL NOT work with energized equipment or attempt to do any work outside of their qualifications and training.

Non-Energy Management System (EMS) Substation - A survey of all non-EMS substations will be performed as directed by the Branch Operations Coordinator or their designee in the affected areas to check for lockout and/or station condition/damage in the early stages of an event.

11.2. Survey Organization Personnel

The following personnel comprise the organization responsible for completing storm damage assessment and describes the working relationship with other functions within the Emergency Response Organization:

Personnel Roles

Damage Assessment Field Coordinator

1. Damage Assessment Field Coordinator works with the Branch Operations Coordinator and the Branch Planning Coordinator to prioritize the patrol sequence with an emphasis on Feeder Restoration Priorities, Critical Facilities, and total customer outage counts. Damage Assessment patrols, restoration assignments, and restoration recordkeeping shall be by Circuit Number. The Damage Assessment Field Coordinator reports to the Branch Planning Coordinator, supervises

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the Damage Assessment process, and acts as the single point of contact for Damage Assessment Patrollers.

Damage Assessment Patroller

- a). A Damage Assessment Patroller is qualified to perform Phase 1 and Phase 2 Damage Assessment Surveys and to recognize electrical hazards. Employees with the Emergency Response Assignment of Damage Assessment Patrollers can be local division personnel, personnel from unaffected divisions, or outside vendors. The Damage Assessment Patroller reports to the Damage Assessment Field Coordinator, performs Damage Assessment Patrols as assigned, and completes Patrol paperwork or data collection.
- b). A one or two-person Damage Assessment Team shall record storm damage using the Damage Assessment Patrol Form and Damage Assessment Patrol Envelope process, tablets, or mobile device. Damage Assessment Patrol field conditions will dictate the patrol team complement. A two-person Damage Assessment Team can be a combination of two Damage Assessment Patrollers or a Damage Assessment Patroller and a Damage Assessment Driver.

Damage Assessment Driver

- a). The Damage Assessment Driver will be responsible for driving a vehicle to allow the Damage Assessment Patroller to focus on recording damage to the infrastructure and recognizing electrical hazards.

Damage Assessment Work Support

- a). Reports to Division Branch Planning Coordinator and supervises the Work Packet Support process. Enters, updates, work packet close-out or otherwise maintains the database with the most up-to-date storm damage assessment data.

Branch Planning Support

- a). Reports to the Damage Assessment Work Support and provides data entry support, work packet assembly, work packet close-out, etc. Provides general support to the Damage Assessment operation.

Incident Commander/Branch Director

- a). Individual in charge of storm restoration in the division.

NY – Emergency Operations Center (NY-EOC)

- a). In the NY-EOC, a staff of individuals provides support to the State and Branch Operations. The NY-EOC will assist and coordinate as needed to support the acquisition and deployment of Damage Assessment Patrollers.

CALL-OUT

Damage Assessment personnel will be notified, usually by phone, of when and where to report for survey work. They should be dressed for survey work when they report. Headquarters will normally be a location near the Line Department of the District where the survey is to be performed. Patrollers should refrain from entering the Line Office to keep noise and confusion to a minimum.

ASSIGNMENT

Upon reporting to headquarters, Damage Assessment personnel will be assigned a feeder or feeders to survey and be provided with a Damage Survey Kit.

The Damage Survey Kit will contain the following:

- a). County Road Maps indicating Service Center (Crew) locations.
- b). Appropriate Operating District Maps. There are normally up-to-date feeder maps (index maps plus detail sheets) and a substation location map.
- c). Line Failure Reports.
- d). Doorknob Restoration Notices (3) yellow.
- e). Regional Service Center Location Maps.

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- f). Overhead Damage Survey Forms.
- g). Copy of Section 11 of the NY-ERP.
- h). Special instructions, as appropriate, to include the following:
 - o Station Call Letters, Radio Vehicles, and Instructions for Mobile Radio Use.
 - o Outdoor Telephone Locations.
 - o Company Call-In Telephone Numbers.
- i). Pencils.
- j). Note Paper Pad(s).
- k). List of Accommodations and Restaurants.

NOTE:

Prepared kits shall always be available for use by survey crews.

Call in the location of the first damage found on the three-phase main line, if any. Call in findings upon completion of main three phase line.

Qualifications & Training

Damage Assessment Patrollers are familiar with electric distribution construction and operations and require minimal instruction on the use of the Damage Assessment Patrol paper process.

The Damage Assessment Patroller must be qualified to perform Phase-I and Phase-II Damage Assessment Patrols, recognize an electrical hazard, and protect the public from that hazard.

Annual training will be attended by Damage Assessment Patrollers to ensure knowledge of assessment, personal and public safety procedures.

Training on the surveying process is required annually for employees who support restoration efforts.

For contractors supporting day-to-day operations, training on the surveying process will be kept current with an annual refresher while mutual assistance and foreign contractors attained at the time of an event will be provided with training prior to being given a field assignment.

Damage Assessment Equipment	
Damage Assessment Field Coordinators	Damage Assessment Patroller
Circuit Maps	Personal Protective Equipment • Hardhat • Safety Glasses • Safety Shoes, ANSI Z41 • Hi-Visibility Traffic Vest*
Road Maps	Identification
Emergency Phone Numbers	Cellular Telephone (may not work during the storm)
Damage Assessment Patrol Envelopes and Detail Sheets	Flashlight/Portable Light Source
Crew Transfer Sheet	Pencils and Paper
	Traffic Cones

11.3. Damage Assessment Staffing – Grouping of PersonnelGroup A

Employees with special qualifications and training for Damage Assessment Survey and crew guide work. Training will take place each year to establish a baseline of trained damage assessors that are available for the Company to utilize in large events. The minimum number of trained and available internal, Company damage assessors is NY-West: 36, NY-Central: 34, and NY-East: 35.

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These employees are familiar with overhead line construction and have knowledge of the general region. They have received training for Damage Assessment Survey work. They are first called in an emergency.

Group B

Employees who are able to assist in Damage Assessment Survey work. They may or may not be familiar with overhead line construction and have a general knowledge of the region. They are the second group called in an emergency.

Group C

Employees who are able to assist in a Damage Assessment Survey. They may or may not be familiar with overhead line construction or a general knowledge of the region. They are the last group called in an emergency.

Damage Assessment Driver

The Damage Assessment Driver is an individual assigned to drive a vehicle to allow for the Damage Assessment Patroller to focus on the survey of Company infrastructure.

TABLE - 1		
	LEVEL – I	LEVEL – II
	Inside Region	Outside Region
GROUP A	Regional Elec. Planners/ Regional Maintenance Inspection and Assessment Personnel	Engineering / Elec. Planners from Neighboring Regions
GROUP B		Engineering – Electric Planners from Distant Regions
GROUP C		Engineering from other Divisions
Damage Assessment Driver	Can be from the pool of Regional Electric Planners or from the resource pool of local or neighboring regions.	Can be from the pool of Regional Electric Planners or from the resource pool of local or neighboring regions.

11.4. Damage Assessment Patrol Process

When it is determined that a Damage Assessment Survey is needed, the following procedures will be followed:

Phase-I - Damage Assessment Patrol

Phase-I Damage Assessment Patrols will begin as soon as practicable following the storm and when field personnel are able to be dispatched without unacceptable safety risks from 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.

To initiate the Phase-I Survey, the Branch Operations Coordinator or Overhead Line Supervisor will contact the Branch Planning Coordinator who will work in coordination with the Damage Assessment Field Coordinator to arrange for the deployment of the requested number of Group A type resources to conduct the survey. During low impact events, they may be able to perform a survey using only Line Department Personnel, thus eliminating the need for damage assessment patrollers.

The Phase-I Survey is a quick, one-person team survey utilizing T&D personnel and/or members from Group A, Level-I and or the use of a Damage Assessment Driver. This type of survey is intended to cover

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a sizeable portion of an affected area in a rapid manner since an individual mainline feeder is usually completed within one to three hours. This survey will concentrate on main 3-Phase lines, the fuses for taps, and highly populated areas.

The Phase-I Damage Assessment Patrol will identify physical damage such as primary wires down, poles broken and transformers down on three-phase Circuit Mainlines or Transmission Lines as assigned by the Branch Planning Coordinator working in coordination with the Damage Assessment Field Coordinator.

Damage Assessment Patrollers will note the position of protective devices such as line re-closers and fuses for validation of OMS predictions, if requested by the Damage Assessment Field Coordinator (working in coordination with the Branch Operations Coordinator and Over Head Line Supervisor).

All physical damage, including tree damage identified from this Damage Assessment Patrol are entered in the mobile damage assessment application (or paper supplement / back-up).

Conclusions on damage from this survey as well as OMS data, customer calls, and 911 information, will allow management to quickly formulate appropriate action, such as calling for additional crews and / or ordering a Phase II Survey of the appropriate magnitude.

Upon completion of Phase I damage assessment work, Damage Assessment Patrollers shall resume their normal storm duties until otherwise directed.

Phase-II - Damage Assessment Patrol

Phase 2 Damage Assessment Patrols will begin following completion of the Phase 1 Damage Assessment Patrol process when warranted.

This is a complete survey of individual distribution feeders, recording damage and problems requiring correction. Results typically will take two to six hours per feeder after a two-person team has been dispatched. Long feeders will require more time.

The extent of this survey, and the size of the survey work force, will be dictated by known damage conditions and any further damage anticipated by continued storm activity.

The Phase-II Damage Assessment Patrol will identify physical damage on three-phase mainline as well as on fused taps, single phase primary, secondary and services. Phase-II details are entered in a tablet, comparable mobile device, or on the Damage Assessment Patrol Form.

When the Phase II Survey is completed, the patrollers shall resume their normal storm duties, or provide other assistance such as work package surveys, acting as a runner, doing delivery work, or feeder sweeps. The Branch Director working in coordination with the Branch Operations Coordinator, with the help of the Branch Planning Coordinator will determine what additional assistance may be required.

Localized Damage Assessment Patrols - Upon completion of Phase I and Phase II surveys (if required), additional localized patrols will be completed in severe events to efficiently mobilize and assign restoration crews. These patrols are used specifically to support the proper crew compliment and equipment assignment. Phase-I and Phase-II surveys will also be utilized in this format for efficient use, as well as in quickly determining the extent of damage and resource needs.

Feeder Sweeps

It is common practice in areas severely affected by storm damage to complete feeder sweeps or final

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damage assessments at the completion of the restoration event prior to the release of line crews. This sweep is to ensure that all services are restored and that all temporary repairs are noted and/ or completed. There are applications where line crews will be required for restoration, but some or many feeders may have already been fully restored. In this application it may be appropriate to begin feeder sweeps with traditional survey personnel so line crews may continue with the restoration process, while reducing the overall restoration time to National Grid customers.

Damage Assessment

Unless otherwise instructed, Damage Assessment Patrollers will proceed to the assigned circuits and survey as follows:

- a). If the crew consists of members of different groups, the person from Group A will serve as observer/recorder and those from other groups will drive.
- b). Start at the substation and follow the circuit outward, main line first. Survey pole lines in this order:
 - o Three phase main line.
 - o Three phase branches.
 - o Single phase branches.
- c). Make note of damage by number at location on index map and encircle area. Indicate number and description on overhead damage survey form. Indicate tax district number, pole line inventory number, and pole number. (If not available on pole, estimate or give nearby house number.)
- d). Report the survey findings in a tablet, comparable mobile device, or on the Damage Assessment Patrol Form as appropriate.
- e). Company Call-In - Call at least once every two hours or when hazardous conditions or exceptional damage warrants more frequent calls.
- f). For instance, call in if you have special situations such as hazardous conditions, substation damage, and or exceptional tree conditions. One Damage Assessment Patroller will stand by while the other calls in hazardous condition to the appropriate number.
- g). Maps will be up-to-date. Make note of exceptional problems such as large fallen trees, flooding, or snow conditions.
- h). Good judgment shall be used about what to report and how long to take. A Phase I Damage Assessment is a quick survey reporting only general conditions and extent. Phase II Damage Assessments will normally take one to three hours per circuit and detail the significant damage. Damage Assessment Patrollers will work as fast as reasonably and safely as they can; taking breaks only after the data is returned.
- i). Include the following general information if applicable:
 - o Roads blocked that may mean detours to reach job site (example: blocked by fallen trees, flood water, etc.). Condition at job site (example: pole line is in swampy area or is flooded. If a conductor problem only, a boat may be needed).
 - o Work SAFELY - generally stay in the vehicle - DO NOT TOUCH ANY WIRES, METAL FENCES, OR ELECTRICAL EQUIPMENT. Employees completing damage assessment that are trained and qualified in making down secondary safe, shall wear all appropriate PPE, including rubber gloves, as required by the National Grid Employee Safety Handbook.

PRE-STORM DAMAGE ASSESSMENT PREPARATION72 Hours in Advance

- a). Using Weather forecasts, Division Storm Teams will arrange for deployment of Damage Assessment Patrollers to the potentially affected areas in advance of the arrival of the storm.

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Division Storm Teams

- a). Agree on advance placement of Damage Assessment Patrollers.
- b). Arrange for employees with the proper Emergency Response Assignment and other personnel to report as Damage Assessment Patrollers.

Division Damage Assessment Teams

- a). Ensure all Damage Assessment Patroller material requirements are met, including personnel protective equipment, foul weather devices warning tape, cones, damage assessment materials, portable lighting, and vehicle with two-way radio or cell phone.
- b). Assign circuits to local personnel for Damage Assessment Patrol on return to work.

START OF RESTORATION / IMMEDIATELY AFTER THE STORM

- a). The Branch Planning Coordinator and Damage Assessment Field Coordinator will work with the Branch Operations Coordinator and other members of the Emergency Response Organization as required to determine feeders for patrols.
- b). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator will assign feeders to Damage Assessment Patrollers for patrol.
- c). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator conducts pre-job briefing with Damage Assessment Patrollers.
- d). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator assembles assessment materials and delivers to Patrollers.
- e). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator records assignments in database.
- f). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator tracks progress of Damage Assessment Patrollers.
- g). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator assigns runners as necessary for pickup or delivery of forms and work packets.
- h). Upon completion of patrols, the Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator reviews returned Damage Assessment Patrol forms and informs Damage Assessment Work Support Coordinator.
- i). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator receives Wires Down or unsafe condition reports from Damage Assessment Patrollers and coordinates appropriate response to the condition; ensures unsafe and hazardous conditions are corrected.
- j). The Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator coordinates lodging and meal needs of the Damage Assessment Teams with Company Logistics personnel.

Damage Assessment Work Support

- a). Coordinator for Work Packet Support personnel and provides materials for the Work Packet Support process.
- b). Records the return of Patrol package. Analyzes damage assessment sheets, creates and prioritizes work packets.
- c). Enters damage assessment into database.
- d). Records work packet number.
- e). Makes copies and files.
- f). Collects work packets and delivers them to the Branch Operations Coordinator.
- g). Upon completion of work packets, update work packet status in database.
- h). Coordinates materials, lodging and meals for Work Packet Support personnel.
- i). Working with the Branch Logistics Coordinator or their designee - coordinates lodging and meals for members of Damage Assessment team.

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Damage Assessment Patroller

- a). Upon receipt of feeder patrol, assignment and materials, complete feeder patrol, forward Damage Assessment Patrol forms and envelopes.
- b). Receive Damage Assessment Patrol assignment and materials. Attend pre-job briefing.
- c). Perform Phase-I, Phase-II and Final Sweep Damage Assessment Patrols as directed by Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator.
- d). Determine if the trouble presents a hazard to the public. The experience and training of the individuals will vary upon those responding. If unsafe conditions are found make the area safe within the capabilities that their training and qualifications will allow, notify the Damage Assessment Field Coordinator working in coordination with the Branch Planning Coordinator, and standby until relieved. Patrollers must abide by all National Grid Safety Guidelines when working to correct or guard unsafe and hazardous conditions. If electrically qualified, properly equipped, and able to make the field condition safe, the patroller will do so. If the time element to do so will detrimentally impact the survey completion time, the responder shall notify survey supervision and request direction. If a hazardous condition still exists, then an individual will be dispatched to standby and guard hazardous conditions until repairs can be made. Conditions reported by damage assessment patrollers will be compiled and forwarded to the Regional EOC (Storm Board).
- e). Document the damage and repairs necessary electronically in a tablet, comparable mobile device, or the Damage Assessment Patrol Forms.
- f). Tally material and repair requirements in a tablet, comparable mobile device, or on the Damage Assessment Patrol Envelope.
- g). Place all forms from a single location into the Damage Assessment Patrol Envelope. In most cases Damage Assessment forms for an entire circuit will be placed into the Damage Assessment patrol Envelope. If extensive damage is found on a circuit, Damage Assessment forms will be organized by sectionalizing device locations and placed in separate envelopes.
- h). Forward completed materials as instructed and obtain new patrol assignment.

Damage Assessment Work Support

- a). Create the Estimate Crew Hour Requirement from the tally.
- b). Create a Work Packet using the Estimate Crew Hour Requirement and the number of restoration crews available. Assign Work Packets to restoration crews.
- c). Track the work using the Division Damage Spreadsheet.
- d). Upload the Division Damage Assessment Spreadsheet to data management coordinators.

Overhead Line Supervisor (in coordination with the Branch Operations Coordinator)

- a). Receives work packets.
- b). Reviews requirements.
- c). Assign work to Restoration Crew Supervisor.
- d). Upon completion of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Assessment Work Packet Support Coordinator.
- e). Track and document materials and labor used to complete restoration on the
- f). Confirming Work Documentation Form.
- g). Report restoration by work packet number.

NOTE:

- a). The Overhead Line Supervisor reports to the Branch Operations Coordinator in the Emergency Response Organization. Branch Operations works very closely with Branch Planning to determine Damage Assessment needs in an Emergency.
- b). Refer to confirming work documentation procedure.

POST STORM**Damage Assessment Work Support Coordinator**

- a). Transfer the completed Work Packets to Distribution Design Engineering at the conclusion of the storm in the event the information is needed to reconcile confirming work documentation.

Branch Planning Coordinator / Damage Assessment Field Coordinator

- a). Assure a supply of materials needed for the Damage Assessment Patrollers is available.
- b). Assure a supply of materials for division support of the Damage Assessment process is available.
- c). Incorporate the Damage Assessment Procedure into the annual drill requirements to maintain familiarity with the process of utilizing the assigned database as primary information source.
- d). Review the division resource requirement for personnel and equipment to support the process.

Roles and Activities

11.4.1. State Incident Commander

- 11.4.1.1. Individual in charge of storm restoration in the State / division.

11.4.2. State Planning Section Chief

- 11.4.2.1. In the NY-EOC, a staff of individuals provides support to the State and Branch Operations. He NY-EOC will assist and coordinate as needed to support the acquisition and deployment of Damage Assessment Patrollers.

11.4.3. Emergency Planning

- 11.4.3.1. Provides support to the State and Branch Operations. The NY-EOC will assist and coordinate as needed to support the acquisition and deployment of Damage Assessment Patrollers.

11.4.4. Branch Director

- 11.4.4.1. Individual in charge of storm restoration in the division.
- 11.4.4.2. Coordinates with Branch Operations and Branch Planning to make arrangements for the appropriate / adequate storm surveys to be performed in affected Region(s) / Division (s) and that survey organization is appropriately staffed by the Branch Planning Coordinator.
- 11.4.4.3. Assigns feeders to Damage Assessment – Branch Planning Coordinator.
- 11.4.4.4. Assembles assessment materials and delivers to Patrollers.
- 11.4.4.5. Records assignments in database.
- 11.4.4.6. Tracks progress of Damage Assessment Patrollers.
- 11.4.4.7. Receives Wires Down or unsafe condition reports from Damage Assessment Patrollers and coordinates appropriate response to the condition; ensures unsafe and hazardous conditions are corrected.
- 11.4.4.8. Receives work packets from Branch Planning for review and assignment to Restoration Crew Supervisor.
- 11.4.4.9. Upon completion of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Assessment Work Packet Support Coordinator.
- 11.4.4.10. Track and document materials and labor used to complete restoration on the Confirming Order Form.

11.4.5. Branch Planning Coordinator

- 11.4.5.1. Identifies individuals who are to be part of damage appraisal organization.
- 11.4.5.2. Notifies assigned persons of their responsibilities during an emergency and the specific areas to which they are to be assigned.
- 11.4.5.3. Ensure that appropriate/adequate storm surveys are arranged for in affected Region(s) and that survey organization is appropriately staffed.
- 11.4.5.4. Review the division resource requirement for personnel and equipment to support the process.
- 11.4.5.5. Reports to the Branch Director and oversees the Damage Appraisal and Work Packet Support process. In conjunction with the Damage Assessment Field Coordinator, the Branch Planning Coordinator works with the Branch Operations Coordinator to prioritize the patrol sequence with an emphasis on Feeder Restoration Priorities, Critical Facilities, and total customer outage counts. Damage Assessment patrols, restoration assignments, and restoration recordkeeping shall be by Circuit Number. The Damage Assessment Field Coordinator reports to the Branch Planning Coordinator, supervises the Damage Assessment process, and acts as the single point of contact for Damage Assessment Patrollers.
- 11.4.5.6. Provides copies of maps as required. Ensure that appropriate maps are available through GIS.
- 11.4.5.7. Assists in the operation of the Emergency Operation Center.
- 11.4.5.8. Provides additional OMS support as requested by OH-Line Supervision and Emergency Response Organization Leadership.
- 11.4.5.9. Supplies instructions and materials to damage surveyors.
- 11.4.5.10. Determine feeders for patrols through coordination with the Branch Operations Coordinator and the Branch Director and makes feeder assignments for patrol.
- 11.4.5.11. Directs all damage surveys as requested by the District/Regional/Divisional Emergency Operation Center.
- 11.4.5.12. Informs Branch Operations Coordinator of status of work.
- 11.4.5.13. Summarizes survey results for reporting purposes and information.
- 11.4.5.14. Records assignments in database.
- 11.4.5.15. Assemble appraisal materials and deliver to appraisers.
- 11.4.5.16. Conduct pre-job brief with Damage Assessment Patrollers.
- 11.4.5.17. Upon completion of patrols, review returned Damage Assessment Patrol forms and assign additional feeders for patrol.
- 11.4.5.18. Records damages upon return of storm packages.
- 11.4.5.19. Analyses damage sheets, makes copies, and files.
- 11.4.5.20. Collects storm package damage information for delivery to Restoration Coordinators.
- 11.4.5.21. Responsible for the coordination and supervision of the Work Packet Support process which includes data entry, updates, close outs or otherwise necessary to maintain the database with the most up-to-date storm damage assessment data.
- 11.4.5.22. Assigns runners as necessary for pickup or delivery of forms and work packets.
- 11.4.5.23. Upon completion of patrols, reviews returned Damage Assessment Patrol forms and informs Damage Assessment Work Support Coordinator.
- 11.4.5.24. Responsible for the following Coordination:
 - a). Coordination of for Work Packet Support personnel and provides materials for the Work Packet Support process.

- b). Recording the return of the Patrol package and analysis of the damage assessment sheets and creates and prioritizes work packets.
- c). Entering damage assessment into database.
- d). Recording of work packet number.
- e). Making copies and files.
- f). Collecting work packets for delivery to Branch Operations Coordinators.
- g). Updating work packet status in database.
- h). Working with the Branch Logistics Coordinator or their designee - coordinates lodging and meals for members of Damage Assessment team.

11.4.5.25. Transfer the completed Work Packets to Distribution Design Engineering at the conclusion of the storm in the event the information is needed to reconcile confirming work documentation.

11.4.6. Manager Transmission Engineering and Design

- 11.4.6.1. Assigns Engineering personnel to assist with damage survey in Class III emergencies.
- 11.4.6.2. Monitors that appropriate / adequate storm surveys are arranged in affected Branch(es) and that survey organization is appropriately staffed by the Branch Planning Coordinator.

11.5. Participation in Storm Drill

When a Branch Storm Drill is performed, Divisions will include the Damage Assessment Team in their preparations and exercises.

11.6. Forms and Requirements

Damage Assessment Patrollers will be issued multiple pads of Damage Assessment Patrol Forms to record the details of their surveys and check off the box that represent the appropriate Phase of patrol they are performing.

A Damage Assessment Patrol Form is prepared for each local trouble spot. The sheet should include all required repairs and equipment replacements.

NOTE:

- a). In most cases Line work and Tree work will be detailed on the same sheets. Tree Crew Work Packets and Line Crew Work Packets will not be combined.
- b). Damage Assessment Patrol Form examples are shown in the Examples section in the Appendix.

The Damage Assessment Patroller prepares a Damage Assessment Patrol Envelope for each location. It is likely that many Damage Assessment Patrol Envelopes will be prepared for each circuit. The Damage Assessment Patrol Forms are summarized on the envelope cover and the sheets are placed inside. The Damage Assessment Field Coordinator receives the Damage Assessment Patrol Envelopes from the Patrollers.

The Damage Assessment Field Coordinator reviews the material for completeness.

The Damage Assessment Work Packet Support Coordinator assigns the Work Packet based on outages.

Crew Hour Requirement

The Crew Hour Requirement for any Work Packet is quickly estimated by the Division Damage Assessment Team using the table on the Damage Assessment Patrol Envelope.

Crew Hour Requirement totals from each envelope will be entered into a Division Damage Spreadsheet. The spreadsheet will record:

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- a). Division
- b). Work Packet Number
- c). Patrol Phase of this envelope
- d). Town
- e). Circuit Number
- f). Line Hours
- g). Tree Hours

Repair-hour estimates should be liberal, adequately taking into consideration the storm conditions that include but are not limited to access issues, road closures, weather, specialty equipment, etc. Thus, estimates for additional manpower will be more realistic.

Analyzing Resource Requirements

The Branch Planning Coordinator, in conjunction with the Branch Operations Coordinator and the Branch Director will total the Division Damage Spreadsheets to estimate the Crew Hour Requirements. Using the Division Damage Spreadsheets and Crew Hour Requirement, the Branch Directors will arrange for deployment of additional resources.

The need for additional crews will be determined from the repair time estimates and crew availability within the affected region. It is important that transmission requirements also be incorporated into repair hour estimates.

It is National Grid's goal to restore customers as quickly as possible. Storm classifications have been established that provide guidelines for determining when a region should request assistance from outside the region and/or from another utility (see ERP 4 for storm classifications and ERP 6 for acquisition of resources). The storm classifications are based on restoration goal of 24 hours.

To determine specific crew requirements the estimated repair hours will be divided by hours to be worked each day, (normally 16 or 18 hours) by each lineman to yield repair days of labor required. This figure will be divided by two to yield crew days. If this number is greater than the number of crews available within the region, then outside assistance will be considered.

See sample calculation below.

3000 repair hours	= from survey results (repair hours can vary)
3000/16	= 188 man days
188/2	= 94 crew days

Assuming that the region has 40 crews available, then 54 additional crews would be necessary for complete restoration in a 24-hour period, not accounting for travel time of the outside crews.

Once the restoration estimate is calculated, the Branch Operations Coordinator and the Branch Director will consult with the Incident Commander. If the storm classification is established as Class II or III, the Incident Commander will request / arrange for additional crews to support the restoration. When warranted, additional Forestry Supervision shall be requested for assistance in directing contract crews.

REPORT

The report completed will be used by the Emergency Response Organization to plan work and restore

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service. It must, therefore, be timely, accurate, and easily understandable. Completed damage assessment reports that summarize the extent of overall damage obtained from a collection of Damage Assessment Patrols shall be returned to the Damage Assessment Field Coordinator who will check it over and deliver it to the Branch Operations Coordinator.

PUBLIC RELATIONS

Remember that you are representatives of National Grid. Be courteous and explain briefly what you are doing when asked. Explain that power will be restored as soon as required work can be completed. Avoid giving overly optimistic or pessimistic statements.

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Section 12:

Proactive De-Energization and Load Shedding

Section 12. Proactive De-Energization and Load Shedding

Introduction

The purpose of Load Shedding is to document the system and environmental conditions that could precipitate the need for de-energization on the Company transmission and distribution systems.

The processes and activities in this section can be initiated at any point during an emergency and do not necessarily require another process included in this ERP be carried out first.

The processes and associated roles covered in this section are illustrated in the following Figure.

Section 12 Summary: Pro-Active De-Energization and Load Shedding	
12.1. Proactive System De-Energization	12.2. Load Shedding
Key Roles	Key Roles
• None	• None

12.1. Proactive System De-Energization

The scope of this procedure is intended to cover the preemptive de-energization of Company or customer electric facilities to protect the electric system during emergencies that include, but are not limited to floods, fires, industrial emergencies, etc. This is not intended to cover load shed emergencies. Load shed emergencies are managed as directed by the appropriate Control Center and more information around load shedding is contained in Section 12.2.

In the event of flooding, fire, or damage to a customer's premise, at the request of the customer or municipality, the Company will de-energize an individual premise or facility.

In these instances, reconnection of the facility cannot occur until the customer has made arrangements for an approved electrical inspection which will be submitted to the Company as noted in Electric and Gas Service Bulletin 350. National Grid Electric Service Bulletin (ESB) – 350 is the guidance document used to ensure that the customers' electric receiving equipment and facilities meet applicable codes and Company requirements prior to energization by National Grid. National Grid ESB-350 is maintained by the company and is available on the company's internal internet system and available on request.

Exhibit 12.1 to this section, which is included in Appendix A of this ERP, contains information that pertains to Instructions for obtaining a municipal electric inspection (if required) for the re-establishment of Electric Service. This includes safety information, instructions for customers who require an electrical inspection to re-establish service, and instructions to the inspectors, among other information.

Once the Inspection is obtained, appropriate personnel will be assigned to energize the service. There are limited and isolated situations where a temporary electric service connection is allowed under this bulletin (Electric and Gas Service Bulletin 350) if the customer is unable to obtain services of an electrical inspection agency.

The Company may preemptively de-energize Company facilities if the Company determines the facilities are at risk due to the pending or occurring emergency.

Large scale emergencies, such as wide area flooding, can impact a portion of the distribution system or substation. In these situations, it may be necessary to de-energize the electric facilities prior to being submerged depending upon the existing water level or potential water level. In instances where a wide area of the distribution system is affected by flooding, it is not un-common for the local fire agency (Chief) to request de-energization. Instances impacting a Company substation most likely will be determined by the Branch Leadership Team.

The Branch Leadership Team must maintain situational awareness of the weather and flood concerns while monitoring river and creek levels where the known and potential impact exists to affect customers and or Company facilities. Mitigation of flooding concerns may be achieved by creating a barrier (e.g., sand bags) or performing switching thereby eliminating the need for de-energization to customers.

In response to an internal storm review recommendation, the Company completed a substation flood mitigation review. The Company determined existing stations at risk of flooding and potential mitigation work to be completed in future capital plans. The following stations will be monitored when forecasts predict the potential of flood impacts to these facilities.

- a). Andover substation 9
- b). Hammond substation 370
- c). Homer station 129

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- d). Saint Johnsville 335
- e). Miller street station 117
- f). Union Falls substation
- g). Whitesboro station 632
- h). Front street station
- i). Inghams station

Notification of de-energization to municipal authorities is required when the Company determines facilities at risk which impact customers in the municipality. Typically, this contact is made by the Liaison Coordinator or designee but may be made in the field depending on local support (police, fire) and as circumstances warrant.

If the situation requires de-energization of transmission or primary distribution circuits, the responding personnel must contact the appropriate Regional Control Center and follow EOP-G014 - Clearance and Control for proper authorization, switching and tagging procedures. For record keeping purposes, the Company will maintain a log to record the decision making, facts, and observations regarding the decision to de-energize.

The Company will provide ETRs to customers affected by the de-energization and will communicate through outgoing calls, text messaging, and or a listing on the Company webpage. Notification and ETRs will depend on the size, scale, and magnitude of the customer impact.

In most cases, customers affected by outages due to de-energization and who incur damage to their electrical service where flooding occurs will require an electrical inspection prior to re-energization. Refer to Electric and Gas Service Bulletin 350 for requirements and exceptions.

In situations where severe damage and/or wide-reaching impacts to customers exists, the Company may implement "Emergency Procedure to Implement Expedited Customer Facility Restoration after Flooding or Other Wide Scale Emergency" located here in to assist customers with receiving proactive electrical inspections.

This process provides for a direct call number for inspectors to the Company as well as prioritized management of service re-connects. The cost of the electrical inspection shall be paid for by the customer unless the Company makes arrangements to waive or otherwise provide reimbursement for the cost of the electrical inspection. Any waiver or reimbursement of cost shall be determined by the Branch Liaison Coordinator. Customer locations not repaired or without an approved electrical inspection must be disconnected from the point of service prior to the company energizing distribution or station facilities.

Refer to Exhibit 12.1 for the Customer Instructions for Storm Restoration and the Re-Establishment of Electric Service

Field repairs to underground pad mount equipment impacted by flood water can be found in Electric Operating Procedure UG 021 – "Operations and Maintenance of Pad-mounted Underground Equipment After a Flood has occurred."

Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather the information contained in this section of the ERP is included for informative purposes.

12.2. Load Shedding

National Grid maintains a Load Shed Procedure separate from the ERP. This document is a compilation of procedures and actions to follow during times when distribution system conditions are such that load shedding is required to protect the security of the system. Specifically, the Load Shed Procedure covers Manual Load Shed Requirements.

The Load Shed Procedure is maintained by the Control Center outside the NY-ERP and serves as a useful reference when system conditions warrant load shedding.

Summary of Emergency Operating Limits

- A. General Notes on Emergency Operating Limits – TCC CONTROLS ALL CENTRAL, EASTERN, AND WESTERN DIVISION TRANSMISSION SWITCHING 345 kV, 230 kV & 115 kV.
 - A.1 If a violation occurs after a specific control Center action, the control Center will immediately reverse the action.
 - A.2 The RCC will take unilateral action (for example shed load) if sub-transmission or distribution voltage ratings are violated AND is deteriorating rapidly.
 - A.3 The TCC will take unilateral action (for example shed load) if transmission voltage or frequency ratings are violated AND transmission voltage or frequency is deteriorating rapidly.
- B. Transmission Voltage Operating Limits:
See PCO 2-2 Table A-2
- C. Frequency
 - C.1 Normal Frequency Limits

<u>High Limit</u>	<u>Low Limit</u>
60.05 Hz	59.95 Hz
 - C2 Allowable Frequency Ranges During Major Power Failure Restoration

<u>High Limit</u>	<u>Low Limit</u>
60.5 Hz.	59.5 Hz.
- D. Equipment Thermal Ratings: Utilize thermal ratings for the appropriate season.
- E. Load/Generation Islands:
Islands of load and generation isolated from the remainder of the power grid are only acceptable if voltage and frequency can be maintained within allowable emergency limits, and the frequency can be continuously monitored by Company personnel. Due to the limited number of locations where frequency can be monitored by EMS, this may require manning a foreign generation facility with Company personnel.

Load Shedding Voltage Criteria

Load Shedding is the appropriate action to take when:

1. The sub transmission voltage is 85% of nominal **AND** dropping (usually accompanied by a significant increase in the “Var” loading on the line):

<u>Nominal Voltage</u>	<u>85% of Nominal Voltage</u>
69 kV	58.7 kV
46 kV	39.1 kV
34.5 kV	29.3 kV
23 kV	19.6 kV

NOTE: At 90% nominal voltage, unregulated commercial and industrial customers will trip off or will have to be shed.

OR

2. Substation regulators or LTCs are at full boost and the voltage read at the substation is 112 volts (120 base) **AND** dropping.

OR

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3. Voltage read at customer's meter channel is less than 110 volts. In this case de-energize as little load as possible to correct the problem, so the remaining customers are above 110 volts.

Various indicators must be evaluated to determine if load shedding is appropriate. Examples are:

- a). Low distribution bus voltage and customer low voltage complaints on the circuits supplied by that distribution bus.
- b). Low sub transmission voltage at a substation and area substations also indicate low voltage. (If only one station is 28 kV and the other area substations are 34.5 kV, then the problem is with the EMS reading).

Load Shedding Thermal Criteria

Load Shedding is the appropriate action to take when:

1. The sub transmission LTE (Long Term Emergency Rating) at the limiting component is exceeded for more than 4 hours and no switching is possible to alleviate the overloading.
2. The sub transmission STE (Short Term Emergency Rating) at the limiting component is exceeded for more than 15 minutes and no switching is possible to alleviate the overloading.

Notifications

The Control Center will make the following manual notifications immediately after load shedding actions are implemented:

Note: If a situation exists where advance notification of load shedding can be made, communications as noted in the matrix above will be made accordingly. Additionally, organizations with requirements for internal and external communications shall make those contacts in accordance with Sections 17 and 18 for all load shed events.

Department	Name	Mobile #
Trans. Control Ctr.	Dan Cammarata	
Dist. Control Ctr.	Dan Cammarata	
Upstate Dispatch	Bryan Patterson	
Electric Operations	Matt Barnett	
Emergency Planning	Glen Aichinger	
Jurisdiction	Ken Kujawa	
	Alberto Bianchetti	
	Kim Ireland	
Corp. Affairs	Kerry Burns	
Cust. Service	Leanne McLaughlin	

Additionally, the Shift Supervisor must initiate the text message load shedding scenario per the NY Emergency Notification Matrix.

An emergency restoration drill will be conducted annually. The specifics of this drill are described in Section 23.2 Restoration Exercises.

FREQUENCY OF DRILLS

The NYISO Emergency Operations Manual section 9.1.1 requires that emergency restoration drills be conducted once a year at the start of the Summer Capability Period. These drills will be initiated by the NYISO. The Control Centers will participate in these and any other periodic restoration drills initiated by the NYISO.

Transmission Control Center (TCC) drill for load shed is initiated once a year by the TCC. The Control Centers participate in this drill annually.

CONTROL CENTER DRILL PROCEDURE

The Control Centers will expand the TCC Drill to include, to the extent possible, all of the emergency organization and associated support groups involved in the emergency restoration plan. Each organization's responsible party will be contacted by the Control Center using the guidelines established by the "Control Center, NY Emergency Notification Matrix" and asked to review their respective responsibilities and duties during a major system power failure and subsequent restoration. It shall be emphasized that as many of the on-duty control Center personnel participate in such a drill as to familiarize themselves with the appropriate notification procedure.

Upon completion of the drill, the Control Center Manager shall submit written notification to the Control Center Lead that the drill was completed.

Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather the information contained in this section of the ERP is included for informative purposes.

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Section 13: Modes of Operation

Section 13. Modes of Operation

Introduction

The purpose of the Modes of Operation Section is to describe where the responsibility for certain activities lie within the organization under centralized and decentralized operations during an emergency.

This is limited to identifying where control lies for activities, either at the centralized Control Centers, Branch, or substation.

Section 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included in Section 14.

The processes and activities in this section are a consideration in the establishment of the Emergency Response Organization (as covered in Section 4 of this ERP) and will direct the acquisition of the appropriate restoration personnel (as covered in Section 6 of this ERP).

Roles and activities for centralized operations are illustrated in the following Figure.

Section 13 Summary: Modes of Operation		
13.1. Centralized Operations	13.2. Branch Decentralized Operations	13.3. Substation Decentralized Operations
Key Roles	Key Roles	Key Roles
Control Center	- State Incident Commander - Branch Director	- Branch Director - Branch Operations Coordinator

13.1. Centralized Operations

Under normal operating conditions, such as Blue Sky, high volume days and minor emergencies, the Control Centers are primarily responsible for acting as the Control Authority for the transmission and distribution systems. As such, the Control Center Operator is required to issue all switching orders necessary to isolate cases of trouble and restore customers via all available main line sources. The Control Center Operator will issue switching orders to the field and record execution and completion times. These times will then be used to model outages in OMS in a timely manner by the Control Center Operator or by designated support staff.

Under normal operating conditions, such as Blue Sky, high volume days, and minor emergencies the Control Center also has responsibility for:

- a). Maintaining the OMS model (described in more detail below),
- b). Prioritizing service restoration (refer to Section 5),
- c). Dispatching resources to all trouble locations, including outages and in-service (wire down) calls, regardless of whether they are reported by a municipality or the general public (refer to Section 14),
- d). Monitoring ETR accuracy (refer to Section 15), and
- e). Generating required reports (refer to Section 21).

Maintaining Outage Management System Model

During Blue Sky operations and minor storms all outages and/or electrical emergencies are managed by the Control Center, which prioritizes restoration activities as indicated by OMS, SCADA, customer count, feeder priority and damage assessment reports. The Control Center will manage restoration for Blue Sky days, High Volume days and minor storms.

Prioritization of trouble is the responsibility of the System Operator. The following is a guideline for prioritization of restoration activities.

1. 911 emergency calls are addressed and made safe.
2. Transmission and Sub-Transmission lines if distribution substations are affected.
3. Distribution feeder lockouts. Feeder priority, critical facilities, customer counts and field assessments shall be used to manage the order of restoration.
4. Service to critical facilities that were not restored during feeder lockouts.
5. Isolated trouble by customer count.
6. Individual outages are restored.

The Control Center Lead or Designee will design, plan, and conduct an annual test of the Outage Management System (OMS), which will occur in a test environment, prior to June 1, ahead of hurricane season. If a significant or major system change is made to the OMS after June 1, a second test of the OMS will be required within 90 calendar days of implementation of the major system change.

The OMS test will simulate the peak outage activity that would occur during a hypothetical storm that affects 90% of customers over a 24-hour period for an overhead distribution system.

Within 20 business days of the OMS test, Emergency Planning, or designee will submit a report to the DPS Director of the Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs, or designee, that contains the detailed results that support the successful completion of the test or indicate a failing of the test.

In the event of a failed test, the Control Center Lead or Designee will develop a remediation plan that may require the support of an outside 3rd party. Emergency Planning will submit the remediation plan

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to the DPS Director of the Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs, or designee, within 30 calendar days after the date of when the results of the failed test was submitted to the DPS Director of the Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs, or designee.

A re-test will take place within 90 calendar days of the date when the remediation plan was submitted to the DPS Director of the Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs, or designee. If the test cannot be completed in 90 calendar days from the date when the remediation plan was submitted, Emergency Planning or designee will notify DPS Director of the Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs when the test will occur.

System Operator Tasks

The System Operator is responsible for managing all trouble orders in OMS accurately and in a timely manner. The System Operator will use all available information to analyze each outage. This information can include SCADA alarms, field reports and outage/informational orders from OMS. The System Operator shall also use the GIS mapping interface and control room feeder index maps to determine the location and extent of an outage. The System Operator will assign a trouble crew to respond to the outage and the crew will report back its findings when the field conditions have been assessed (if not already known).

OMS will predict outages that point to specific interrupting devices (fuse, recloser, etc.). Since field conditions do not always match OMS predictions, it is the responsibility of the System Operator to manage the data, and model the outage in GIS, in order to maintain accuracy. The System Operator will then update the ETR based upon the ETR reported from the trouble crew or field supervision.

After the trouble crew makes repairs in the field and the outage is complete, the System Operator will complete the trouble order and restore the customers in OMS. (After an outage is restored in OMS, the outage will automatically be removed from the "Outage Central" Website). Depending on the time of day, automatic call backs to those customers who reported an outage will take place advising them that power has been restored in the area. If a customer is still without power, the automatic call back message will instruct that customer how to report that power has not yet been restored and a new trouble order will be created.

It is the joint responsibility of Trouble Crews and System Operators to maintain continuous communication during outages. Trouble Crews are required to keep the Control Center updated on restoration progress and the System Operator is required to maintain an accurate model of field conditions.

If an ETR expires during an outage, the System Operator will contact the assigned Trouble Crew for an update. The System Operator will then manage the ETR accordingly. If the Trouble Crew cannot be reached via telephone or radio, the System Operator will note the trouble order and move the ETR out one-half hour. The System Operator will then continue efforts to contact the Trouble Crew for an update.

Moving / Modeling Outages in OMS:

The System Operator will manage outages that OMS inaccurately predicts.

(A field crew may identify the correct open device but, during storms especially, single no light calls from downed service wires upstream of the faulted device will cause OMS to inaccurately predict an upstream device.

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The System Operator must model the large outage correctly by “moving down” the prediction and then properly model the upstream single no light calls an individual outages).

The System Operator can either “Move Up” or “Move Down” a predicted outage to the next closest predictable device. If the System Operator chooses a “Move Up” function, the next predictable device upstream will now be the predicted device. The outage location and the customer count associated with that device will now be shown in the trouble ticket. Outage Central will now illustrate the new outage customer count in place of the previous customer count. All trouble orders associated with the new predictable device will be grouped into one trouble ticket.

When the System Operator uses a “Move Down” function, the OMS system will group outages into the closest predictable device downstream that is associated with the trouble calls. This option will create as many trouble tickets as necessary to group the existing trouble calls together behind the closest predictable devices. This new customer count will also be reflected on the Outage Central Website.

The System Operator will also use the GIS mapping window to show various devices open to model existing field conditions. The OMS system will automatically group trouble calls associated with the model. The cases of trouble will then be managed individually with available resources.

(If known multiple cases of trouble exist, this option is the preferred method of modeling the different cases of trouble. If it is not confirmed via modeling, the outage can “Roll-Up” and create an inaccurate prediction based upon other customers calling in separate cases of trouble).

A primary role of the System Operator is to act as National Grid’s “Control Authority.” As such, the System Operator is required to issue all switching orders necessary to isolate cases of trouble and restore customers via all available main line sources. The System Operator will issue switching orders to the field and record execution and completion times. These times will then be used to model outages in OMS in a timely manner by the System Operator or by designated support staff.

Roles and Activities

13.1.1. Control Center Operator - Blue Sky, high volume days, and minor emergencies

- 13.1.1.1. Establishes transmission and distribution restoration priorities.
- 13.1.1.2. Operates the transmission and distribution systems under the direction of the Transmission Control Security Operator and Director of Distribution Control Centers.
- 13.1.1.3. Oversees transmission and distribution switching and monitors station alarms.
- 13.1.1.4. Controls protective Clearance and Control.
- 13.1.1.5. Operates the sub-transmission systems, including stations and network.
- 13.1.1.6. Dispatches distribution trouble calls to Trouble Crews and Operations, Maintenance and Construction crews during blue-sky conditions and or high-volume days and minor emergencies.
- 13.1.1.7. Coordinates switching requirements.
- 13.1.1.8. Maintains interruption-reporting data.
- 13.1.1.9. Notifies Director and or Manager of Operations, Maintenance and Construction of severe or extensive emergency situations.
- 13.1.1.10. Utilizes OMS and updates/maintains the model accordingly.
- 13.1.1.11. Establishes distribution circuit and station repair/restoration priorities.
- 13.1.1.12. Directs restoration efforts of the distribution circuit and station repair.

13.2. Branch Decentralized Operations

Decentralized operations are a key element of the Company's emergency response procedures when conducting restoration activities. Decentralization to the Branch typically occurs during Emergency conditions that require a significant increase in restoration and support personnel. Decentralization is implemented to better maintain operational control over field resources. When the Emergency Response Organization is decentralized to the Branch Level, it is possible to incorporate an organization that is capable of a more robust command and control support staff who are able to provide an appropriate span of control to oversee and coordinate the applicable emergency response activities while drawing on their knowledge and experience of the local service territory and working relationship with local government and municipal officials.

The Incident Commander has the responsibility for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations including the Upstate NY State Emergency Operations Center as applicable. The Branch Director maintains responsibility for implementing the strategies determined for the event along with oversight of the tactical operations at the local, or Branch Level.

When operations are decentralized to the Branch level, the Emergency Response Organization will scale up accordingly to include the following support functions when appropriate as a function of size, scale, and complexity:

- a). Wire Down organization under the direction of the Branch Operations Coordinator (see Section 14.1) to support the Storm Room by dispatching field resources to wires down locations,
- b). Community Liaisons may be activated under the supervision of the Branch Liaison Coordinator (see Section 18.1) to interact with County Emergency Managers and local government and municipal officials, and
- c). Damage Assessment organization may be activated under the direction of the Branch Planning Coordinator (see Section 11) to assist with the assessment of damage to the electrical system.

The Incident Commander / Branch Director will conduct briefings and conference calls to coordinate restoration activities when operations are decentralized (see Section 16.2).

Typically, the Branch Level Storm Room will dispatch trouble and be delegated controllership of unfused radial single phase or three phase laterals while the Distribution Control Center will retain 3-phase main-line controllership and maintain the OMS model. However, other arrangement, such as delegation of controllership for an entire feeder to the Branch Level Storm Room is permissible depending on the size, scale, and complexity of the emergency.

The Distribution Control Center and the Transmission Control Center will retain responsibility for controllership and operation of the electric transmission/sub-transmission systems and stations within their respective Region(s).

During emergency restoration, field crews will be dispatched to their assigned work location, optimizing the use of time to effectively manage the necessary pre-deployment activities each day that include but are not limited to job briefings, safety messaging, material loading, and travel time.

To minimize delays in getting work packages to crews, the Branch Operations Coordinator or their designee may incorporate the use of field support resources to deliver work packages to external crew

foremen at hotels, the actual work locations, or distribute work-packets to crew foreman or supervision at the Storm Room.

Roles and Activities

This process is limited to identifying where control lies for activities when decentralization is conducted to the Branch. Section 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included there.

13.3. Substation Decentralized Operations

If the extent of damage is such that decentralization beyond the Branch Level Storm Room is determined prudent, the Branch Director has the option to decentralize to the Substation Level in order to further assign the restoration activities into more localized units. Working at the Substation Level - service restoration can be worked by assigning entire feeders or substation areas to Substation Groups under the direction of a Station Commander who shall report back to the Branch Director / Branch Operations Coordinator. The group will typically consist of necessary supervision, overhead line and tree crews, and operations support personnel to work without outside direction and to restore service according to established restoration priorities.

When operations are decentralized to the substation level, responsibility for the following activities moves from the Branch Storm Room to the field and is overseen by the Station Commander who will:

- a). Prioritize the damage and work locations for the most rapid and effective restoration,
- b). Dispatch resources to all trouble locations, including Damage Assessment, Restoration Resources and Wire Down resources, and
- c). Shall update the District/Regional Emergency Restoration Center on a timely basis and submit a report to the District/Regional Emergency Restoration Center every four hours or at other predetermined time intervals.

Roles and Activities

This process is limited to identifying where control lies for activities when decentralization is conducted to the Branch. Section 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included there.

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Section 14:

Coordination of Restoration Activities

Section 14. Coordination of Restoration Activities

Introduction

The purpose of Coordination of Restoration Activities is to identify how the Company carries out electric service restoration activities to address outages stemming from an emergency.

The processes and activities in this section will be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP) and Damage Assessment has been conducted (as covered in Section 11 of this ERP).

The processes and associated roles covered in this section are illustrated in the following Figure.

Section 14 Summary: Coordination of Restoration Activities					
14.2 Wire Down Emergencies	14.3. Emergency Operations Centers	14.4. Decentralized to the Substation	14.5. Staggered Crew Scheduling	14.6. Restoration Comm's	14.7. Coordinating Restoration Activities on Transmission
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• Branch Director • Branch Operations Coordinator	• State Incident Commander • Emergency Planning • Branch Director • Branch Operations Coordinator • Branch Public Information Coordinator • Branch Liaison Coordinator • Branch Planning Coordinator • Branch Logistics Coordinator	• State Incident Commander • Branch Director • Branch Operations Coordinator • Station Commander	• None	• Branch Director • Branch Operations Coordinator • Branch Protection and Telecom • IS – Telecom and Cell	• Transmission Control Center • Transmission Control Center Security Operator

14.1. Coordination of Restoration Activities Overview

As discussed in Section 4 of this ERP, decentralization may occur to the Branch or substation level depending on the nature of the damage to the system and Emergency Response Organization activated by the State Incident Commander.

Together, the State Incident Commander and the Branch Director determine the response strategy and consider additional actions or alternative methods required to reach the objectives of the Company during an emergency response which includes consideration of the adequacy of the current organization to meet our response needs. As covered in Section 6, the location and progress of resources are closely monitored to determine the need for resources in addition to that on-scene or requested.

During an emergency, it is necessary to send qualified individuals to reported cases of trouble to verify if the trouble is in fact related to Company equipment. Once on scene, there are no situations where a down wire can be left unguarded until it is fixed or made safe.

When decentralized to the Branch Level, the Storm Room dispatches resources to trouble locations. During major emergencies, the Branch Director may determine, due to the size, scale, and complexity of the emergency to activate the Wire Down organization to support the Branch Storm Room. The Wire Down organization assists the Storm Room by managing the additional support resources engaged in Wire Down appraisal and standby functions. In these situations, the Wires Down organization under the direction of the Branch Operations Coordinator will assume responsibility for prioritizing and dispatching trouble orders with a wire down condition and assessing or rectifying conditions found in the field.

14.2. Wire Down and Emergencies

Public Safety during an emergency or storm related event is the Company's primary concern. The elimination of hazards to the public takes precedence during emergencies which includes plans to promptly secure downed wires within thirty-six hours of notification of the location of such downed wires from a municipal emergency official. Additionally, National Grid will prioritize the securing of downed wires over routine maintenance or other work unrelated to a response to an emergency event after notification by an individual of the location of such downed wires where such notification includes information indicating wire burning, arcing/sparking, or the restriction of ingress and egress from a building or vehicle, or other immediate hazards. Such prioritization shall, at minimum, include procedures to identify, locate, and assess the reported wire no later than seventy-two hours after the response to an emergency event ends.

Response to wires down involves the dispatch of trained and qualified employees or contractors to investigate reports of downed wires, fix, make safe, and/or arrange for standby personnel if needed to protect the public.

Trained and qualified resources dispatched to downed wires to fix or make safe would include overhead line resources, customer meter services (CMS) resources, or trained and qualified contractor resources. Overhead Line resources (company and contractor) are dispatched from the EOC (storm Room). CMS resources are trained and qualified to work up to a certain voltage. CMS resources are dispatched from Upstate Dispatch and Scheduling (UDS). Collectively, these resources will be referred to as "Wire Responders" when dispatched to a down wire condition.

Resources dispatched to a down wire condition for the purpose of guarding the public from encroaching upon the hazard and remaining on site until a qualified resource arrives to fix or make safe will be referred to as "Wire Guards".

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If a Wire Responder is not qualified to perform the corrective action (e.g., CMS Rep qualified to work up to a certain voltage), the Wire Responder will become a Wire Guard and will continue in this role until relieved by a qualified Wire Responder.

Wire Guards can include, but shall not be limited to CMS Reps, Meter Readers, Collectors, Gas Mechanics, and contractors. Wire Guard personnel must be trained to provide wire guard protection for the public.

During an emergency or storm related event it will be necessary to send qualified individuals to reported line trouble locations and verify if the trouble involves National Grid equipment. If a location is found by a trained and qualified Company employee who is capable of making a permanent or temporary repair to a down conductor that may be energized, the employee(s) will clear the hazard. If not qualified to perform the corrective action, the employee will call the respective Regional Control Centers (RCC), storm room, or dispatch for assignment of qualified individuals to correct or make safe. If prioritization delays qualified employee(s) from responding, the employee who discovered the down conductor will guard the public from encroaching upon the hazard by coning off the immediate area, applying warning tape, and by remaining on site and guarding the area if needed to protect the public.

During Blue-Sky conditions, or in less significant storm events when an EOC (Storm Room) is not activated, the dispatching of resources in response to a wire down call is handled as follows:

- a). 911 calls come into Upstate Dispatch and Scheduling (UDS)¹ which are then routed to the appropriate RCC (West, Central, East). UDS and the Regional Control Center (RCC) dispatch resources in parallel to 911 calls. Dispatching in parallel refers to the practice of dispatching both overhead line resources and CMS resources to an order. Overhead line and CMS resources are dispatched to all 911 calls.
- b). Non-911 calls come into the Contact Center which are then routed to the appropriate RCC (West, Central, East). The RCC will dispatch resources to the call.

When an EOC (Storm Room) is activated, response to downed wires becomes a coordinated effort under the direction of the Branch Operations Coordinator who oversees the corresponding effort between Overhead Line, Upstate Dispatch and Scheduling, and the Wire-Down group (that resides within the EOC)

- a). The overhead line supervisor in the EOC (Storm Room) maintains the oversight, dispatch, and scheduling of the overhead line crews.
- b). UDS maintains the oversight, dispatch, and scheduling of the Wire Guards.
- c). The Wire Down group (that resides within the EOC or Storm Room) maintains the oversight, dispatch and scheduling of the resources that perform the Wire-Guard function.

When an EOC (Storm Room) is activated, 911 calls come into UDS which are then routed to the appropriate RCC (West, Central, East). In similar manner to the Blue-Sky operation, UDS and the RCC dispatch resources in parallel to the 911 call.

Non-911 Wire Down orders come to the overhead line supervisor at the area desk within the EOC (Storm Room). The Overhead Line Supervisor will coordinate the response as a function of priority and direct the type of resource (Wire Responder) to be dispatched to the order. The order will be dispatched to an overhead line crew or transferred to UDS for dispatch to a Customer Meter Service Rep.

¹ UDS is a centralized dispatch function in upstate NY for the Customer Meter Service Reps.

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The wire down order that is dispatched to an overhead line crew is fixed or made safe. Communication is made back with the EOC to provide information necessary to close the order. The overhead line crew will then continue to the next assignment.

If the order is sent to UDS, a Wire Responder (CMS Rep) who is trained and qualified to perform work up to a specified voltage is dispatched. If the wire down condition exceeds the training and qualification of the Wire Responder, the Wire Responder will notify the UDS Dispatch of the need for an overhead line crew and transition to a Wire Guard. The Wire Guard (CMS Rep) will contact Dispatch and request a Wire Guard to relieve them so they can continue on to their next assignment. UDS will coordinate with the overhead line supervisor in the EOC (Storm Room) for the dispatch of an overhead line crew that will respond to the wire down call and coordinate with the Wire Down Group (that resides within the EOC) for the dispatch of a trained and qualified Wire Guard. The Wire Responder that is not qualified to perform the corrective action will stand guard until relieved by a qualified resource (overhead line crew or qualified Wire-Guard).

Once the Wire Guard arrives, the trained and qualified Wire Responder (CMS Rep) will continue to their next assignment. The Wire Guard will remain on scene until the overhead line crew arrives to fix or make safe the wire down condition. The Wires Down Group will coordinate with UDS to dispatch line crews, when available, to locations being guarded.

Reporting and Tracking

National Grid is currently able to report on wire down status electronically using two systems; one used by UDS (M-Work) and one used by the RCC (OMS / PORT). The reporting system used is a function of the resource type assigned to the Wire Down ticket; Customer Meter Service reports are derived from M-Work and RCC / the Storm Room would report out of OMS / PORT.

The Wire Down Procedure followed when an EOC or Storm Room has been activated is as follows:

1. Reports of wires down are received by the Company from customers, police / fire dispatchers, 911 Centers, or field personnel.
2. An Outage Ticket with a wire condition is created with one of the wire conditions marked:
 - a). 911
 - b). Wire Down – No Service
 - c). Wire Down – In Service

The overhead line supervisor in the EOC (Storm Room) determines the type of trained and qualified resources (employees or contractors) to be dispatched to the order to investigate reports of downed wires, fix, make safe, and/or arrange for standby personnel if needed to protect the public.

3. The overhead line supervisor in the EOC (Storm Room) will prioritize and sort orders into manageable volumes for assignment. Orders with the highest risk to public safety, based on order comments, will be assigned first. (See Priority below.)
4. When activated by the Branch Director, the 911 Coordinator will monitor all 911 orders in M-Work and OMS via PORT. The 911 Coordinator does not assign the work. Responsibilities of the 911 Coordinator will include:
 - a). Monitor the aging of 911 orders so as to provide information to the OH-Line Supervisor that will assist with managing the Company's response requirement associated with the Utility Emergency Performance Metrics (Scorecard).
 - b). The law associated with wire down response requires a 36-hr response
 - o The NY-Utility Performance Metrics (e.g., Scorecard) – for a storm with a restoration between 3-5 days specifies an 18-hr response
 - o The Scorecard – for a storm with a restoration greater than 5 days specifies a 36-hr response

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- c). Monitor Resource Deployment of Wire Responders between OH-Line and CMS to mitigate the sending of CMS and OH-Line to the same order unless it falls under the category of Fire / People Trapped.
 - d). Monitor Resource Deployment to provide for adequate staffing as a function of size, scale, and complexity of the event.
 - e). Coordinate with the Branch Director when additional resources are required.
 - f). Provide oversight, maintain, and manage all paperwork and reports associated with 911 response
 - o Resource requirements
 - o 911 Order Backlogs
 - o 911 Order Aging
 - o Data monitoring and M-Work Reporting
 - o Data monitoring and PORT Reporting for 911 orders that go through OMS
 - o Regular reporting requirements during an event
 - g). Coordinate additional Clerical Support as required.
 - h). End of Storm Reporting – 911 Coordinator provides PORT Report / CMS provides M-Work Report to Emergency Planning.
 - i). Activation of the 911 Coordinator is determined by the Branch Director as a function of the size, scale, and complexity of the event which would drive the need to activate the function. In the absence of the 911 Coordinator being activated, the data monitoring, resource monitoring, and coordination duties will be performed by the OH-Line Supervisor on the area desk in the EOC (Storm Room).
5. Notification of a wire down by a 911 agency that involves a hazard such as a fire or where people are trapped by a downed wire will typically result in the dispatch of a CMS Rep. and Overhead Line Resources to the order. Other reported wires down are assigned according to the down wire.

PRIORITY** as referenced below (highest to lowest):

Priority 1 – (HIGHEST) Wire down reports where it is indicated that the wire is burning, arcing/sparking, or immediate hazard. Includes wire down reports of blocked roads that restrict ingress and egress into neighborhoods.

Priority 2 – Relief of fire departments, police departments, or other municipal agencies that are standing-by downed wires.

Priority 3 – Report of electric wire down from Emergency Organization. *see note top of next page

- a). Reported to be affecting traffic flow on a major public highway
- b). Reported to be blocking/near a pedestrian walkway or driveway
- c). Reported to be primary conductor
- d). Reported to be secondary conductor

Priority 4 – Report of electric wire down from other sources:

- a). Primary conductor is indicated
- b). Secondary conductor is indicated

Priority 5 – (LOWEST) Report of wire down where type of wire is not indicated and it appears the wire is not likely an electric conductor

* Priority 3 includes reports from members of the 911 call Center, police, fire, Office of Emergency Management (including Emergency Operations Center personnel), and municipal emergency managers.

**Priority is determined from the description of the order as derived from comments in OMS.

Responders that are specifically dispatched to safeguard downed wire situations will drive to the location of the wire down report. After physically assessing the situation, the severity of the situation will be determined.

Severity will be categorized 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 a qualified employee or contractor has made the wire safe.

Severity 2 – Wire down is a primary conductor but is not on a main road or other easily accessible location. These situations will also require 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 (three conductors with 120/240 volts that run pole to pole below the primary conductors. It is called “open wire” because the three wires are clearly visible as opposed to a design in which the three conductors are bundled together), or triplex service cable that has an exposed end (wire is broken), Wire Responder/Wire 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 inform the Wire Down Coordinator of this, and move on to the next order. The Wire Down Coordinator will provide this information to the appropriate company or National Grid Liaison for communication to the appropriate Company.

- a). Severity 1 orders will be communicated IMMEDIATELY to the overhead line supervisor at the area desk within the EOC who will provide direction for response and dispatch of appropriate resources.
- b). Response to Severity 2 and 3 cases will be determined by the overhead line supervisor at the area desk in the EOC through coordination with UDS to determine the best repair crew to be dispatched (e.g., OH-Line, OPC, or CMS Rep.).
- c). The Wire Down Group (that resides within the EOC) will assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.
- d). The Wire Down Group (that resides within the EOC) will keep track of where personnel are standing by, inclusive of Damage Assessors performing the wire guard function, and will provide relief as needed. Wire Down Coordinators will be identified in the Emergency Response Storm Organization Staffing Plan. Coordinators for each event will be assigned during pre-storm planning sessions.

In all cases where the assigned Wire Down Responder is working from the UDS system, data will be available as it would pertain to dispatch, in-route, and arrival times on the order. If the responder is a contractor or employee without M-Works Mobile, the assignments will need to be done on paper and tracked manually.

Recommended Staffing for Wire Down Personnel:

- a). Class-I - II Storm - Operating Supervisors of the affected district(s) will use the wires down report to determine the number of Wire Responders that are needed. In small storms, many wires down reports will be assigned to overhead line crews. Wire Responders and/or Wire Guards will be assigned to locations that are not already assigned.
 - The minimum number of available qualified personnel required for a Class-I - II event would range from 3 - 5 per the affected district as a function of size, scope, and complexity of the event.
 - Operating Supervisors of the affected district(s) will use the wires down report and determine if a separate Wires Down organization is required. If required, then they will contact the Wire Down Supervisor and request a Wire Down Coordinator. 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.
 - The minimum number of available qualified personnel required for a Class-III event would be 10 per the affected district.
- b). Class-III Storm - Wire Down Coordinators will be assigned in each of the activated EOC's, either locally or regionally. 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 area, available wire down personnel will be assigned by the Wires Down Supervisor based on the distribution of the number of wire down locations. The Wire Down Supervisor may also request a list of available personnel from contractors. These resources will be assigned and scheduled to each location by means of coordination with the contract companies and Wire Down Coordinators.
 - In a Class-III event, divisional service would be necessary to support the wire down response. Minimum staffing would require 10 qualified personnel per the affected division.

NOTE: It should be understood that minimum staffing levels could be greatly exceeded by a severe ice storm, heavy wet snowstorm, hurricane/tropical storm, or a prolonged high wind event. In these scenarios, the Company will review resources requirements to determine if incremental wire down/wire guard personnel would be needed as a function of anticipated impact of the storm.

Training

All personnel called upon as Wire Guards shall have completed training in the "Down Wire Policy for Emergency Conditions." National Grid maintains a minimum of 190 Company employees who are qualified to guard down wires.

Personnel working with energized conductors in making the area safe or completing service restoration shall have received proper electrical training prior to the event. Those not trained and qualified SHALL NOT work with energized equipment or attempt to do any work outside of their qualifications and training. 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 Wire Guards to address the reporting of wires down in the priority listed in this procedure.

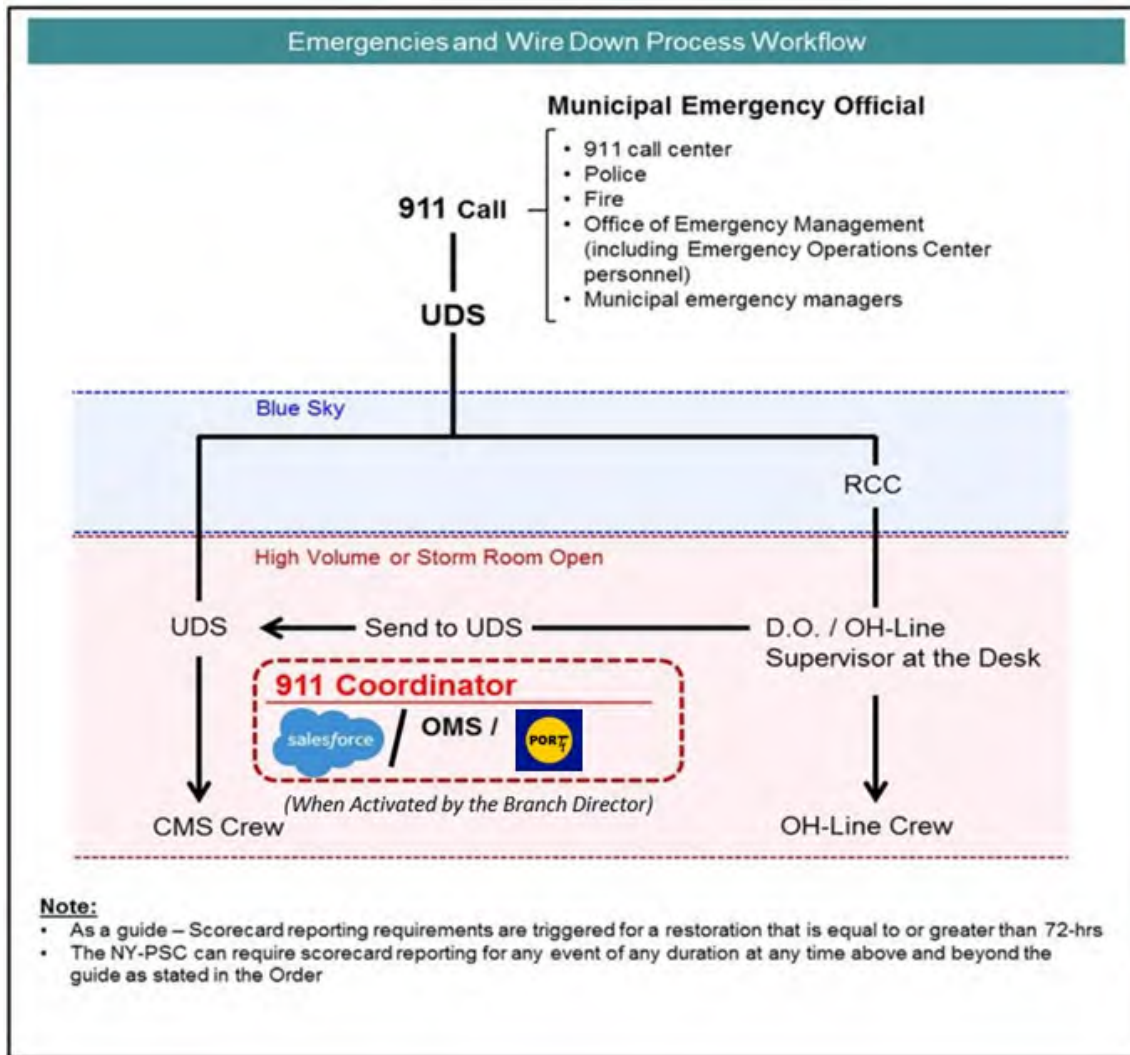


Figure 12 – Emergencies and Wire Down Process Workflow

Roles

and Activities

14.2.1. Branch Director

- 14.2.1.1. Determines the need to activate the Wire Down Organization and the 911 Coordinator to the appropriate level while providing a regular briefing on the needs, maps, special circumstances, estimated restoration time, and any other information which might be of importance to customers.

14.2.2. Branch Operations Coordinator

- 14.2.2.1. Directs activation of Branch Storm Rooms and Wire Down Organization
- 14.2.2.2. Oversees the corresponding effort between Overhead Line, Upstate Dispatch and Scheduling, and the Wire-Down group (that resides within the EOC)

14.2.3. Wire Guard Personnel

- 14.2.3.1. Guards the public from encroaching upon the hazard by coning off the immediate area, applying warning tape, and by remaining on site and guarding the area if needed to protect the public.

14.2.4. Damage Assessment Patroller

- 14.2.4.1. Patrollers will determine if the trouble presents a hazard to the public. If it is, they will attempt to make the area safe. The experience and training of the individuals will vary upon those responding.
- 14.2.4.2. If electrically qualified and properly equipped to make the field condition safe, will do so. If the time element to do so will detrimentally impact the survey completion, notifies survey supervision and request direction.
- 14.2.4.3. If a hazardous condition still exists, request the dispatch of an individual to standby and guard hazardous conditions until repairs can be made.
- 14.2.4.4. Reports conditions that will be compiled and forwarded to the Branch Storm Board.
- 14.2.4.5. Communicates wire down locations where standby is required to the wire down group when activated.

14.2.5. Service Representative

- 14.2.5.1. Responds to down wire call to, fix, make safe, and/or arrange for standby personnel if needed to protect the public. Completes Service Order documentation properly.

14.3. Emergency Operations Centers

Emergency Operations Centers are established in each Branch or Divisional Headquarters, Region, District, and the NY State Headquarters. The functions of the Emergency Operations Centers are to establish and maintain communications and coordinate field operations. The size, scale, and complexity of the emergency determine which Emergency Operations Centers will be activated. Occasions may arise where all Emergency Operations Centers may be activated for a State-wide emergency or a District Emergency Operations Center may be activated for a local emergency.

When activated, the Branch Emergency Operations Centers, if required, shall be staffed 24 hours a day on 12-hour shifts. Each Emergency Operations Center shall report (as outlined in ERP 21- Reports), every four (4) hours or at other pre-designated intervals as directed.

All news media requests for information shall be handled in accordance with ERP 17 Emergency Public Information.

Staffing assignments made for the Emergency Operations are made in accordance with ERP Section 4.0 - Organization.

DISTRICT EMERGENCY OPERATIONS CENTERS**General**

The decision to activate a District Emergency Operations Center is vested in the State Incident Commander and/or the Branch Director but must be activated when an emergency is judged to be of such severity that the majority of District workforces must be committed. The District Supervisor is responsible for the operation of the District Emergency Operations Center.

The District Emergency Operations Center is responsible for keeping the Regional Emergency Operations Center informed at all times and for implementing policies and directives received. A report will be made by the District Emergency Operations Center to the Regional Emergency Operations Center every four (4) hours or at other pre-designated intervals as directed, in most situations OMS data will be adequate, unless otherwise directed. Should the Regional Emergency Operations Center not be activated, as the case would be if the emergency was not widespread, the Branch Operations Coordinator or Overhead Line Supervisor as assigned will perform the functions of the Regional Emergency Operations Center. EOC Locations can be found in Exhibit 14.1.

REGIONAL EMERGENCY OPERATIONS CENTERSGeneral

Emergency Operations Centers are established in each of the established Regions. The decision to activate a Regional Emergency Operations Center is vested in the State Incident Commander and/or the Branch Director.

Once a Regional Emergency Operations Center is activated, its operation becomes the responsibility of the Incident Commander and/or the Branch Director. The VP, New York Electric Operations Maintenance and Construction, and the Regional Planning Section Chief must be notified when the Regional Emergency Operations Center is activated for a Class II or III Event.

State Leadership from the State Emergency Operations Center is responsible for keeping the State Incident Commander and or the Branch Director informed at all times and for implementing policies and directions received from them. A report shall be made to the VP, New York Electric Operations Maintenance and Construction every four (4) hours or at other pre-designated intervals as directed, unless OMS is being utilized, which will suffice, unless otherwise directed. If the emergency is confined to one Region, the Branch Operations Coordinator will give guidance and counsel to the local supervision and will determine if additional manpower is required from outside the Region.

The Branch Operations Coordinator will keep the VP, New York Electric Operations Maintenance and Construction and the Regional Planning Section Chief informed at all times and, if needed, will request outside assistance from the VP, New York Electric Operations Maintenance and Construction and the Regional Planning Section Chief.

Emergency Operations Centers are Located within the established Regions

- a). Frontier - Kensington Avenue EMS Center, Buffalo
- b). Genesee - Batavia Service Center, Batavia
- c). Southwest - Fredonia Service Center, Fredonia
- d). Central - Beacon North, Syracuse
- e). Mohawk Valley - Campion Road Service Center, Utica
- f). Northern - Watertown Service Center, Watertown
- g). Capital East - North Albany Service Center, Albany
- h). Capital West – Broadway Service Center, Schenectady
- i). Northeast - Quaker Road Service Center, Glens Falls

STATE EMERGENCY OPERATIONS CENTERGeneral

A State Emergency Operations Center (EOC) is established in the Henry Clay Boulevard office complex, HCB3, Rm 108C. The decision to activate the State EOC is determined by the State Incident Commander (typically the VP, NY Electric Operations Maintenance and Construction).

Additionally, when a major substation event occurs, the State EOC will be opened and staffed in accordance with ERP Section 4.

The functions performed at the State EOC include the coordination and monitoring of activities during emergencies. These events may be caused by storms or other events causing extensive customer outages.

During system emergencies and the subsequent electric service restorations, the State EOC will:

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- a). Monitor customer outages
- b). Monitor / Assess system operating status and assess damage to the system;
- c). Provide information on customer outages, system status and the ongoing restoration activities to management and Corporate Communications;
- d). Monitor and report on resources for the restoration activities including Company crews, tree crews, contract crews, and crews from other utilities;
- e). Provide reports every four (4) hours or at other pre-designated intervals.

The activation and operation of the State EOC is the responsibility of the State Incident Commander (typically the VP, NY Electric Operations Maintenance and Construction).

This responsibility may be transferred at any time after the State EOC has been activated and the person assuming the responsibility has reported to the Center.

Hours of operation of the State EOC will be based on the circumstances associated with the size, scale, and complexity of the event and the stage of the event. (See attached Organization Chart.)

The State EOC is located in the Henry Clay Boulevard Complex (HCB Building-3), Rm 108C.

Contact numbers, if staffed, are as follows:

State Planning Section Chief	
Emergency planning	
Mutual Assistance	
Contractor Coordination	
Forestry	

In the event that the Henry Clay Boulevard Complex (HCB Building-3), Room 108C location is unavailable, the offsite backup location is at Henry Clay Boulevard Complex (Building-2), Rm 159.

Contact numbers, when staffed, are as follows:

State Planning Section Chief	
Emergency Planning	
Mutual Assistance	
Contractor Coordination	
Forestry	
Transmission Engineering	

Roles and Activities

The following are the responsibilities assigned to leadership positions who typically occupy the Emergency Operating Center during an emergency.

The involvement of the individuals and the activation of the various leadership positions within the Emergency Response Organization and EOC will vary depending on the size, scale, and complexity of the emergency.

14.3.1. State Incident Commander

- 14.3.1.1. The State Incident Commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations including the Upstate NY State Emergency Operations Center.
- 14.3.1.2. The Incident Commander oversees the following company disciplines during an emergency response:
 - a). State Health and Safety Officer
 - b). State Public Information Officer
 - c). State Liaison Officer
 - d). State Planning Section Chief
 - e). State Logistics Section Chief
 - f). State Finance Chief
 - g). Contact Center
 - h). Control Centers
 - i). Branch Directors
- 14.3.1.3. Executes pre-incident activities. Works with State Public Information Officer and Branch Director to develop and review the script that will be provided for use during the storm update on the Community Leader Conference Call (see ERP 18)
- 14.3.1.4. Make appropriate notifications.
- 14.3.1.5. Notify Safety for Class II & III Storms
- 14.3.1.6. Ensure Emergency Planning provides proper notification to the NY-Office of Emergency Management (NY-OEM) for all Class II & III storms
- 14.3.1.7. Receives notification of a storm or emergency from the affected Region(s) / Division(s).
- 14.3.1.8. Contact unaffected Region(s) / Division(s) to determine status and availability to assist those Region(s) / Division(s) affected by the storm or emergency.
- 14.3.1.9. Activate State Emergency Operations Center to the appropriate degree, when more than one Division is affected, or when the size, scale, and complexity of the emergency in a single Division warrants it.
- 14.3.1.10. Arrange for assignment of crews between unaffected and affected Regions(s) / Division(s).
- 14.3.1.11. Makes request for additional assistance – National Grid contractor, Foreign Contractor, National Grid NE, and National Grid LI through the Capital Delivery Organization
- 14.3.1.12. Coordinates request for Mutual Assistance from other Utility Companies by way of the EEI Mutual Assistance Roster / Mutual Assistance Groups through Project Management and Complex Construction and Emergency Planning.

14.3.2. Transmission Control Center Security Operator

14.3.2.1. See 14.6 For Details

14.3.3. Transmission Control Center

14.3.3.1. See 14.6 For Details

14.3.4. Contact Center Lead or their Designee

14.3.4.1. Contact Center lead or their designee executes pre-incident activities.

14.3.4.2. Make certain that Life Support Equipment customers have been contacted and contact is maintained daily throughout the emergency. (See Electric Emergency Procedure ERP 17.4 Life Support Equipment Customers for further details.)

14.3.4.3. Provides status reports to Customer Service leadership.

14.3.4.4. Coordinates the need for additional Consumer Advocates in affected Region(s) / Division(s) with the Public Information / Liaison Coordinator.

14.3.4.5. Analyzes reports of status of restoration work provided by Branch Director.

14.3.4.6. Provides data on restoration work to persons answering telephone calls from customers.

14.3.4.7. Notifies the Contact Center Consumer Advocate when assistance with energy vulnerable customers is needed.

14.3.4.8. Maintains liaison with outsourced telephone support providers, Collection Services and Account Processing and Quality to increase or decrease support required from other telephone Centers.

14.3.4.9. Maintains copies of all information provided to Contact Center personnel during the emergency.

14.3.4.10. Informs Public Information / Liaison Coordinator and or Branch Director of progress and status of work and problems encountered.

14.3.5. Branch Director

14.3.5.1. The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director:

- a). Command Staff
- b). Branch Liaison Coordinator
- c). Branch Public Information Coordinator
- d). Branch Safety Coordinator

14.3.5.2. General Staff

- a). Branch Operations Coordinator
- b). Branch Planning Coordinator
- c). Branch Logistics Coordinator

14.3.5.3. The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.

14.3.5.4. Executes pre-incident activities.

14.3.5.5. Coordinates the activities of Command and General Staff

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- 14.3.5.6. Keeps the Incident Commander, the State Emergency Operations Center, the Command Staff, and the General Staff informed as to the Division(s) / Region(s) progress / status
- 14.3.5.7. Ensures consistent understanding of restoration status and updates between the Incident Commander, Control Centers, Branch Operations, and the State – EOC
- 14.3.5.8. Reviews all news media requests for information and release to Corporate Affairs as they would pertain to the Division.
- 14.3.5.9. Notifies Operations Coordinators to instruct field personnel to coordinate with local fire, police or other authorities when responding to emergencies.
- 14.3.5.10. Provides regular updates on the status of the emergency to:
- 14.3.5.11. Command Staff
- 14.3.5.12. General Staff
- 14.3.5.13. Emergency Planning
- 14.3.5.14. State -EOC for dissemination to the Department of Public Service (DPS) on storm and restoration status per NG-USA EOP G009 as necessary / required.
- 14.3.5.15. Provides for the welfare of the persons assigned to the Emergency Operation Center.
- 14.3.5.16. Coordinates conference calls to determine status in the Region(s) / Division(s) when only an upstate NY event. The National Grid Emergency Call Agenda, found in Exhibit 16.2, will be utilized for consistent information gathering from the Central, East, and West Divisions.
- 14.3.5.17. Notifies Safety, health and environment for Class II, Class III, and Mutual Assistance provided to other utilities.
- 14.3.5.18. Ensure that appropriate / adequate storm surveys are arranged in affected Region(s) / Division (s) and that survey organization is appropriately staffed by the Branch Planning Coordinator.

14.3.6. Control Center lead or their designee

- 14.3.6.1. Executes pre-incident activities found in the reference in Section 31.
- 14.3.6.2. Operates the transmission and sub-transmission systems, including stations and network.
- 14.3.6.3. Controls protective Clearance and Control
- 14.3.6.4. Monitors weather equipment and relays information.
- 14.3.6.5. Dispatches switching orders to Traveling Operators and other qualified switching personnel.
- 14.3.6.6. Maintains interruption-reporting data.
- 14.3.6.7. Provides Contact Center with regular updates on feeder status, which will in turn be broadcast or linked to CIS System.
- 14.3.6.8. Dispatches distribution trouble calls to Trouble and Operations, Maintenance and Construction crews.
- 14.3.6.9. Notifies Manager Operations, Maintenance and Construction of severe, extensive emergency situation.
- 14.3.6.10. Utilizes OMS and updates/maintains the model accordingly.
- 14.3.6.11. Establishes sub-transmission circuit and station repair/restoration priorities.
- 14.3.6.12. Directs restoration efforts of the sub-transmission circuit and station repair.
- 14.3.6.13. Coordinates switching requirements with Power Delivery and Operations, Maintenance and Construction.

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14.3.6.14. Provides periodic reports on restoration progress to Division Operations, Network Strategy, Jurisdiction – Community and Customer Management, Corporate Affairs, Customer Care Center, and System Power Control Center.

14.3.6.15. Notifies, initially, the Department of Public Service (DPS) when more than 5000 customers are out of service for more than 30 minutes. Also provides this information to Division Operations and Distribution Engineering Services.

14.3.6.16. Provide required reporting according to the PSC notification matrix.

14.3.7. Restoration Crew Supervisor Coordinator

14.3.7.1. Executes pre-incident activities found in the references in Section 31.

14.3.7.2. Arrange for RCS Support to cover contractor crews requested.

14.3.8. Branch Public Information Coordinator

14.3.8.1. The Branch Public Information Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Public Information Coordinator oversees the following company disciplines during an emergency response:

- a). Corporate Affairs
- b). Media Relations
- c). Internal Communications
- d). Brand / Web Strategy

14.3.9. State Public Information Officer or their designee

14.3.9.1. Executes pre-incident activities.

14.3.9.2. Coordinates with Public Information / Liaison Coordinator in affected Region(s) / Divisions to determine need for Corporate Communications assistance during emergency.

14.3.9.3. Provides copies of all news releases to Contact Center for transmittal to Department of Public Service Office of Consumer Services.

14.3.9.4. Attends emergency briefing sessions.

14.3.9.5. Assists in preparation of talking points for the Community Leader Call (see ERP 18.5) and participates in the call.

14.3.9.6. Prepares official statements and advertising related to emergencies as directed by the Branch Director and Public Information / Liaison Coordinator

14.3.9.7. Assists in the operation of the Emergency Operation Center.

14.3.9.8. Informs Public Information / Liaison coordinator of progress and status of work and problems encountered.

14.3.10. State Public Information Officer or their designee

14.3.10.1. Executes pre-incident activities.

14.3.10.2. Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or National Grid internal internet.

14.3.11. Branch Liaison Coordinator or their designee

14.3.11.1. The Branch Liaison Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Liaison Coordinator oversees the following activities and company disciplines during an emergency response:

- a). Jurisdictional Issues
- b). Local Govt. – Muni Calls

- c). Municipal Emergency Response
- d). County EOC Liaison
- e). Dry-Ice
- 14.3.11.2. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.11.3. Makes certain local, state, and federal governmental contacts are made throughout the emergency.
- 14.3.11.4. Attends meetings with local governmental leaders throughout the emergency.
- 14.3.11.5. Provides listing of Critical Facilities interrupted for Regulatory Reporting requirements.
- 14.3.11.6. Assigns persons to District/Regional Emergency Operation Center as required.
- 14.3.11.7. Assists in the operation of the District/Regional Emergency Operation Center as needed.
- 14.3.11.8. Informs Branch Public Information and Liaison Support Staff and Branch Director of progress and status of work and problems encountered.
- 14.3.11.9. Acts as or assigns Branch Public Information / Liaison representatives to the NYS-OEM Emergency Operating Center headquarters in Albany as required. Provides a representative to serve as National Grid liaison in a County Emergency Operation Center(s) (EOC) when requested. See Section 18.4 for more details pertaining to Liaison duties.
- 14.3.11.10. Maintains contact with Emergency Planning at State Emergency Operation Center when staffing the NY-OEM EOC during emergency.
- 14.3.11.11. Organizes and facilitates the Community Leader Conference call during major events. (ERP 18.5).
- 14.3.11.12. Initiates or delegates the activation of the Dry Ice Distribution Program, as described in the Dry-Ice procedures held outside the NY-ERP, after receiving notification from the Branch Director that restoration is expected to exceed 48 hours to begin distributing dry ice within 24 hours of the start of restoration using the following guidelines:
- 14.3.11.13. Using information provided from the Outage Reports to determine the number of customers in each of the affected areas.
- 14.3.11.14. Identify Distribution Centers
- 14.3.11.15. Calculates amount of Dry Ice to be available at each distribution Center
- 14.3.11.16. Coordinate logistics with Purchasing and the vendor managing the delivery and distribution of Dry Ice
- 14.3.11.17. Ensures that handling instructions are distributed to customers with the Dry Ice
- 14.3.11.18. Notifies the following organizations of the locations of the designated distribution Centers as well as days and times of distribution to facilitate communication to the public.
- 14.3.11.19. Media Relations
- 14.3.11.20. Contact Center
- 14.3.11.21. Web Strategy
- 14.3.11.22. Notifies Safety Representative that the Dry Ice Distribution Program has activated.
- 14.3.11.23. Monitor the status of the outages to estimate Dry Ice procurement and distribution requirements throughout the event.

14.3.12. Consumer Advocate

- 14.3.12.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.12.2. Responsible for contacts with local human services agencies and for assisting other employees to handle difficult situations as needed.
- 14.3.12.3. Contacts and maintains contact with local human services agencies to inform them of the situation and to determine efforts the Company can undertake to assist them to best serve their clientele.
- 14.3.12.4. If required, assists with contacting Life Support Equipment customers during outages and emergency response (ERP 14.4).
- 14.3.12.5. Maintains contact with local human services organizations to identify potential problems of special needs customers.
- 14.3.12.6. Notifies Public Information / Liaison Coordinator and or Branch Director of significant problems which require special attention.
- 14.3.12.7. Maintains log of significant contacts with human services agencies, local emergency management organizations, and customers throughout the emergency.
- 14.3.12.8. Requests assistance from chain of command within the Consumer Advocacy organization or Emergency Response Organization when necessary
- 14.3.12.9. Informs Manager Operations, Maintenance and Construction of status of work and problems encountered.

14.3.13. Branch Safety Coordinator

- 14.3.13.1. The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Safety Coordinator oversees the following activities and company disciplines during an emergency response:
 - a). Safety
 - b). Health
 - c). Environmental
- 14.3.13.2. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.13.3. Coordinate assignment of Safety and Health personnel to support crews responding to mutual assistance requests.
- 14.3.13.4. Assists Operating Department / field resources as required.
- 14.3.13.5. Assists in the operation of the Company Emergency Operation Center as required.
- 14.3.13.6. Informs Branch Director of status of work and safety problems encountered.

14.3.14. Branch Operations Coordinator

- 14.3.14.1. The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Operations Coordinator oversees the following activities and company disciplines during an emergency response:
 - a). Distribution Restoration
 - b). Resource Management (ALL)
 - c). Develop Work-Packets
 - d). Wires Down
 - e). Sub-Stations
 - f). Forestry
 - g). Clerical Support
 - h). ETR / Outage Central / PORT
- 14.3.14.2. Executes pre-incident activities found in the reference material located in Section 31

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- 14.3.14.3. Directs the restoration activities of local crews, contractors, and support resources in the District/Region/Division involved.
- 14.3.14.4. Manages restoration efforts in Class I through Class III emergencies. Notifies chain of command when emergency is other than of a minor nature.
- 14.3.14.5. Notify Wire Down Lead/activate Wire Down organization as required to ensure that the downed wire organization, if required, is set up per procedures in affected Region(s)/Division(s).
- 14.3.14.6. Coordinate with the Branch Director and Public Information/Liaison Coordinator to ensure proper initiation of LSE and critical facility contacts. Also provide information on damage conditions, estimated restoration time, and any other information which might be of importance to customers to these individuals at this time.
- 14.3.14.7. Ensures that during the event that appropriate personnel are assigned to utilize and update OMS.
- 14.3.14.8. Coordinate with the Branch Director and Public Information / Liaison Coordinator to ensure Media Representatives have the proper information regarding damage conditions, estimated restoration time and any other information that might be of importance to customers.
- 14.3.14.9. Notify Branch Planning Coordinator / activate the Damage Appraisal organization as required.
- 14.3.14.10. Works in conjunction with the Branch Planning Coordinator and Damage Assessment Field Coordinator to determine feeders to be patrolled.
- 14.3.14.11. Notify the Gas organization if the emergency affects gas operations.
- 14.3.14.12. Coordinate with the Branch Director and Public information / Liaison Coordinator to ensure Consumer Advocate is informed as needed of situation so that contacts can be made with local human services agencies.
- 14.3.14.13. Notifies Safety, Health and Environment for Class - II and Class-III emergencies.
- 14.3.14.14. If generators are required, arranges with Procurement / Purchasing to implement blanket contract.

14.3.15. OH-Line Supervisor / Restoration Coordinator

- 14.3.15.1. Execute pre-incident activities per found in the reference material located in Section 31.
- 14.3.15.2. Receive work packets.
- 14.3.15.3. Review requirements.
- 14.3.15.4. Assign work to Restoration Crew Supervisor.
- 14.3.15.5. Upon Completion of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Appraisal Work Packet Support Coordinator.

14.3.16. Restoration Crew Supervisor

- 14.3.16.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.16.2. Assign crews and equipment to complete work packets as assigned.
- 14.3.16.3. Track and document materials and labor used to complete restoration on the Confirming Work Documentation Form. (NOTE: refer to confirming work documentation procedure)
- 14.3.16.4. Report restoration by work packet number.

14.3.17. Restoration Crews - Distribution Overhead Line and Forestry Crews

- 14.3.17.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.17.2. Perform restoration work safely as instructed and outline in work packets.

14.3.18. Wires Down Organization

- 14.3.18.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.18.2. Assigns personnel to guard hazards as requested.
- 14.3.18.3. If additional Wire Down response crews or Wire Guards are required, incorporate the appropriate training / organizational support required for the incremental resources.
- 14.3.18.4. Notifies Claims Representative of public injury or property damage claim. In the event of public injury, notify the National Grid Employee Work Related Injury Hotline 1-866-322-5594, option 4.

14.3.19. Upstate Dispatch and Scheduling (UDS) – Manager of UDS or their designee

- 14.3.19.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.19.2. Notifies District / Region Emergency Operation Center of trouble not readily handled by Service Representatives.
- 14.3.19.3. Makes proper notification through the chain of command when emergency is severe or extensive.
- 14.3.19.4. Dispatches Service Representatives to check calls as requested by the Emergency Operation Center.

14.3.20. Gas Operations – Gas State Incident Commander or their designee

- 14.3.20.1. Executes pre-incident activities found in the reference material located in Section 31
- 14.3.20.2. Assigns Gas Supervisor to District or Regional Control Center to advise on restoration efforts that affect Gas Operations.

14.3.21. Sub-Stations Coordinator or their designee

- 14.3.21.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.21.2. Coordinates with all concerned the proper utilization of Energy Services personnel in the restoration of service.
- 14.3.21.3. Directs emergency related Station Construction and Maintenance work in the field as required.
- 14.3.21.4. Coordinates with the Regional Control Center/Electric Operations Department in the operation of transmission and sub-transmission stations.
- 14.3.21.5. Maintains liaison with Regional Control Center throughout the emergency.
- 14.3.21.6. Directs all Station Construction and Maintenance work resulting from the emergency.
- 14.3.21.7. Informs Branch Operations coordinator of status of restoration efforts.

14.3.22. Forestry

- 14.3.22.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.22.2. Consult with the District Arborists and Branch Director to determine tree crew and specialized equipment needs. Forestry resource requests shall be coordinated by the Forestry Branch Coordinator with the Branch Director and the State Incident
- 14.3.22.3. Coordinate with the Branch Director and Branch Operations Coordinators to optimize the allocation of resources among the District(s) / Region(s) / Division(s).
- 14.3.22.4. Track and coordinate all Tree Crews by District and report this information periodically to Emergency Operation Center and the State Emergency Operations Center (when activated).

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- 14.3.22.5. Oversee the District Arborist based on priorities determined by Branch Director and or Branch Operations Coordinator
- 14.3.22.6. Secure, schedule, track and coordinate specialized equipment for the State.
- 14.3.22.7. Maintain through records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.
- 14.3.22.8. Work with Branch Directors and Transmission Coordinator to create a prioritized list and schedule for patrolling lines. Once established, contact Supervisor Transmission Lines to have the Transmission and Distribution lines patrolled by helicopter.
- 14.3.22.9. For major disaster activation, when a weather event that will result in a tree-related natural disaster is forecast, the Forestry State Coordinator will make a recommendation to the Incident Commander about the anticipated magnitude of tree-caused damage and resource requirement and utilization. The Forestry State Coordinator will communicate with Branch Directors to review activation recommendations.
- 14.3.22.10. A damage assessment (helicopter patrol) plan will be developed by the Transmission Line Services Lead, State Incident Commander, and Branch Directors or their designees.
- 14.3.22.11. Follow the procedures set forth in the Distribution Forestry Storm Procedure available in the Forestry Department.

14.3.23. Protection and Telecom Ops.

- 14.3.23.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.23.2. Calls out and supervises communications personnel as required.
- 14.3.23.3. Assesses specific communications needs and notifies IS Telecommunications Engineering Manager.
- 14.3.23.4. Reports all malfunctions, failures, or non-compliance to IS Telecommunications Engineering Manager.
- 14.3.23.5. Coordinates communications manpower needs per Radio Procedure ERP 14.5.
- 14.3.23.6. Provide Regional Storm Room and Field personnel radio operations support.

14.3.24. Branch Planning Coordinator

- 14.3.24.1. The Branch Planning Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Planning Coordinator oversees the following company disciplines during an emergency response:
 - a). Damage Assessment Phase-I and Phase-II
 - b). Develop Work-Packets
 - c). Capital Work Tracking
 - d). Operations Support
- 14.3.24.2. Executes pre-incident activities.

14.3.25. Manager-Transmission Engineering and Design

- 14.3.25.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.25.2. Assigns Engineering personnel to assist with damage survey in Class III emergencies.
- 14.3.25.3. Assigns Transmission Engineering personnel to assist with transmission line repair and restoration.

14.3.26. Branch Logistics Coordinator

14.3.26.1. The Branch Logistics Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Logistics Coordinator oversees the following company disciplines during an emergency response:

- a). Lodging
- b). Meals
- c). Materials
- d). Fleet
- e). Staging Sites
- f). Facilities
- g). Security

14.3.27. Crew Accommodations

- 14.3.27.1. Executes pre-incident activities found in the reference material located in Section 31
- 14.3.27.2. Assists in the operation of the Emergency Operation Center.
- 14.3.27.3. Informs Branch Director and or the Branch Operations Coordinator of status of work and problems encountered.

14.3.28. Warehouse Material Coordinator or their designee

- 14.3.28.1. Executes pre-incident activities found in the reference material located in Section 31

14.3.29. Fleet Manager or their designee

- 14.3.29.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.29.2. Assists in the operation of the Emergency Operation Center.

14.3.30. Facilities Support or their designee

- 14.3.30.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.30.2. Facilities utilized for storm restoration, particularly those staffed 24/7 both on and off site, e.g., staging areas.

14.3.31. Branch Security Coordinator or their designee

- 14.3.31.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.31.2. Upon request, provide additional security at designated staging sites, hotels or other locations as advised.

14.3.32. Claims Department (blue sky function)

- 14.3.32.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.32.2. Contacts the Branch Logistics Coordinator to confirm that the Claims organization is on standby to assist.
- 14.3.32.3. Investigates reports of personal injury resulting from our facilities.
- 14.3.32.4. Investigates claims for damages resulting from our facilities.
- 14.3.32.5. Assists in the operation of the Emergency Operation Center.

14.3.33. Emergency Planning

- 14.3.33.1. Executes pre-incident activities found in the reference material located in Section 31.
- 14.3.33.2. In compliance with PSC policy, ensures a company representative participates in all NAMAG and or other mutual assistance conference calls.
- 14.3.33.3. For Class- II and Class-III storms, ensure that appropriate storm order is written and transmitted to Region(s) providing assistance to foreign utility.

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- 14.3.33.4. For National Grid mutual assistance, ensure that appropriate job order is written and transmitted to Region(s) providing assistance to foreign utility.
- 14.3.33.5. Maintain communications with neighbor utilities as appropriate regarding status of storm, weather conditions, restoration activities, ETRs (when available), etc.
- 14.3.33.6. Ensure that storm related documents (accounting, crew sheets, PSC reports and other records) are properly filed.
- 14.3.33.7. Ensures that personnel assigned to storm support systems such as the Emergency Planning Communication Center or automated crew sheet and lodging functions are trained and prepared for assignment.
- 14.3.33.8. Contact IT OMS Support to activate periodic outage data capture
- 14.3.33.9. Monitor the outage restoration updates that are made in OMS and provided to Contact Center. Provide regular updates to the Contact Center Lead.
- 14.3.33.10. Facilitate data collection process in affected Region(s) or at other times requested by the DPS.
- 14.3.33.11. Contacts Information Services storm support to setup computers and provide support for State Emergency Operation Center as warranted.
- 14.3.33.12. Contacts NYS-OEM to report emergency and notify that the NY-EOC is open.
- 14.3.33.13. Maintains contact with NYS-OEM and County Emergency Management for the duration of the emergency.
- 14.3.33.14. Assists in State Emergency Operation Center operations as requested.
- 14.3.33.15. Arranges for state level progress/coordination meetings during emergencies as required.
- 14.3.33.16. Coordinates and manages National Grid multi-state storm conference calls.

14.3.34. State Human Resource Section Chief

- 14.3.34.1. Execute pre-incident activities found in the reference material located in Section 31.
- 14.3.34.2. Address labor issues as needed.
- 14.3.34.3. During drills contact retirees who have consented to work storm emergencies and confirm their availability.

14.4. Decentralized to the Substation

At the discretion of the Branch Director, decentralizing restoration activities to the substation level is a strategy that can be used when managing events with significant damage that eliminates the direct interchange of information between the Branch Emergency Operations Center and the field by assigning entire feeders or substation areas to a task force. (Some Branches already operate in a decentralized mode, due to geographical considerations.)

The group will typically consist of necessary supervision, line and tree crews and support personnel to work without outside direction and to restore service according to established restoration priorities. A Station Commander (Overhead Line Supervision) and at least one Damage Assessment Field Coordinator, radio dispatcher/ Operations Support personnel and Damage Assessment Patroller crew would be responsible for an area.

To maximize accuracy and the effectiveness of the Outage Management System and limit the conditions where decentralized damage assessment patrols should take place, the Storm Damage Assessment System will effectively facilitate a centralized decision to mobilize Storm Damage Assessment teams to designated areas of the Branch. Storm Damage Assessment teams will be arranged and managed by the centralized Branch/Branch management team, and all damage will be recorded in the Storm Damage Assessment (SDA) form and entered into the computerized Storm Damage Assessment System.

When tree crews are working independently of line crews or when numerous tree crews are required to assist in a decentralized mode, they will be supported by adequate field forestry supervision. The forestry compliment of this task force will typically support overhead line restoration efforts with one (1) tree crew for every five (5) overhead line crews and to provide advance tree clearing with additional groups of tree crews working ahead of line crews on feeders.

The Station Commander shall update the Branch Emergency Operations Center on a timely basis and submit a report to the Branch Emergency Operations Center every four hours or at other predetermined time intervals. The restoration board will be utilized for the marking of crew locations, which will aid in the overall planning of crew movements and give a visual indication of crew locations and how best they can be utilized. As work in a particular area nears completion, customer calls indicating an outage still exists are plotted and then related to the appropriate field crew. This will give a better picture at the Emergency Operations Center regarding actual progress in that area.

The Active Listing and current information for the availability of mobile substations can be found on the Substation Operation & Maintenance Services section within the National Grid internal internet site.

The Substations Coordinator will make the decision to install a mobile substation.

Roles and Activities

14.4.1. State Incident Commander

- 14.4.1.1. Coordinating with the Branch Director - determines the number of substation teams to assemble.

14.4.2. Branch Director

- 14.4.2.1. Working with the Branch Operations Coordinator, works with the Incident Commander to determine the appropriate number of substation teams.
- 14.4.2.2. Coordinating with the Branch Operations Coordinator - determines substation assignments.

14.4.3. Branch Operations Coordinator

- 14.4.3.1. Identifies substations that are good candidates for substation decentralization.
- 14.4.3.2. Communicates Substation assignments to Substation Group Leader, Restoration Crew Supervisors, and others as deemed appropriate.
- 14.4.3.3. Coordinates and disseminates as required, the contact information for Substation Group Leaders.
- 14.4.3.4. Provides daily objectives to Substation Group Leader and other guidance on restoration prioritization as needed.

14.4.4. Station Commander

- 14.4.4.1. Makes all necessary decisions affecting the restoration effort of the decentralized area including mutual assistance requirements. The determined mutual assistance requirements will be communicated to the Branch Operations Coordinator, Branch Director, and Incident Commander in order for the proper request for resources to be made from the Project Management and Complex Construction group.
- 14.4.4.2. Prioritizes the damage and work locations for the most rapid and effective restoration.
- 14.4.4.3. Determines the areas where damage assessment will be performed and requests coordination of Damage Assessment Patrollers with the Damage Assessment Field Coordinator who reports to the Station Commander for the affected area(s).

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- 14.4.4.4. Coordinates the request for and the movement of all Company and foreign crews, including service crews for timely restoration.
- 14.4.4.5. Groups the crews into different work schedules and staggers for highest productivity. This will be coordinated with the Branch Operations Coordinator at the Branch Emergency Operations Center.
- 14.4.4.6. Makes arrangements for timely deliveries of materials from the Storeroom.
- 14.4.4.7. Arranges for periodic reporting of present status to the Emergency Operations Center by the Operations Support Personnel. This reporting includes completion of information for the "Storm Status Report" prediction of restoration times for Contact Center use, etc.
- 14.4.4.8. Delivers any pertinent information from the Emergency Operations Center to the overhead line supervisor and personnel through the Radio Dispatcher.
- 14.4.4.9. Obtains an adequate amount of circuit maps for the crews to use.
- 14.4.4.10. Assists/coordinates as needed with notifications to foreign crews of their accommodations when the information is definite. Logistics (Lodging coordinators) will make the initial contact to communicate details regarding accommodations.
- 14.4.4.11. Coordinates all meal periods.
- 14.4.4.12. Determines assignment of clean-up crews. Minimize use of these crews until all major restoration is complete.
- 14.4.4.13. Arranges for restoration of station breakers in coordination with the Emergency Operations Center and Control Center and overhead line supervision and restoration crew supervisors.
- 14.4.4.14. Maintains a log made of locations to send crews once their current assignment is complete.

14.4.5. Substation coordinator or their designee

- 14.4.5.1. Coordinates with all concerned the proper utilization of Energy Services personnel in the restoration of service.
- 14.4.5.2. Directs emergency related Station Construction and Maintenance work in the field as required.
- 14.4.5.3. Coordinates with the Control Center/Electric Operations Department in the operation of transmission and sub-transmission stations.
- 14.4.5.4. Maintains liaison with Control Center throughout the emergency.
- 14.4.5.5. Directs all Station Construction and Maintenance work resulting from the emergency.
- 14.4.5.6. Informs Branch Operations coordinator of status of restoration efforts.

14.4.6. Damage Assessment Field Coordinator

- 14.4.6.1. Marks on map locations of: Primaries down, services down, trees down, crew locations, etc.
- 14.4.6.2. Keeps a log of all crew locations with their work schedule, affiliation, and field leader.
- 14.4.6.3. Sorts all incoming data and record data from Damage Assessments.
- 14.4.6.4. Coordinates with Damage Assessment Field Coordinator on location to send crews and damage assessment patrollers.
- 14.4.6.5. Utilizes OMS to support restoration effort.

14.4.7. Damage Assessment Patroller

- 14.4.7.1. Makes the appropriate surveys as outlined in ERP 11.
- 14.4.7.2. Reports survey results to Damage Assessment Field Coordinator. After surveys are complete, performs additional duties for Damage Assessment Field Coordinator as specified. Refer to Procedure ERP 11 for further detail.

14.4.8. Operations Support or their designee

- 14.4.8.1. Relays information and assignments over the radio.
- 14.4.8.2. Maintains a logbook on crew locations, times, and all information given to you. This will reduce confusion and lost information.
- 14.4.8.3. Notifies Station Commander of information requiring their approval or decision.
- 14.4.8.4. Relays all necessary information regarding restoration over the telephone.
- 14.4.8.5. Maintains a logbook of all transactions that occur over the telephone, so information is not lost.
- 14.4.8.6. Updates storm status reports at designated time intervals and relays this information to the Emergency Restoration Center.
- 14.4.8.7. Coordinates with the Station Commander and Logistics for crew accommodations.
- 14.4.8.8. Makes a record of temporary repairs so that permanent repairs may be completed later.
- 14.4.8.9. Utilizes OMS to support restoration effort.

14.4.9. Overhead Line Supervisor

- 14.4.9.1. Supervises in-field crews responsible for restoration of feeders within a given area.
- 14.4.9.2. Instructs Crew Chiefs that upon their arrival at an assignment, they must coordinate with Fire, Law Enforcement and/or the Incident Commander for situational briefing prior to initiating any work.
- 14.4.9.3. Receives restoration assignments through radio dispatcher from the Commander.
- 14.4.9.4. Notifies Operations Support/Dispatcher of completion of restoration.
- 14.4.9.5. Notifies Operations Support/Dispatcher when temporary repairs are needed, the nature of these repairs and location.

14.4.10. Forestry Supervisor

- 14.4.10.1. Supervises tree crews responsible for clearing tree conditions on feeders within a given area.
- 14.4.10.2. Coordinates with Overhead Line Supervisor and Operations Support/Dispatcher to assist line crews in restoration of feeders within a given area.
- 14.4.10.3. Receives restoration assignments from Operations Support/dispatcher and notifies Dispatcher/ Overhead Line Supervisor upon clearing of tree condition.
- 14.4.10.4. Reviews staffing assignments on a daily basis, with Station Commander and with Forester at District/Regional Emergency Restoration Center. As crews complete tree work ahead of restoration on a feeder or substation, coordinates reassignment to next priority area.
- 14.4.10.5. Coordinates and supervises clean-up of tree conditions after total storm restoration has been completed. This work shall be kept to a minimum until all major tree work has been completed and shall include the removal of damaged, broken or hanging limbs and trees over or on the conductors following the storm.

14.4.11. Runner/Guide

- 14.4.11.1. Escort foreign field forces to job sites.
- 14.4.11.2. Assist foreign field forces at job sites with all logistic matters (locating streets, fuel, restaurants, etc.).
- 14.4.11.3. Deliver information between the State Incident Commander/Branch Director/Branch Operations Coordinator and field supervision.

14.5. Staggered Crew Scheduling

In large scale emergencies, organization on a daily basis is essential. When working with many crews out of one decentralized location, the crews must be staggered into groups to avoid confusion and delays. When everyone tries to eat or fuel vehicles at the same time, the delays can become lengthy. The most productive work is performed during daylight hours. The groups should have a staggered working schedule. One possibility is outlined below.

Crews are typically divided into two groups, working mostly daylight hours. The majority of crews should rest at night. Work will typically continue at a reduced schedule at night. The night supervision reviews the day's progress, assesses the current situation, makes arrangements for materials, and assigns the next day's work locations. As the day supervision arrives, they can discuss the day's work with the night supervision. The night supervision will immediately assign the day crews their work, avoiding lengthy delays. The day supervision will then coordinate and control the daily activities. As evening approaches, the two supervision groups discuss the progress, and the cycle continues. Start times may be changed depending on the time of year to take advantage of maximum daylight hours.

Decentralized operation is a key element of our emergency procedures for emergency restoration activities. When a catastrophic Class-III emergency occurs, an extraordinary decentralization effort may be appropriate.

The following additional elements of decentralization may be warranted:

- a). With widespread damage within a Branch(s), the Emergency Response Organization within a Branch may be supplemented with the support from Emergency Response Organization personnel from non-affected areas that can be called upon to manage regions within the Branch. Resources from non-affected areas shall report to the Branch Director of the affected Branch.
- b). Additionally, for such a severe condition and when a sufficient number of districts are involved, consideration will be given to the utilization of Operations, Maintenance and Construction Managers from non-affected Branches to coordinate / assist with the overall logistics, Operations, Jurisdiction, and public information activities for these additional regions within the affected Branch(es) as needed.

The Branch Director of the affected Branch in conjunction with the State Incident Commander will assist in the determination of the need for the above decentralized management team. In general, decentralization of not only the above Operations, (jurisdiction, public information, and logistical activities), support from un-affected areas can also be utilized for Damage Assessment, crew accommodations, planning etc. If the emergency is isolated to a geographic area, consideration should be given to the decentralization of the NY-Emergency Operations Center staff to the affected area while continuing operation of a portion of the NY -Emergency Operations Center.

A complete listing of the decentralized command structure with contact numbers shall be disseminated as quickly as possible throughout the entire emergency organization.

Daily scheduled progress meetings and restoration planning sessions are typically used by the decentralized management team. These sessions will typically include representation from all disciplines involved, e.g., Inventory Management, Procurement, Transportation, Safety, Operations, Maintenance and Construction, Jurisdiction, etc.

An event of this magnitude will also require a specifically designated senior lead person to coordinate communications, strategies with customers, governmental authorities, and media as well as National Grid leadership and employees.

A designated coordinator for large scale material requirements will be assigned at the earliest possible stages of a major catastrophic event. The individual will act as a liaison between National Grid and the State and Federal agencies providing generator assistance.

For large scale emergencies an individual who is familiar with the unique requirements of Electric Operations is typically assigned to coordinate flight requests which would include accepting of flight requests from the various Branches, and prioritizing those requests based on severity of need and current aircraft location and dispatching aircraft in the most efficient manner. This individual would also collect and have transcribed into written form any notes or voice recordings made by line persons in flight and distribute the information to operations.

Safety is an integral part of our overall response organization for which a separate desk or arrangement is no longer required as Safety representatives are embedded across the organization. For large scale emergencies, a representative from State Forestry shall be assigned to the Branch storm center dedicated to tracking and coordinating specialized forestry units between districts, line groups and tree contractors.

At the discretion of the Fleet Manager, an individual shall be designated to coordinate the scheduling, operation, collection and return of company and rental equipment.

14.6. Restoration Communications

This procedure has been developed to assist in maximizing use of all current field crew dispatch methods. Included but not limited to the following types of equipment:

- a). Two-Way Radios
- b). Cellular Phones
- c). Computer Aided Dispatch System
- d). Satellite Phones

Proper communication of information during an emergency is vital to the restoration effort. In a large emergency, usage of two-way radio, cellular, paging, computer aided dispatch, and telephone facilities will be abnormally high. It is imperative that messages be concise and limited to pertinent data. Details and items of lesser importance shall be transmitted in writing or verbally at the appropriate time.

The appropriate Regional Protection and Telecommunications Operations Department will be responsible to assure communication among vehicles and dispatch locations during emergency conditions. In addition to local units, out of town National Grid personnel as well as foreign utilities and contractor crews may be involved and will have to be included in the arrangements.

Use of additional frequencies, scanners, pagers, portable radios, satellite communications and cellular phones may be necessary for emergency communications.

When crews or supervisors are making a radio call, they should call directly to a particular office or dispatch center. Calls should include vehicle number and dispatch position and channel of radio. Example: "7-495 to Syracuse Line on Channel 2" or "1-235 to the trouble office on channel 1". Dispatchers should keep track of which vehicles are on each dispatch channel. Dispatchers should also maintain clear channels when possible and monitor channels prior to keying up transmitters.

References

Radio Communications Procedure Manual RC.01.

Radio Communications

National Grid's radio dispatch system consists primarily of three frequency spectrum bands. 800 Mhz, High Band (VHF) and Ultra-High Band (UHF).

Branch frequency assignments for T&D are VHF High Band for all areas of the service territory. A channel plan has been developed and distributed so that all T&D vehicle radios can be programmed to access any Branches repeater system.

Regional Radio Dispatch is accomplished by each Regional Control Center and by Centralized and District locations. Storm Restoration Centers are also equipped to dispatch each Region or District.

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he Wireless Telecommunications Group in the Protection Relay and IS Telecommunications Department archives all FCC licenses and specific detail of all dispatch systems. An engineer from the Wireless Telecommunications Group will act as the Wireless Communications Coordinator during a storm event.

In the event of an emergency impacting wireless communications, support is available through Protection and TelCom Operations.

If crews from other regions are required, the Branch Director or designee will provide the Protection and Telecommunications group with the details on the number of crews and the regions they will be coming from. In addition, any foreign crews will be identified.

The Protection and Telecommunications group will work to support the required preparations for crews coming from other regions.

Protection and Telecommunications group shall assess radio requirements. Guidance for coordination shall be provided through the NY-EOC and or the Branch Director/Operations Coordinator of the affected Branch(s).

A designee from the Protection and Telecommunications group shall assume role as primary interface between Regional and Corporate personnel. Determination of frequency compatibility shall be passed on to Branch and the NY-EOC.

Branch channel plans shall be utilized to assist with radio communications.

Additional radio dispatch equipment such as portables, mobiles, satellite communications, or peripherals shall be obtained through a coordinated effort between the Protection and Telecommunications group.

The host Region (affected region(s)) shall identify equipment needs based on crew logistics obtained from the Protection and Telecommunications group.

General Practices

Prior to leaving their home area, crews assigned to emergencies will contact their regional Protection and Telecommunications shop if they require instructions on communications during travel and when they get to the storm location.

Crews entering a new region during an emergency situation will typically contact the storm Regional Protection and Telecommunications shop for instructions on the local radio system. Depending on the location and extent of the emergency, wireless equipment may be distributed to the crews. If a Meter &

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Test technician is traveling with the crews, they will be responsible for contacting and coordinating communications with the local Meter & Test technicians.

The Regional Protection and Telecommunications shops are responsible for all T&D vehicles to have their radios programmed with the complete VHF channel plan.

Radio Equipment users are responsible for the proper use and care of two-way radio equipment.

Information on use of specific radio equipment can be obtained from the Regional Telecommunications Operations Supervisor.

Calls should be made clear and concise. Unnecessary or lengthy chatter reduces airtime availability to others and should be avoided.

Crews experiencing loss of signal or inability to contact dispatcher should make several attempts and change vehicle location where possible. High terrain points generally will give better signals for transmitting and receiving. If total failure of radio occurs, inform the Regional Telecommunications Operations Communications Supervisor immediately.

Cellular Phones

Specific wireless phone needs are managed by the individual and their blue-sky chain of command through a self-service application found on the company internal internet site.

Roles and Activities

14.6.1. Protection and Telecommunications Operations

- 14.6.1.1. Maintains and acquires all F.C.C. Communications licenses including temporary emergency authorizations.
- 14.6.1.2. Coordinates and provides assistance to the Emergency Response/Storm Organization Team for field communications during normal and emergency operations.
- 14.6.1.3. Coordinates and provides assistance to Regional Meter and Test during emergency restoration in all storm categories.
- 14.6.1.4. Provides two-way radio and satellite communication assistance to Regional Storm Center
- 14.6.1.5. Provides maintenance and installation of all two-way radio Dispatch systems including permanent and temporary emergency facilities.
- 14.6.1.6. Determine extent of communications maintenance manpower support. Radio Communications Procedure RD.03.001 shall be utilized for this purpose.
- 14.6.1.7. Protection and Telecommunications group shall notify Regional Telecommunications Operations Supervision of impending foreign crews and origin of such crews based on input from NY-State Incident Commander, Branch Director(s) or their designee.
- 14.6.1.8. Maintain an updated list of foreign company radio channels will be maintained by the Protection and Telecommunications group.
- 14.6.1.9. Coordinate communication equipment needs for foreign crews.
- 14.6.1.10. Liaisons with Branch Director/Operations Coordinator for cellular phone needs assessment.
- 14.6.1.11. Liaisons with Corporate IS Telecom for Cell Phones and Pagers to acquire cellular phones/pagers as required.
- 14.6.1.12. Ensures cellular phones/pagers have been properly delivered to Regional Emergency Response Centers.
- 14.6.1.13. Periodically identifies additional cellular phone/pager needs as required.

- 14.6.1.14. Informs Protection and Telecommunications group of cellular phone/pager status and assessment during all levels of storms.

14.7. Coordinating Restoration Activities on Transmission

The NY - Transmission Control Center is responsible for managing the real-time delivery of safe, secure, and reliable transmission service involving National Grid's assets. New York's Transmission Control Center will be staffed 24 hours each day during major emergencies. During Emergencies this Center shall be responsible for communications and coordination of restoration of National Grid (NMPC) bulk power system interconnections with other utilities and the New York State Independent System Operator.

The Transmission Control Center will retain responsibility for controllership and operation of the electric transmission system and stations. During a major emergency, the Transmission Control Center shall be responsible for the restoration of these systems in coordination with the Distribution Control Centers and Emergency Restoration Centers.

Roles and Activities

14.7.1. (Transmission) Control Center Lead or their designee

- 14.7.1.1. Executes pre-incident activities.
- 14.7.1.2. Operates the transmission systems under the direction of the Transmission Control Security Operator.
- 14.7.1.3. Responsible for Transmission switching and monitoring station alarms for the central and western divisions. May receive emergency calls from customers outside of normal hours.
- 14.7.1.4. Controls protective Clearance and Control.
- 14.7.1.5. Monitors equipment and relays information.
- 14.7.1.6. Dispatches switching orders to Traveling Operators and other qualified switching personnel.
- 14.7.1.7. Coordinates the collection of relay targets.
- 14.7.1.8. Prioritize and coordinate restoration of critical transmission facilities if time allows prior to emergency.
- 14.7.1.9. Ensure notification contacts are current.
- 14.7.1.10. Participates in semi-annual tests of emergency procedures.

14.7.2. Transmission Control Center Security Operator

- 14.7.2.1. Executes pre-incident activities.
- 14.7.2.2. Monitors system security and coordinates actions with the NYISO and neighboring Transmission Owners
- 14.7.2.3. Coordinates the restoration of National Grid Transmission assets with the Regional Control Centers and the NYISO, if necessary.
- 14.7.2.4. Communicates with NYISO, neighboring utilities and various government agencies as dictated by Power Control Orders.
- 14.7.2.5. Establish transmission restoration priorities
- 14.7.2.6. Determines the need to call out switching personnel based on weather advisory and if so direct the TCC Regional Operator to make the call outs.
- 14.7.2.7. Notifies Transmission Control & Security of severe, extensive emergency situation.

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Section 15:

Developing and Reporting ETRs

Section 15. Developing and Reporting ETRs

Introduction

The purpose of Developing and Reporting ETRs is to identify the rules that govern the development of ETRs to keep external stakeholders updated on the predicted time of service restoration.

The processes and activities in this section will be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP) while relying on the understanding of damage to the Transmission and Distribution Systems developed as a result of Damage Assessment (as covered in Section 11 of this ERP) and Service Restoration activities (as covered in Section 14 of this ERP), customer calls, information from the OMS System, and feedback from trained and qualified resources in the field.

The processes and associated roles covered in this section can be seen in the following Figure.

Section 15 Summary: Developing and Reporting ETRs	
15.1 Developing and Managing ETRs	15.2. NY PSC ETR Protocol
Key Roles	Key Roles
• State Incident Commander • Branch Director • Branch Operations Coordinator • Control Center	• State Incident Commander • Emergency Planning • State Public Information Officer • Branch Director • Branch Operations Coordinator • Control Center • Branch Liaison Coordinator

15.1. Developing and Managing ETRs**Estimated Time of Restoration (ETR):**

National Grid is committed to meeting the customer's expectation of prompt and accurate ETRs. While it is National Grid's internal goal to provide an ETR that is within a 60-minute window prior to the actual time of restoration, the Company will estimate the restoration time as closely as possible. This includes blue sky and storm conditions. The following describes how initial ETRs are set in the OMS system.

ETR Creation:

Automatic ETR; the OMS system automatically generates an ETR for all predicted outages. OMS uses a predetermined set of rules to create these ETRs based upon the geographic location (Metro/Non-Metro), the time of the interruption and the predicted device causing the outage. These times will then be managed by the System Operator for each individual outage based upon field reports.

Storm ETR Management:

During storm conditions, Regional Control Center Management shall adjust the automatic ETRs based upon the widespread nature of the storm and resources available to handle the volume of outages. After discussion with field forces and the Branch Director / Operations Coordinator the Regional Control Center Management may choose to use any or all of the following options:

1. Setting no ETR to new outages while identifying ETR as "Assessing". This would be used during the initial onset of a widespread storm that will require extensive restoration activities. After damage assessments are complete, each outage will be manually assigned an ETR. In this situation the customer does not have an ETR available.
2. Adding additional time to an Automatic ETR. Based upon the type of protective device, Regional Control Center Management can establish an ETR based in hours and minutes to reflect a realistic time frame to make required repairs. This can be filtered down to specific devices in a crew area affected by a storm, while leaving non-affected areas with a typical ETR.
3. Setting an ETR to a specific date and time. This will be used typically when storm restoration is nearing completion. Regional Control Center Management can set an auto ETR to indicate when the final customers are restored. This also can be filtered down to specific devices in a crew area.
4. Batch Update. Regional Control Center Management can batch update a group of outages by adding time or setting a time for final restoration. This can be filtered down to specific devices at the feeder level.

Storm Procedures:

To effect repairs during storm events that impact a significant portion of the service territory and/or last over 24 - 48 hours, the option to de-centralize restoration efforts may be implemented by joint agreement of Regional Control Center Management and the Incident Commander / Branch Director. During these events, regional Storm Rooms will be opened to manage local restoration efforts. The dispatch of trouble crews and ETR management becomes the responsibility of the Storm Room. The Regional Control Center shall remain the "Control Authority" for all main line switching and will model OMS mainline switching accordingly.

Storm Room:

The Storm Room will utilize the OMS to manage trouble orders and ETRs, with local support staff specifically trained to do so. The Storm Room will use damage assessments, field crew reports and OMS information to develop a plan for efficient customer restoration. Through collaboration with the Regional Control Center, all restoration activities will be entered into the OMS system.

OMS will predict outages that point to specific interrupting devices (fuse, recloser, etc.). Because field conditions do not always match OMS predictions, it is the responsibility of the System Operator, collaborating with Storm Room personnel, to manage the data and model the outage in GIS to maintain

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accuracy. The ETR will then be updated based upon the ETR reported from the trouble crew or field supervision.

Storm Room OMS modeling will take place via one or more of the following:

1. Directly by the Storm Room for faultable devices.
2. Via direct communication with the Regional Control Center outlining existing conditions for mainline switching or modeling a non-faultable device (e.g., an open loop) and for any restoration that has taken place and the time of the restoration.
3. By a System Operator sent to the local Storm Room to assist in OMS modeling, ETRs and trouble order management. This will take place on request of the Storm Room and with agreement from the Regional Control Center leadership.
4. If system conditions warrant, additional resources from surrounding Control Centers will be dispatched to assist in modeling OMS - either at the Storm Room or at the Regional Control Center.

ETR Management:

As soon as practicable, and in compliance with the timing associated with ETR communication noted in the NYS PSC ETR Protocol, when an overall assessment of damage is estimated, ETRs shall be entered into OMS. Every effort shall be made to manage these estimates at the lowest possible level. Twice per day (approximately 0700 and 1500) the Storm Room will review and update ETRs accordingly.

Batch Update of ETR:

The batch update process allows for immediate changes to a group of existing ETRs based on a filtering process. All ETRs associated with a selected group will change to a specific date and time or have a specified amount of time added.

After the information is entered and applied, all ETRs associated with selections will change instantaneously.

Internal Communications is an important requirement during extended outages. Media Relations / Corporate Affairs are responsible for internal employee communications. Effective employee communications are a valuable motivational tool, and research indicates that the public frequently contacts field crews and district offices for word of restoration efforts. Daily and/or overnight bulletins and internal web-based notifications are examples of how this requirement can be met.

15.2. NY PSC ETR Protocol

To provide information required for customers to properly plan for shelter and welfare during emergency events, the Company is required to follow the ESTIMATED TIME OF RESTORATION PROTOCOL.

Staff recognizes that multi-day events require additional communications such as Community Leader calls and press releases.

Within the first (six) 6 hours of restoration, the Company shall determine whether the restoration period will be 48 hours or less or greater than 48 hours in duration for 90% of the customers. Based on that determination, the Company shall follow the appropriate communication requirements described below for events expected to last either 48 hours or less or greater than 48 hours.

ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

The following ETR Protocols are activated when more than 5,000 customers are out of service in a division or more than 20,000 customers are out of service companywide for more than 30 minutes.

The ETR Protocols include minimum requirements for when, and at what level of detail an ETR will be communicated to the Department of Public Service (Department or DPS Staff). The tables below clarify the necessary actions to be taken by the involved utilities before and during the outage period for the specific outage event.¹ Utility procedures and practices that require actions prior to those identified will continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. **During restoration, utilities are to continuously refine ETRs and update DPS Staff and the public, customer representatives, IVR systems, and websites.**

The utilities will also provide restoration information such as outage counts and ETRs to the press/media outlets and public officials in the affected areas. Additionally, utilities will issue at least one press release daily for all outage events with an expected restoration period longer than 48 hours.

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

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

- a). Field personnel can be dispatched without unacceptable safety risks from continued severe weather conditions and/or
- b). 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.
- c). 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.

When directed by the NY-DPS to initiate the Emergency Outage Reporting System (EORS), reports are submitted to the NY-DPS at 7:00 am, 11:00 am, 3:00 pm, and 7:00 pm or when otherwise specified. The reports will include, at a minimum:

- a). Utility information
- b). Summary of the outage event, for major storms summarize the weather and weather forecast
- c). Summary of outages
- d). Synopsis - discussion of major damage and work plans for restoring customers
- e). ETRs

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

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- f). Resource summary - on site and in-route, planned crew relocation and mutual assistance activity
- g). Summary of the impacts to critical facility customers and Life Support Equipment customers
- h). Dry ice activities

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

OUTAGE EVENT EXPECTED TO LAST 48 HOURS OR LESS

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

OUTAGE EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

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

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

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

Note:

In the < 48-hr. protocol, the reference to “providing available information to the public” will be considered satisfied when the Company provides information about the storm on its website, outage central (customer facing outage information), or posts information on any of the social media channels being used by the Company. A press release is not required within the first six-hours from start of restoration when following this time-line. The first press release required in a response following the <48-hr. protocol is required within the first 12-hours from start of restoration.

Roles and Activities**15.3. State Incident Commander / Branch Director**

- 15.3.1.1. Manage requirements during events where EORS reporting is required.

15.3.2. Control Center

- 15.3.2.1. Provide initial notification to New York State Department of Public Service (Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs - OREP) when 5,000 or greater customers in a Division are affected for over 30 minutes per EOP G010 by phone between the hours of 6 am and 10 pm, followed by EIRS notification within one hour. If between the hours of 10 pm and 6 am, phone notification to Staff is to be completed between 6 am and 8:30 am the next morning. EIRS notification is required within one hour of the event.
- 15.3.2.2. Provide EIRS updates daily at 7 am and 7 pm until customer outages due to the event are less than 500, unless EORS reporting is activated by Staff.
- 15.3.2.3. For event where 4-hour reporting (EORS) is not requested by DPS (OREP) ensure:
 - a). Communication to DPS Staff of projected restoration per schedule.
 - b). Appropriate internal contact with phone Center and provide update for reps and IVR system per schedule.
 - c). Contact with web support for website message update per schedule where required.
 - d). For multi-day event, notify Incident Commander / Branch Director for assistance.
 - e). Provide all necessary contacts, notifications, and information as required by this document, unless responsibility assumed by Incident Commander / Branch Director through communications with Director/Manager System Operations.

15.3.3. State Public Information Officer

- 15.3.3.1. Receives ETR information to prepare / issue press release, website language, and press statements for news cycles within one hour of issue from the EORS report.
- 15.3.3.2. Press releases and related information updates outside of the normal media cycles, are issued only as warranted; for example, a change in the global ETR.

15.3.4. Branch Operations Coordinator

- 15.3.4.1. Provides guidance to Control Center as required on event start time and projected restoration requirements.
- 15.3.4.2. Contacts State Incident Commander / Branch Director for events projected greater than 48 hours and/or mutual assistance requests.
- 15.3.4.3. Provides updates for ETR's per requirements.
- 15.3.4.4. Participate in municipal calls per requirements / as required.

15.3.5. Branch Public Information Coordinator

- 15.3.5.1. Receives ETR information to prepare / issue press release, website language, and press statements for news cycles within one hour of issue from the EORS report.
- 15.3.5.2. ETR information to prepare / issue press release, website language as required, and press statements for news cycles when required.
- 15.3.5.3. Updates website (with ETR) when as required by NY-ERP Section 15.2 ETR Protocol and or when requested by Control Center.

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Section 16: Internal Communications

Section 16. Internal Communications

Introduction

The purpose of Internal Communications is to identify communications that are conducted in response to an emergency that are not tied to the other processes included in this ERP. This includes the State and Branch Level conference calls and briefings conducted to plan for and track the Company's restoration progress and share information among ICS Command and General Staff and other broader company communications conducted to disseminate general facts around the emergency and the Company's response.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP)

The processes and associated roles covered in this section can be seen in the following Figure.

Section 16 Summary: Internal Communications		
16.1. Conducting State Level Conference Calls and Briefings	16.2. Conducting Branch Level Conference Calls and Briefings	16.3. Conducting Broader Company Communications
Key Roles	Key Roles	Key Roles
• State Incident Commander • State Safety and Health Officer • State Environmental Officer • State Public Information Officer • State Liaison Officer • State Planning Section Chief • State Logistics Officer • State Finance Officer • State Human Resources Officer • Branch Director	• Branch Director • Emergency Planning • Branch Safety Coordinator • Branch Environmental Coordinator • Branch Public Information Coordinator • Branch Liaison Coordinator • Branch Operations Coordinator • Branch Planning Coordinator • Branch Logistics Coordinator • Branch Security Coordinator • Branch HR	• State Incident Commander • State Public Information Officer

16.1. Conducting State Level Conference Calls and Briefings

Conference calls and briefings are conducted at the State Level to assist with maintaining situational awareness and relay the specifics of the emergency. These calls will be led by the State Incident Commander where ICS Command and General Staff personnel will provide status summaries of the activities they oversee that will be used to establish strategies and drive changes around objectives for the current and forthcoming operational periods. These calls and briefings will typically begin up to three days in advance of an emergency, when the emergency is forecasted, and continue through the end of the emergency to communicate relevant information as required.

An example of the agenda for the various conference calls can be found in Appendix A of this ERP:

- a). Exhibit 16.1 State Level Briefing Agenda
- b). Exhibit 16.2 Branch Level Briefing Agenda

Roles and Activities

16.2. State Incident Commander

- 16.2.1.1. Establishes strategies and immediate priorities and confirms objectives for the current operational period and defines objectives for the next operational period once restoration has commenced.
- 16.2.1.2. Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) typically beginning three days in advance of an anticipated emergency and through the duration of an emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things:
 - a). Safety and health
 - b). Environmental
 - c). Damage assessment
 - d). Transmission and distribution control Centers
 - e). EOC operations
 - f). Logistics
 - g). Security
 - h). Resource coordination
 - i). Restoration
 - j). Contact Center
 - k). External communications
 - l). Internal communications
 - m). Media relations
 - n). Regulatory affairs
 - o). Documentation, Time, and materials cost tracking, and
 - p). Demobilization.
- 16.2.1.3. Identifies operational situation changes that require augmentation/ demobilization of resources and revises the level of response activation and communicates it to State Level ICS Command and General staff during an emergency.
- 16.2.2. State Safety and Health Officer
 - 16.2.2.1. Provides an update on any issues with the Safety and Health organization's preparation and activities.
 - 16.2.2.2. Provides an update on any safety incidents that occur during an emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.

16.2.3. State Environmental Officer

- 16.2.3.1. Provides an update on any issues with the Environmental organization's preparation and activities.
- 16.2.3.2. Provides an update on any environmental incidents that occur during an emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.

16.2.4. State Public Information Officer

- 16.2.4.1. Provides an update on any concerns or issues with the preparation and related activities.
- 16.2.4.2. Provides an overview of the level of public interest in the emergency, public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.

16.2.5. State Liaison Officer

- 16.2.5.1. Provides an update on any concerns or issues with preparation and related activities.
- 16.2.5.2. Provides an overview of agencies and stakeholders impacted by or responding to the emergency, updates on the strategic level government response, available resources, status of cooperating agency activities in support of the emergency, and stakeholders' issues and concerns.

16.2.6. State Planning Section Chief

- 16.2.6.1. Provides feedback on the current Emergency Response Organization, response activities and objectives; provides updates on resource status, weather and other pertinent facts of the emergency; and recommends changes to the geographic layout and personnel of the Emergency Response Organization.
- 16.2.6.2. Makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.

16.2.7. State Logistics Section Chief

- 16.2.7.1. Provides an overview of the current disposition of logistics support for the Company during the emergency.

16.2.8. State Security Officer

- 16.2.8.1. Provides an update on any issues with the Security organization's preparation and activities.
- 16.2.8.2. Provides an overview of any security incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities, available security resources, stakeholders' concerns/issues, the status of cooperating agency activities in support of an incident, location of shelters (if utilized), and any evacuation of facilities and assembly areas including results of employee accountability surveys.

16.2.9. State Finance Section Chief

- 16.2.9.1. Provides an update on any concerns or issues with preparation and related activities.
- 16.2.9.2. Provides an overview of the current disposition of matters related to emergency response financial activities during the emergency.

16.2.10. State Human Resources Section Chief

- 16.2.10.1. Provides an update on any concerns or issues with preparation and related activities.
- 16.2.10.2. Provides an overview of any significant employee or labor issues.

16.2.11. Branch Director

- 16.2.11.1. Provides an update on the emergency response at the Branch Level including primary and alternate strategies/tactics.
- 16.2.11.2. Makes requests for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.).

16.3. Conducting Branch Level Conference Calls and Briefings

Conference calls and briefings are conducted at the Branch Level to maintain situational awareness and relay the specifics of the emergency.

These calls will be led by the Branch Director and ICS Command and General Staff personnel will provide status summaries of the activities they oversee that will be used to establish strategies and drive changes around objectives for the current and forthcoming operational periods. These calls and briefings will typically begin up to three days in advance of an emergency and continue through the end of the emergency to communicate relevant information as required.

Roles and Activities**16.3.1. Branch Director**

- 16.3.1.1. Establishes strategies and immediate priorities, confirms objectives for the current operational period, and defines objectives for the next operational period during an emergency.
- 16.3.1.2. Sets up and conducts regular briefings with Branch ICS Command and General Staff beginning three days in advance of an anticipated emergency and through the duration of an emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things:
 - a). Safety and health
 - b). Environmental,
 - c). Damage assessment,
 - d). Transmission and distribution control Centers,
 - e). EOC operations,
 - f). Logistics
 - g). Security,
 - h). Resource coordination
 - i). Restoration,
 - j). Contact Center,
 - k). External communications,
 - l). Employee communications,
 - m). Media relations,
 - n). Regulatory affairs,
 - o). Documentation, Time and materials cost tracking, and
 - p). Demobilization.
- 16.3.1.3. Identifies operational situation changes that include damage incurred, remaining customers out of service, resource availability, impact to surrounding and adjoining areas that may require a change to the level of response activation including increase, movement or demobilization of resources, and communicates to direct reports during an emergency.

16.3.2. Branch Safety and Health Coordinator

- 16.3.2.1. Provides regular update on any safety related activity including but not limited to, on-boarding, daily safety briefing, crew visits, and incidents that occur during the emergency including actions taken to mitigate such incident(s).

16.3.3. Branch Environmental Coordinator

- 16.3.3.1. Provides regular updates on any environmental incidents that occur during an emergency including actions being taken to mitigate such incident(s).

16.3.4. Branch Public Information Coordinator

- 16.3.4.1. Provides an overview of the level of public interest in the emergency, the public information strategy, speaker preparation, information sources including press releases, fact sheets, videos, photos, and news clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules as required.

16.3.5. Branch Liaison Coordinator

- 16.3.5.1. Provides an overview of agencies and stakeholders impacted by or responding to the emergency. Provides an update on the strategic level government response, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.

16.3.6. Branch Operations Coordinator

- 16.3.6.1. Provides overview of the status of response objectives, recommends strategies and tactics to meet the objectives for the next operational period, and provides input regarding future resource needs, resource movement, and demobilization plans as required.

16.3.7. Branch Planning Coordinator

- 16.3.7.1. Provides an overview of the current progress of Damage Assessment, Feeder Patrols, and the ability to create work-packets to support Branch Operations. Updates to include information regarding future resource needs, resource movement, and demobilization plans as required.

16.3.8. Branch Logistics Coordinator

- 16.3.8.1. Provides an overview of the current disposition of logistics support for the Company during the emergency with regards to
 - a). Meals and Lodging
 - b). Vehicles
 - c). Fuel
 - d). Materials

16.3.9. Branch Security Coordinator

- 16.3.9.1. Provides an overview of any security related incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities along with the status of cooperating agency activities in support of an incident.

16.4. Conducting Broader Company Communications

Internal Communications is an important requirement during extended outages. Effective employee communications is a valuable motivational tool, and research indicates that the public frequently contacts field crews and district offices for word of restoration efforts.

Employees will be kept informed during an emergency via updates posted to a variety of communication channels that can include the Company Internal website, E-mail system, and broadcast telephone messages. The State Public Information Officer will be responsible for implementing the messages when

directed by the State Incident Commander. The State Public Information Officer will also coordinate all video and photo documentation of the emergency when such materials are available.

Roles and Activities

16.4.1. State Incident Commander

- 16.4.1.1. Approves a Company-wide or area-wide message to all employees regarding the facts of the emergency during the Service Restoration Stage and works with the State Public Information Officer to develop this message and provide periodic updates as deemed appropriate.

16.4.2. State Public Information Officer

- 16.4.2.1. Disseminates Company-wide or area-wide messages approved by the State Incident Commander to all employees regarding the facts of the emergency.
- 16.4.2.2. Activates the Emergency 800 # hotline as required and records an employee hotline message for each of the Company areas and oversees that the message is updated every four hours, at a minimum, or as information becomes available.
- 16.4.2.3. Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or National Grid internal internet site.

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Section 17:

Public Information Communications

Section 17. Public Information Communications

Introduction

The purpose of Public Information Communications is to identify how the Company develops and disseminates consistent information about the emergency and restoration efforts to external stakeholders.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP)

The processes and associated roles covered in this section can be seen in the following Figure.

Section 17 Summary: Public Information Communications				
17.1 Corporate Message Development and Dissemination Controls	17.2 Contact Center	17.3 Critical Facility Customers	17.4 Life Support Equipment (LSE) Customers	17.5 Special Needs Customers
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• State Incident Commander • Jurisdictional President • Branch Public Information coordinator	• State Incident Commander • Control Center • State Public Information Officer • Contact Center • Branch Liaison Coordinator	• Control Center • Branch Director • Branch Operations Coordinator • Branch Liaison Coordinator	• Control Center • Branch Operations • Coordinator Branch Liaison Coordinator	• Contact Center

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Section 17 Summary: Public Information Communications (cont.)		
17.6 Managing Government Communications	17.7 Managing Media Communications and Relations	17.8. Managing Social Media, Web, Digital and Print Communications
Key Roles	Key Roles	Key Roles
• State Public Information Officer • Government Relations	• State Incident Commander • Control Center • State Public Information Officer • Contact Center • Branch Liaison Coordinator	• State Public Information Office • Web-Strategy • Brand and Customer

The State Public Information Officer is responsible for implementing items within this section of the plan.

17.1. Corporate Message Development and Dissemination Controls

General

The need for communicating with customers, the general public, news media and local officials is important now more than ever during emergency conditions such as storms, load-shedding events, and other emergencies than at any other time. During an extended power outage, for example, customers without lights or heat can become frustrated and expect restoration within a few hours after calling the Company. Obviously, this cannot always be accomplished, and often, due to widespread damage to the transmission and/or distribution system, large numbers of customers may experience prolonged outages resulting in the loss of service for many hours or even days before restoration.

It is important, therefore, that timely and accurate information on the Company's restoration efforts be announced as widely as possible. Often, the assurance that emergency restoration activities are underway may be sufficient to lessen customer concerns. Where applicable, the procedures outlined in this section shall also be applied to non-storm emergencies, including load shed events and other emergencies. Additionally, ERP Section 15.2 on the ETR Protocol provides minimum expectations of communications required with DPS Staff, customers, and public officials.

It is imperative that the Emergency Response / Storm Organization communicate in an effective manner to understand and promote the same messaging externally to our customers prior to, during, and after an emergency event. Internal communications must be managed efficiently and effectively to provide the appropriate external communications in a timely manner that is of value to our customers.

PUBLIC INFORMATION

The State Public Information Officer, with approval from the State Incident Commander and/or the Branch Director will provide customers and the general public with accurate information on the status of the restoration efforts and, as appropriate, provide notice of eligibility for potential reimbursements pursuant with the requirements of Public Service Law (PSL) §73 in a manner to maximize public knowledge. Methods of notification for the requirements of PSL §73 will include mass press release, television news updates, email, text message, or other method that reaches the entire affected

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customer base. Examples of language that could be used to communicate information pertaining to PSL §73 in a press release, text message, e-mail, and claim line script can be found in Exhibit 17.1.

- a). Emergency Planning will notify the State Public Information Officer that customer restoration is going to exceed 72-hours from the start of event. Once a widespread prolonged outage affecting at least 20,000 customers at the same time and having one or more customers who remain without power for 72 hours or more from the start of event due to utility-owned equipment being unable to provide power has occurred, the State Public Information Officer will coordinate communications to notify customers by noon the following calendar day that the 14-day window provided by PSL §73 to file for potential reimbursement for food and/or prescription medication loss has begun, and clearly state the deadline for customers to submit their request for reimbursement.

It is extremely important that the Company communicate throughout the event and share information to ensure a consistent message is provided both internally and externally.

All Company disciplines that support the communication effort under the State Public Information Officer will participate in the annual storm drills to ensure all media contacts and communications personnel are appropriately prepared.

Based on the severity of the power outage and affected area, the news media may contact the company by telephone, text, and social media and or review and report information provided on the Company website and company outage map. In larger, more extensive emergencies, it may be desirable to schedule periodic news media briefings and have an appointed National Grid spokesperson available for interviews. News media briefings would be scheduled through the Branch Public Information Coordinator.

To the greatest extent possible, periodic reports will be accurate, timed to coincide when possible with local news cycles, and avoid misleading the public with optimistic or unrealistic restoration times. If accurate projections are not immediately available, Company representatives will provide only information that can be authoritatively confirmed. Subsequent updates will be forthcoming as better information becomes available.

Through a combined effort to supply a single source of information, the State Incident Commander, Branch Director(s), and Emergency Planning provide periodic, confirmed updates to Corporate Affairs and representatives of the Contact Center. It is essential that both Corporate Affairs and Contact Center personnel receive and issue information that is consistent with the information used in briefing the news media and general public.

When emergency status updates are issued for the purpose of updating the general public or local government authorities, the Company State Incident Commander and Emergency Planning are also provided the final draft prior to its dissemination to ensure that DPS Staff is updated concurrently on its official release. The final draft or information to be released may be issued to the NY-EOC or appropriate designee. This requirement does not include information that is otherwise available on the Outage Central website.

Press Releases will include the following confirmed items:

1. Number of customers affected.
2. Impacted locations.

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- a). Delineate which region or part(s) of our service territory, which can include counties affected, to be addressed in all press releases and on social media
- 3. Numbers of crews or mention of Full Time Equivalent (FTE) / individual resources.
- 4. Estimated restoration times.
- 5. Cause of the outage or event when known
- 6. Warnings regarding hazardous conditions.
- 7. Description of emergency response actions already taken, and customers restored.
- 8. Special instruction, as required.
 - a). Remind customers to contact National Grid if their home is still without power while their neighbors' power appears restored.
 - b). Remind customers to stay away from and report all downed lines, damaged equipment (poles, transformers, etc.), and any tree damage near lines. Don't assume that a neighbor has called.
 - c). Restate options for customers to report outages or damage.
 - d). Refer to other reminders or pertinent data deemed appropriate

The development and delivery of consistent corporate messaging entails gathering pertinent information on the emergency response effort, maintaining a current distribution list of media outlets, developing a dissemination plan and schedule, and delivering the messaging through a multitude of channels.

The State Public Information Officer establishes points of contact with Company Emergency Response Organization Leadership to gather information on the emergency and the company's response. The information will be reviewed and approved by the State Incident Commander or the Branch Director(s) prior to dissemination to the Branch Public Information Coordinators. The State Command and General Staff or their designees will act as the central data source upon which all communications related to ETRs and other restoration information shall be managed.

The State Public Information Officer will coordinate with the State Incident Commander and consider the input of the Jurisdictional Company President to develop the messaging to be disseminated to the media, government, community leaders, regulators, and employees through a myriad of channels including, but not limited to, the Contact Center, press conferences, web and social media, interviews, and the State Liaison Officer. The State Incident Commander maintains the ultimate authority for approving the information that will be released.

Roles and Activities

17.1.1. State Incident Commander

- 17.1.1.1. Works with the State Public Information Officer to validate the messaging and provide approval on the communications released by the Company.

17.1.2. Jurisdictional President

- 17.1.2.1. Provides input to the company messaging that will be disseminated to the media, government and community leaders, and employees.

17.1.3. State Planning Section Chief

- 17.1.3.1. Works in cooperation with the State Public Information Office to provide situational status updates

17.1.4. Branch Public Information Coordinator

- 17.1.4.1. Communicates with the State Public Information Officer to get the information dissemination plan and schedule prior to an emergency, when practical, and maintains contact as needed throughout the emergency.

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- 17.1.4.2. Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.
- 17.1.4.3. Obtains media information that may be useful for planning.
- 17.1.4.4. Periodically meets with the Branch Liaison Coordinator to align messaging and obtains the names and contact information of any additional agencies, organizations and stakeholders to be added to the dissemination list as required.

17.1.5. Brand Customer Communications

- 17.1.5.1. Prepares general customer communications releases based on approved messages disseminated by the State Public Information Officer to be provided to the media during an emergency.

17.2. Contact Center Lead or their designee

The appropriate Emergency Response Organization personnel are responsible for providing periodic, confirmed updates to Corporate Affairs and representatives of the Contact Center (CC). It is essential that both Corporate Affairs and CC personnel receive and issue information that is consistent with the information used in briefing the news media and general public.

PURPOSE

This procedure serves as a guide to minimum staffing levels for the Contact Center to supply sufficient means for customers to contact the Company during emergencies. The Contact Center Lead or their designee is responsible for Contact Center Staff to monitor incoming call levels directed to live representative and to maintain at least minimum contact center staffing in order to meet the expected minimum call answer rate performance of 80% of calls answered by a live representative within 90 seconds throughout the event.

Call answer rate performance was further clarified in a November 3, 2014 letter from the Department of Public Service in connection with Case 13-E-0140 that has defined call answer rate performance as 80% of calls related to the event answered in 90 seconds by a live representative.

GENERAL

The Contact Center leadership maintains a staff of Contact Center Agents that are available to respond to customer calls during non-emergency times.

The contact center has the ability through its current cloud-based technology to allocate phone calls to its agents anywhere on the platform.

There are many variables that drive staffing level decisions made by the Contact Center Lead or their designee when preparing for or responding to an emergency such as the call answer rate, number of customers affected, and calls in queue. The Contact Center Lead or their designee has the following resources available to assist in matching staffing to call volume:

- a). Primary Contact Center Staff
- b). Home Agents
- c). Accounts Processing
- d). Third party vendors
- e). The ability to transfer calls to the National Grid Contact Center
- f). Use of a 3rd party – presently “Intrado” (21st Century/West) – an IVR application to handle customer outage
- g). Upfront Outage Messaging related to restoration times and other general information aligned to Company Press Releases

STAFFING

- a). The State Incident Commander, and or Branch Director(s), and or Emergency Planning will share information with the Contact Center lead or their designee, to provide visibility of the anticipated severity and location of impact of a forecasted event. This allows Contact Center leadership to assess and respond to areas of responsibility outlined in this plan, which includes establishing Contact Center Staffing levels.
- b). Contact Center staffing is established to achieve specified call-answer rate performance and meet the criteria and measure associated with the New York Utility Performance Metrics – referred to as the New York Scorecard.
- c). National Grid's Contact Center Leadership staff reports to the contact Center Lead or their designee in the emergency response organization and is in place to monitor and manage call volume. They play a critical role during the company's emergency response activities as well as on a day-to-day basis. They monitor service level performance and call volume activity and make recommendations accordingly. This could include shifting volume to outsourced vendor partners or activating additional internal staff.
- d). The tables on the following tables illustrate minimum internal staffing levels for the Contact Center.

Minimum Staffing Level M-F – Contact Center Customer Service Staffing guide	
Shift	Class-III Event
6am to 8am	3
7am to 3am	3
8am to 4pm	20
4pm to midnight	3
Midnight to 6am	3

Holiday – Contact Center Customer Service Staffing guide	
Shift	Class-III Event
6am to 8am	3
7am to 3am	2
8am to 4pm	3
4pm to midnight	3
Midnight to 6am	3

After Hours Sat, Sun all day, Contact Center Customer Service Staffing guide	
Shift	Class-III Event
6am to 8am	3
7am to 3am	2
8am to 4pm	3
4pm to midnight	3
Midnight to 6am	3

Support alternatives to supplement Contact Center Staffing can be initiated, as required:
21st Century – Automatically starts to handle outage calls when the customer experiences a two-minute wait time.

The Contact Center Lead or their Designee will be responsible for implementing items within this section of the plan and will use messages developed by the State Public Information Officer as appropriate as part of its communications with customers.

1. Broadcast Messaging

The Company has the ability to broadcast outage communications to customers to verify if their power has been restored during a large-scale emergency. The process is a fast, low cost way of determining if services are damaged on the feeders that have been identified as restored in the OMS outage management system. The decision to activate this type of messaging will be made by the State Incident Commander or designee. Broadcast Messaging tools are not used by the Contact Center and are something that the Liaison group typically utilize.

2. IVR / Outbound or Upfront Messages

The Contact Center will create appropriate informational messages on the Contact Center's IVRs (Inter-voice Response Units) if warranted, notifying customers of potential service interruptions due to an emergency. The Contact Center will also update the IVRs with information received from Public Information regarding restoration times for the affected area, safety information, and Public Service Announcements, to oversee that a unified message is provided to customers within one hour of press releases. Refer to Exhibit 17.2 for sample IVR Scripts. Approved IVR Scripts should be concise and are intended to be in the range of 60-90 seconds which would apply to most circumstances.

The Contact Center Lead or their Designee will create appropriate informational messages on the Contact Center's IVRs (Inter-voice Response Units) if warranted, notifying customers of potential service interruptions due to an emergency. The Contact Center will also update the IVRs with information received from Public Information regarding restoration times for the affected area, safety information, and Public Service Announcements, to oversee that a unified message is provided to customers within one hour of press releases. Refer to Exhibit 17.2 for sample IVR Scripts. Approved IVR Scripts will be concise and are intended to be in the range of 60-90 seconds which would apply to most circumstances.

Contact Center Lead or their Designee shall, within one hour, in each instance of a press release:

1. Receive press release from the State Public Information Officer or their designee for review
2. Review current IVR messaging for any necessary changes/updates for a minimum of the following categories as found in the press release will be included in the announcement:

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- a). Time and Date stamp of message
 - b). Storm status/current information on storm
 - c). Outage and restoration effort information, if available
 - d). Global or regional restoration time, if available
 - e). Dry ice/shelter/water – referring to website for specific details
 - f). Safety messaging, emergency option, etc.
3. Contact Center Lead or Designee to Draft an updated IVR message with above information:
 - a). The Company MUST update the time and date stamp, even if the prior IVR messaging is still accurate.
 - b). Messages intended to be in the range of 60-90 seconds which would apply to most circumstances
 4. Implement (start) updated IVR message one time within every 8-hour period.
 5. Contact Center Lead or Designee to document IVR updates (May be completed during post-storm mode)
 - a). Press release link received from Branch Public Information Coordinator
 - b). Press release date/time
 - c). IVR messaging reviewed date/time
 - d). IVR messaging implementation (start) date/time
 - e). Transcript of the new IVR message

Contact Center Lead or their Designee shall, in the absence of a press release within an 8-hour period (company may update the IVR more frequently, depending on the company's preferences):

1. Monitor the IVR messaging to ensure that the IVR has been reviewed at least one time within every 8-hour period.
2. Review current IVR messaging for any changes/updates of the following categories:
 - a). Time and Date stamp of message
 - b). Storm status/current information on storm
 - c). Outage and restoration effort information, if available
 - d). Global or regional restoration time, if available
 - e). Dry ice/shelter/water – referring to website for specific details
 - f). Safety messaging, emergency option, etc.
3. Contact Center Lead or their Designee to Draft an updated IVR message with the following parameters and required items:
 - a). The Company MUST update the time and date stamp, even if the prior IVR messaging is still accurate.
 - b). Messages intended to be in the range of 60-90 seconds which would apply to most circumstances
4. Implement (start) updated IVR message
5. Contact Center Lead or their Designee to document IVR updates, in instances of no associated press release
 - a). IVR messaging reviewed date/time
 - b). IVR messaging implementation (start) date/time
 - c). Transcript of the new IVR message

Roles and Activities

17.2.1. State Incident Commander

- 17.2.1.1. Coordinating with Control Center Lead, Branch Directors, or their designees, ensure that outage restoration updates are made in OMS and provided to Contact Center.

17.2.2. Control Center Lead or Designee

- 17.2.2.1. Control Center Lead or Designee monitors the electric power system in the Region(s) / Division(s) involved and may receive emergency calls from customers outside of normal hours

17.2.3. State Public Information Officer

- 17.2.3.1. Coordinates messaging and other activities with the Contact Center Director.

17.2.4. Contact Center Lead and Customer Engagement Lead

- 17.2.4.1. Ensures that the Contact Center is coordinating messaging and other activities with the State Public Information Officer.
- 17.2.4.2. Makes arrangements for Branch Liaison Coordinator or their designee to report to affected Branches.
- 17.2.4.3. Informs Branch Public Information Coordinator and or Branch Director of progress and status of work and problems encountered.
- 17.2.4.4. Determines staffing needs and make notifications such that proper staffing levels are established and maintained to answer telephones.
- 17.2.4.5. Implements Contact Center procedures.

17.2.5. Contact Center Lead or Designee

- 17.2.5.1. Implements the following steps to ensure the Contact Center can provide the customer with sufficient means to contact the Company during an emergency and to provide accurate restoration information:
 - a). Notify Manager – Call Center Syracuse, Team Coordinators and Coaches.
 - b). Begin call out of representatives if call volume warrants.
 - c). Notify Accounts Processing management, if warranted.
 - d). Establish communication link with appropriate Emergency Response / Storm Organization personnel.
 - e). Create appropriate informational messages on Integrated Message Boards internal to the contact Center. (Example - Inform non-affected area customers that there is an emergency and that, as a result, they could experience a delay in their call being answered and therefore may want to consider calling at another time. Inform affected area customers that we know about the outages and give whatever restoration information may be available).
 - f). Contact State Public Information Officer for media coverage.
 - g). Contact Marketing Communications to initiate FYI radio spots.
 - h). Director Customer Service or designee will notify appropriate Senior Management.
 - i). Begin assessing restoration times and make appropriate staffing level decisions. Begin establishing representative schedules.
 - j). Review Electric Operating OMS Messaging and request updated information, if indicated (every four hours).
 - k). Determine if additional talking points may be warranted for representatives based on the magnitude and duration of the restoration effort.

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- l). Contact the IS Help Desk to inform them that Storm Restoration System needs to remain operational.
 - m). Provide updated restoration information to representatives as available (every four hours from EORS reports).
 - n). If duration of emergency warrants, consult with Maintenance and Operations Manager or designee to determine whether billing adjustments will be made.
 - o). Contact Collection Services Management or designee to request that collection activity for the affected area be curtailed.
 - p). Participate in Emergency Planning calls with other Emergency Response Organization Leadership personnel as required
 - q). Contact Center supervisory staff Reports to Contact Center Lead of their designee the call answer rate performance.
- 17.2.5.2. Contact Center supervisory staff maintains liaison with outsourced telephone support providers, Collection Services, and Account Processing and Quality to increase or decrease support required from other telephone.
- 17.2.5.3. Notifies, personally, the Emergency Operations Center of extreme hazards reported by customers.

17.2.6. Branch Liaison Coordinator

- 17.2.6.1. Acts as a point of contact for Consumer Advocacy to escalate any issues they might encounter to the Emergency Response Organization.

17.2.7. Consumer Advocacy

- 17.2.7.1. Maintains contact with Center regarding serious situations reported by customers.
- 17.2.7.2. Consumer Advocates may be activated to monitor and respond to referrals from the Contact Center and or community liaisons

17.3. Critical Facility Customers**PURPOSE**

This procedure addresses communications with Critical Facility customers during an emergency event.

DEFINITION

Critical Facilities are defined as those facilities from which essential services, functions for the continuation of public health and safety, and disaster recovery are performed or provided such as hospitals, water plants, and fire stations.

Critical Facilities have been categorized into Critical Facility Levels (as shown below) for regulatory reporting requests, as well as to improve communication and coordination during an emergency event. However, this categorization does not require or guarantee priority restoration. Critical Facility Levels will be used as a guide in the development and execution of the restoration plan and related priority rankings consistent with the restoration priorities in ERP

The Community Liaison will coordinate with county officials to prioritize the desired restoration sequence of critical facilities during a major storm event which will be communicated to Branch Operations for consideration into the restoration plan referenced in section 18.4.

Critical Facility Level 1:

Those facilities critical to public health and safety. These include:

- a). Hospitals and Emergency Medical Facilities
- b). Emergency Shelters and Cooling Centers
- c). Fire, Police, Paramedics, and Rescue Facilities

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- d). Emergency Management Offices
- e). Water and Wastewater
- f). Critical Utility and Communications Facilities
- g). Fuel Transfer and Fuel Loading Facilities (ports)
- h). Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
- i). Airports
- j). Military Bases
- k). Critical Flood Control Structures

Critical Facility Level 2:

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

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

Critical Facility Level 3:

Facilities provide public services but are considered to some extent less critical than Level 2 by government agencies. These include:

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

Pre-Storm Event – If advance notice of an impending storm or storm like electric emergency allows for the opportunity to raise awareness of the potential for system damage that is likely to result in a restoration period anticipated to exceed 48 hours for 90% of the affected customers (a Class II or Class III Event), the Liaison Coordination team should contact the Critical Facilities prior to the event as directed by the Branch Director / Branch Liaison Coordinator.

These calls will include Company contact information, Company preparation, safety tips associated with downed wires, potential storm impact for geographic areas anticipated to be impacted, how to report an outage and check for outage status, estimated times of restoration, and outage central web site location so the Critical Facilities can view storm status and updates. Channels of communication utilized to attempt to provide advance notice may include automated calls, direct calls, or e-mail.

GENERAL

The Liaison Coordinator in each Region is responsible to maintain computerized and printed lists of its Critical Facilities in the following formats:

The Liaison Coordinator will be prepared to report on the status of Critical Facilities (by Level if requested) on a daily basis and the restoration priority of the Critical Facilities.

1. Alphabetical listing by Critical Facility name showing all appropriate information (contacts, telephone numbers, etc.). This list will identify Critical Facilities such as municipalities that have many accounts on different feeders. Such a list will eliminate duplicate contacts.

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2. Listing by substation showing all Critical Facilities served by circuits from the applicable substation.
3. Listing by circuit showing all Critical Facilities served by the circuit. The listing will also indicate if the feeder is affected by load shedding.

These lists are developed under the direction of the Liaison Coordinator based on the knowledge of the customers and from contacts within their regions / divisions.

The Critical Facility lists are reviewed and updated semi-annually with known changes and shared annually with key stakeholders that include but are not limited to County Emergency Managers, other utilities including select gas, telecommunication / cable, and appropriate municipal contacts. Updated lists are maintained in the Divisions outside of the Electric Emergency Procedures.

Annually, prior to June 1, Critical Facility customers will be provided with the outreach material provided in Exhibit 17.3, which is a guide to natural gas and electric outage preparation and safety measures to consider before, during, and after a storm or storm like emergency.

Critical Facility accounts typically receive a higher level of outreach and education surrounding preparation and response to emergencies. Critical Facility Customers may have direct telephone numbers for Company personnel that can provide notification and informational updates during an event, which could replace the need for a prescriptive daily notification.

Computer printed contact forms for each Critical Facility with all appropriate information pre-printed on the forms are to be maintained by the Liaison coordination team to be used in the event of an emergency. The forms are replaced with updated forms as changes are made to the listings.

The following data is maintained in the Critical Facility database for each Critical Facility customer:

- a). CSS Bill Account Number
- b). Customer type
- c). Facility name
- d). Address
- e). City
- f). State
- g). 24/7 contact phone number
- h). Account number
- i). Type of facility
- j). Circuit number
- k). Line number
- l). Pole number
- m). Back-up power /generator available YES or NO.

In an emergency, and provided the electric power has not been restored, the Company will attempt to contact Critical Facilities known to be served by circuits affected by the emergency.

The contacts will be attempted as soon as possible after the circuits have been identified. The contacts will be made by company representatives as directed by the Liaison Coordinator.

When storms or storm-like electric emergencies interrupt service, the guideline for attempting to contact affected Critical Facilities shall be utilized by the Liaison coordination team as follows to alert Critical Facilities to current or impending conditions and to suggest actions they should take to reduce the potential threat of such conditions.

Roles and Activities

17.3.1. Control Center

- 17.3.1.1. Identify Critical Facilities receiving service from circuits affected by the emergency.
- 17.3.1.2. Provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.
- 17.3.1.3. Contact appropriate Liaison Coordination personnel and provide them with the following information:
 - a). Facility Name
 - b). Estimated Restoration Time
- 17.3.1.4. Provide outage updates to the Liaison Coordinator or their designee if significant service interruption conditions have changed the initial and/or any subsequent restoration time estimates.
- 17.3.1.5. If an emergency is severe enough that the Regional Control Center cannot handle all required emergency activities, the decision will be made by the Branch Director / Branch Operations Coordinator or designee to open an Emergency Operation Center.
- 17.3.1.6. There will be the occasion when an Emergency Operation Center will open in preparation for a significant event. In these cases, communication with Critical Facilities will be managed consistent with the practice established for advance notification.

17.3.2. Branch Director

- 17.3.2.1. Notifies Public Information / Liaison Coordinator of the situation to allow them to facilitate the initiation of contact to critical service customers.

17.3.3. Branch Operations Coordinator

- 17.3.3.1. Notify the appropriate Liaison Coordinator of the emergency situation so they can begin attempts to contact Critical Facilities affected by the emergency.

17.3.4. Branch Liaison Coordinator or Designee

- 17.3.4.1. Attempt to contact affected Critical Facilities using telephone, e-mail, text message, blast call, or a combination of strategies to inform them of the scope of the interruption and the restoration forecast. If the Critical Facility cannot be reached, attempt to call secondary contact, if such information is available. (Always leave message on answering machine)
- 17.3.4.2. Activate sufficient Liaison Coordination staff to initiate attempts to contact Critical Facilities affected by the emergency as warranted. The Liaison Coordinator or designee will maintain call logs to document activity
- 17.3.4.3. Identify Critical Facilities that are impacted by the emergency and attempt to contact affected Critical Facilities to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)
- 17.3.4.4. Coordinates with Customer Contact organizations to make certain that Critical Facilities have been contacted and the necessary actions to support these customers have been undertaken.
- 17.3.4.5. Cover the following Key Points when contacting Critical Facilities customers.
 - a). Always identify yourself as calling from National Grid.
 - b). If leaving a message on an answering machine indicate the date and time of your call.

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- c). Advise that there is an outage in the area and what the estimated time of restoration is.
- 17.3.4.6. Obtain the following information and enter a customer contact into the Critical Facility customer database:
 - a). Name of person contacted
 - b). Time of contact
 - c). Status of electrical service
 - d). Availability of backup energy source
 - e). Working condition of backup energy source
 - f). Customer concerns and Company response
- 17.3.4.7. Attempts to contact the Critical Facility affected by an emergency should be made daily until the electrical power has been completely restored to the Critical Facility customer.
- 17.3.4.8. Add a facility contact to customer's account in the Critical Facility database for every contact made with Critical Facilities. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.
- 17.3.4.9. Prepare, as needed for outage debriefing, a summary of Critical Facility contacts after emergency has been terminated using the Report feature in the Critical Facility database.

17.4. Life Support Equipment (LSE) Customers**PURPOSE**

This procedure is implemented to ensure that Life Support Equipment (LSE) customers affected by an electrical emergency are identified by the Company in a timely manner, and a regular channel of communication is established to monitor the well-being of these customers until their electrical service is restored.

DEFINITION – LSE CUSTOMERS

16 NYCRR § 105.4(b)(9) refers to LSE customers as those customers who require electrically operated machinery to sustain basic life functions.

This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

The following is the list of Life Support Equipment listed in Senate Bill S931A to include but not be limited to:

- a). Apnea monitors for infants
- b). Cuirass respirators
- c). Hemodialysis machines
- d). IV feeding machines
- e). IV medical / IV Infusion machines
- f). Oxygen concentrators
- g). Positive pressure respirators
- h). Respirator / ventilators
- i). Rocking bed respirators
- j). Suction machines
- k). Tank type respirators

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In addition to that listed, any medical equipment or equipment necessary for an individual whose diagnosis is likely to be significantly triggered or significantly exacerbated by a continued loss of power that will adversely impact that individual's health will also be included and subject the certification and annual recertification.

Master metered dwellings where one or more residents utilize life support equipment, and facilities used to administer outpatient life support services, *e.g.*, kidney dialysis treatment Centers, shall be included in this program. It also includes National Grid borderline customers.

GENERAL

The Credit and Collections Unit is responsible for maintaining a database(s) of National Grid's LSE customers. This database(s) is developed from contacts with said LSE customers. The Company, through information provided during the enrollment and annual renewal processes, suggests that such customers have a backup power supply and that they contact their local police and fire agencies in the event of an emergency.

Refer to Exhibit 17.4 for annual correspondence and outreach material

PROCEDURE

- a). Semi-annually, National Grid provides outreach material to customers that contain information about the LSE program, including information on how to be designated as an LSE customer. Information about the LSE program is also available through other National Grid outlets such as the Company's website.
- b). Following each semi-annual update, a letter will be provided to the Department of Public Service indicating compliance with LSE Customer list update requirements.
- c). Customers wishing to be designated as an LSE customer must submit an application to National Grid's Credit and Collections group.
- d). Qualifying LSE customers are enrolled in the program and placed on the LSE customer list.
 - o A letter is sent to the customer of record after they have been approved as an LSE customer – see NY-ERP appendix 17.4.
 - o The LSE customer account is coded, and meters tagged to alert National Grid's phone Center representatives and field service workers of the household's enrollment in the program.
- e). The LSE customer list is updated each month to reflect new enrollments.
- f). Annually, National Grid requires all LSE customers enrolled in the program to complete a "Life Support Customer Information Form." The form requires LSE customers to certify the following contact information for the National Grid customer of record (the premise):
 - o Name
 - o Address
 - o Telephone Numbers that include home and cell phone numbers
 - o The name of the medical equipment user (the patient)
 - o Patient contact information
 - o Emergency Contact – third party
 - o Physician
- g). The "Life Support Customer Information Form" must be completed by the customer and returned to the Company.
 - o Telephone follow-up is attempted only if the LSE customer failed to respond to the certification request
 - o Once certified, the certification as an LSE customer remains effective until terminated by the Commission or its designee.

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- h). During the year, National Grid will contact LSE customers by mail or phone for the following reasons:
 - o In the event there are collections issues
 - o Other normal outreach activity
- i). On a monthly basis, National Grid will make available the most current list of LSE customers to its employees that have plan implementation responsibilities associated with LSE customers.

In an emergency, and provided electric power has not been restored, the Contact Center Lead or their designee will attempt to contact LSE customers affected by the emergency out of service. The attempt to contact the LSE customer by telephone is to be made as soon as possible after the LSE Customer(s) have been identified. Depending on the severity of the emergency and the number of customers affected by the electrical emergency, customer calls may be made by the Contact Center, with assistance from the Consumer Advocacy group, if required.

For LSE customers affected in the initial 12-hrs from the start of event, the Contact Center Lead or their designee is responsible for contacting at least 80% of such affected LSE customers within this first 12 hour period. Start of event is defined as the time when more than 5,000 customers are interrupted within a division for more than 30 minutes or more than 20,000 customers are interrupted companywide for more than 30 minutes, or - if the event affects less than the customer counts listed, the start of event will be the earlier of the peak level of interruptions or start of utility restoration.

For affected LSE customers not contacted in the first 12-hour period from the start of event, the Contact Center or their designee will make at least two contact attempts within the first 12 hours from start of event, with at least one hour separating attempts.

The Contact Center Lead will contact 100% of the LSE customers affected in the initial 12-hrs from the start of event within 24 hours from the start of event.

A “contact” when referring to LSE customers during an outage event is defined as:

- a). A personal telephone call in which the LSE customer or guardian/representative/person in the residence, or individual identified as an emergency contact on the LSE customers certified LSE customer application speaks directly with a representative of the Company;
- b). Or - a field visit performed by the utility, utility contractor, or third-party to the address that the company has on file from the certified LSE application in which a guardian/representative/person in the residence, or individual identified as an emergency contact on the LSE customer’s certified LSE customer application speaks directly with utility, utility contractor, or third-party;
- c). Or - a field visit performed by the utility, utility contractor, or third-party to the address that the company has on file from the certified LSE application where there is no response to a knock on the door or ringing of the doorbell. Although in this scenario (item “c”) the utility representative, utility contractor, or third-party did not speak directly with the LSE customer; the field visit will satisfy the requirements of an LSE contact.
- d). Or - if technologically available, an automated phone call or text message to the phone number provided by the LSE customer on the certified LSE customer application and the individuals identified as an emergency contact on the LSE customer’s certified LSE customer application in which an interactive feature is available and a qualifying response is received, e.g., two-way texting that provides the LSE customer with the ability to confirm their safety or acknowledge their power has been restored.

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- e). Or – the LSE customer is referred to an emergency services agency (e.g., County Emergency Services, police, fire, or other appropriate emergency services agency). To complete the referral, National Grid will follow-up with the referred emergency services agency in an effort to gain an update on the status of the documented referral.

LSE customers will have the option to opt-out of daily calls and/or wellness visits for the current event under the following conditions:

- a). when informed by the LSE customer guardian/representative/person in the residence, or individual identified as an emergency contact on the LSE customers certified LSE customer application that the LSE customer is deceased; the utility will update the account with a note and will not be obligated to make further contact attempts (telephone calls or wellness visits);
- b). when informed by the LSE customer or guardian/representative/person in the residence, or individual identified as an emergency contact on the LSE customers certified LSE customer application that the affected LSE customer is not at the premises (e.g., out of state for the winter); or
- c). the utility provides ETR information for the LSE customers premise and either the LSE customer guardian/representative/person in the residence, or individual identified as an emergency contact on the LSE customers certified LSE customer application requests no further contact from the utility for this event. The utility will note the account accordingly and will not be obligated to make further contact attempts (calls/wellness visits) for the current event.

The Liaison Coordinator may also assist in contacting LSE customers, if required.

The Company will contact the affected LSE customers daily during the time when they remain in the dwelling without electrical service. Each day, documentation for all contacts or attempts to contact an LSE customer will be entered into the Customer Service System.

After an emergency has concluded, the Company will contact LSE customers affected by the emergency to confirm power has been restored.

Roles and Activities

17.4.1. Control Center

- 17.4.1.1. If an emergency is severe enough that the Regional Control Center cannot handle all required emergency activities, the Branch Director or designee will make the decision to open the applicable Emergency Operation Center.

- 17.4.1.2. Note: For an emergency that initially starts without activating an EOC but escalates into an event that warrants the activation of a Regional and or State Level EOC, the Incident Commander or their designee should provide notification to the Contact Center Designee of the Emergency Operation Center activation.

17.4.2. Control Center / Operations Coordinator / Liaison Coordinator

- 17.4.2.1. Identify a plan for the Center Manager / Designee to be notified of the emergency situation so they can staff accordingly and begin contacting LSE customers affected by the emergency.

17.4.3. Pre – Storm / Contact Center Manager/Designee

- 17.4.3.1. Pre-storm event, the Company shall make an outbound (pre-recorded) call as noted below providing advance notice to potentially impacted LSE customers of an

impending storm or storm like electric emergency when the anticipated affects are likely to result in a restoration period that exceeds 48 hours.

17.4.3.2. The outbound call will have a pre-recorded message that will include the following information:

- a). This is a courtesy call from National Grid.
- b). State the known estimates of the weather.
- c). Advise that if emergency assistance is needed to call police, fire or 911.
- d). Provide the Life Support hotline # 1-800-460-0316
- e). Consider an alternate location

17.4.4. Post – Storm / Contact Center Manager/Designee

17.4.4.1. Post-storm, the Company shall follow-up with affected LSE customers to confirm their power has been restored.

17.4.4.2. Identify LSE customers predicted or verified out of service as affected by the emergency utilizing the Outage Management System Life Support Monitoring Tool.

17.4.4.3. Plan for sufficient Contact Center staff whose power has been restored to be available to contact LSE customers affected by the emergency.

17.4.4.4. Note: If the emergency is severe enough that the Contact Center cannot handle all LSE customer contact responsibilities, contact the Consumer Advocacy Lead to provide assistance with contacting affected LSE customers. The Consumer Advocacy Lead may also utilize the Liaison Coordination Team to assist in outage notification, if warranted.

17.4.4.5. Contact identified LSE customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, a call will be placed to the 3rd party contact, provided information is available. (Always leave message on answering machine).

Note: Cover the following “Key Points” when contacting LSE customers:

- a). Always identify yourself as calling from National Grid.
- b). If leaving a message on an answering machine, indicate the date and time of your call.
- c). Advise that there is an outage in the area and what the estimated time of restoration is.
- d). Advise that if customer feels they are in a life-threatening situation, to call police, fire or 911.
- e). Provide the Life Support hotline # in all instances. 1-800-460-0316.

17.4.4.6. The following information will be requested of the LSE customer in the process of checking their status and entered as a customer contact into CSS, as time permits. Use CSS Contact Type “Life Support.”

- a). Name of person contacted
- b). Time of contact
- c). Status of electrical service
- d). Availability of backup power
- e). Does the LSE customer plan to remain in the dwelling without electric service?
 - o No – have they left the premise / if not when will they be leaving
 - o Yes – see (f)
- f). What is the possibility of moving to another location?
- g). Is assistance required – if yes – they should be instructed to contact local emergency services or their medical provider
- h). Confirm accuracy of contact information for future calls

Note: The Customer Contact entered into CSS will also be entered as a contact

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in the Life Support database during the nightly CSS refresh. There is no need to manually enter a contact into the Life Support database if the contact has been entered as a “Life Support” contact in CSS.

- 17.4.4.7. The Contact Center shall make every effort to contact the LSE customers affected by an emergency within the first 24 hours and then daily until their power has been completely restored. National Grid (Contact Center Lead or their Designee being responsible) will comply with the NY-Utility Performance Metrics (CASE 13-E-0140) associated with LSE customer Contacts.
- 17.4.4.8. During an event with a multi-day restoration period – The Contact Center Lead or their Designee is responsible for the generation of a list of LSE customers that still need to be contacted at a time that allows for field visits or referrals to occur within the appropriate time frame.
- 17.4.4.9. In the case of a service interruption that is less than 24 hours – follow-up to any unable to contact LSE customers will take place between the Contact Center, Customer Meter Services, and the Liaison Coordinator or their designee to check on the welfare of the customer.
- 17.4.4.10. The Contact Center Lead or their Designee will forward a listing of individual LSE Customers that the Company has not been able to contact the Liaison Coordinator or their designee to be used to refer the LSE Customer to an emergency services agency (e.g., police or fire department) for emergency assistance. As part of the referral - the Emergency Services Agency will be asked to check on the welfare of the LSE Customer by way of a physical visit to the premise and report back to the Company Liaison.
- 17.4.4.11. Note: Regional Control or the Emergency Operation Center will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.
- 17.4.4.12. Add a “Life Support” Customer Contact to customer’s account in CSS for every contact made to LSE customer. Contact text should include:
- a). Contact Name
 - b). If message was left on an answering machine or if customer was called but there was no answer (enter time of contact or attempted contact)
 - c). If customer will be staying at or be moving from location
 - d). Any actions taken
- 17.4.4.13. After the emergency has terminated, contact each affected LSE customer to confirm power has been restored.
- 17.4.4.14. Prepare, as needed for outage debriefing, a summary of LSE customer contacts after emergency has been terminated.

Minimum Staffing dedicated to LSE contact during restoration:

Minimum Staffing	
LSE Customers Out of Service	Dedicated Staffing (FTE) for LSE Outreach
0-250	1 – 3
251 - 750	3 –6
751 – 1,500	6 – 12

17.5. Special Needs Customers

PURPOSE

This procedure is implemented to ensure that customers identified to have special needs consistent with the definitions of Elderly, Blind, Disabled, and Medical Emergency (collectively referred to as EBD) as described in the Home Energy Fair Practices Act (HEFPA) enacted in 1981 are afforded information to apprise them of what to do to prepare for an electrical emergency situation, how to obtain specific information on the status of an electric emergency, and what to do during an electrical emergency.

DEFINITION

16 NYCRR § 105.4(b)(9) refers to customers considered to have special needs that can include the elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired, along with the human service agencies representing these customers. Additionally, and included in this category of customers, will be those customers that meet the eligibility requirements of Medical Emergency status.

GENERAL

A residential customer must apply for, and meet the criteria outlined by the Company to be identified as an elderly, blind, disabled, or medical emergency customer. A person shall be considered disabled if the person has a disability, that meets the definition described in the Human Rights Act (Executive Law § 292(21)). A person shall be considered blind if the person has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered as having a central visual acuity of 20/200 or less. A person shall be considered for elderly status if they are 62 years of age or older, and all the remaining residents of the household are 62 years of age or older, 18 years of age or under, or blind or disabled.

A Medical Emergency Customer is defined in 16 NYCRR § 11.5(2) and is considered to exist when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the local board of health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

Customers who meet the requirements to be considered elderly, blind, disabled, or medical emergency are identified as such in the Customer Service System.

These customers are instructed to use the National Grid Power Outage number (1-800-867-5222) to report an electric outage and/or obtain status information.

In an electric emergency, the Company will refer EBD customers, based on their needs, to the appropriate agencies as required, including, but not limited to:

- a). County Offices for the Aging
- b). County Health Departments
- c). County Departments of Social Services
- d). American Red Cross
- e). Local Police and Fire Departments
- f). Advocacy Groups for the Hearing and Sight Impaired
- g). Other Agencies

PROCEDURE

- a). Semi-annually, National Grid provides outreach material to customers with special needs that contains information about the elderly, blind, disabled, and medical emergency classification, including information on how to enroll to be designated as such a customer. Information about the elderly, blind, disabled, and medical emergency classifications is also available through other National Grid outlets such as the Company's website.
- b). Customers wishing to be designated as an elderly, blind, disabled, or medical emergency customer must submit an application to National Grid's Credit and Collections and Compliance group. Applications can be submitted at any time throughout the course of the year.
- c). Qualifying customers are enrolled in the program and placed on the appropriate customer list.
 - o Qualifying households (the premise or account) require all residents to meet the criteria or be under age 18.
 - o Qualifying households (the premise or account) are coded accordingly.
 - o Premise or Account coding is revised appropriately upon any change to the customer of record. If the new customer of record at the same premise address seeks Special Needs status, they must submit a new application.
- d). The EBD customer list is updated each month by the Credit and Collections and Compliance group to reflect new enrollments.
- e). The semi-annual outreach material will include written notice asking existing EBD customers to contact National Grid if there is any change to their situation or if there is a need to update contact information.
- f). Additionally, once a year, National Grid will utilize an automated outbound call asking EBD customers to contact the Company if there is any change to their situation or if there is a need to update contact information.
- g). EBD customers who do not complete the enrollment and approval process, or do not maintain active EBD status will be removed from the program consistent with the process outlined in HEFPA and National Grid procedures.
- h). During the year, National Grid will contact EBD customers by mail or phone for the following reasons:
 - o In the event there are collections issues
 - o Other normal outreach activity
- i). On a monthly basis, Credit and Collections and Compliance group will make available the most current list of EBD customers to its employees that have plan implementation responsibilities associated with EBD customers.

These same materials will be available to Company Consumer Advocates to distribute to human service agencies as part of their outreach services to such agencies.

Roles and Activities

17.5.1. Pre – Storm / Contact Center Lead / Designee

- 17.5.1.1. Pre-storm event, as warranted - the Contact Center Lead or their designee is responsible to make an attempt to contact elderly, blind, disabled, and medical emergency (EBD) customers through an outbound (pre-recorded) call as noted below providing advance notice or forecast of severe weather is determined to potentially impacted EBD customers of an impending storm or storm like electric emergency when the anticipated affects are likely to result in a restoration period that exceeds 48 hours.
- 17.5.1.2. The outbound call will have a pre-recorded message that will include the following information:

- a). This is a courtesy call from National Grid.
- b). State the known estimates of the weather.
- c). Advise that if emergency assistance is needed to call police, fire or 911.
- d). Provide the Center number of -800-867-5222). This number is to be used to report an electric outage and/or obtain status information.

17.5.2. During Electric Emergencies / Contact Center Lead / Designee

- 17.5.2.1. Process customer electric emergency or outage order in CSS.
- 17.5.2.2. Customer Service Center Representatives will work with Consumer Advocates and Customer Service Center staff to address the concerns of EBD customers upon receipt of their inquiry. These customers may be referred to local human service agencies.
- 17.5.2.3. The Contact Center Lead or their Designee shall attempt to contact the customer through a daily outbound (pre-recorded) call as noted below to inform them of the scope of the interruption and the restoration forecast.
- 17.5.2.4. The outbound call will have a pre-recorded message that will include the following information:
 - a). This is a courtesy call from National Grid.
 - b). Inform them of the scope of the interruption and the restoration forecast.
 - c). Advise that if emergency assistance is needed to call police, fire or 911.
- 17.5.2.5. Provide the Contact Center number of (800-867-5222). This number is to be used to report an electric outage and/or obtain status information.

17.6. Managing Government Communications

Elected officials in the state of New York will be kept informed of the Company's emergency response actions and status during an emergency through a coordinated effort between the Branch Liaison Coordinator, the State Liaison Officer, and Government Relations. These entities will work closely with the Branch and State Public Information Coordinator(s) / Officer to oversee the timeliness and unity of message communications. Updates will be provided through personal conversations, e-mails, text messaging, or a combination of these strategies.

Roles and Activities

17.6.1. State Public Information Officer

- 17.6.1.1. Oversees the communication of Company response activities to public officials.

17.6.2. Government Relations / State Liaison Officer

Provides contact information to local governmental leaders and governmental contacts with phone numbers; typically, of a direct individual contact at National Grid

17.7. Managing Media Communications and Relations

The Company maintains a list of regional media contact information, updated semi-annually. The Media Relations team, supported by other designated spokespeople (including company executives) as appropriate, will handle all interactions with the media during an emergency. Media Relations will work with the Public Information Officer to determine the best means to disseminate information to the press, including news releases, news conferences, teleconferences, interviews, etc.

During large scale emergencies, a Media Relations Representative directed by the State Public Information Officer will be assigned to communicate directly with the Company's New York State Command and General Staff. This representative will maintain contact with local Media Relations Representative(s) in the affected area(s), either in the field or the Branch EOC, and others in the Company as required.

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A single information source will be established in the District, Divisional or NY Emergency Operations Centers for informing Corporate Affairs, Contact Center, and other designated representatives responsible for public information.

Periodic briefings for utility information personnel and Contact Center will be scheduled on a regular basis or as needed.

These lines will be unlisted numbers to ensure access during periods of heavy volume. The Liaison Coordinator shall oversee the proper resources to coordinate between the Storm Room during Class II or Class III emergencies, and Emergency.

Through chain of command, contact will be maintained with the State Public Information Officer, the Branch Public Information Coordinator in the affected area, and others in the Company as required.

Whenever an electric emergency is classified Class II or Class III (restoration cannot be accomplished within 24 hours and outside crews are required), the State Public Information Officer and or the Branch Public Information Coordinators or their designees are notified to prepare for possible deployment at the discretion of the State Incident Commander, and or State Public Information Officer or Branch Public

Information Coordinator or their designees to the stricken area.

- a). Individuals will bring sufficient personal gear, including PPE for at least five days.
- b). Lodging lead(s) will include the Corporate Communications members in their plans.
- c). Response team equipment from the Corporate Communications office can include all of the following or a combination of: Laptop computer, cellular telephones, tablet, paper supplies, and cameras as deemed required.

Providing news media representatives access to Company facilities in times of emergencies will be permitted when doing so will not compromise the ability of the Emergency Response Organization personnel to perform their duties or compromise information that would be considered confidential.

If news media personnel are provided access to a facility, they will be required to have a company escort at all times. Pre-designated areas within the limits of safety and security will be selected. Live coverage from an Emergency Operations Center or Contact Center has proven effective in demonstrating to the public how the Company is responding to the emergency.

Frequency

Periodic updates will be issued from 5AM through midnight with frequency determined by the severity of outage, nature of the emergency and number of customers affected.

Typically, this will be done on or about a four-hour schedule. However, release of information will consider various news media deadlines. The Outage Central website itself shall not be used as a substitute for proper media communications.

If EORS reporting is required by DPS Staff, Emergency Planning will submit the reports by 7AM, 11AM, 3PM, 7PM.

17.8. Visual Coverage

Photographs should be taken by those in the field when safe to do so which can then be utilized at the discretion of Command and General Staff for compiling a pictorial record of major emergencies, supplementing news media coverage, and reinforcing employee communications.

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A sample news release is included in Exhibit 17.1.

News releases will contain the following information:

- a). Social media links/handles,
- b). Details of the storm and damage occurring or occurred,
- c). Affected areas,
- d). Area specific restoration information, when available
- e). ETR, referencing global, county, town / municipality whenever possible. Once Regional and Local ETRs are issued, reporting of the Global ETR shall terminate.
- f). Affected number of customers,
- g). Dry Ice/Bottled Water information if applicable,
- h). Shelter information if applicable,
- i). Contact information,
- j). Website address,
- k). How to report an outage,
- l). Relevant safety tips.

Roles and Activities

17.8.1. State Incident Commander

- 17.8.1.1. Assists with and prepares for holding press conferences when applicable by working with the State Public Information Officer to compile the necessary briefing materials when required.

17.8.2. State Public Information Officer

- 17.8.2.1. Prepare and issue press release as required.
- 17.8.2.2. Prepare and issue press statements for news cycles when required.

17.8.3. Branch Director

- 17.8.3.1. Assists with and Prepares for any required press conferences by working with the Branch Public Information Coordinator to compile the necessary briefing materials.
- 17.8.3.2. Reviews news and media requests for information and release to Branch Public Information Coordinator as they would pertain to the Branch.

17.8.4. Branch Public Information Coordinator

- 17.8.4.1. Provides press release and general news as requested to the local media to help customers through the emergency.
- 17.8.4.2. Provides state-wide news releases as requested.
- 17.8.4.3. Handles all media inquiries from newspapers, and radio and TV stations after coordinating with and obtaining clearance from the Branch Director.
- 17.8.4.4. Provides information to identified media outlets as it becomes available.
- 17.8.4.5. Coordinates / supplies video and photographic service as required.
- 17.8.4.6. Maintains copy of all information releases provided to media.
- 17.8.4.7. Accumulate all information released to the media and to customers during the emergency.

17.8.5. Brand and Customer Communications

- 17.8.5.1. Provides information to media in advance of anticipated emergencies to explain Company's procedures and actions customers should take in the event of an emergency

17.9. Managing Social Media, Web, Digital and Print Communications

Digital Communications

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The Company has worked to enhance its existing customer communication channels and is also developing the use of new channels for customers to communicate with and receive important information from the Company. Currently, the Company is utilizing the following media to communicate with customers.

- a). Automated Text Alerts – The Customer Engagement Lead or their designee is responsible for sending proactive communications (text/email/voice) to registered customers based on their preferred channel of communication to notify of power outages, restoration and any updates. Registered customers also have the ability to Two-Way text using the following commands: REG- Register, OUT- Report Outage, STAT- pull outage status, SUM- summary of area outages, STOP- Unsubscribe, PAU or PAUSE- pause alerts for 24 hours, RES or RESUME- resume paused alerts, HELP- Key commands
- b). ETR update by text message – Customers can receive by text message the total number of outages for an area and the estimated restoration times. The feed for this information is from the Company's Outage Management System.
- c). Website Outage Map for outage reporting – This site allows customers to view the outage map, view area outage summaries, and report or check the status of their outage directly from their mobile device. ETRs are based on National Grid's latest damage analysis and reflect a general assessment of when the last customer in the specified area is expected to be returned to service. The Company's interactive outage map is updated every 15 minutes and provides regional power restoration information. Customers may also choose the outages by area option to see a list of estimated restoration times, or ETRs, in their respective county. Customers must login to their account to check on the power restoration estimate specific to their address
- d). Website banners will include information that clarifies definitions applicable to ETRs and any known deficiencies or issues related to the reporting of ETRs and when updated information can be expected.
- e). Appropriate error messages that will inform customers when there is an issue due to an OMS or other IT application error and direct them to alternate ways to report an outage or obtain additional information. This includes the incorporation of a manually loaded page or information to the website.
- f). All storm-related website pages will include a timestamp indicating when the information was posted and updated once start of event has occurred. If no new information is available over an eight-hour period, the Company is to revise the timestamps on applicable pages to clearly show the public that the information is accurate.
- g). The Customer Engagement Lead or their designee is responsible to maintain the external facing social media content in channels deemed appropriate which will be monitored around the clock during an emergency. Customers will receive information specific to their region.
- h). The Customer Engagement Lead or their designee is responsible to provide videos and photos on external facing social media channels deemed appropriate that pertain to outages and restoration for viewing.
- i). The Customer Engagement Lead or their designee is responsible for the utilization of externally facing interactive social media platforms deemed appropriate to keep customers informed.
- j). Email Notifications – The Company continues to promote the use of email to communicate with customers during events as conditions warrant.
- k). Consistent with the requirements of issuing press releases, the State Public Information Officer or the Branch Public Information Coordinator or their designees will provide Print and Broadcast Outlets with messaging or communications to convey safety, storm restoration status, projections for service restoration or other Emergency information.

- I). The Customer Engagement Lead or their Designee will monitor the social media pages of elected officials (in the areas impacted by the event) and repost important messages as warranted, such as shelter information dry ice, and bottled water distribution locations. Observances of frequently mentioned topics will be passed to the Public Information Officer for consideration to be incorporated in future messaging.

The Corporate Affairs Organization is responsible for developing and maintaining social media communication, with approval from the State Public Information Officer or their delegate . In addition, the Corporate Affairs Organization will update these applications, where needed, during major events. Major event critiques will include evaluating the success and performance of social media communications.

Roles and Activities

17.9.1. State Public Information Officer

- 17.9.1.1. Directs the development and maintenance of social media, web, digital and print communications and oversees the updating of these applications, where needed, during major emergencies.

17.9.2. Web Strategy and Development

- 17.9.2.1. Posts information relative to the emergency as approved by the State Public Information Officer.
- 17.9.2.2. Prepares support information relative to preparations for outage emergencies.
- 17.9.2.3. Update Outage Central (website outage map) with ETR within 1-hour when requested by the Control Center and update outage maps with Shelter and Dry Ice Distribution locations.
- 17.9.2.4. Updates Company website, providing customers with information on restoration within 1-hour of a press release.

17.9.3. Customer Communications

- 17.9.3.1. Develops and updates brochures, etc. to be provided to customers to prepare them for emergency situations.
- 17.9.3.2. Develops information on storm survival and safety for customers.

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Section 18: Liaison Interactions

Section 18. Liaison Interactions

Introduction

The purpose of Liaison Interactions is to identify how the Company interacts and coordinates with outside agencies responding to an emergency.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP).

The processes and associated roles covered in this section can be seen in the following Figure.

Section 18 Summary: Liaison Interactions					
18.1. Liaison Interaction Overview	18.2. Government Authorities	18.3. Federal Agency Coordination	18.4. New York State Office of Emergency Management	18.5. County Emergency Operations Centers	18.6. Major Event Community Leader Conference Call
	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• None	• None	• State Incident Commander	• State Incident Commander • Emergency Planning • State Liaison Officer	• None	• State Incident Commander • State Liaison Officer • Emergency Planning • Branch Director • Branch Operations Coordinator • Branch Public Information Coordinator • Branch Liaison Coordinator

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Section 18 Summary: Liaison Interactions (cont.)					
18.7. Advanced Planning	18.8. Managing Regulatory Affairs	18.9. Other Utilities – Electric, Gas, Telecom/Cable	18.10. Other Stakeholders – Public Works	18.11. Responding Agencies – Red Cross, Other	18.12. Dry Ice
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• State Incident Commander • State Liaison Officer • Emergency Planning • Branch Director • Branch PIO • Branch Liaison Coord. • Consumer Advocate • Community Liaison • Branch Ops Coord.	• State Incident Commander • Emergency Planning • State Planning Section Chief • State Public Information Coordinator • State Liaison Officer • Customer Planning & Satisfaction	• Transmission Control Center • Emergency Planning • Branch Operations Coordinator	• Branch Liaison Coordinator • Branch Operations Coordinator	• State Incident Commander • State Liaison Officer • Branch Director	• State Incident Commander • State Public Information Coordinator • Contact Center • Branch Director • Branch Liaison Coordinator

18.1. Liaison Interactions Overview

The interactions between the Company and outside agencies responding to an emergency are handled at both the State and Branch Levels of the Company's emergency response organization.

The State Liaison Officer typically assigns liaisons to handle the interactions and response coordination, that includes the communication of our need for assistance, with state government agencies and other stakeholders present in the New York State Office of Emergency Management (NYS-OEM) EOC. The NYS-OEM EOC is located in Albany, NY and is headed by the Director of NYS-OEM. Other agencies typically represented in the NY-OEM EOC include but are not limited to State Police, other utilities, New York State Department of Transportation (NYS-DOT), New York Thruway Authority, and the New York PSC.

The Branch Liaison Coordinator typically assigns liaisons to handle the interactions and response coordination, that includes the communication of our need for assistance, with county government and other stakeholders present in the County EOCs. Situations can arise where the County EOC is not activated and the Branch Liaison Coordinator will work with municipal governments to support communications between the Company and the municipality during localized or specific types of restoration efforts. This is accomplished virtually to include telephone contact, e-mail, text message, or a combination of these strategies.

County EOCs are headed by the County Emergency Manager and other agencies typically represented in the EOC include county and local municipal officials, local emergency response organizations, such as fire, police and sheriff, county Department of Public Works, and other utilities.

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There exist multiple channels for interacting with other utilities including via Company liaisons in the NYS-OEM and County EOCs, utility representatives present in Company EOCs, and dedicated telephone contact numbers or other agreed upon coordination channels.

The Company and outside agencies typically exchange information on the availability of response resources, restoration priorities, and activities being carried out by the outside agency, status updates, and the need for representation at the NYS-EOM or respective County EOC.

Federal Agencies involved during major emergencies would interact with the State Liaison Officer.

18.2. Government Authorities

The State Liaison Officer or Branch Liaison Coordinator or their designees are responsible for maintaining contact with appropriate local and state officials. Contacts will be initiated at the earliest time feasible which may coincide with damage assessment. Company explanations that emergency procedures are being implemented will enable these officials to provide a measure of assurance to their constituents.

Group briefings can be an effective means of reaching large numbers of officials in a stricken area. Individual telephone contacts are also useful.

The State Liaison Officer, Branch Liaison Coordinator, or their designees shall name individuals to serve as liaisons to local governments. These individuals shall be noted in the Divisional Emergency Response Organization.

Where applicable, the Liaison Coordinator will provide staffing at Municipal Emergency Centers in an effort to ease communications between the Company and the Municipality during the restoration effort. The Company has experienced over time that supporting municipalities severely affected by emergency events not only supports the local area affected, but also aides in prioritizing the restoration of electric facilities and may improve access to Company facilities by attaining municipal support services.

The Community Liaison will coordinate directly with the New York State Department of Transportation and the New York State Thruway Authority utilizing the following protocol:

Communication Protocol – New York State DOT and Thruway Authority

In the event there is an emergent need by representatives of either the New York State Department of Transportation (NYS DOT) or New York State Thruway Authority (NYS TWA) to contact National Grid, the following protocol should be utilized to communicate immediate needs and or request informational updates pertaining to an incident. (Note-this protocol can also be used by National Grid when the need arises for the utility to communicate a request or need to the DOT or TWA).

Emergency (911) circumstances that require an immediate response by the utility's field resources should be directed to the utility's central dispatch center. The Utility will dispatch the appropriate resource(s) to the incident based on its emergency response protocols. The process for receiving and dispatching Emergency (911) and non-Emergency (911) calls can be found in Section 14.2.

Non-Emergency (non 911) circumstances, or when updates / coordination around previously reported Emergency issues is being requested; this should be coordinated through the Community Liaison assigned to the respective County in which the issue is located. The roles and responsibilities for the National Grid Community Liaison can be found in Section 18.1. A listing of Community Liaison personnel and their respective assigned locations (Counties) is provided to the NYS-DOT and NYS-TWA at least annually. The list is maintained outside the Emergency Response Plan and is available upon request.

NYS DOT and NYS TWA reference material can be found in Exhibit 18.4.

Additionally, the Company can deploy its Mobile Emergency Operations Center (MEOC) and Community Assistance Vehicles (CAVs) to heavily damaged areas, as necessary. The MEOC has the ability to function as an operations Center equipped with cellular and satellite telephone capabilities and multiple computer workstations, along with printer and plotter functionality. Typical staffing of the MEOC would include support personnel from our fleet operations staff. If the MEOC is used as an Operations Center, typical users would be management and supervision of restoration resources.

The MEOC could be used to support field coordination meetings between National Grid and other utilities or stakeholders. The CAVs have the ability to be set up as charging stations and focal points for the distribution of important customer information for community and customer engagement. Typical staffing of the CAVs would be provided by the Branch Liaison function to support communication, coordination, and interaction with our customers in the field. The MEOC and CAVs are specialty vehicles and are deployed based on circumstance.

The decision to deploy the MEOC and CAVs lies with the Branch Director, Branch Liaison Coordinator, State Incident Commander, State Liaison Officer, or their designees as a function of the size, scale, and complexity of the event.

The Branch Liaison Coordinator or their designee is responsible to prepare and maintain a list of counties, towns, cities, villages, and key political Centers including office numbers, cellular phones, and fax numbers. This list shall be updated twice per year and held by the Branch Liaison Coordinator. Updates to the lists will be aligned with election cycles to maintain up to date lists consistent with NYSCRR 16 Part 105.4 (b)(5) requirements. Should any of this information or contact information for municipal and elected official change throughout the year; the Branch Liaison Coordinator or the assigned Community Liaison can be contacted to provide an update to the Company. All listed members shall be provided guidance on how to contact the Company to update contact information.

The Liaison Coordinator is responsible for coordination efforts with the County Emergency Management Offices. Emergency Planning is responsible for liaison activity with Emergency Management Offices at the state and federal levels. County, State, and Federal emergency management's officials have been given the phone number (██████████) for contacting Emergency Planning during a Class III Emergency.

Effective December 22, 2023; If during a widespread prolonged outage that affects at least 20,000 customers in the National Grid Upstate New York service territory and National Grid is not able to restore electric power services within 24 hours to any affected police department, fire department, ambulance service or advanced life support first response service facility that is prewired with an appropriate transfer switch for using an alternate generated power source and the facility is registered with the Division of Homeland Security and Emergency Services (DHSES), National Grid shall notify the village, town, or city in which such facility is located to satisfy the requirements of PSL §73-A.

Notification will be to the highest ranking elected official or designee in the village, town, or city, e.g., Chief Executive Officer (CEO) or other acceptable titles:

Town	City	Village
Town Supervisor	Mayor	Mayor
	City Manager	Village Manager
	Chief Elected Official	Village Administrator

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	Chief Executive Officer	Chief Executive Officer

Notification will be in the form of a documented telephone call, text message, or email apprising the village, town, or city CEO or designee of the affected applicable outages, including any known information about the outage cause or duration. A representative from the utility will contact the highest ranking elected official, CEO or designee as soon as practicable after the utility ascertains that a service outage will last longer than 24 hours. In the event the CEO or designee cannot be reached, the utility will follow-up with a form of contact that provides documentation of the time of attempted contact (email with a timestamp would be deemed acceptable).

The villages, towns, or cities are to provide the counties with a list of the facilities referenced in PSL §73-A, and the counties are to provide the list of facilities to National Grid. During a widespread prolonged outage that affects at least 20,000 customers in the National Grid Upstate New York service territory and National Grid has not been provided the list of police department, fire department, ambulance service or advanced life support first response service facilities, National Grid will provide a notification to the highest ranking elected official or designee in the affected towns, cities, or villages where electric power service interruptions have occurred to inform them that such outages could extend beyond 24 hours.

18.3. Federal Agency Coordination

Interactions with responding agencies at the federal level such as FEMA are typically handled by Company personnel at the State Level. Situations that require coordinating with these agencies are escalated to the appropriate State Level personnel through the Branch and State Level Emergency Response Organization. Federal Agencies involved during major emergencies would typically interact with the State Liaison Officer or Emergency Planning.

Roles and Activities

18.3.1. State Incident Commander

- 18.3.1.1.** Escalates issues that require coordination with federal level agencies to the Crisis Management Team for coordination if required.

18.4. New York State Office of Emergency Management

For Class-III and extended Class II emergencies, the Branch Liaison Coordinator or their designee shall notify the local Emergency Management Organization. The Local Emergency Management Organization may assign a representative to coordinate their work with National Grid operations.

Emergency Planning shall contact the NYS-OEM to report the emergency and will maintain contact with the NYS-OEM throughout the emergency. Additionally, National Grid shall also provide a liaison to the NYS-OEM headquarters in Albany as required.

NYS-OEM shall typically be requested to perform the following functions:

- a). Arrange for work permits to allow the entry of foreign (Canadian) crews to aid in emergency restoration.
- b). Assist with hotel/motel accommodations should the need arise.
- c). Facilitate crew movements by providing escorts as required.
- d). Provide a backup source at emergency generators.
- e). Perform any other coordinating and/or logistical support that may be required during an electrical emergency including liaison with other state and federal agencies as required.

Emergency Planning and Company NYS-OEM liaison shall:

- a). Maintain liaison with NYS-OEM during emergency.

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- b). Provide outage information on a regular basis.
- c). Attempt to meet NYS-OEM requests as required.

Roles and Activities

18.4.1. State Incident Commander

- 18.4.1.1. Directs State and Federal Government Relations Officer to coordinate manning of the NYS-OEM.

18.4.2. Emergency Planning

- 18.4.2.1. Notifies the New York State Office of Emergency Management Watch Center that the Company's State EOC is opening.
- 18.4.2.2. Contacts the State Office of Emergency Management to identify problems which arose during the emergency.
- 18.4.2.3. Maintains contact with NYS-OEM and County Emergency Management for the duration of the emergency.
- 18.4.2.4. Provides EORS Report (as described in Section 21.2) to NYS-OEM Liaison, which contains outage information, staffing levels, ETRs and significant outage event and restoration activities.

18.4.3. State Liaison Officer

- 18.4.3.1. Assigns NYS-OEM Liaison to the NYS-OEM Emergency Operating Center headquarters in Albany as required.
- 18.4.3.2. Maintains contact with Emergency Planning at the Company's State EOC when staffing the NYS-OEM's EOC during an emergency.

18.4.4. NYS-OEM Liaison

- 18.4.4.1. Coordinate's restoration activities with NYS-OEM and other agencies present in the NYS-OEM's EOC.
- 18.4.4.2. Provides EORS Report to the NYS-OEM.
- 18.4.4.3. Addresses NYS-OEM requests as required.
- 18.4.4.4. Communicates state restoration prioritization and/or coordination requests to the Branch Operations Coordinator.

18.5. County Emergency Operations Centers

The Liaison Coordinator(s) shall work with and assign National Grid County EOC Liaisons to the County EOCs that are open and that are requesting a National Grid presence in their EOC.

Pre-Emergency - Liaison Coordinator / Community Liaison

- a). Establishes working (Blue-Sky) relationships with County Emergency Managers, NY-OEM Regional Directors via NY-OEM Regional Director's Meetings, the annual State and County Emergency Preparedness Committee meetings and Local Emergency Planning Council meetings.
- b). Whenever possible, assign representatives to the National Grid County EOC Liaison storm assignments that have a local knowledge of the area that they will be supporting.
- c). Maintains updated call out list of County Emergency Service providers and updates County EOC on contact names and numbers for National Grid.
- d). Attends Emergency Management drills and exercises initiated by the County organizations as required.
- e). Identify critical infrastructure and key resources (Critical Facilities) and include these facilities on lists to be shared with key stakeholders, *e.g.*, county, and municipal officials.

- f). Twice annually of each calendar year, the Branch Liaison Coordinator or designee will arrange for meetings with representatives of local fire, police, County emergency management, New York State Department of Transportation, New York State Thruway Authority, and other key stakeholder agencies. These meetings are also required in the Gas Emergency Procedures. It is an excellent opportunity and recommended that the Branch Liaison or designee conduct these discussions jointly with electric and gas representatives. The first meeting will be an in-person session conducted in the Spring with all parties. A virtual meeting platform can be used as an alternative to in-person. Approximately six (6) months following the first meeting, the Company will contact the parties invited to the first meeting by e-mail and provide the stakeholders with an updated Critical Facilities List, an updated Company contact list, and any updates that pertain to the standing agenda of information discussed at the first meeting. Additionally, and as part of the e-mail – the Company will offer the party's the opportunity to meet face-to-face (or virtually) if they so prefer. If the face-to-face meeting is declined, the Company will provide a point of contact to address any questions or inquires that may arise. In the case where a County is served by multiple utilities, a joint meeting between the stakeholders and the adjoining utilities is acceptable and will satisfy the in-person (spring) meeting requirement. The purpose of the meetings is to:
- a). Exchange contact information,
 - b). Discuss emergency response responsibilities and capabilities,
 - c). Methods for providing and receiving mutual assistance,
 - d). Reinforce local government representatives should contact their respective Community and Customer Management contacts (Community Liaison) or their County Emergency Management Office for additional update information.
 - e). Review Critical Facility Lists and how the facilities are served by the utility (e.g., review circuit map) to better understand risk and exposure. The Company's current Critical Facility List at the time of each meeting will be provided to the County
 - f). Review of the process for engaging the appropriate Emergency Services Agency (County EOC, Police, Fire, Emergency Medical, etc.) in the effort to assist with field visits and required follow-up for a coordinated personal check on the welfare of the LSE Customer(s) that have remained in their dwellings without electrical service will be performed at these meetings.
 - g). Review a listing of roads and highways within their municipalities in order to have the County determine and indicate to the Company what roads and highways are considered critical
 - o See Exhibit 18.3. A listing of all State and County Roads is maintained by the Company outside of this plan and is available upon request

During the Emergency - Liaison Coordinator / Community Liaison

- a). Communicates and serves as National Grid liaison or central point of contact for the Liaison function when receiving requests or initiating requests to the field for assistance between National Grid and County agencies. The particular role works directly between the Liaison and National Grids Branch Operations leadership. Requests are made or received through personal interaction if we are co-located at an Emergency Operations Center, or by telephone, e-mail, text message or a combination of strategies.
- b). The Liaison Coordinator / Community Liaison will be a strong point of contact and voice for the utility to the County and local leaders to provide timely and accurate communication during an emergency response.
- c). Through access to Company systems the Community Liaison has the ability to view outage information and current status of repairs. Liaisons also have access to information that

- includes circuit maps, contact information for EOCs and municipal officials, and lists of critical facilities, and LSE customers.
- d). The Community Liaison can obtain resource information and restoration plans through direct communication with Company Branch Operations personnel in the storm room
 - e). Pursuant to PSL § 73-A, during a widespread prolonged outage that affects at least twenty thousand customers in the service territory, and electric service is not able to be restored within twenty-four hours to any affected police department, fire department, ambulance service, or advanced life support first response service facility that is prewired with an appropriate transfer switch for using an alternate generated power source, the community liaison will notify the village, town or city in which such facility is located.
 - f). Responds to County Emergency Management organization requests for National Grid liaison in the County Emergency Operations Center (EOC) and arranges for assignment of National Grid trained personnel; typically, Community and Customer Management personnel.
 - g). Communicates directly with the County Emergency Management organization on a regular basis through personal interaction via telephone, e-mail, and text message. If the National Grid Liaison is co-located at the County Emergency Operations Center, interaction is face to face or a combination of strategies as a function of availability.
 - h). providing National Grid information received from National Grid's Incident Commander regarding damage assessment, response, and restoration efforts.
 - i). For issues that are escalated by a County, the Liaison Coordinator is capable of facilitating direct communications between Company Branch Operations in the storm room and County officials to enable a coordinated response to inquiries.
 - j). Coordinates with county officials to prioritize the restoration sequence of critical facilities during a major storm event. Communications with counties will be on a structured time schedule at the discretion of the County Emergency manager to allow for priorities to be incorporated into the restoration plan. To be most effective, priorities should be communicated to the company by 4:00pm to be considered for the next day's restoration plan.
 - k). Coordinates National Grid participation in unified command post operations as set in place by the County and NY-OEM.

Post-Emergency - Liaison Coordinator

- a). Represents National Grid at critique or lessons learned meetings conducted by the County;
- b). Serves as liaison between National Grid and County Emergency Management organization with respect to action items arising from critique meetings.

18.6. Major Event Community Leader Conference Call

The Company shall hold a pre-event Community Leader Conference Call when the anticipated effects from a forecasted event, storm, or storm like electric emergency are likely to result in a restoration period in a Division or Operating Region that exceeds 48 hours.

The Community Leader Conference Call is an operator assisted, recorded call that shall provide information relating to the type and anticipated severity of the storm, the affect it may have on the Company and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with customers throughout the event.

In an emergency where restoration will not be completed in a Division or Operating Region within 48 hours, the Community Leader Conference Call shall be scheduled within 12 hours of the start of restoration and conducted within the first 24 hours from the start of restoration and continue at least daily until 90% of the affected customers have been restored.

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Additionally, in extraordinary events such as load shed scenarios, where information on restoration needs to be communicated to community leaders, the Community Leader Conference Call shall be utilized.

The Branch (Divisional) Liaison Coordinator in conjunction with the Branch Director and any other appropriate personnel, using their assigned conference call number, is responsible to coordinate the Community Leader Conference Call and notify the affected community leaders of the conference call number and time that the conference call will take place. Follow steps 1 through 5 below:

- a). Provide notification to invited participants of the date and time of the call, your Dial-In Number, and your Conference Code.
- b). Provide an agenda to invited participants
- c). At the specified time, dial your meeting Dial-In Number.
- d). When prompted, enter your Conference Code followed by #.
- e). When prompted, press * to identify yourself as the call leader, then enter your Leader PIN followed by #.
- f). Press 1 to begin your conference or press 2 to access your default conference options.

Our participants join the conference by following steps 2 and 3 above.

Notifications to community leaders and County Emergency Management can be by phone, e-mail, or fax; it should be emphasized that this confidential number is to be distributed only to County Emergency Management staff and local government representatives.

In scheduling the call, notification is also to be made to the Department of Public Service (DPS) phone or e-mail:

Name	E-mail	Mobile
Bridget Frymire	[REDACTED]	[REDACTED]
Alyssa Rowell	[REDACTED]	[REDACTED]
Kathleen DiMaio	[REDACTED]	[REDACTED]
Klaudia Szewczyk	[REDACTED]	[REDACTED]
Michael (Mickey) Richard	[REDACTED]	[REDACTED]
Raheem Nuamah	[REDACTED]	
David Giblin	[REDACTED]	[REDACTED]
	-	
	-	

Internal participants on the Community Leader Conference Call should include:

- a). Incident Commander (Vice President of NY Electric or designee)
- b). Branch Director/Operations Coordinator or appropriate designee
- c). Scribe
- d). Public Information Officer / Branch Public Information Coordinator
- e). Liaison Coordinator (Divisional Director - Community and Customer Management)
- f). Emergency Planning representative

All information shared in the conference call shall be discussed with the New York Incident Commander/Branch Director prior to the call-in order to be shared with PSC staff, if necessary.

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When appropriate, Corporate Affairs will review and approve the conference call talking points prior to each conference call held.

The call will begin with the setting of call ground rules.

Ground rules to be shared with meeting participants:

- a). The call should last approximately 20 minutes
- b). Questions from the participants will be taken at the end of the call
- c). Questions should be general in nature; requests for information concerning specific locations should be discussed separately after conclusion of the call.
- d). Local government representatives should contact their respective Community and customer management contacts or their County Emergency Management Office for additional update information.

The Liaison Coordinator shall then introduce the Incident Commander or Branch Director or appropriate designee who will then provide at a minimum, when available, the following information for the current event.

- a). Geographic areas impacted
- b). Number of customers affected by peak of event
 - o Include reference to Life Support Equipment Customers impacted and coordinated efforts with the appropriate Emergency Services Agency to perform welfare checks on affected customers
- c). Number of customers restored
 - o Significant progress / accomplishments since previous call
- d). Number of customers still out
- e). ETRs per Operational Guidelines (ERP 15.2)
- f). Final estimated restoration time of event
- g). Number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
- h). Areas where crews are working
- i). Areas where crews will be sent next, e.g., general work plan for next day
- j). Type and extent of damage found, pole down, wire down, worst locations, etc. or other cause of outage
- k). Status of wires down / road clearing activities affected by Company equipment
- l). Weather update and impact of weather on restoration
- m). Known open shelter locations
- n). Provide direction to participants as to how municipal-specific issues can be reported, ways to access updates through outage maps and or liaisons.

Every Community Leader Conference Call shall include a Q&A session to allow call participants an opportunity to voice questions and concerns. At the completion of Incident Commander / Branch Director or appropriate designee comments, the Liaison Coordinator will entertain questions. When the question period is completed, the date, time, and phone number for the next call to be held will be announced by the Liaison Coordinator.

A scribe will be appointed by the Liaison Coordinator to document call participants and the discussions taking place in each call, including questions posed from the participants. This documentation will become part of the permanent storm file.

In the event that phone lines are incapacitated, the requirement to conduct this call will only be waived by the Department of Public Service when a request is made in writing through Emergency Planning.

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Emergency Planning shall provide each Upstate New York Liaison Coordinator Community Leader Conference Call training annually to ensure those conducting the call are proficient in its requirements. It is expected that at least 75% of the management staffing that supports the Liaison Coordination efforts receive this training to ensure proper call performance, if required.

Alternative municipal contact methods will be in place to respond to questions and issues from officials regarding the remaining scattered single outages once municipal calls are no longer required. Such methods can include telephone, e-mail, and text message for Liaison contact, or coordination at the County EOC.

18.7. Advanced Planning

Branch Liaison Coordinator will maintain a list of counties, villages, towns, key political Centers including office numbers, cellular phones, fax numbers.

Roles and Activities

18.7.1. State Incident Commander

- 18.7.1.1. During Class III storms - works with Public Information Coordinator and the Liaison Coordinator of the impacted area reviewing the script and providing the storm update for the Community Leader Conference Call

18.7.2. State Liaison Officer

- 18.7.2.1. Provides guidance to the Branch Liaison Coordinators to ensure consistency while working with counties and municipalities.

18.7.3. Emergency Planning

- 18.7.3.1. Coordinates contact through the Branch Public Information and Liaison Coordinators with County Emergency Management officials to identify problems which arose during the emergency.

18.7.4. Branch Director

- 18.7.4.1. Participates in municipal calls per requirements / as required.

18.7.5. Branch Public Information Coordinator

- 18.7.5.1. Participates in municipal calls per requirements / as required.
- 18.7.5.2. Provides ETR updates per requirement.

18.7.6. Branch Liaison Coordinator

- 18.7.6.1. Participates in municipal calls per requirements / as required.
- 18.7.6.2. Attends meetings with local government officials when emergency plans are discussed.
- 18.7.6.3. Establishes Branch EOC dedicated telephone number for public officials.
- 18.7.6.4. Liaises with local County Emergency Management offices.
- 18.7.6.5. Makes certain local contacts are made throughout emergency.
- 18.7.6.6. Informs Branch Public Information and Liaison Support Staff and Branch Director of progress and status of work and problems encountered.
- 18.7.6.7. Coordinate and host the Community Leader Call if required.
- 18.7.6.8. Organizes and facilitates the Community Leader Conference call during major events
- 18.7.6.9. Schedules municipal calls at direction of Branch Director.
- 18.7.6.10. Coordinates / implements municipal call.
- 18.7.6.11. Directs municipal / governmental contacts as deemed necessary.
- 18.7.6.12. Maintains and updates semi-annually, a list of local governmental contacts with office and cellular telephone numbers and fax numbers.
- 18.7.6.13. Assigns persons to Branch Emergency Operations Center as required.

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- 18.7.6.14. Assists in the operation of the Branch Emergency Operation Center as needed.
- 18.7.6.15. Assists Consumer Advocate to identify and contact human services agencies within area.
- 18.7.6.16. Attends meetings with human services agencies within the area.

18.7.7. Consumer Advocacy (typically fulfilled by a manager in the Consumer Advocacy Group that reports to the Contact Center Lead)

- 18.7.7.1. Maintains and updates a list of human services agencies semi-annually within the Branch which must be contacted and could be of assistance during an emergency.
- 18.7.7.2. Maintains contact with local human services organizations to identify potential problems of special needs customers.
- 18.7.7.3. Maintains log of significant contacts with human services agencies, local emergency management organizations, and customers throughout the emergency.
- 18.7.7.4. Post emergency, reviews activities during the emergency and identify problem areas with participating local human service agencies.
- 18.7.7.5. Attends post-emergency public hearings relating to emergency in Branch.

18.7.8. Community Liaison

- 18.7.8.1. Establishes a working relationship with County Emergency Managers, taking advantage of venues such as the NYS-OEM Regional Director's Meetings, the annual State and County Emergency Preparedness Committee meetings and annual face to face meetings.
- 18.7.8.2. Maintains updated call out list of County Emergency Service providers and updates County EMO on contact names and numbers at National Grid.
- 18.7.8.3. Attend Emergency Management drills and exercises initiated by the County Department of Emergency Services as required.
- 18.7.8.4. Communicates and serves as National Grid liaison in requesting or receiving requests for assistance between National Grid and County agencies.
- 18.7.8.5. Responds to County Emergency Management organization requests of National Grid when physically staffed in the County Emergency Operations Center (EOC) or as needed and arranges for assignment of National Grid trained personnel; typically, Community and Customer Management personnel.
- 18.7.8.6. Communicates directly with the County Emergency Management organization on a regular basis providing National Grid information received from National Grid's Incident Commander regarding damage assessment, response and restoration efforts.
- 18.7.8.7. Coordinates National Grid participation in unified command post operations as set in place by the County and NYS-OEM.
- 18.7.8.8. Represents National Grid at critique or lessons learned meetings conducted by the County.
- 18.7.8.9. Serves as liaison between National Grid and County Emergency Management organization with respect to action items arising from critique meetings.

18.7.9. Branch Operations Coordinator

- 18.7.9.1. Keeps the Branch Liaison Coordinator informed of restoration status and prioritization to ensure that they have a clear understanding of the restoration priorities and status so that they can communicate effectively and in a timely manner with municipal stakeholders.
- 18.7.9.2. Receives health and safety related requests from the Branch Liaison Coordinator and incorporates into the restoration plan in order to align the restoration priorities of the

Branch with the health and safety needs of the community or escalates these requests to the Branch Director as necessary.

- 18.7.9.3. Coordinates with the Branch Director and Branch Liaison Coordinator to ensure Consumer Advocate is informed as needed of the situation so that contacts can be made with local human services agencies.

18.8. Managing Regulatory Affairs

The New York Department of Public service will be kept informed of the Company's emergency response actions and status during an emergency through the submission of reports, which is covered in detail in Section 21.2 Regulatory Driven Reports and Documentation, by coordinating with the PSC representative in the NYS-OEM EOC, and by direct contact with the Department of Public Service.

The Company's Emergency Response Liaison present in the NYS-OEM EOC will coordinate with the NY-PSC representative and the Company utilizing Government Relations to coordinate with high ranking regulatory officials during emergencies.

Both the Emergency Response Organization and Government Relations will work closely with the State Public Information Officer to oversee the timeliness and unity of message communications.

Roles and Activities

18.8.1. State Incident Commander

- 18.8.1.1. Directs Government Relations to coordinate with New York PSC.

18.8.2. Emergency Planning

- 18.8.2.1. Liaises with the DPS representative in the NYS-OEM's EOC and other locations.
- 18.8.2.2. Coordinates response for any inquiries from the DPS regarding the Company's emergency response.

18.8.3. Customer Policy and Satisfaction

- 18.8.3.1. Liaises with Consumer Services Branch of Consumer Services Branch of DPS.

18.8.4. State Public Information Officer

- 18.8.4.1. Coordinates with the Government Relations to ensure the unity of communications with the Company's regulatory agencies during an Emergency.

18.8.5. State Planning Section Chief

- 18.8.5.1. Oversees the preparation and submission of Pre-Event and Service Restoration Stage reports to the Department of Public Service (as discussed in Section 21.2 Regulatory Driven Reports and Documentation).

18.8.6. Regulatory Liaison & Government Relations

- 18.8.6.1. Ensures that lines of communication are pre-established with the Company's regulatory agencies prior to an emergency.
- 18.8.6.2. Manages Liaisons coordinating with the PSC representative in the NYS-OEM EOC and other high-ranking regulatory officials as required.
- 18.8.6.3. Liaises and meets with the high-ranking regulatory officials as required.

18.9. Other Utilities – Electric, Gas, Telecom/Cable

Neighboring Electric and Gas Utilities

Communications will be maintained with other electric utilities concerning line outages that affect their operations and gas utilities, where appropriate and as needed. Normally, such interface would be between the System Power Control Center or Regional Control Center and its counterpart.

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Borderline Accounts are customers that are billed by National Grid but are served by another utility or customers that are billed by another utility but served by National Grid. National Grid's Control Center works closely with the Control Centers of adjoining utilities to coordinate response to an outage as a function of which utility serves the customer and there is a concerted effort to maintain the estimated time of restoration (ETR) whether it be our crews making the repairs or obtaining the ETR from the adjoining utility as to when they will be completing repairs. ETRs received from other utilities are reflected in OMS.

Borderline customers are readily identified (flagged) in National Grid's Outage Management System (OMS). The Contact Center identifies the customer as a borderline account at the time the account is established.

When the Company has advance notice of potential flooding that could impact our service territory, National Grid will notify natural gas providers that serve customers in the overlapping and or adjacent service territory in order to inform them that we are planning for potential flooding in our service territory so as to initiate discussions for coordinated restoration of premises. Typical communication between utilities is managed by the Community Liaison function and is most effective when performed by personnel of both companies at the County EOC.

Exchange of information may then be made between the Branch Director, Operations Coordinator, Emergency Planning or their alternates and the foreign utility.

In some instances, it will be advantageous to employ the other company's crews to perform patrols and effect repairs. Such coordination will be facilitated by the Community Liaison with the other utilities' liaison, however the actual coordination in the field will be performed by those responsible for the respective field resources.

Telecommunications and Cable Companies

Attempts will be made to obtain assistance from telephone companies (our Joint pole Owners) in placing new poles (reference attached contact listings for Verizon and Frontier Communications) as required.

If the impact from a storm or storm like electric emergency results in a restoration period expected to exceed 48 hours for 90% of the affected customers (a Class II or Class III Event), the Branch Liaison Coordinator, Community Liaison or their designee will attempt to coordinate with telecommunication and cable providers during the emergency response including, but not limited to inviting telecommunication and cable personnel into National Grid's Division (or Branch) EOC on a case specific basis to coordinate priorities and restoration plans and sharing of relevant critical system information. Often, information is exchanged between company representatives via telephone, e-mail, or text message. When a County EOC is open and staffed by a National Grid County EOC Liaison, this can and is the most effective point of coordination.

Information to be shared between companies, as warranted, will include but not be limited to crew locations, outage information, down wires, ETRs, corporate and local contact information, and telecommunication / cable company generator locations.

Coordination of joint work with telephone and cable forces is handled through the National Grid Community Liaison or designee and the Telecommunications / Cable provider representative. If warranted, the representative may also assist in cases of failure of supervisory and voice telephone circuits leased by National Grid

A list of telecom contact names and numbers is maintained by Emergency Planning which is contained in Exhibit 18.2 of this Plan.

In the absence of a TelCom representative co-locating in one of our Emergency Operations Centers, Telecom companies will address questions and coordination needs for escalated repairs through their local Emergency Response Organization designee.

Roles and Activities

18.9.1. Transmission Control Security Operator

- 18.9.1.1. Communicates with NYISO, neighboring utilities and various government agencies as dictated by Power Control Orders.
- 18.9.1.2. Monitors system security and coordinates actions with the NYISO and neighboring Transmission Owners.

18.9.2. Emergency Planning

- 18.9.2.1. In anticipation of and in response to an emergency, even if the Company is not expected to be affected by the associated emergency, participate in all mutual assistance (NAMAG) conference calls to which we are invited.
- 18.9.2.2. In compliance with PSC policy, oversees that a company representative participates in all NAMAG mutual assistance conference calls.
- 18.9.2.3. Maintains communications with neighboring utilities as appropriate regarding status of emergency, weather conditions, etc.
- 18.9.2.4. Maintains and updates semi-annually, a list of other utilities to be used to obtain assistance during emergencies.
- 18.9.2.5. Share pole set information, priority wire down information and/or requests and other priority requests from utilities.

18.9.3. Branch Operations Coordinator

- 18.9.3.1. Coordinate's pole setting wires down and other priority activities with utilities. Coordination typically takes place at the field supervisor level between utilities unless there are coordination issues that require a more structured approach or strategy. Utility Coordination is managed through the Community Liaison or their Designee through the emergency liaison coordinator being the single point of contact for the Community Liaison to the National Grid Branch Operations Coordinator or their designee.

18.10. Other Stakeholders – Public Works

Public Works

The Company will cooperate with the local Public Works Department in clearing streets. In minor cases, our contact may be by telephone if the extent of the damage does not require the assignment of a representative to our headquarters.

Roles and Activities

18.10.1. Community Liaison

- 18.10.1.1. Meets with Public Works representatives to discuss street clearing and plowing requirements to provide access for damage assessment and restoration activities.

18.10.2. Branch Operations Coordinator

- 18.10.2.1. Communicates to the Community Liaison requests for Public Works to coordinate street clearing and plowing.

18.10.3. Vegetation Management

- 18.10.3.1. Maintains good working relationships with community, public works superintendents and tree wardens.

18.11. Responding Agencies – Red Cross, Other

Interactions with other agencies operating throughout the state during an emergency, such as the Red Cross, are overseen by the State Liaison Officer as needed.

Roles and Activities**18.11.1. State Incident Commander**

- 18.11.1.1. Reviews expectations for cooperating agencies with State Liaison Officer prior to State Liaison Officer meeting with them.

18.11.2. State Liaison Officer

- 18.11.2.1. Maintains a list of assisting and cooperating agencies and their representatives.
- 18.11.2.2. Keep agencies supporting the emergency aware of the status of the Company's restoration efforts. Prior to meeting with Agency Representatives and Stakeholders the State Liaison Officer shall:
 - a). Review incident objectives,
 - b). Review Company requests for assistance from or coordination with other agencies,
 - c). Check status of outstanding requests from other agencies, and
 - d). Determine availability of personnel and equipment available to assist other agencies.

18.11.3. Branch Director

- 18.11.3.1. Identifies additional individuals or groups that are potentially adversely affected by the emergency.

18.12. Dry Ice

The National Grid service area is subject to multiple hazards that may affect service delivery. These hazards are both natural and technological and include but are not limited to: winter storms, heat, thunderstorms, equipment failure and acts of terrorism. Service outages can affect the general population, special needs populations, health care and nursing home facilities and businesses in general.

Under New York Public Service law NYCRR 16 Rules and Regulations of the Department of Public Service (DPS) PART 105 ELECTRIC UTILITY EMERGENCY PLANS (Statutory authority: Public Service Law, 66(21)) Utility providers must:

- a). Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups.
- b). State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed.

The Company will obtain and distribute dry ice to National Grid's New York Customers in accordance with NYS Department of Public Service (DPS) Regulations.

Dry-Ice distribution procedures are initiated by the Branch Liaison Coordinator or designee who will activate the Dry Ice Distribution Program after receiving notification from the Branch Director or their designee that restoration is expected to exceed 48 hours.

Experience has shown that each site can distribute a maximum of 10,000 pounds of dry ice per 12-hour period. Typically, customers seeking dry ice is significantly less than this amount, where actual distribution averages in the hundreds of pounds per site per day.

For planning purposes, the amount of the initial dry ice order will be determined by the anticipated or if known – the actual size, scope, and severity of the event. In addition, the time of year (e.g., summer versus winter), current weather conditions, and customers out of service are also considered in the determination of materials to secure.

In situations where advance notice of an impending storm or storm like electric emergency with the potential for infrastructure damage to our system that is likely to result in a restoration period expected to exceed 48 hours for 90% of the affected customers (a Class II or Class III Event), the Company will initiate the dry-ice procedures before the event actually hits. Early deployment of the Dry-Ice procedures will improve the ability of the company to begin distribution of dry-ice within 24-hours from

the start of restoration. In the event Dry-Ice is not available, the company maintains a back-up plan to provide “wet-ice” in lieu of Dry-Ice and will clearly state the type of ice being provided in the Company’s communications.

The Branch Liaison Coordinator, Community Liaison, or their designee consults with county officials semi-annually to develop geographically appropriate locations for dry ice and bottled water distribution sites. This includes establishing a list of actual or potential distribution locations as part of the blue-sky coordination efforts if such a desire is deemed appropriate by County Officials. This will be discussed as part of the annual meetings between National Grid representatives led by the Branch Liaison Coordinator, Community Liaison, or their designee and County Emergency Management Officials.

If pre-determined distribution locations are not established with the Counties, the Branch Liaison Coordinator, Community Liaison, or their designee will contact the County Emergency Management Office each day when planning for an event where the company is anticipating the potential for restoration of 90% of the affected customers to go longer than 48-hrs to request that they determine or work collaboratively to identify the best possible locations for dry ice distribution.

If no direction is received from the County Emergency Management Office, the Branch Liaison Coordinator, Community Liaison, or their designee will determine the dry ice distribution locations that are deemed most appropriate for the circumstances of the event.

The company will have at least one distribution location within each division or Region affected by the event and more than one (1) distribution site in the hardest hit areas to address the potential for increased demand.

In all cases, dry ice must be carefully managed and until a burn rate has been determined, it may be prudent to limit initial quantities.

See Exhibit 18.1 for information about what you need to know about handling Dry-Ice.

Roles & Activities

18.12.1. State Incident Commander

- 18.12.1.1.** Advises Branch Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that dry ice distribution program will be initiated.

18.12.2. State Public Information Officer

- 18.12.2.1. Publicizes to the various media outlets and communication channels the location and operating hours of the designated Dry Ice distribution Centers.

18.12.3. Contact Center

- 18.12.3.1. Provides inquiring customers with details of Dry Ice distribution Center locations.

18.12.4. Branch Director

- 18.12.4.1. Informs Branch Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that the Dry Ice distribution program can be initiated.
- 18.12.4.2. Branch Liaison Coordinator
- 18.12.4.3. Initiates or delegates the activation of the Dry Ice Distribution Program after receiving notification from the Branch Director that restoration is expected to exceed 48 hours using the following guidelines:
 - a). Using information provided from the Outage Reports to determine the number of customers in each of the affected areas.
 - b). Identify Distribution Centers
 - c). Calculates amount of Dry Ice to be available at each distribution Center
 - d). Coordinate logistics with Purchasing and the vendor managing the delivery and distribution of Dry Ice
 - e). Ensures that handling instructions are distributed to customers with the Dry Ice (see Exhibit 18.1)
- 18.12.4.4. Notifies the following organizations of the locations of the designated distribution Centers as well as days and times of distribution to facilitate communication to the public.
 - a). Media Relations
 - b). Contact Center
 - c). Web Strategy
- 18.12.4.5. Notifies Safety Representative that the Dry Ice Distribution Program has activated.
- 18.12.4.6. Monitor the status of the outages to estimate Dry Ice procurement and distribution requirements throughout the event (see Exhibit 18.1 to this section, which is included in Appendix A to this ERP).
- 18.12.4.7. Administers or delegates administration of the Dry Ice distribution program to a trained and qualified individual to represent the Branch who shall:
 - a). Oversees that adequate staffing levels are available for the assignment and are trained in their responsibilities to administer the Dry Ice distribution program.
 - b). Have available the contact numbers for parties requiring notification to support administration of the Dry Ice distribution program.
 - c). Confirms that an adequate supply of Dry Ice is available throughout the established list of Dry-Ice vendors
 - d). For each Branch, identify locations suitable for distribution of Dry Ice; identify and train assigned employees who will be administering the program. This process is required for outages that exceed 48 hours in duration.
 - e). Ensure that the purchase orders with the Dry Ice distribution vendors are sufficiently funded. This shall be coordinated with Procurement.

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Section 19:

Safety, Health and Environmental Coordination

Section 19. Safety, Health and Environmental Coordination

Introduction

The purpose of Safety, Health and Environmental Coordination is to identify how the Company ensures the safety of employees, contractors and the public while remediating environmental hazards during an emergency.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP)

The processes and associated roles covered in this section can be seen in the following Figure.

Section 19 Summary: Safety, Health, and Environmental Coordination	
19.1. Safety and Health Coordination	19.2. Environmental Impact Coordination
Key Roles	Key Roles
• State Incident Commander • State Safety and Health Officer • Branch Operations Coordinator • Branch Safety and Health Coordinator	• State Environmental Officer • Branch Environmental Coordinator • Branch Operations Coordinator

Safety, Health and Environmental Coordination Overview

The safety of employees, contractors and the public is the primary focus throughout restoration activities. At National Grid all employees are empowered to stop and prevent unsafe acts and correct unsafe or hazardous conditions, this is particularly true of employees supervising outside contractors.

Another focus of the Company during restoration activities is identifying, reporting, and remediating environmental hazards typically resulting from damaged equipment.

There is added risk of an incident during an emergency; therefore, it is paramount that the Company follows its well established Safety, Health and Environmental processes to ensure the safety of the general public, employees, and contract partners.

To minimize this risk, the Company employs a three-pronged approach to address Safety, Health and Environmental impacts during an emergency comprised of:

- a). Prevention through proactive means such as education, personnel on-boarding, safety messages, training, and tail boards,
- b). The enforcement of policies through inspections and audits, and
- c). A process to promote continuous improvement through incident reporting and analysis functions.

19.1. Safety and Health Coordination**PURPOSE**

Establish a uniform readiness for action and guidelines for prompt and consistent action of safety and health professionals when an electric emergency occurs in National Grid's service territory.

SCOPE

Applies to National Grid employees engaged in Emergency Restoration activities.

MOBILIZATION CRITERIA

Whenever the Electric Emergency Plan is formally activated, the appropriate safety and health personnel shall be notified and mobilized in accordance with the classification of the emergency. Electric Operations and the VP Safety or designee shall, if appropriate, determine the scope of the emergency and shall immediately assign safety and health personnel to work in locations affected by the emergency.

Roles and Activities**19.1.1. State Incident Commander**

- 19.1.1.1. Oversees safety and health incident response and receives incident reports from the State Safety and Health Officer.
- 19.1.1.2. Class – II and Class - III Event
 - a). Incident Commander shall notify the VP of Safety or designee during a Class-II or Class-III Event.
- 19.1.1.3. Mutual Assistance
 - a). Incident Commander shall notify the VP Safety or designee.

19.1.2. State Safety and Health Officer

- 19.1.2.1. Provides daily safety briefs, status of emergency and objectives, expectations and information dissemination policy during an emergency.
- 19.1.2.2. Class – II Event
 - a). The State Safety and Health Officer or designee shall be informed when resources from one Division are used to assist another Division.
- 19.1.2.3. Class - III Event

- a). The State Safety and Health Officer or designee shall arrange to provide dedicated safety and health staff for designated and specified work locations. This dedicated staff will be available for field sites and other staging locations as necessary.

19.1.2.4. Mutual Assistance

- a). The State Safety and Health Officer or designee shall dispatch safety specialists accordingly.

19.1.2.5. Shall be informed when resources from one Branch are used to assist another Branch.

19.1.2.6. Assigns a lead regional safety specialist to the restoration area, based on the classification and location of emergency situation.

19.1.2.7. Establishes a Command Center in which appropriate Safety and Health staff will be assigned and where other staff members can report.

19.1.2.8. Coordinates scheduling and duty assignments of Safety and Health staff.

19.1.2.9. Monitors that various safety reports (e.g., near misses/incidents) are effectively communicated to field employees throughout the emergency zone.

19.1.2.10. Coordinate's incident analyses, field audits, training, and regulatory inquiries.

19.1.2.11. Provides daily safety briefs, status of emergency and objectives, expectations, and information dissemination around policy.

19.1.2.12. Conducts a critique of safety response efforts to identify lessons learned.

19.1.3. Branch Operations Coordinator

19.1.3.1. Notifies Safety, Health and Environment for Class-II and Class-III emergencies.

19.1.3.2. Class-II and Class-III Events - The Operations Coordinator / Branch Director shall contact the Branch Safety Coordinator for each area affected.

19.1.3.3. Class-II Event - The Branch Director shall contact the Branch Safety Coordinator from each outside division for which manpower will be used to help with restoration efforts.

19.1.4. Branch Safety and Health Coordinator

19.1.4.1. Identifies and assigns appropriate Safety and Health staff and determine reporting location.

19.1.4.2. Coordinate's assignment of Safety and Health personnel to support crews responding to mutual assistance requests.

19.1.4.3. Assists Operating Department / field resources as required.

19.1.4.4. Assists in the operation of the Emergency Operations Center.

19.1.4.5. Supports local supervision regarding preparation for restoration efforts as needed.

19.1.4.6. Prepares for the on-boarding of with foreign crews when they arrive or support designee for on-boarding activities as needed.

19.1.4.7. Acts as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.

19.1.4.8. Conducts daily meetings and/or conference calls with both internal and external Safety representatives to communicate safety messages and discuss relevant concerns or issues that field personnel may encounter.

19.1.4.9. Assigns a lead regional safety specialist to the restoration area based on the classification and location of emergency situation.

19.1.4.10. Establishes a command Center in which appropriate Safety and Health staff will be assigned, and where other staff members can report.

19.1.4.11. Facilitates/coordinates incident analyses.

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- 19.1.4.12. Informs Branch Director of status of work and safety problems encountered.
- 19.1.4.13. Coordinates scheduling and duty assignments of Safety and Health staff (including nurse practitioners).
- 19.1.4.14. Oversees the provision of appropriate safety messages on storm conference calls and similar communication to the field personnel during the restoration.
- 19.1.4.15. Manages, receives, and communicates various safety reports (near misses/incidents) to field employees throughout the emergency zone.
- 19.1.4.16. Maintains that Safety Specialists conduct daily safety calls and/or meetings with internal and external crew representatives.
- 19.1.4.17. Coordinates safety observation tours, safety training and regulatory inquiries.
- 19.1.4.18. Conducts a critique of safety response efforts to identify lessons learned.
- 19.1.4.19. Supports local supervision regarding restoration effort as needed.
- 19.1.4.20. Conducts on-boarding safety briefings with foreign crews when they arrive or support designee for on-boarding activities as needed.
- 19.1.4.21. Acts as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.
- 19.1.4.22. Facilitates incident analyses and safety observation tours.
- 19.1.4.23. Develops and delivers Safety and Health regulatory training to employees, (e.g., wire watch/downed wire, fall protection, work zone traffic control & tagging) if they have not received previously.

19.1.5. Safety Specialist

- 19.1.5.1. Monitors work activities on a local basis and respond accordingly.
- 19.1.5.2. Class-I Event - Works with local supervision regarding restoration efforts and will conduct field observations/audits, incident analyses, and training as necessary.
- 19.1.5.3. Class-III Event - Acts as a liaison between supervisors and outside utilities concerning any safety-related activity or situation.

19.2. Environmental Impact Coordination

The State Health and Environmental Officer will arrange to provide dedicated Environmental staff for designated and specified work locations. This dedicated staff will conduct business in accordance with direction provided by System, State and Branch leadership.

The Environmental professionals will be assigned to work with local supervision regarding the restoration effort and will conduct field observations/audits, incident analyses, and training in accordance with the established roles and responsibilities. Furthermore, the Environmental professionals will act as a liaison between Supervisors and outside utilities concerning any Environmental-related activity or situation.

Roles and Activities**19.2.1. State Environmental Officer**

- 19.2.1.1. Coordinates Branch personnel and other resources as requested or required.
- 19.2.1.2. Determines strategy to be applied to the plan for Environmental.
- 19.2.1.3. Identifies and assigns Branch Environmental Coordinators and obtains appropriate contact information.
- 19.2.1.4. Works with the Branch Environmental Coordinator (s) to assign, coordinate and schedule qualified and competent Environmental professionals to the restoration area based on the classification and location of the emergency situation.
- 19.2.1.5. Establishes contact with Branch Environmental Coordinator(s) and provides:

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- a). The incident status, objectives, and expectations,
 - b). Policy on information dissemination and other pertinent information, and
 - c). Schedule telephone conferences between the State Environmental Officer and Branch Environmental Coordinator(s).
- 19.2.1.6. Assesses the need for outside Environmental resources and makes appropriate arrangements after obtaining approval from the State Incident Commander.
- 19.2.1.7. Assesses the need for outside Environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.
- 19.2.1.8. Identifies the need for and obtains permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions during the Service Restoration Stage.
- 19.2.1.9. Develops shoreline clean-up and assessment plans; identifies the need for and prepares any special advisories or orders.
- 19.2.1.10. Identifies sensitive areas and recommends response priorities.
- 19.2.1.11. Obtains copies of any relevant exposure data such as MSDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.
- 19.2.1.12. Coordinates incident analysis, field audits, training, and regulatory inquiries.
- 19.2.1.13. Develops disposal plans as conditions require.
- 19.2.1.14. Tracks and documents quantity of oil spills that occur throughout the event.
- 19.2.1.15. In case of an environmental incident, communicates with the Branch Environmental Coordinator to obtain the following information:
 - a). Status of the situation,
 - b). Actions taken or being taken to mitigate the incident,
 - c). Number and seriousness of injuries (personnel and public),
 - d). Extent of any additional personnel or public exposure or impact as a result of the incident,
 - e). Extent, rate, and effects and environmental impact as a result of the incident,
 - f). Outside emergency response agencies responding to the incident and any additional resources required or requested,
 - g). Support need from internal organizations to protect the environment,
 - h). Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and
 - i). Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.
- 19.2.1.16. Monitors the environmental consequences of response actions.
- 19.2.1.17. Reviews for approval any State-Level Environmental-related communications to employees or the public to ensure that the communications conform to the strategic Environmental plan.
- 19.2.1.18. Ensures that Environmental Incident Reports (as described in Section 21.1 of this ERP) are filed following an environmental incident.
- 19.2.1.19. Completes all paperwork and turns it into the State Planning Section Chief at the termination of the incident.

19.2.2. Branch Environmental Coordinator

- 19.2.2.1. Coordinates Branch environmental personnel and other resources as requested or required.

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- 19.2.2.2. Determines the Branch Level strategic plan for Environmental.
- 19.2.2.3. Identifies or assigns Branch Environmental personnel and obtain appropriate contact information.
- 19.2.2.4. Maintains contact with the State Environmental Officer. Obtains the following information:
 - a). Incident status
 - b). Incident objectives
 - c). Expectations
 - d). Communicates the following information to the Branch:
 - e). Strategic plan for Environmental response
 - f). Communicate policy on information dissemination as well as any other pertinent information
- 19.2.2.5. Assesses the need for outside Environmental resources and makes appropriate arrangements after obtaining approval from the Branch Director.
- 19.2.2.6. Assesses the need for Environmental supplies and arranges to acquire needed supplies.
- 19.2.2.7. Assesses the need for outside Environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.
- 19.2.2.8. Supports construction activity during restoration in or near protected resources, impacting endangered species, etc.
- 19.2.2.9. Identifies the need for and obtains permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.
- 19.2.2.10. Develops shoreline clean-up and assessment plans; identifies the need for and prepares any special advisories or orders.
- 19.2.2.11. Ensures that sensitive areas have been identified and response priorities established.
- 19.2.2.12. Obtains copies of any relevant exposure data such as MSDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.
- 19.2.2.13. Verifies that monitoring and sampling plans have been developed at the State level and provides guidance as necessary.
- 19.2.2.14. Verifies that disposal plans have been developed at the State level and provides guidance as necessary.
- 19.2.2.15. Coordinates incident analysis, field audits, training, and regulatory inquiries.
- 19.2.2.16. Acts as a liaison between Supervisors and outside utilities concerning any Environmental-related activities or incidents.
- 19.2.2.17. In case of Environmental incident, communicates with the State Environmental Officer to obtain the following information:
 - a). Status of the situation,
 - b). Actions taken or being taken to mitigate the incident,
 - c). Number and seriousness of injuries (personnel and public),
 - d). Extent of any additional personnel or public exposure or impact as a result of the incident,
 - e). Extent, rate, and effects and environmental impact as a result of the incident,
 - f). Outside emergency response agencies responding to the incident and any additional resources required or requested,
 - g). Support need from internal organizations to protect the environment,

- h). Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and
- i). Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.

19.2.2.18. Monitors the environmental consequences of response actions.

19.2.2.19. Reviews for approval any Branch Environmental-related communications to employees or the public to ensure that the communications conform to the strategic Environmental plan.

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Section 20: Security Coordination

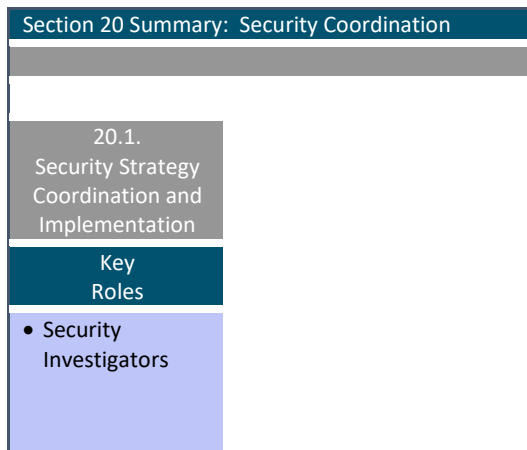
Section 20. Security Coordination

Introduction

The purpose of Security Coordination is to identify how the Company ensures the security of employees, contractors, and Company facilities during an emergency.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP).

The processes and associated roles covered in this section can be seen in the following Figure.



20.1. Security Strategy Coordination and Implementation

The Security Supervisor shall determine the scope of the emergency and shall, if appropriate, immediately assign a Security Investigator to the scene or locale of the emergency.

Whenever severe damage is sustained to the Transmission and/or Distribution system, Branch Electric and Gas Operations personnel may deem that assistance from the Security organization is required. In this event, the Branch Operations Coordinator or Branch Logistics Coordinator will contact the Security Supervisor of the affected region as follows:

SECURITY CONTROL CENTER – SYRACUSE (24 Hours) [REDACTED]

- a). MANAGER SECURITY – UPSTATE NEW YORK
- b). SECURITY INVESTIGATOR – NY MOHAWK VALLEY & NORTHERN REGION
- c). SECURITY INVESTIGATOR –EASTERN REGION
- d). SECURITY INVESTIGATOR – WESTERN REGION
- e). SECURITY CONTROL CENTER (SCC) – HICKSVILLE [REDACTED] (Office)

Roles and Activities**20.1.1. Security Investigators**

- 20.1.1.1. Acts as a liaison between Branch Storm Organization and Local Law Enforcement concerning any emergency-related activity or situation.
- 20.1.1.2. Arranges to provide National Grid dedicated security for selected and specified Company. This dedicated assignment coverage will be available for field sites, as well as motel areas and other staging locations.
- 20.1.1.3. Conducts investigations as may be necessary.
- 20.1.1.4. Provides on-scene security photographic services as may be necessary to secure evidence, etc.
- 20.1.1.5. Assists and support other Company resources during the emergency with the gathering of visual and document data for post-emergency claims and asset recovery purposes.
 - a). Arranges for security at staging sites as required.

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Section 21: Reports and Documentation

Section 21. Reports and Documentation

Introduction

The purpose of Reports and Documentation is to identify the reports and documentation generated to facilitate and record the response to an emergency.

These are broken out by those required by regulators and those utilized by the Company during an emergency response. Each of the reports included in this section are tied back to the process in the plan from which they are generated or for which they are used.

The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP)

The processes and associated roles covered in this section can be seen in the following Figure.

Section 21 Summary: Reports and Documentation				
21.1 Internal Reports and Documentation	21.2 Interruption Reporting	21.3 Documentation and Standard Reporting	21.4 Post Emergency / Peer Review Process	21.5 Post Storm Report
Key Roles	Key Roles	Key Roles	Key Roles	Key Roles
• State Safety and Health Officer • State Environmental Officer • State Planning Section Chief • Branch Planning Coordinator • Branch Safety and Health Coordinator • Branch Environmental Coordinator	• None	• State Incident Commander • Emergency Planning • Contact Center • Customer Policy and Satisfaction • Control Center • Transmission Control Center Security Operator • Branch Director • Branch Planning Coordinator	• Emergency Planning • Branch Director • Consumer Advocacy	• None

21.1. Internal Reports and Documentation

This section provides an overview of the reports and documents generated by the Company to facilitate its emergency response.

State EOC Status Update Reports

The State EOC provides status update reports (as part of the EOC activities described in Section 4.3 of this ERP) to the applicable functional groups responding to the emergency.

The development of these reports is overseen by the State Planning Section Chief and typically includes:

- a). Information on customer interruptions, resources for restoration, Estimated Time of Restoration (ETRs), issues periodic status updates on the on-going restoration activities to senior management, Media Relations, Internal Communications, and Regulatory Affairs, and applicable Regulatory Agencies, e.g., NY-PSC
- b). Status update reports every 4 hours

Safety Incident Reports

Safety incidents (as covered in Section 19.1 of this ERP) that occur during an emergency are entered into the Company's Incident Management System when they occur and flagged as emergency related.

IMS reports on safety incidents capture the pertinent details and will include a basic description of the incident including:

- a). Description of the incident,
- b). Activity being done at the time,
- c). Source of the activity,
- d). Location of the activity,
- e). Department carrying out the activity,
- f). Employee involved,
- g). Backup medical information in the event it results in lost time or restricted duty, and
- h). Expected return to work date if applicable.

The State Safety and Health Officer and Branch Safety and Health Coordinators will summarize emergency-related environmental incidents and communicate appropriate information to the State Incident Commanders and Branch Directors as necessary.

Environmental Incident Reports

Environmental incidents (as covered in Section 19.2 of this ERP) that occur during an emergency are entered into the Company's Incident Management System when they occur and flagged as emergency related. IMS reports on environmental incidents capture the pertinent details and will include a basic description of the incident including:

- a). The time and location of the incident,
- b). The reason why the incident occurred,
- c). The amount and type of oil and/or hazardous materials spilled,
- d). Equipment involved in the incident,
- e). Receptors affected by the incident,
- f). Regulatory notifications made,
- g). Assessment and cleanup activities completed and proposed, and
- h). The category of the incident (as defined in National Grid's EP-15).

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The State Environmental Officer and Branch Environmental Coordinators will summarize emergency-related environmental incidents and communicate appropriate information to the State Incident Commanders and Branch Directors as necessary.

Security Incident Report

Security incidents (as covered in Section 19.2 of this ERP) that occur during an emergency are entered into the Company's Security Incident Management System when they occur.

The pertinent details of a security incident captured and entered into the system typically include:

- a). Nature of the incident and number of any injuries,
- b). Damage to and/or losses of Company and external equipment or property,
- c). Identities of authorities, complainants, witnesses, subjects, and suspects involved,
- d). Arrests, and
- e). Internal or external notifications, as required.

Security Incident Reports are generated by the State Security Officer and passed along to the State Incident Commander as necessary.

Daily Progress Report

The Emergency Storm Replacement Log shall be completed in the field to ensure that a proper record of poles installed, conductor installed, LTEO equipment installed, services replaced, etc. is maintained during the storm emergency. An example of an Emergency Storm Replacement Log can be found in Exhibit A to this section, which is included in Appendix A of this ERP.

These logs shall be returned nightly to the Design Department. With this information, a daily progress report of work completed shall be prepared.

See Exhibit 21.3 for a sample Emergency Storm Replacement Form

Roles and Activities

21.1.1. State Safety and Health Officer

- 21.1.1.1. Ensures the development and distribution of Safety Incident Reports to the State Level, as required.

21.1.2. State Environmental Officer

- 21.1.2.1. Ensures the development and distribution of Environmental Incident Reports to the State Level, as required.

21.1.3. State Planning Section Chief

- 21.1.3.1. Oversees completion of the State EOC Status Update Reporting.
- 21.1.3.2. Establishes information requirements and resource status information reporting schedules as needed (e.g. Resource Coordination, 4-Hour EORS Report, etc.).
- 21.1.3.3. Establishes information requirements, situation reports, and resource status information at the required reporting intervals with all ICS Command and General Staff.

21.1.4. Branch Planning Coordinator

- 21.1.4.1. Establishes Branch Level information requirements to support reporting requirements as needed (e.g., Storm Damage Assessment).

21.1.5. Branch Safety and Health Coordinator

- 21.1.5.1. Ensures the development and distribution of Safety Incident Reports to the Branch Level, as required.

21.1.6. Branch Environmental Coordinator

- 21.1.6.1. Ensures the development and distribution of Environmental Incident Reports to the Branch Level, as required.

21.2. Interruption Reporting**Line Failure/Damage**

Reports of interruption or damage are received at the Contact Center. OMS is to be utilized for outage information. The OMS system receives outage data from the Contact Center and creates predictions for the outage scenarios.

The system also contains several reports on outage statistics. If the computer system is inoperable, a Distribution Line and/or Equipment Failure Report (LFR) shall be prepared manually using the form shown in Exhibit 21.1 – sample, Line Failure Interruption Report Form. The person receiving the call shall obtain telephone numbers so calls may later be made to determine if service has actually been restored.

All required practice sessions shall include the use of the computerized emergency restoration system and the manual system.

Computerized System

Reports of interruption or damage shall be received by the Contact Center and entered into the computerized systems. Orders will be able to be viewed real time as they go into the systems by the storm room personnel who shall have the capability to sort interruptions, no-service calls, in-service calls, 911 calls, wire down calls, and other pertinent information regarding the incident / event. This information can be sorted in a number of ways including but not limited to sub-station, feeder, order type, and customers interrupted. Orders can be electronically assigned, managed, and closed by way of the computerized systems.

Manual System

The LFR (paper copy) is sent to the storm room in the Emergency Operation Center and manually sorted by zone and feeder number. Orders will be manually categorized in a manner similar to the methodology used with the computerized systems and dispatched to the field. Orders will be managed and closed manually. If the manual system is utilized, paper copies of pertinent information will be maintained to allow the computerized systems to be updated once they are back in service.

Restoration Emergency Maps

There shall be one or more sets of emergency maps in each Branch/State Emergency Operations Center. The Branch Planning Coordinator shall assign sufficient help to post to the maps using coloured symbols as required. The utilization of these maps is required when the Outage Management System is not functional and may be utilized otherwise at the discretion of the Branch Operations Coordinator.

- a). Minimum symbols to be used are as follows:
- b). Wire down - type unknown (red circle)
- c). No lights - (x)
- d). Crew location - (assigned number)

Where duplicate emergency maps are posted, reports will be relayed between sites / map locations by internal communications. The reports are then filed by feeders for future dispatch and/or reference. Duplicate reports are eliminated when a symbol is on the board for the case reported.

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The Overhead Supervisor shall coordinate with the Branch Planning Coordinator and Operations Support at the respective Storm Board / Desk to oversee the posting of crew locations and completed orders. This team will also coordinate with the Wire Down Organization to notify the Service Dispatcher or Service Supervisor when a guard is to be assigned to a hazard. Completed work is erased from the map.

When a trouble job is actually dispatched to a field crew, the assigned number of the crew shall be posted on the Emergency Map. A letter "P" will be marked on the LFR to indicate that it has been posted on the map.

The location and nature of the work may then be noted on the Dispatch Card and the LFR attached thereto.

During a massive emergency, damage may be of such magnitude as to preclude detailed posting on the map. In these cases, it may be desirable to outline areas of known damage or outages, and to indicate crew locations.

21.3. Documentation and Standard Reporting

Periodic reports will be accurate, timed to coincide when possible with local news cycles, and avoid misleading the public with optimistic or unrealistic restoration times. If accurate projections are not immediately available, Company representatives will provide only information that can be authoritatively confirmed. Subsequent reports will be forthcoming as better information becomes available.

REPORTS TO CUSTOMER SERVICE

Communication between the District Line Office/Emergency Operation Center and the Contact Center is essential. If a customer is given a reasonable estimate regarding restoration time, they are less likely to continually call in. For this reason, the line office will consistently update OMS with restoration updates.

BRANCH EMERGENCY – STANDARD INTERVAL REPORTING

OMS will be utilized for reporting. Reports will be issued at 7:00 a.m., 11:00 am, 3:00 p.m., and 7:00 p.m., or as otherwise directed. The intent of the reporting times is to satisfy both regulatory and media requests. The Emergency Response Organization will attempt to ensure the data in the system is as accurate as possible for customer outage information.

Refer to Exhibit 15.1 for the standardized outline for required (EORS) Reporting

Status Reports

There may be events that occur where the Divisional Storm Status Report is required upon request

- a). These reports shall be filled out as completely as possible. During the early stages of an emergency, some of the information (e.g., sections of wire down, transformers o/s) may not be available.
- b). Estimates of customers affected, transmission problems, feeders locked out, wires down, and a current judgment as to when final restorations will be made must be shown on all four (4) hour status reports. However, once the damage survey has been completed, information fields will be completed using the data available. The percentage of customers out of service by Division shall also be provided.

The Divisions will circulate the four (4) hour reports and other detailed information to all involved in the storm effort, outside of OMS / PORT data which all departments have access to.

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It will also be necessary to inform the DPS Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs in the event of any loss of service for thirty (30) minutes or more to 5,000 or more customers or to any distribution network system.

This is the responsibility of the Regional Control Center.

STATE EMERGENCY OPERATIONS CENTER

The NY State Storm Room personnel will provide the DPS with a state level storm report generated by OMS upon request. Additionally, upon request of the PSC, the NY State Storm Room will provide a consolidated System Storm Status Report. These reports will also be distributed to the appropriate internal departments.

When Divisional storm boards are not open, and >5,000 customers in a Division are interrupted, the Regional Control Center shall provide an electronic summary report to the PSC and provide the proper internal notifications.

When Divisional storm rooms are opened, proper notification will be given to Senior Management and the applicable members of the Emergency Response Organization.

Once the storm board opens, the affected Division needs to provide periodic reports per the procedure above. If the Divisional storm board(s) are not required to be open, the affected Division needs to provide a summary write-up that includes time event began, areas affected, customers affected, crew information, damage information, lines affected, etc., and submit to Emergency Planning for recording and future use as required.

Roles and Activities

21.3.1. State Incident Commander

- 21.3.1.1. When required - supply a report to the PSC four (4) times a day that provides a synopsis of major issues, peak number of customers interrupted, customers restored as of the time of the report, critical customers affected by the interruptions at the time.
- 21.3.1.2. If requested by PSC, obtains periodic reports from affected Branch(es), and compiles State Storm Report and transmits.

21.3.2. Emergency Planning

- 21.3.2.1. When required, supplies a report to the PSC four times a day that provides a synopsis of major issues, peak number of customers interrupted, customers restored as of the time of the report, critical customers affected by the interruptions at the time of the report, Life Support Equipment Customers affected by the interruptions at the time of the report, and resources. If requested, provide an outage report sorted by township. The reports are to be submitted to the PSC at 7:00 a.m., 11:00 a.m., 3:00 p.m., and 7:00 p.m. unless otherwise stated by the PSC.
- 21.3.2.2. Notifies DPS Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs (OREP) or designee of emergency conditions for Class II-III emergency.
- 21.3.2.3. Obtains periodic reports from PORT for affected Branch(es). Compile System Storm Report and transmit to PSC as required.
- 21.3.2.4. Post emergency, coordinates response for any inquiries from OREP regarding the company's emergency response.
- 21.3.2.5. Contacts affected division(s) to make certain that reports are being prepared for Class II-III emergencies.

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- 21.3.2.6. Contacts Director – OH-Line from Branches assisting in an emergency to another Branch to ensure written reports are submitted within one week of their return.
- 21.3.2.7. Reviews written reports from assisting Branch.
- 21.3.2.8. If restoration exceeds three (3) days, oversees submission of the Service Restoration Report to DPS / OREP within 60 days of the end of the emergency.
- 21.3.2.9. Maintains contact with DPS / OREP while they are reviewing report and provides responses to their questions.
- 21.3.2.10. Prepares report on State and County comments, if any, including recommendations for future emergencies.
- 21.3.2.11. Submits report to Director Emergency Planning prior to the Branch Service Restoration Meeting.
- 21.3.2.12. Prepares Storm Critique Report after the Service Restoration Meeting. If the restoration exceeds three days, the Director of Emergency Planning is responsible to develop a service restoration report and file it with the Secretary of the Department of Public Service (DPS) (105.4(c)) within 60 days of the end of the outage.
- 21.3.2.13. Distributes the Storm Critique Report to all Branches.
- 21.3.2.14. Oversees that emergency related documents (accounting, crew sheets, PSC reports and other records) are properly filed.

21.3.3. Contact Center Lead or their designee

- 21.3.3.1. Provides listing of LSE customers interrupted for Regulatory Reporting Requirements.
- 21.3.3.2. Maintains daily call volume statistics from affected Branch(es) for use with post storm reporting or as requested by the NY-Department of Public Service.
- 21.3.3.3. Provide daily statistical data specific to telephone call staffing and call performance. Must be able to provide this data for 30-minute interval reporting or 60-minute interval reporting.

21.3.4. Customer Policy and Satisfaction (Typically filled by a Supv. in the Contact Center)

- 21.3.4.1. Provides status reports to (PSC Consumer Services Branch) when requested for additional information.

21.3.5. Control Center Lead or their designee

- 21.3.5.1. Notifies, initially, the Department of Public Service when more than 5,000 customers are out of service for more than 30 minutes. Also provides this information to Branch Operations and Distribution Engineering Services.
- 21.3.5.2. Provides required reporting according to the PSC Electric Event Notification Requirements
- 21.3.5.3. Provides initial notification to New York State Public Service Staff when 5000 or greater customers in a Branch are affected for over 30 minutes per EOP G010 by phone between the hours of 6 am and 10 pm to DPS Staff, followed by EIRS notification within one hour. If between the hours of 10 pm and 6 am, phone notification to staff is to be completed between 6 am and 830 am the next morning. EIRS notification is required within one hour of the event.
- 21.3.5.4. Maintains interruption-reporting data.
- 21.3.5.5. Provides periodic reports on restoration progress to Branch Operations, Network Strategy, Jurisdiction – Community and Customer Management, Corporate Affairs, and Contact Center.

21.3.6. Transmission Control Center Security Operator

- 21.3.6.1. Notifies the DOE as applicable per PCO 8-3.
- 21.3.6.2. Notifies the Department of Public Service (DPS) as applicable per PCO 8-4.

21.3.7. Branch Director

- 21.3.7.1. Coordinates the preparation of the Branch Storm Critique of the emergency to be submitted to Emergency Planning, the NY-VP Electric Operations Maintenance and Construction, and eventually to the PSC after legal review.

21.3.8. Branch Planning Coordinator

- 21.3.8.1. Prepares report of NY Corporate Affairs / Media Relations activities during the emergency including recommendations for procedure changes.

21.4. Post Emergency / After Action Review Process

The after-action review process will allow stakeholders to identify strengths and areas for improvement through a review of the effectiveness of preparedness and planning efforts from incidents or exercises.

Corrective actions and lessons learned will be identified to create opportunities for improvement in performance. Following any Class-III Emergency where restoration exceeds three (3) days, Emergency Planning will schedule an After-Action Meeting (“AAM”) within five days following full restoration which will take place within 15 days from full restoration. This AAM will be initiated and facilitated by Emergency Planning (Director of Emergency Planning – Electric is accountable for this activity).

Emergency Planning shall refer to the Director of Emergency Planning – Electric (or their Designee) and attended at minimum by the Incident Commander / Branch Director and a representative from each of the ICS leadership positions activated from within the Command and General Staff of the Emergency Response Organization and Emergency Planning. A review of how to schedule, plan, and lead an AAM will be conducted within Emergency Planning annually.

Written assessments from all participating ICS disciplines involved in an emergency are required after a Class-III emergency where restoration exceeds three (3) days. The written assessments will include a description of activities performed by the departments that the ICS functions interfaced with during the emergency outlining what went well along with opportunities for improvement. Such assessments will also be used to support the writing of any post storm reports required for submission to the DPS as described in Section 21.5.

Upon completion of the AAM, Emergency Planning will develop and distribute an After-Action Report / Improvement Plan (“AAR/IP”) to all stakeholders. The AAR / IP will address strengths, opportunities, trends, lessons learned, and recommendations. Emergency Planning will be responsible for maintaining a log that includes all recommendations, person / title each is assigned to, expected completion date, etc.

Following National Grid’s State and Branch Level Exercises, Emergency Planning will develop and distribute an AAR/IP to all stakeholders. The AAR / IP will address strengths, opportunities, trends, lessons learned, and recommendations. Refer to Section 23.3 of this Emergency Response Plan for details that pertain to annual Exercises.

Roles and Activities**21.4.1. Emergency Planning**

- 21.4.1.1. Contacts affected division(s) to make certain that reports are being prepared for Class - III emergencies.
- 21.4.1.2. Contacts Director – OH-Line from Divisions providing assistance in an emergency to another Division to ensure written reports are submitted within one week of their return

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- 21.4.1.3. Review written reports from assisting Divisions.
- 21.4.1.4. If restoration exceeds three (3) days, oversees submission of the Service Restoration Report to PSC Power Division within 60 days of the end of the storm.
- 21.4.1.5. Maintains contact with DPS OREP while they are reviewing the report and provides responses to their questions.
- 21.4.1.6. Coordinates response for any inquiries from the DPS OREP regarding the company's emergency response.
- 21.4.1.7. Contacts the State Office of Emergency Management and coordinates contact through the public information / liaison coordinator with County Emergency Management officials to identify problems which arose during the emergency.
- 21.4.1.8. Prepares report on State and County comments, if any, including recommendations for future emergencies.
- 21.4.1.9. Submits report to Director Emergency Planning prior to the Divisional Service Restoration Meeting.
- 21.4.1.10. Oversees that the action plans identified during the After-Action Review process are implemented.
- 21.4.1.11. Revises the ERP to reflect necessary changes to policies and procedures (as discussed in Section 24.1 Timing of and Procedure for Updating the Plan).

21.4.2. Branch Director

- 21.4.2.1. Contacts individuals from the Command and General Staff with leadership roles to obtain their feedback/comments.
- 21.4.2.2. Establishes date, time and place for the Service Restoration Review Meeting ("Lessons Learned" Session) to discuss the activities that took place during the emergency.
- 21.4.2.3. NOTE: This review meeting is required for all Class-III emergencies when restoration exceeds three (3) days. It may be scheduled after lesser category emergencies if there were significant problems that occurred during the emergency.
- 21.4.2.4. Notifies individuals from the Command and General Staff with leadership roles to attend the Service Restoration Review Meeting. The Emergency Response Organization Leadership team shall extend invitations to key personnel from within their span of control to attend this meeting. Such disciplines shall include but not be limited to:
 - a). Operations Maintenance and Construction
 - b). Representatives from the other Divisions
 - c). Community and Customer Management
 - d). Damage Appraisal
 - e). Project Management & Complex Construction
 - f). Protection and Telecommunications
 - g). Warehouse/Inventory Management
 - h). Fleet Management
 - i). Customer Service NY Corporate Affairs/Communications/Media Relations
 - j). Consumer Advocate
 - k). Gas Operations
 - l). Safety
 - m). Finance
 - n). Emergency Planning

NOTE: This meeting is to be held within one month of the termination of the emergency.

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- 21.4.2.5. Notifies the Emergency Response Organization Leadership Team, invited disciplines and Emergency Planning of the date, time and place for the Service Restoration Review Meeting.
 - 21.4.2.6. Facilitates the Service Restoration Review Meeting.
 - 21.4.2.7. Provides minutes of meeting to:
 - a). Attendees
 - b). Key individuals not in attendance
 - c). NY-VP Operations Maintenance and Construction
 - d). Director Emergency Planning
 - 21.4.2.8. Coordinates the preparation of the Divisional Storm Critique of the emergency to be submitted to Emergency Planning, the NY-VP Electric Operations Maintenance and Construction, and eventually to the PSC after legal review.
 - 21.4.2.9. Make certain that procedural changes are communicated to Emergency Planning for incorporation into the State Electric Emergency Procedures Manuals as required.
 - 21.4.2.10. Make certain that all persons in Emergency Response Organization and supporting personnel affected by changes to Procedures are aware of the changes.
- Emergency Response Organization Leadership Team
- Command Staff
- Branch Liaison Coordinator – combined roles of the:
 - Public Information
 - Liaison
 - Branch Safety Coordinator
- General Staff
- Branch Operations Coordinator
 - Branch Planning Coordinator
 - Branch Logistics Coordinator
- 21.4.2.11. Prepares written report of all activities under their direction that occur during an emergency noting problems and recommended changes to be implemented to help prevent recurrence in future emergencies. Also evaluates the detailed cost components of the restoration effort and the benefits derived from those costs.
 - 21.4.2.12. Attends Divisional Service Restoration Review Meeting.
 - 21.4.2.13. Implements changes recommended as a result of the emergency.

21.4.3. Consumer Advocacy (typically filled by a mgr. in the Consumer Advocacy Group that reports to the Contact Center Lead)

- 21.4.3.1. Review activities during the emergency and identify problem areas with participating local human service agencies.
- 21.4.3.2. Prepares report on their activities during emergency, problems, and changes to be implemented to prevent recurrence in future emergencies.
- 21.4.3.3. Report findings to the Public Information / Liaison Coordinator for proper distribution throughout the organization
- 21.4.3.4. Attends public hearings relating to emergency in Division.
- 21.4.3.5. Submits report to Manager Customer Operations prior to the Divisional Service Restoration Meeting.
- 21.4.3.6. Attends Divisional Service Restoration Review Meeting.
- 21.4.3.7. Implements changes for their area of responsibility recommended as a result of the emergency.

21.5. Post Storm Report

When restoration exceeds three (3) days, Emergency Planning is responsible to develop a service

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restoration report and file it with the Secretary of the Department of Public Service (DPS) (105.4(c)) within 60 days of the end of the outage.

The purpose of the self-assessment reports following a significant emergency as required by Part 105 is for the company to demonstrate that it took appropriate actions prior to and following an emergency; and to identify lessons learned to enhance performance in future emergency events.

Lack of information and specifics about a recent storm or event gives the false impression that not much effort was involved. The report will interpret events and discuss decisions. The report will identify the impact of major events on facilities and equipment, and illustrate the effort taken to restore service as quickly as possible. Incomplete and overly general reports are not helpful.

Self-assessments and the resulting recommendations need to be specific enough that all utilities can learn from them. The background for each recommendation will be introduced and discussed in the body of the report. Negative or positive differences between expectations and actual events should also be discussed. The recommendations will state future activities that are to be taken to avoid the problem or repeat the success.

Finally, the reports will discuss all areas of storm preparedness and response listed below (if applicable):

1. Introduction/Overview/Executive Summary:
 - a) Incident/Event – Date, Time/start and end
 - b) Areas affected
 - c) Weather/Conditions
 - d) Cause
 - e) Peak number of customers interrupted
 - f) Major infrastructure affected
 - g) Transmission lockouts
 - h) Distribution Feeder lockouts
 - i) Sub-Stations affected
2. Advance Planning Activities:
 - a) Weather monitoring and emergency anticipation
 - b) Emergency Plans – planning/readiness activities
 - i. What was done in preparation of the storm and why were these activities performed
 - c) Preparing company staff and contractors
 - ii. Contractors secured / requests outside the R-MAG Process
 - d) Mutual Assistance – calls activity
 - i. Mutual Assistance Requests through the R-MAG Process
 - ii. Basis for request/decisions
 - iii. Arrival and first availability of supplemental crews/resources
 - e) Staging of crews and equipment
 - i. Basis for decisions to pre-stage
 - f) Customer outreach
 - i. Critical Customers
 - ii. LSE customers
 - iii. Municipal/Government/Key Stakeholders/General Public
 - g) Support services
 - i. All non-restoration resources (non-overhead-line/tree)
 1. What was done in preparation of the storm and why were these activities performed

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- h) Warehouse/Inventory
 - i. Assess preparedness, stock level adequacy, etc.
- i) Transportation/Fleet
 - i. Assess availability of equipment
- 3. Damage Assessment
 - a) Details on the plan for performing damage assessment
 - b) Which areas were targeted and why, etc.
 - c) Summary of accomplishments by day
 - d) Identify areas where additional support was brought in to support the timely assessment of damage
 - e) Details regarding damage identified
- 4. Wires Down
 - a) Describe how the company responded to and managed wire down calls
 - b) Explain the type of staff used to guard wires and their availability
 - i. Internal resources
 - ii. Contracted resources
 - c) Explain how the company determined if enough staff was available for wires down and any adjustments that were made
 - d) Identify and describe any incidents regarding down wires
 - i. Shocks
 - ii. Fatalities
 - iii. Customer satisfaction / municipalities / towns
- 5. Crewing
 - a) Summary of resources – number of crews / FTE's:
 - i. Transmission Line
 - 1. Internal National Grid
 - 2. Contractor
 - ii. Distribution Line
 - 1. Internal National Grid
 - 2. Contractor
 - iii. Mutual Assistance – Utility
 - 1. Distribution Line
 - iv. Forestry
 - 1. Contractor
 - v. Service Restoration
 - 1. Internal National Grid
 - 2. Contractor
 - vi. Damage Assessment
 - 1. Internal National Grid
 - 2. Contractor
 - vii. Wires Down/Wire Guard
 - 1. Internal National Grid
 - 2. Contractor
 - viii. Support Personnel
 - ix. Customer Care Center Staffing
 - b) How it was determined if crew count was sufficient
 - c) Description of crew movements and why they were performed
 - d) Mutual Assistance – calls/activity
 - i. Dates and times of all mutual assistance calls
 - ii. Mutual Assistance requests made by the company and or responded to

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- through the R-MAG Process
 - iii. Basis for request/decisions
 - iv. Arrival and first availability of supplemental crews/resources
- 6. Restoration
 - a) Damage statistics
 - i. Sub-station damage
 - ii. Transmission lockouts
 - iii. Distribution lockouts
 - iv. Broken Poles
 - v. Transformers replaced
 - vi. Conductor – primary / secondary
 - b) Specific key priorities during the restoration and how they were managed
 - c) Description of any temporary facilities that used (portable subs, generators, etc.)
 - d) Details regarding unique or prolonged jobs
 - e) Restoration progress graphed against customers and resources
 - f) Interaction with customers requiring electrical inspections or other repairs prior to restoration
- 7. ETRs
 - a) Description of when ETRs were established
 - b) How often ETRs changed and reasons behind changes
 - c) Level of information known at time ETR's were developed
 - d) Provide table with ETRs by region, municipality, and or area. Include date and time of initial ETR and the date and time for all updates and refinements
 - e) Document compliance with the ETR guidelines
- 8. Communications
 - a) Describe activities to communicate with public, municipalities and government offices
 - i. Community Leader call date / time / attendees / transcripts
 - b) Describe interaction with Emergency Management Offices
 - i. State
 - ii. County
 - c) Describe use of social media and web-site
 - d) Provide all press releases, articles, and interviews
 - e) Contact Center performance/statistics
 - f) Changes in Contact Center staffing
 - g) Describe dry ice, bottled water, and other humanitarian efforts
- 9. Critical Facility/Life Support Equipment Customers/Special Needs
 - a) Notifications to customers prior to an event
 - b) Describe the Company's actions to keep in touch with these customers
 - c) What steps were taken if personal contact with a LSE customer during the event was not made
 - d) Summarize restoration activities for these customers
 - e) Document compliance with reporting requirements
- 10. Storm Critique and Action Items
 - a) Lessons learned
 - b) Critique of emergency plans
 - c) Action items
 - d) Implementation schedule for action items
 - e) Summary of recommendations
- 11. Appendices

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Section 22: Demobilization

Section 22. Demobilization

Introduction

The purpose of Demobilization is to identify how the Company reviews the need for the activated portions of the Emergency Response Organization to be released when no longer required for the emergency response.

Planning for De-escalation/De-mobilization is done on an on-going process in coordination with the situational awareness conference calls and briefings (as described in Section 16 of this ERP) and is an integral part of the restoration process.

The processes and associated roles covered in this section can be seen in the following Figure.

Section 22 Summary: Demobilization	
22.1 Demobilization Plan Development and Implementation	
Key Roles	
• State Incident Commander • State Planning Section Chief • State Logistics Section Chief • Branch Director • Branch Logistics Coordinator	

22.1. Demobilization Plan Development and Implementation

The State Incident Commander is responsible for initiating the De-escalation/Demobilization process during an emergency response. Planning for De-escalation/Demobilization is done on an on-going basis and is an integral part of the restoration process.

During these communications, the State Planning Section Chief gathers information about the status of restoration activities from the affected Branches for use by the State Incident Commander who will determine if resources shall be re-allocated or released as warranted.

Tracking resource requirements and those resources released is essential for accountability and managing control. This assists in providing for an orderly and efficient reduction of resources and helps to make resources available for other activities and assignments as needed. The Emergency Response Organization may consider demobilization when:

- a). All emergency-related jobs are assigned,
- b). Control Center is managing the emergency, and
- c). All non-regional crews are released.

Roles and Activities**22.1.1. State Incident Commander**

- 22.1.1.1. Prior to release of resources, coordinates with other NYS utilities to determine if they have any open resources requests. This can be done through Project Management and Complex Construction (External Line Resources Branch Support) or Emergency Planning prior to releasing or committing resources.
- 22.1.1.2. Approves De-escalation or Demobilization of response functions based on input from the State Planning Section Chief and Branch Director(s) including, but not limited to, re-allocation and/or release of foreign crews and Company crews and support staff.
- 22.1.1.3. Coordinates with Branch Director and External Line Resource Branch Support to manage communication of release to external resources

22.1.2. State Planning Section Chief

- 22.1.2.1. Tracks restoration and resource allocation status throughout the emergency.

22.1.3. State Logistics Section Chief

- 22.1.3.1. Working with the Branch Logistics Coordinator - reviews the list of personnel proposed for demobilization daily and adjusts material, fleet, staging site, communication, meal, and lodging requirements as resources are re-allocated or released.

22.1.4. Branch Director

- 22.1.4.1. Identifies operational situation changes that require augmenting/ demobilizing resources.
- 22.1.4.2. Provides restoration status and resource request information to the State Incident Commander.
- 22.1.4.3. When appropriate, oversees the preparation and implementation of the demobilization plan based on the De-escalation or Demobilization decisions of the State Incident Commander.

22.1.5. External Line Resource Branch Support

- 22.1.5.1. Communicates direction to the external resources that pertains to their release.

22.1.6. Branch Logistics Coordinator

- 22.1.6.1. Adjusts Branch logistics accordingly as the demobilization plan dictates.

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Section 23:

Preparation, Training, and Exercises

Section 23. Preparation, Training, and Exercises

Introduction

The purpose of Preparation, Training, and Exercises is to identify the means by which Company personnel prepares for and practices for an emergency response.

These activities, comprised of an annual training course and annual restoration exercises and drills, are conducted throughout the year during Blue Sky conditions.

National Grid incorporates the principles of the Homeland Security Exercise and Evaluation Program (HSEEP) as the set of guiding principles for exercise programs which supports a common approach to exercise program management, design and development, conduct, evaluation, and improvement planning.

Section 23 Summary: Preparation, Training, and Exercises		
23.1. Preparation / Pre-Emergency	23.2 Annual Training Courses	23.3 Restoration Exercises
Key Roles	Key Roles	Key Roles
- Incident Commander - Transmission Control Center - Contact Center - Government Relations - Branch Director - Control Center - IS – Telecom - Branch - Public Information Coordinator - Branch – Liaison Coordinator - Consumer Advocacy - Branch - Safety Coordinator - Branch - Operations Coordinator - Protection and Telecom - Vegetation Management - Branch – Planning Coordinator - Branch – Logistics Coordinator - Emergency Planning	- State Incident Commander - Emergency Planning - State Safety and Health Officer - State Environmental Officer - State Public Information Officer - State Liaison Officer - State Planning Section Chief - State Logistics Section Chief - State Security Officer - State Finance Section Chief - State Human Resources Section Chief - Branch Director - Branch Safety and Health Coordinator - Branch Environmental Coordinator - Branch Public Information Coordinator - Branch Liaison Coordinator - Branch Operations Coordinator - Branch Planning Coordinator - Branch Logistics Coordinator - Branch Security Coordinator	None

23.1. Preparation / Pre-Emergency**PURPOSE**

Individuals with assigned leadership roles and responsibilities to the Emergency Response Organization must maintain a level of preparedness and readiness to respond to any emergency. This includes a regular review and understanding of Electric Emergency Procedures and continuance of the referenced responsibilities.

The Division(s) must also test these procedures throughout the year to make certain that all individuals are aware of the actions they must undertake in the event an emergency occurs.

Prior to an incident or event, it is important to gain an understanding of the situation in order to establish objectives and strategy, identify resource requirements, develop a plan for response, and prepare and disseminate information regarding the response internally throughout the Emergency Response Organization and externally as required.

The following outlines the pre-storm responsibilities of the ICS Leadership Roles and the company disciplines that they oversee during an emergency.

Roles and Activities**23.1.1. State Incident Commander**

- 23.1.1.1.** The state incident commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations. The Incident Commander oversees the following company disciplines during an emergency response:
- a). Contact Center
 - b). Government Relations – Federal and State
 - c). Transmission Control Center
 - d). Transmission Construction

23.1.2. Transmission Control Center

- 23.1.2.1.** Prioritize and coordinate restoration of critical transmission facilities if time allows prior to emergency.
- 23.1.2.2.** Ensure notification contacts are current.
- 23.1.2.3.** Participates in semi-annual tests of emergency procedures.

23.1.3. Contact Center

- 23.1.3.1.** Tests incoming telephone lines on a regular basis to make certain that they are operating properly (Companywide).
- 23.1.3.2.** Maintains procedures and contact lists for transfer of incoming telephone trunk lines during an emergency situation.
- 23.1.3.3.** Tests emergency back-up procedures with Collection Services in Niagara Falls in January, May, and October to transfer selected incoming telephone lines to the back-up Center.
- 23.1.3.4.** Maintains contact with IS Telecommunications Services regarding problems, changes, and improvements of telephone equipment used during storm conditions.
- 23.1.3.5.** Coordinates with Collection Services to set up emergency procedures when there is potential for a major storm to pass through the service territory.
- 23.1.3.6.** Provides information to Media Relations for news releases, brochures, and advisories for customers.

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- 23.1.3.7. Participates in semi-annual tests of emergency procedures. Semi-annually reviews and updates life support customer list.

23.1.4. Customer Policy and Satisfaction (reports up through Contact Center)

- 23.1.4.1. Liaison with Consumer Services Division of the PSC.
- 23.1.4.2. Identifies data required by Consumer Services Division of PSC during and after an emergency and includes in Electric Emergency Procedures.
- 23.1.4.3. Updates Customer Service related parts of Electric Emergency Procedures as required.

23.1.5. Government Relations

- 23.1.5.1. Maintains and annually updates lists of state and federal governmental contacts.
- 23.1.5.2. Provides local governmental leaders and governmental contacts with phone numbers of National Grid employees who can assist during emergencies.
- 23.1.5.3. Provide special telephone number to local governmental leaders and governmental contacts for use in an emergency for direct access to the Company.
- 23.1.5.4. Participates in tests of emergency procedures.

23.1.6. Branch Director

- 23.1.6.1. The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director:

Command Staff

- Branch Liaison Coordinator
- Branch Public Information Coordinator
- Branch Safety Coordinator

General Staff

- Branch Operations Coordinator
- Branch Planning Coordinator
- Branch Logistics Coordinator

- 23.1.6.2. The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.
- 23.1.6.3. Make certain that Electric Emergency Procedures are updated and submitted to the Department of Public Service (DPS) by December 15
- 23.1.6.4. Make certain that each division has two (2) tests of the Electric Emergency Procedures each year that are accomplished between January 1 and May 31. Note: One test is the state level exercise and there is to be one (1) exercise in each Division – for a total of four (4) exercises.
- 23.1.6.5. Coordinates a review of the tests to identify problem areas and institutes changes necessary to prevent recurrence of the problem.
- 23.1.6.6. Writes and sends report to Emergency Planning indicating that tests have been accomplished. Note date of test, problems encountered and changes to be made to resolve problems.
- 23.1.6.7. Meets with storm organization leadership team to confirm their role in the organization and identify an alternate.

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- 23.1.6.8. Establishes Division and District Emergency Operation Centers.
- 23.1.6.9. Makes certain communications lines, maps, etc. are available and up-to-date in Emergency Operation Centers.
- 23.1.6.10. Makes certain that persons assigned to Emergency Operation Centers are aware of their duties and that items they will need are available in Emergency Operation Centers.
- 23.1.6.11. Maintains and updates semi-annually a list of the key employees assigned to the service restoration effort with their job title, home address and home telephone number.
- 23.1.6.12. Coordinates semi-annual test of procedures as required.
- 23.1.6.13. Make certain changes resulting from the tests are incorporated in procedures and that all affected persons are informed.
- 23.1.6.14. Control Center
 - a). Provides regular weather reports identifying potential problems.
 - b). Ensure notification contacts are current.
 - c). Participates in semi-annual tests of emergency procedures.

23.1.7. IS – Telecommunication

- 23.1.7.1. Liaison with Branch Director.
- 23.1.7.2. Maintains database of radio communications equipment and Lead frequency allocations.
- 23.1.7.3. Provides guidance to Divisional Communications Management to make certain of uninterrupted crew communications.
- 23.1.7.4. Maintains and updates semi-annually a list of other utilities' Communications Managers.

23.1.8. Branch - Public Information Coordinator

- 23.1.8.1. The following are pre-storm roles and responsibilities of the Branch Public Information Coordinator, which includes the oversight of the listed Company disciplines in support of the assigned duties.
- 23.1.8.2. Corporate Affairs
 - a). Corporate Affairs organizations supporting storms include Media Relations, Internal Communications and Government Relations. The following outlines the pre-storm responsibilities of each of these disciplines.

23.1.9. Media Relations

- 23.1.9.1. Maintains and updates semi-annually a list of media outlets stations, and for the local daily and weekly newspapers.
- 23.1.9.2. Provides media representatives with special telephone number for contacting Company during emergencies.
- 23.1.9.3. Provides media representatives with informational materials on Company procedures during an emergency; helpful hints for customers; etc.
- 23.1.9.4. Participates in semi-annual tests of emergency procedures.
- 23.1.9.5. Notifies Regional Executive Director, Community and Customer Markets of problems, which occurred during tests and changes being made to prevent recurrence.

23.1.10. Internal Communications

- 23.1.10.1. Has scripted releases prepared and ready for adding final details just prior to distribution to employees during an emergency.
- 23.1.10.2. Participates in semi-annual tests of emergency procedures.

23.1.11. Brand and Customer Communications

- 23.1.11.1. Develops and updates brochures, etc. to be provided to customers to prepare them for emergency situations.
- 23.1.11.2. Develops information on storm survival and safety for customers for customer publication and availability on website.
- 23.1.11.3. Participates in tests of emergency procedures.
- 23.1.11.4. Web Strategy and Development
- 23.1.11.5. Participates in tests of emergency procedures.

23.1.12. Branch – Liaison Coordinator

- 23.1.12.1. Maintains and updates semi-annually the Division's list of Critical Facilities that must be contacted prior to (when applicable) and during an emergency.
- 23.1.12.2. Maintains, and updates semi-annually, a list of Critical Facilities that may require special outreach during the event in the case of a prolonged emergency (ERP 17.3).
- 23.1.12.3. Maintains and updates semi-annually a list of local governmental contacts with office and cellular telephone numbers and fax numbers.
- 23.1.12.4. Assigns individuals to the Liaison position for coordination with County Emergency Management Offices and maintains and annually updates the list of County Emergency Management Directors in the service territory. Not every County has an EOC or staffs their EOC during an event. Information to be acquired and confirmed with counties includes name of Director or other appropriate contact, telephone number, fax number and e-mail address(es) to which outage information should be conveyed.
- 23.1.12.5. Assigns alternates for each of the positions.
- 23.1.12.6. Assists Consumer Advocate to identify and contact human services agencies within area.
- 23.1.12.7. Attends meetings with human services agencies within the area, as applicable
- 23.1.12.8. Attends meetings with local government officials when emergency plans are discussed.
- 23.1.12.9. Coordinate and host the Community Leader Call (ERP 18.5) if required.
- 23.1.12.10. Assists Media Representative to develop and maintain list of media contacts for use during an emergency.
- 23.1.12.11. Liaise with local County Emergency Management offices.
- 23.1.12.12. Participates in semi-annual tests of emergency procedures.
- 23.1.12.13. Notifies Customer Operations Manager of problems that occurred during tests and changes being made to prevent recurrence.
- 23.1.12.14. Complete one drill of the Community Leader Conference Call annually.
- 23.1.12.15. Administers or delegates administration of the Dry Ice distribution program to a trained and qualified individual to represent the Division who shall:
 - a). Ensure that adequate staffing levels are available for the assignment and are trained in their responsibilities to administer the Dry Ice distribution program.
 - b). Have available the contact numbers for parties requiring notification to support administration of the Dry Ice distribution program.
 - c). Confirm that an adequate supply of Dry Ice is available throughout the established list of Dry-Ice vendors
 - d). For each Division, identify locations suitable for distribution of Dry Ice; identify and train assigned employees who will be administering the

program. This process is required for outages that exceed 48 hours in duration.

- e). Ensure that the purchase orders with the Dry Ice distribution vendors are sufficiently funded. This shall be coordinated with Procurement.

23.1.13. Consumer Advocacy

- 23.1.13.1. Maintains and updates a list of human services agencies within the Division that must be contacted and could be of assistance during an emergency.
- 23.1.13.2. Participates in annual storm drills, including contacting agencies that could be of assistance.
- 23.1.13.3. Notifies leadership of problems which occurred during tests and changes being made to prevent recurrence.

23.1.14. Branch - Safety Coordinator

- 23.1.14.1. Execute pre-incident activities.
- 23.1.14.2. Develop and deliver Safety and Health regulatory training to employees, (e.g., wire watch/downed wire, fall protection, work zone traffic control & tagging) if they have not received training previously.

23.1.15. Branch - Operations Coordinator

- 23.1.15.1. Maintains and updates semi-annually a list of the key Employees assigned to the service restoration effort with their job title, home address and complete contact information – home and or mobile telephone number.
- 23.1.15.2. Makes certain that storm equipment and materials are available.
- 23.1.15.3. In conjunction with the Branch Director - Designates Divisional Central Storm Board and Satellite Storm Board locations.

23.1.16. Protection and Telecommunications

- 23.1.16.1. Maintains list of communications equipment, radios, cellular telephones, etc., available for use in an emergency.

23.2. Notifies Meter and Test personnel of their responsibilities in an emergency.

- 23.2.1.1. Identifies and provides training for Meter and Test personnel.
- 23.2.1.2. Participates in semi-annual tests of emergency procedures.
- 23.2.1.3. Notifies Operations, Maintenance and Construction Manager of problems that occurred during tests and changes being made to prevent recurrence.

23.2.2. Forestry State Coordinator

- 23.2.2.1. Maintain and update semi-annually the “Emergency Tree Work Listing,” which lists tree companies operating in the Division, the number of crews that may be available for emergency work, and names of individuals to contact.
- 23.2.2.2. Maintain good working relationships with community, public works superintendents and tree wardens.
- 23.2.2.3. Contact listed tree companies prior to an anticipated emergency situation to verify communication channels and give alert for potential emergency work.
- 23.2.2.4. Coordinate tree operations.
- 23.2.2.5. Participates in semi-annual tests of emergency procedures

23.2.3. Division Gas Support

- 23.2.3.1. Identifies electric generators available within Division that could be utilized to assist certain critical support customers during catastrophic, prolonged emergencies.
- 23.2.3.2. Assigns person from Gas Department to District/Divisional Emergency Operation Center.

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- 23.2.3.3. Identifies activities to be performed by Gas Department employees during an emergency.
- 23.2.3.4. Assigns Gas Department employees to specific duties in the event of an emergency and makes certain that they are adequately trained.
- 23.2.3.5. Participates in semi-annual tests of emergency procedures.
- 23.2.3.6. Notifies Operations, Maintenance and Construction Manager of problems that occurred during tests and changes being made to prevent recurrence.

23.2.4. Branch – Planning Coordinator

- 23.2.4.1. Identifies individuals who are to be part of damage appraisal organization.
- 23.2.4.2. Notifies assigned persons of their responsibilities during an emergency and the specific areas to which they are to be assigned.
- 23.2.4.3. Identifies annual training required for Storm Damage Appraisal Patrollers and makes certain that training is provided.
- 23.2.4.4. Coordinates Storm Damage Appraisal operations during semi-annual tests of procedures.
- 23.2.4.5. Notifies Branch - Operations Coordinator of problems that occurred during tests and changes being made to procedures to prevent recurrence.

23.2.5. Branch – Logistics Coordinator

- 23.2.5.1. Maintains list of hotels, motels, barracks, dormitories, restaurants, laundry facilities, etc. within the Division. Notes number of people who can be housed or served; times when facility is closed for season or other special conditions; and complete contact information including - name of contact person; telephone number; fax number; etc.
- 23.2.5.2. Updates lists on a semi-annual basis.
- 23.2.5.3. Participates in semi-annual tests.
- 23.2.5.4. Warehouse / Inventory Management
 - a). Determines items that would be required in an emergency situation.
 - b). Maintains stock of specified items for emergency situations.
 - c). Participates in semi-annual tests of emergency procedures.
 - d). Notifies Operations, Maintenance and Construction Manager of problems that occurred during tests and changes being made to prevent recurrence.
 - e). Maintains the list of vendors; confirms availability semi-annually (including dry ice).
- 23.2.5.5. Fleet Services
 - a). Maintains list of equipment available within Division for use in an emergency.
 - b). Maintains lists of equipment that would be needed in an emergency which can be obtained from other Divisions, local contractors, etc.
 - c). Participates in semi-annual tests of emergency procedures.
 - d). Notifies Operations, Maintenance and Construction Manager of problems that occurred during tests and changes being made to prevent recurrence.
- 23.2.5.6. Facilities
 - a). Ensure that System, Divisional and Divisional storm room facilities are clean, mechanically maintained, and operationally ready for storm response when activated.
- 23.2.5.7. National Grid Claims Department
 - a). Ensure that appropriate staffing is in place to address claims that arise, including weekend coverage.
- 23.2.5.8. Security

- a). Ensure that contact lists for law enforcement, security contractors and security related agencies are up to date.

23.2.6. Emergency Planning

- 23.2.6.1. Updates NY- Electric Emergency Procedures annually.
- 23.2.6.2. Maintains and updates semi-annually a list of other utilities to be used to obtain assistance during emergencies.
- 23.2.6.3. Coordinates with Project Management and Complex Construction to obtain listing of contractors available to provide assistance during emergencies.
 - a). Project Management and Complex Construction
 - i. Maintains list of T&D contractors that could provide T&D crews in an emergency
- 23.2.6.4. Maintains log of semi-annual tests performed in Divisions. If deemed necessary, convene an internal storm conference call in advance to the storm to ensure appropriate labor resources and material availability
- 23.2.6.5. Notify and liaise with the New York State Office of Emergency Management (NY-OEM).
- 23.2.6.6. Communicates with Divisions and areas regarding procedures discussed at State level.
- 23.2.6.7. Facilitates annual meetings of affected employees and agencies to review emergency procedures.
- 23.2.6.8. Pre-storm communications with weather provider will be arranged by Emergency Planning to review weather forecast for pending weather event.
- 23.2.6.9. The storm conference call process will be initiated with New England and Long Island participation.
- 23.2.6.10. Monitors the roster of approved staging sites, ensuring contracts are in place.
- 23.2.6.11. Monitors contracts with logistical support vendors to provide support during large scale restorations.
- 23.2.6.12. Add consenting retirees to the Storm Emergency Assignment list, designating their availability and willingness to be of service during storms.
- 23.2.6.13. In anticipation of and in response to a storm, even if the Company is not expected to be affected by the associated storm, at least one Company representative will participate in all mutual assistance (North Atlantic Mutual Assistance Group – NAMAG) conference calls to which we are invited.
- 23.2.6.14. Makes certain that the State Emergency Operations Room can be made functional.
- 23.2.6.15. Liaise with DPS OREP.
- 23.2.6.16. Maintain list of retirees with Customer and Operating background who could be assigned during an emergency.
- 23.2.6.17. Participates in annual storm drill.

23.3. Annual Training Courses

Training is to be required and scheduled at least annually for employees who support restoration efforts and who may be activated during an Emergency. For a summary of Emergency Management Response (EMR) Training associated with each of the ICS Command and General Staff leadership positions, refer to the ICS Position reference guide in Section 31. Training is completed at various times throughout the calendar year, using April 1 as the starting point of the training calendar.

For contractors supporting day-to-day operations, training will be kept current with an annual refresher. Mutual assistance and foreign contractors attained at the time of an event will be given on-boarding

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training that will include a job briefing, review of our electric system, safety policies, and protocols (e.g., lockout / tag-out, personal protective equipment, etc.) that are expected to be adhered to throughout the restoration prior to being given a field assignment.

The purpose of training is to provide the necessary review of related safety and procedure to allow these employees to perform their assigned responsibilities safely and efficiently during such an Emergency. All training should be coordinated and tracked through Learning & Development.

Roles and Activities

23.3.1. State Incident Commander

- 23.3.1.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.2. Emergency Planning

- 23.3.2.1. Confirms assigned personnel are trained and prepared for assignment.

23.3.3. State Safety and Health Officer

- 23.3.3.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.4. State Environmental Officer

- 23.3.4.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.5. State Public Information Officer

- 23.3.5.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.6. State Liaison Officer

- 23.3.6.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.7. State Planning Section Chief

- 23.3.7.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.8. State Logistics Section Chief

- 23.3.8.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.9. State Security Officer

- 23.3.9.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.10. State Finance Section Chief

- 23.3.10.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.11. State Human Resources Section Chief

- 23.3.11.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.12. Branch Director

- 23.3.12.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.13. Branch Safety and Health Coordinator

- 23.3.13.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.14. Branch Environmental Coordinator

- 23.3.14.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.15. Branch Public Information Coordinator

- 23.3.15.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.16. Branch Liaison Coordinator

- 23.3.16.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.17. Branch Operations Coordinator

- 23.3.17.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.18. Branch Planning Coordinator

- 23.3.18.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.19. Branch Logistics Coordinator

- 23.3.19.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.3.20. Branch Security Coordinator

- 23.3.20.1. Confirms that support staff have been identified and trained, as required, on an annual basis, before June 1.

23.4. Restoration Exercises

Exercises are conducted to evaluate an organization's capability to execute one or more portions of the Electric Emergency Procedures and supporting procedures and to engage employees to be prepared to respond to and recover from an emergency. Benefits of practice drills and testing include:

- a). Test and evaluate plans, policies, and procedures;
- b). Improve organizational coordination and communications (internally and externally);
- c). Clarify roles and responsibilities;
- d). Train personnel in roles and responsibilities;
- e). Improve individual performance; and
- f). Satisfy legal or regulatory requirements.

The Electric Emergency Procedures will be tested in each Division to the extent that the drill scenario requires between January 1 and May 31.

Exercises will be performed at the State and Division level as follows:

- a). One (1) comprehensive Exercise at the New York State level consisting of:
 - i. The application of most functions;
 - ii. The involvement of state level functions and the NY-Department of Public Service.
 - iii. The coordination of activities between internal functions and external emergency agencies, personnel, and other utilities as applicable.
- b). One (1) Exercise in each Division (or Branch) that incorporates Company personnel and external response agencies and emergency management personnel in a simulated interactive exercise that tests the ability of multiple functions in the emergency response organization to respond to a simulated event.
 - i. The application of most functions;
 - ii. The involvement of various levels of internal and external response agencies, emergency management personnel, and the NY-Department of Public Service.

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- iii. The coordination of activities between internal functions and external emergency management agencies, personnel, and other utilities.

Gas and select telecommunications and cable utilities in the respective Division will be invited to participate in the State Level Exercise and review of procedures. Participant logs will be maintained for the Exercises.

Exercises in the Division shall include, to the extent possible, all of the company Emergency Response/Storm Organization and associated support groups at the respective Emergency Operation Centers to review their responsibilities and duties in response to storms or storm like electric emergencies. Flooding scenarios shall be tested and or injected into drills as warranted.

The Branch Director shall be responsible for initiation of the drill and the follow up review of the activities that took place.

Dry runs shall include the placing of actual trouble related phone calls to Contact Center personnel and paper work associated with the various types of interruptions and unsafe conditions. Line Failure Reports shall be generated using both the computerized Service Restoration System and the manual method of filling out reports.

Designated Storm Room personnel shall physically handle the paper work and staff the restoration boards so as to post outage information accordingly. This method is taking hand written orders from phone representatives or dispatch, routing the information to operations for sorting, plotting, and dispatch. All personnel shall be knowledgeable of the process and capable of implementing if existing outage management systems fail or communication is limited.

The designated Storm Room personnel who handle the paperwork in the manual process of restoration will review the procedure as part of the annual functional drill.

OUTLINE OF PRACTICE DRILL

Each Division shall have written, detailed procedures for each Division and District Emergency Operation Center describing the following:

1. Off-hour notification of supervision during emergencies.
2. Staffing and opening of Emergency Operation Center.
3. Functional procedures describing paper flow in the Emergency Operation Center.
4. Coordination with Contact Center on prolonged outages with regard to information on restoration times and any unusual situations that can be passed on to the customer.
5. Preparation of news releases or periodic information summaries for the media and government contacts. (See ERP 17).
6. Guarding of hazardous conditions (*e.g.*, energized downed wires).
7. Closing of the Emergency Operation Center.

During the drill, the following general scenario of activities should take place (Divisional practices may vary):

1. A Class-II or Class-III emergency shall be simulated.
2. Appropriate Operations Supervision shall be notified as set forth in Divisional Procedures.
3. The Operations Supervision shall notify the appropriate Operations Coordinator to request the number of clerical personnel required. (Personnel who may not normally dispatch but may be called upon to act as a dispatcher in a decentralized mode shall practice at the drill.)
4. A coordinated team effort between the Branch Director and Operations Coordinator shall determine

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the required number of crews for the simulated emergency.

5. The Operations Coordinator shall notify the appropriate Branch Planning Coordinator (Damage Appraisal Manager) for the purpose of organizing the Damage Survey.
6. The Operations Supervision shall evaluate the extent of trouble and determine the need for:
 - a) Damage Assessment
 - b) Additional need for Operations Supervision, Line Clearance, Underground and Station Supervision.
 - c) Additional clerical assistance
 - d) Need to decentralize
7. The simulated Line Failure Reports shall be given to the Operations Supervision, appropriately mapped, and returned to the Operations Coordinator / Supervision to determine priority status. The simulated Line Failure Reports shall be given to the Operations Supervisor to determine priority status.
8. The following type of information shall be made available to the Contact Center:
 - a) Anticipated prolonged outages.
 - b) Congested area due to broken poles and downed lines.
 - c) Restoration areas and projected restoration times. (Coordination with Contact Center should be practiced accordingly).
9. Operations Coordinator / Supervision shall familiarize themselves with the "Storm Status Report" and practice completion of this report for the simulated emergency.
10. The Branch Liaison Coordinator will initiate contacts with Critical Facilities, County Emergency Managers, human services agencies, governmental contacts, etc. to ensure that these contacts can be made. Life Support Equipment customers and Special Needs customers will be contacted by the Contact Center.
11. The Exercise should include the utilization of Community Liaisons from other areas to familiarize themselves with local knowledge of the area that they may be supporting.
12. The Branch Logistics Coordinator will initiate contact with hotels, restaurants, etc. to ensure that these contacts can be made.
13. The Branch Public Information Coordinator will make the appropriate media contacts to test these procedures.
14. The various support groups will participate in the drill to ensure that they can accomplish their part in the procedures.
15. Supply Chain Management is to be contacted to ensure that they can make the prescribed contacts, obtain the required materials, etc.
16. The procedures for closing the Emergency Operation Center shall be practiced.

NOTE: The Branch Director shall ensure that various types of failures and unsafe conditions are simulated through the Contact Center so that the Overhead Line Supervisor and Damage Assessment Field Coordinator can determine the need for damage assessment patrollers, additional line, and clerical people, etc.

The damage assessment process is covered in Section ERP 11.

The Planning Supervision and Line Supervision shall also practice conversion of assessment data into estimated crew requirements and prediction of restoration times (ETRs).

The Branch Logistics Coordinator shall provide an update to personnel on the availability of hotel and motel rooms. During the practice session, the Branch Logistics Coordinator shall determine accommodations and meal requirements for crews from outside the Division and determine the best locations to house and feed the foreign crews.

17. Process to practice the communications and pole installation process with Telecommunication Providers
18. Upon completion of the drill, the Branch Director shall submit written notification to Emergency Planning that the drill was completed.

19. Upon completion of the drill, a critique shall be conducted in accordance with the Emergency Critique Procedures set forth in ERP 21. Emergency Planning personnel and/or other Divisional personnel in attendance shall assist with the critique.

CONDUCTING DRILLS / VERIFY TELEPHONE CONTACTS / UPDATE INTERNAL & EXTERNAL CONTACTS

Tentative schedules of the drills for the year shall be forwarded to Emergency Planning which will assist in the drills and monitor the results. Emergency Planning shall provide PSC Staff a minimum of two weeks' advanced notice of a scheduled drill.

Emergency Planning will prepare a letter to be filed with the PSC by April 1 of each calendar year stating that within the past 12 months the Company has:

- a). Periodically verified telephone contacts with and updated its lists of names of internal and external contact persons; and
- b). Conducted at least one storm drill involving key company personnel assigned service restoration responsibilities.

SERVICE CREW TRAINING

Service Crew restoration training will be provided on an as needed/request basis. In some cases, training will be provided (if necessary) during the early stages of an event to personnel deemed qualified to perform the Service Crew function. Formal training will be provided on the spot followed by "on-the-job" training with trainers functioning as restoration supervisors.

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Section 24: Emergency Plan Maintenance

Section 24. Emergency Plan Maintenance

Introduction

The purpose of Emergency Plan Maintenance is to identify how the Company ensures the ERP contains an accurate overview of the processes employed when responding to an emergency.

The ERP is compiled in a loose-leaf manual to facilitate updating and maintained over the course of the year and is updated to reflect changes in the Company's response procedures.

The processes and associated roles covered in this section can be seen in the following Figure.

Section 24 Summary: Emergency Plan Maintenance	
24.1	
Timing of and Procedure for Updating the Plan	
Key Roles	
• Emergency Planning • Emergency Response Process Leads	

24.1. Timing of and Procedure for Updating the Plan

The NY ERP will be revised and filed with the NY PSC on December 15th of each year, at a minimum, but can be revised and refiled at other times during the year to address changes based on changes in technology or regulations, critical lessons learned, or changes to the Company organization structure, for example.

When a required change to the ERP has been identified, it is the responsibility of the Process Leads to revise the language, process flow diagram, roles and activities describing any changed process. Emergency Planning will update the NY ERP as well as the ERPs of other states, if they are also impacted, to include the changes made to the process by the Process Leads. The appropriate Company executives will review the updates prior to filing the revised ERP with the NY PSC. The Process Leads will ensure that any documents external to the ERP or systems relied on to execute the process will be updated in conjunction with updating the ERP.

Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the Secretary of the Commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.

Emergency Planning will ensure that the National Grid internal internet site is updated to reflect the changes.

Roles and Activities**24.1.1. Emergency Planning**

- 24.1.1.1. Modifies ERP to reflect changes to emergency response processes.
- 24.1.1.2. Obtains review of updated plan and files it with the NY PSC.
- 24.1.1.3. Distributes the updated ERP within the Company.

24.1.2. Emergency Response Process Leads

- 24.1.2.1. Revises or develops new processes including process flow diagrams, roles and activities, and training materials, as required.
- 24.1.2.2. Updates Company systems to reflect updated process.
- 24.1.2.3. Ensures necessary contracts are in place with required vendors.

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Section 25:

Legislative and Regulatory Compliance Translation Table

Section 25. Legislative and Regulatory Compliance Translation Table

Introduction

This section contains an overview of the legislative and regulatory requirements that drive certain content within this ERP. Below identifies the legislative requirements spelled out in NY Public Service Law §66(21) and 16 NYCRR Part 105 and the section in the plan that contains the required information. Additionally, National Grid will abide by any applicable new / updated legislation that may not be specifically reflected in the ERP.

25.1. NY Public Service Law Part 105 Compliance

Legislative Compliance Translation Table

NY Public Service Law §66(21)		
§ 66 - 21	Requirement	Located in New Plan
	(a) Each electric corporation subject to section twenty-five-a of this section shall annually, on or before December fifteenth, submit to the commission an emergency response plan for review and approval. The emergency response plan shall be designed for the reasonably prompt restoration of service in the case of an emergency event, defined for purposes of this subdivision as an event where widespread outages have occurred in the service territory of the company due to storms or other causes beyond the control of the company. The emergency response plan shall include, but need not be limited to, the following:	NY-ERP 1 23.1 24.1 28
	(i) the identification of management staff responsible for company operations during an emergency;	NY-ERP 3.– 3.4 33
	(ii) a communications system with customers during an emergency that extends beyond normal business hours and business conditions;	NY-ERP 17 – 17.8
	(iii) identification of and outreach plans to customers who had documented their need for essential electricity for medical needs;	NY-ERP 17.4
	(iv) identification of and outreach plans to customers who had documented their need for essential electricity to provide critical telecommunications, critical transportation, critical fuel distribution services or other large-load customers identified by the commission;	NY-ERP 17.3
	(v) designation of company staff to communicate with local officials and appropriate regulatory agencies;	NY-ERP 18 -18.9
	(vi) provisions regarding how the company will assure the safety of its employees and contractors;	NY-ERP 10-10.3
	(vii) procedures for deploying company and mutual aid crews to work assignment areas;	NY-ERP 6.4 6.6 6.8
	(viii) identification of additional supplies and equipment needed during an emergency;	NY-ERP 7.1
	(ix) the means of obtaining additional supplies and equipment;	NY-ERP 7.1
	(x) procedures to practice the emergency response plan	NY-ERP 23.1 – 23.3
	(xi) appropriate safety precautions regarding electrical hazards, including plans to promptly secure downed wires within thirty-six hours of notification of the location of such downed wires from a municipal emergency official; and	NY-ERP 14.1

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NY Public Service Law §66(21)		
§ 66 - 21	Requirement	Located in New Plan
	Each such corporation shall, on an annual basis, undertake drills implementing procedures to practice its emergency management plan. The commission may adopt additional requirements consistent with ensuring the reasonably prompt restoration of service in the case of an emergency event.	NY-ERP 23.1 23.2 23.3
	(e) The filing of each emergency response plan required under paragraph (a) of this subdivision shall also include a copy of all written mutual assistance agreements among utilities.	Exhibit 6.11 6.12

Regulations of the State of New York (NYCRR) – Part 105		
Part 105 Section	Requirement	Located in New Plan
§ 105.1 Preamble	These electric utility emergency plans are primarily intended to ensure adequate utility response for storm and storm-like emergencies; however, some aspects of the plans will have application to virtually all electric emergencies (e.g., customer contacts, communication with the media and government officials) and should be used accordingly.	NY-ERP Introduction
§ 105.2 Definitions	(a) Storm drill. A storm drill is a training exercise held by an electric utility to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the utility's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the utility. Drills shall simulate the involvement of a majority of a utility's customers served by overhead transmission and distribution facilities or individual operating areas on a sequential basis. The purposes of the drill can be achieved through the mobilization of utility personnel with specific storm response, service restoration assignments under simulated storm conditions or through the actual preparation for an advancing storm, * which may or may not damage the overhead T&D system. However, in either case, to qualify as a drill, the participants must have carried out all of their storm response assignments under either an impending storm scenario or a simulated storm scenario. Also the drill must involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section 105.3 of this Part that all requirements of this definition were met. *Classified by the utility at the highest or next highest level of severity.	NY-ERP 23.1 23.2 23.3
§ 105.3 Submission of electric emergency plans	Each electric corporation shall file with the Commission an electric emergency plan* that addresses storms as well as other causes of electrical emergencies with storm-like characteristics and that complies with the requirements of section 105.4 of this Part. On or before April 1st of each year or on such other date as the Commission may prescribe, each electric corporation shall file such amendments to its emergency plan as it deems necessary, or as the Commission may require, to maintain a high level of preparedness, or a statement that no amendments are contemplated. In any event, by April 1st of each year, each electric corporation shall certify in a report to the Commission that within the past 12 months it has taken the following actions:	NY-ERP 24.1

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Regulations of the State of New York (NYCRR) – Part 105		
Part 105 Section	Requirement	Located in New Plan
	(a) periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section 105.4(b)(5) of this Part; and	NY-ERP 14.2 14.6 17.3 17.4 17.6 18.1 18.7 23.1
	(b) conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities. Submissions made under this section shall include two copies of all documents and be sent to the Director of the Power Division. Each electric corporation shall make available for public inspection its currently effective system-wide electric emergency plan at its principal corporate headquarters. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each operating area.	NY-ERP Introduction 23.1 23.2 23.3
	*Any corporation that has regional or division plans shall make amendments to such operating area plans as are necessary to have those plans conform with any system-wide plan. However, a corporation that has a corporate plan that meets the requirements of this Part and provides the framework for regional plans may elect to file only the corporate plan with the Commission, provided it certify that the regional plans have been updated to comply with the corporate plan and that the requirements of section 105.3 (a) and (b) of this Part have been met for each of the regional plans.	NY-ERP 24.1
§ 105.4 Content of electric emergency plans	(a) Each electric corporation's electric emergency plan shall be compiled in a loose-leaf manual to facilitate updating. The manual shall provide a current, detailed description of each corporation's service restoration plan and, to the extent practicable, shall contain the information set forth in subdivision (b) of this section.	NY-ERP 24.
	(b) Each electric corporation's emergency plan shall include the following information:	
	(1) Table of contents.	NY-ERP Table of Contents
	(2) Introduction. A statement of the purpose, policies and objectives of the plan.	NY-ERP Section 1
	(3) Emergency classifications. Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, e.g., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage.	NY-ERP 4.1

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<i>Regulations of the State of New York (NYCRR) – Part 105</i>		
Part 105 Section	Requirement	Located in New Plan
	(4) Emergency response training program. State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. State the extent to which any personnel outside the company may be involved in a storm drill. Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.	NY-ERP 23.1 23.2 23.3
	(5) Advance planning and preparation. Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. State the corporation's procedures to update at least semiannually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:	NY-ERP 25
	(i) all utility personnel assigned service restoration responsibilities;	NY-ERP 3.3 3.4 33
	(ii) mutual aid companies and contractors;	NY-ERP 6 32.4 – Exhibits 6.9 6.12 6.13 6.14
	(iii) all life support and other special needs customers;	NY-ERP 17.4 17.5
	(iv) human services agencies;	NY-ERP 14.2 17.5
	(v) print and broadcast media;	NY-ERP 17.7 17.8
	(vi) operators/ managers of motels, restaurants and dormitories, etc.;	NY-ERP 8.1 8.2
	(vii) state, county and local elected officials, law enforcement officials, and emergency management and response personnel;	NY-ERP 18.
	(ix) medical facilities; and	NY-ERP 17.3
	(x) vendors.	NY-ERP 6.

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Regulations of the State of New York (NYCRR) – Part 105		
Part 105 Section	Requirement	Located in New Plan
	At least annually, the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires and the use of portable generators.	NY-ERP 7.1 17.2 33
	(6) Emergency anticipation. Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days. Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.	NY-ERP 4.2
	(7) Service restoration procedures. Provide the corporation's procedures for mobilizing its personnel, materials, and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency. The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures. Identify criteria for determining when centralized versus decentralized control is appropriate. For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys. Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas. Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary, and releasing crews, under both centralized and decentralized command modes. Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews. Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts.	NY-ERP 5.1 11.1 – 11.6 13.1-13.3 14.2 – 14.6 18.1 – 18.9
	(8) Personnel responsibilities. Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level. Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.	NY-ERP 3.1 3.2 3.3 3.4

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<i>Regulations of the State of New York (NYCRR) – Part 105</i>		
Part 105 Section	Requirement	Located in New Plan
	(9) Customer contacts. Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them. Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups. State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed.	NY-ERP 17.2 17.4 17.5 18.12
	(10) Communications. Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities. State the corporation's planned frequency of communication updates to the media.	NY-ERP 15.1 15.2 17.1 – 17.8
	(11) Outside aid. State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.	NY-ERP 6.2 6.3 6.4 6.7
	(12) Support services. Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process.	NY-ERP 7.2 8.1 8.2
	(c) Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.	NY-ERP 21.3 21.4 21.5

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Regulations of the State of New York (NYCRR) – Part 105		
Part 105 Section	Requirement	Located in New Plan
§ 105.6 Compliance with electric emergency plans	(b) Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the Secretary of the Commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.	NY-ERP 24.1
PSL-§ 73	Compensation to customers experiencing widespread prolonged Outages; Bill credit and reimbursement of claim for spoiled food and medicine.	NY-ERP 17.1
PSL-§ 73A	Prioritization of emergency services during a widespread prolonged outage that affects at least twenty thousand customers in the service territory of an electric corporation, and such corporation is not able to restore electric power services within twenty-four hours to any affected police department, fire department, ambulance service or advanced life support first response service facility that is prewired with an appropriate transfer switch for using an alternate generated power source, such electric corporation shall notify the village, town or city in which such facility is located. Listings of these qualified first response agencies will be provided to the utilities by the counties. Absent a list, contacts will be made at a County level; and where possible, at the Town, City, Village level.	NY-ERP 18.5

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Section 26: Service Territory/Facility Overview

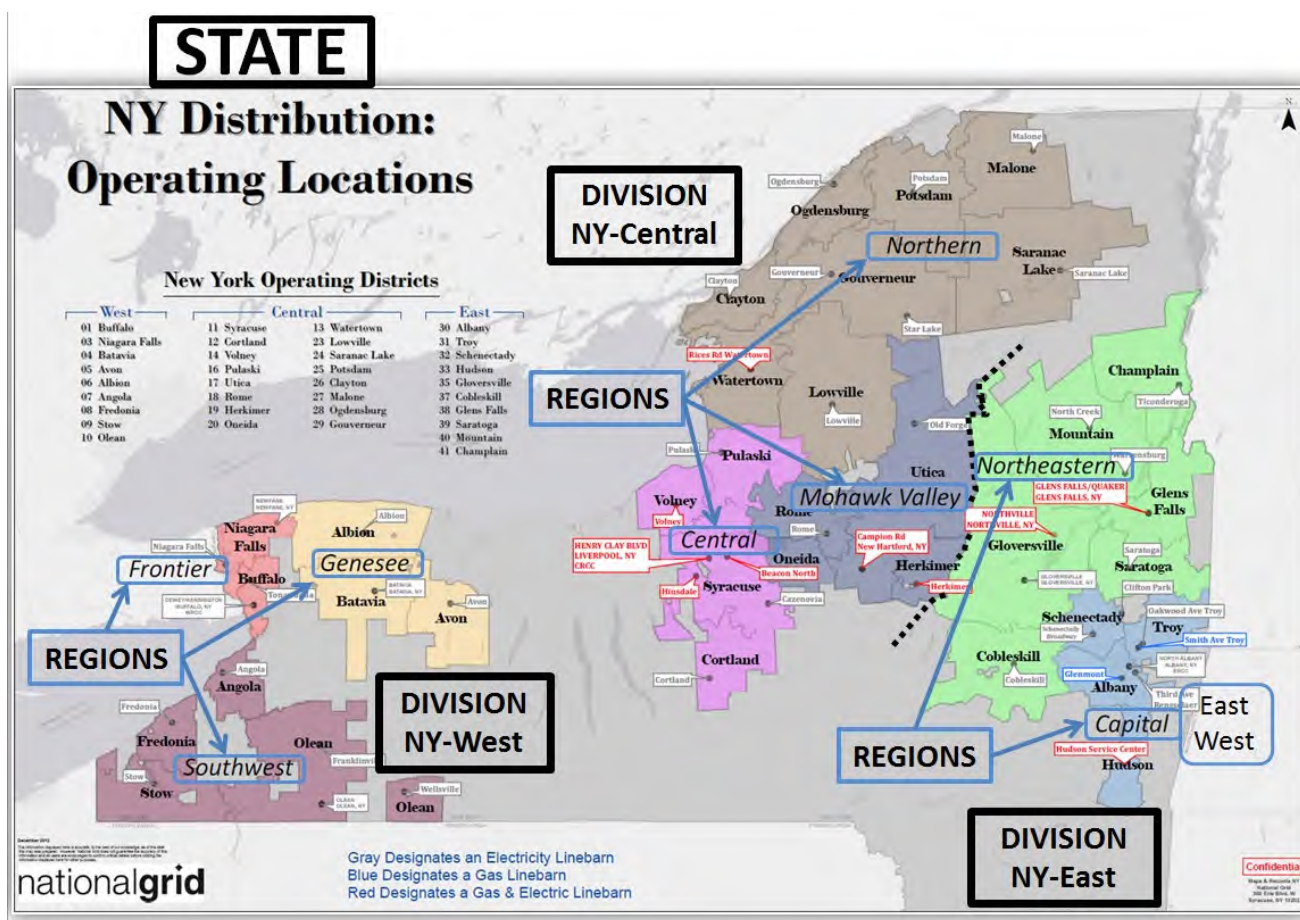
Section 26. Service Territory/Facility Overview

Introduction

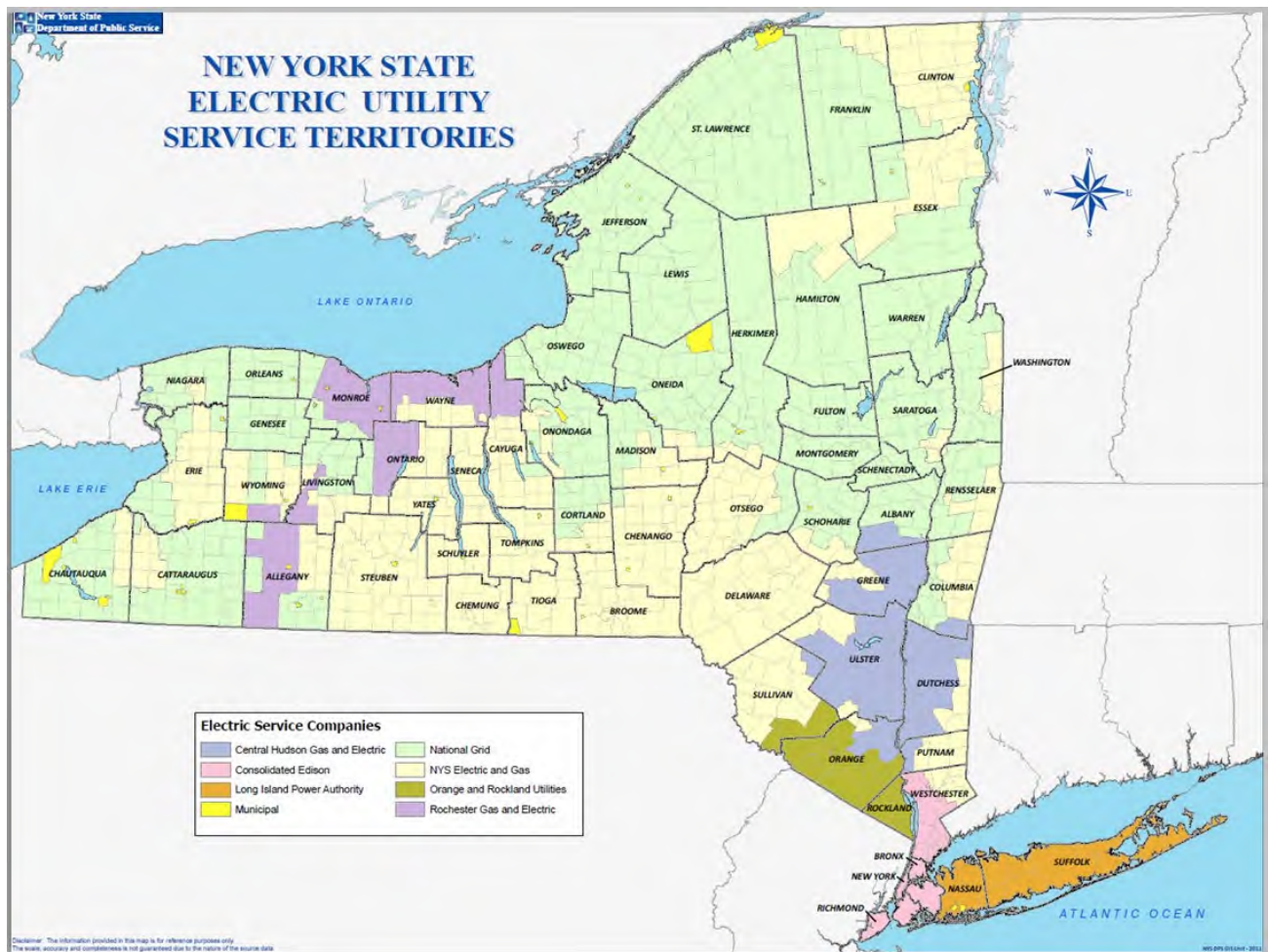
This Section identifies the National Grid Service Territory; illustrating the Division (Branch), Region, and District breakdown.

Other maps include Utility Service territory in New York State, North Atlantic Mutual Assistance Group territory, and a summary of the Counties in which National Grid operates in New York State.

26.1. Service Territory Maps



26.2. New York State – Electric Utility Service Territories



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26.3. North Atlantic Mutual Assistance Group - Territory



SEE

AEP Appalachian Power Co
 AEP Indiana Michigan Power Co
 AEP Kentucky Power Co
 AEP Ohio Power Company
 AEP Public Service of Oklahoma
 AEP SW Electric Power Co
 AEP Texas
 CenterPoint Energy
 Cleco
 Dayton Power & Light
 Dominion Energy SC
 Dominion Energy VA/NC
 Duke Energy - Carolina
 Duke Energy - Florida
 Duke Energy - Midwest
 Entergy Arkansas
 Entergy Louisiana
 Entergy Mississippi
 Entergy Texas
 Exelon BGE (Baltimore G&E)
 Exelon ComEd
 Exelon PECO
 Exelon PHI Atlantic City Electric
 Exelon PHI Delmarva Power & Light
 Exelon PHI Potomac Electric Power Co
 FE Cleveland Electric Illuminating Co
 FE Jersey Central Power & Light Co
 FE Metropolitan Edison Co
 FE Monongahela Power Co
 FE Ohio Edison Co
 FE Pennsylvania Electric Co
 FE Pennsylvania Power Co
 FE The Potomac Edison Co
 FE The Toledo Edison Co
 FE West Penn Power Co
 Florida Power & Light Co
 Florida Public Utilities Co
 Gulf Power Co
 LG&E/KU
 Oklahoma Gas & Electric Co
 Oncor Electric Delivery
 PPL Electric Utilities
 SoCo Alabama Power Co
 SoCo Georgia Power Co
 SoCo Mississippi Power Co
 Tampa Electric Co
 Texas-New Mexico Power

WIMAG

Allegheny Water, Light and Power
 Alliant Energy - IPL
 Alliant Energy - WPL
 American Transmission Co
 Madison Gas & Electric
 Upper Peninsula Power Co
 We Energies
 Wisconsin Public Service

WRMAG

Airtelink L.P.
 Arizona Public Service Co
 ATCO
 Avista Corporation
 BC Hydro
 Bonneville Power Administration
 Liberty Utilities, CA
 Central Lincoln PUD
 Chelan County PUD No. 1
 City of Long Beach Energy
 Clark Public Utilities
 Consumers Power Inc.
 El Paso Electric Co
 ENMAX Power Corporation
 Eugene Water and Electric Board
 Fortis Alberta
 Fortis BC
 Hawaiian Electric Co
 Idaho Power
 Imperial Irrigation District
 Kauai Island Utility Cooperative
 Los Angeles Dept. of Water & Power
 Lower Valley Energy, Inc.
 North Wasco County Peoples Utility District
 North Western Energy
 NV Energy
 Orcas Power & Light Cooperative
 Pacific Gas & Electric Co
 PacifiCorp
 Portland General Electric
 Public Service Company of New Mexico
 Puget Sound Energy
 Rocky Mountain Power
 Sacramento Municipal Utility District
 Salem Electric
 Salt River Project
 San Diego Gas and Electric
 Seattle City Light
 Snohomish County PUD
 Southern California Edison
 Southern California Gas Co
 Springfield Utility Board
 Tacoma Power
 Tucson Electric Power Co
 Tillamook PUD
 Tri-State Generation and Transmission Association, Inc.
 Truckee Donner Public Utility District
 Unisource Energy Services

* Not in RAMP-UP

TXMAG

AEP Appalachian Power Co
 AEP Indiana Michigan Power Co
 AEP Kentucky Power Co
 AEP Ohio Power Co
 AEP Public Service of Oklahoma
 AEP SW Electric Power Co
 AEP Texas
 Austin Energy
 Brownsville Public Utilities
 CenterPoint Energy
 City Public Service
 Cleco
 Entergy Arkansas
 Entergy Louisiana
 Entergy Mississippi
 Entergy Texas
 Oklahoma Gas & Electric Co
 Oncor Electric Delivery
 Sharyland Utilities
 SoCo Mississippi Power Co
 Texas-New Mexico Power

26.4. Counties in National Grid Upstate New York Service Territory

NY - Division (Branch)	COUNTIES	NY - Division (Branch)	COUNTIES
NY-WEST		NY- EAST	
	Allegany		Albany
	Cattaraugus		Columbia
	Chautauqua		Essex
	Erie		Fulton
	Genesee		Hamilton
	Livingston		Montgomery
	Monroe		Otsego
	Niagara		Rensselaer
	Ontario		Saratoga
	Orleans		Schenectady
	Wyoming		Schoharie
			Warren
			Washington
NY- CENTRAL			
	Cayuga		
	Clinton		
	Cortland		
	Essex		
	Franklin		
	Herkimer		
	Jefferson		
	Lewis		
	Madison		
	Oneida		
	Onondaga		
	Oswego		
	St. Lawrence		

26.5. Facility Contact Information**WESTERN DIVISION**

Frontier	Internal	External	Fax
Buffalo	[REDACTED]	[REDACTED]	[REDACTED]
Niagara Falls	[REDACTED]	[REDACTED]	[REDACTED]

Genesee	Internal	External	Fax
Batavia	[REDACTED]	[REDACTED]	[REDACTED]
Albion	[REDACTED]	[REDACTED]	[REDACTED]
Avon	[REDACTED]	[REDACTED]	[REDACTED]

Southwest Region	Internal	External	Fax
Fredonia	* [REDACTED]	[REDACTED]	[REDACTED]
Olean	[REDACTED]	[REDACTED]	[REDACTED]
Angola	[REDACTED]	[REDACTED]	[REDACTED]
Franklinville	[REDACTED]	[REDACTED]	[REDACTED]
Stow	[REDACTED]	[REDACTED]	[REDACTED]

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CENTRAL DIVISION

Central Region	Internal	External	Fax
Beacon North	[REDACTED]	[REDACTED]	[REDACTED]
Storm Room Desks	[REDACTED]		
Hinsdale	[REDACTED]	[REDACTED]	[REDACTED]
Cazenovia	[REDACTED]	[REDACTED]	[REDACTED]
Cortland	[REDACTED]	[REDACTED]	[REDACTED]
Volney	[REDACTED]	[REDACTED]	[REDACTED]
Pulaski	[REDACTED]	[REDACTED]	[REDACTED]

Mohawk Valley	Internal	External	Fax
Utica/Old Forge	[REDACTED]	[REDACTED]	[REDACTED]
Herkimer	[REDACTED]	[REDACTED]	[REDACTED]
Rome	[REDACTED]	[REDACTED]	[REDACTED]

Northern Region	Internal	External	Fax
Clayton	[REDACTED]	[REDACTED]	[REDACTED]
Gouverneur	[REDACTED]		[REDACTED]
Lowville	[REDACTED]		[REDACTED]
Malone	[REDACTED]		[REDACTED]
Ogdensburg	[REDACTED]		[REDACTED]
Potsdam	[REDACTED]		[REDACTED]
Saranac	[REDACTED]		[REDACTED]
Watertown	[REDACTED]		[REDACTED]

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EASTERN DIVISION

Capital East	Internal	External	Fax
Albany	[REDACTED]	[REDACTED]	[REDACTED]
Hudson	[REDACTED]	[REDACTED]	[REDACTED]
Troy	[REDACTED]	[REDACTED]	[REDACTED]

Capital West	Internal	External	Fax
Capital West	[REDACTED]	[REDACTED]	[REDACTED]
Cobleskill	[REDACTED]	[REDACTED]	[REDACTED]
Schenectady	[REDACTED]	[REDACTED]	
Gloversville	[REDACTED]	[REDACTED]	

Northeast	Internal	External	Fax
Glens Falls	[REDACTED]	[REDACTED]	[REDACTED]
Saratoga	[REDACTED]	[REDACTED]	[REDACTED]
Warrensburg	[REDACTED]	[REDACTED]	[REDACTED]
Ticonderoga	[REDACTED]	[REDACTED]	[REDACTED]

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Section 27: Definitions & Acronyms

Section 27. Definitions & Acronyms

27.1. Definitions

Branch Level: Level of response that involves the control and coordination of restoration efforts at one or more decentralized locations. Typically refers to a Division.

Critical Facility: Critical Facilities are defined as those facilities from which essential services, functions for the continuation of public health and safety, and disaster recovery are performed or provided such as hospitals, water plants, and fire stations.

Command Staff: The Command Staff consists of the Public Information Officer, SHE Officer, Security Officer and Liaison Officer. They report directly to the Incident Commander. They may have an Assistant or Assistants, as needed.

Company: An investor-owned electric distribution or transmission company conducting business in the State of New York.

Emergency: An event where widespread outages or service interruptions have occurred in the service area due to storms or other causes beyond the control of the company. An Emergency is an event classified as a Type-I, II or III events.

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management activities takes place.

Emergency Response Process Lead: An employee with accountability for the development and continuous improvement of an emergency response process. This person is accountable for development of the process requirements in terms of tools, equipment, training and manpower and implementation of process improvements such as lessons learned during the period where there are no Emergencies either anticipated or ongoing.

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Planning Officer, Logistics Officer, and Finance/Administration Officer, and Human Resources Officer.

Incident Anticipation Phase: (Pre-Event Stage) The period between when (1) an impending Emergency is first identified, and (2) the Emergency first causes damage to the system resulting in service interruptions.

Incident Commander (IC): The individual who has overall responsibility for the company's response in an Emergency including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command System (ICS): The coordinated and collaborative incident management construct specifically designed and made a part of the National Incident Management System ("NIMS") under the Federal Emergency Management Agency. ICS enables effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

Incident Response Phase: (Service Restoration Stage) The period between when an Emergency first causes damage to the system resulting in service interruptions and the time when service is restored to all customers.

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

Make Safe: To mitigate immediate risk of injury or incident that might impinge on the health and safety of the public and or workers by means of temporary or permanent rectification, notification and/or obstruction. The person making the determination on what is safe or not safe must be qualified, trained, and competent to distinguish exposed live parts from other parts of electric equipment, able to determine the nominal voltage of exposed live parts and know the applicable minimum approach distances, and use special precautionary techniques, personal protective equipment, insulating and shielding materials, and insulated tools for working on or near exposed energized parts of electric equipment. Unqualified persons and mechanical equipment shall be at least 10 feet away from overhead power lines and/or exposed energized equipment. If the voltage exceeds 50,000 (50 kV), the clearance distance shall be increased by four inches for each additional 10,000 volts. Unless a wire is tested to be dead (de-energized) and grounded, the wire is to be considered energized.

Customers with Special Needs is defined in 16 NYCRR § 105.4(b)(9) as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired, and human service agencies representing these customers. Additionally, customers with a medical emergency will be included in this category. A Medical Emergency is defined in 16 NYCRR § 11.5(2) and is considered to exist when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the local board of health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

Mutual Assistance Agreement: An agreement among utilities, both inside and outside the state, that details specifics for obtaining or lending resources, including, but not limited to, material, equipment, and trained personnel, when internal resources are not sufficient to ensure the safe and reasonably prompt restoration of service during an Emergency.

Post Incident Phase: (Post-Event Stage) - the period immediately following restoration of service to all customers after an Emergency.

State Level: Level of response that involves the control and coordination of restoration efforts across the New York and service territory. This may include the control and coordination of one or more Branches.

Service Interruption: The loss of service to one or more customers connected to an electric distribution system.

Widespread Prolonged Outage: A “widespread prolonged outage” for an electric outage event is defined as “an event impacting at least 20,000 customers at the same time and having one or more

customers who remain without power for 72 hours or more due to utility-owned equipment unable to provide power.” While not expressly stated, the 20,000-customer threshold would apply individually to each utility.

27.2. New York Utility Performance Metrics (Scorecard) – Common Definitions

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

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

Customer Restoration – For the purposes of the scorecard, customer restoration will be considered complete when for each customer, service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

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

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

Estimated Time of Restoration – The time within which the utility estimates restoration will be completed.

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

Critical Facilities – Facilities from which essential services and functions for continuation of public health and safety, and disaster recovery are performed or provided (e.g., hospitals, water treatment plants and fire houses).

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

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

27.3. Acronyms

Acronyms	
CMS	Customer Meter Services (Service Department)
COC	Contractor of Choice (National Grid Contractor that is on the property)
DCC	Distribution Control Center
DOT	Department of Transportation
EMS	Energy Management System
EOC	Emergency Operations Center
ERO	Emergency Response Organization
ERP	Emergency Response Plan
FTE	Full Time Equivalent
ICS	Incident Command System
INS	Immigration and Naturalization Services
NAMAG	North Atlantic Mutual Assistance Group
NIMS	National Incident Management System
NRE	National Response Event
NYISO	New York State Independent System Operator
NY-PSC	New York State Public Service Commission
NYS-OEM	New York State Office of Emergency Management
OMS	Outage Management System
OREP	Office of Resilience, Utility Security, Emergency Preparedness, and Nuclear Affairs
OPC	One Person Crew
RMAG	Regional Mutual Assistance Group
RCC	Regional Control Center
RCS	Restoration Crew Supervisor
SHE	Safety Health and Environmental
TCC	Transmission Control Center
UDS	Upstate Dispatch and Scheduling

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**Section 28:
Document Revision History**

Section 28. Document Revision History

28.1. NEW YORK ELECTRIC EMERGENCY PROCEDURE UPDATE

The New York Electric Emergency Procedure Manual will be revised and submitted annually to the New York State Department of Public Service (DPS) on or before December 15 of each calendar year for review and approval. Emergency Planning is responsible for the revisions.

The NY ERP has changed as part of a Company initiative to align the format and structure of its ERPs across geographies and operations (gas and electric). Although the structure of this plan differs considerably from that currently on file with the PSC, the content of the ERP currently on file with the PSC is found in this ERP.

Going forward, this section will track revisions to the ERP under this new structure.

Date of Revision	Revision	Reason for Revision
12/15/2015	1. Update Emergency Response Organization to reflect minor changes made throughout the year a. Section-3 has new organization charts b. Summary includes: i. Re-Formatting the look of the chart (intent is to make them easier to read compared to last Filing) ii. Remove Branch Finance role iii. Remove Branch HR Role iv. Add External Resources Coordinator at the Branch	Refinements to match internal organizational changes in the NY-ERO
12/15/2015	1. Directory Updates 2. Change references from Power-On to OMS 3. Change references from PORTIS to Focal Point 4. Remove references to OMS-Web as this system is no longer used 5. Re-number Figures 6. Update NAMAG Roster – Exhibit 6.12 7. Update Forestry Contractor List – Exhibit 6.13 8. Update Dist. OH-Line Contractor List – Exhibit 6.14 9. Add General Job descriptions to reference in Section 31	General Update / Housekeeping
12/15/2015	1. Revise Section 10 – Employee Welfare for consistency to all Company ERPs 2. Revise Peer Review process (Section 21.4) to match AAR Process used with all Company ERPs. a. Maintained the same time frames, participants, etc. to be complaint with 105.4 while matching process closer to overall company AAR procedure.	Revision made to align functions with corporate policy and procedure

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Date of Revision	Revision	Reason for Revision
12/15/2015	Clarification, Section 14.1 Wire Down and Emergencies, to revise the ERP with regards to the reporting capabilities of the new OMS and Focal Point Systems in support of 911 / Wire Down Reporting and to clarify the process behind activation of the 911 Coordinator	Refinement in response to new OMS System
12/15/2015	Section 12.2 Load Shed Procedure Revision	Refine / update to align with NY-Load Shed Procedure
12/15/2015	Section 23 – Add statement outlining the use of the Homeland Security Exercise and Evaluation Program (HSEEP) as the framework for administering our Exercise and Drill programs	Aligns National Grids Exercise and Drill program with the principles of the National Preparedness Goals and the National Preparedness System
12/15/2015	Section 23.3 - Align requirement for the annual meetings with representatives of local fire, police, emergency management with the Branch Liaison Coordinator	Align with Emergency Response Organization roles and responsibilities
12/15/2015	Reference to Special Telephone Numbers listed in Section 18.5 removed.	Reference removed as the current Liaison process and procedures provide local government authorities access to the company
12/15/2015	Addition to Section 18.7; notification to Gas Utilities when planning for potential flooding	Directed by NY-PSC to include reference
12/15/2015	Section 18.1 – add reference to Mobile Emergency Operations Center (MEOC) and Community Assistance Vehicles (CAVs)	Update notes additional capabilities for coordination in heavily damaged communities
12/15/2015	Revision to description of exercises required at the State and Branch Level.	Number and complexity of Exercises not changed. Wording / description aligned to more appropriately match the Homeland Security Exercise and Evaluation Program (HSEEP) principles and definitions
03/02/2016	Revise Procedures for Semi-annual updates and verifying content current for LSE and Special Needs Customers to provide a level of service above and beyond minimum requirements.	Revisions were made at the request of the NY-PSC to enhance the procedures beyond what was recognized as minimally acceptable process that met the obligations of Part 105.4 (b) 5
12/15/2016	1. Activation of Emergency Response Organization 2. Emergency Operations Center 3. Various grammar 4. Directory update 5. Aviation updates – directory and in Providing Mutual Assistance 6. Organization chart updates 7. State and Branch Briefing Agenda	General update / housekeeping
12/15/2016	Mutual Assistance / Border Crossing update	Revise exhibits and procedures to reflect update in process

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Date of Revision	Revision	Reason for Revision
12/15/2016	Section 10; Employee Welfare	Revision made to align with corporate policy and procedure
12/15/2016	Revise 911 Coordinator Procedure	Revision made in response to reporting that has been made available from the conversion to OMS
12/15/2016	Revise Service Territory / Facility Overview – listing of North Atlantic Holding Companies to reflect mergers and name changes	General update / housekeeping
12/15/2016	Update TelCom Contact Table	General update / housekeeping
12/15/2016	Remove Exhibits 14.2, 14.3, 19.1	Replaced by Directory Updates that follow the ICS organization for the Emergency Response Organization
01/23/2017	Section 11 – revise language in the section to clearly explain the Damage Assessment Field Coordinator, Patroller, and Driver role in Branch Planning and the working relationship with Branch Operations to determine feeders to be patrolled	General update in response to NY-PSC review and comment
01/23/2017	Section 17.2 -Contact Center – include reference to performance measure of Contact Center consistent with Utility Emergency Performance Measures (NY-Scorecard)	General update in response to NY-PSC review and comment
12/15/2017	Section 6.2 Acquisition of Utility Mutual Assistance Resources - include reference to Public/Private Mutual Assistance Procedures	General update in response to NY-PSC review and comment
12/15/2017	Section 18.5 – Major Event Community Leader Conference Call – incorporate reference to LSE coordination	General update in response to NY-PSC review and comment
12/15/2017	Section 23.3 Restoration Exercises – add requirement to review the coordination of LSE wellness visits to annual meeting agenda with County Emergency Services and First Responders	General update in response to NY-PSC review and comment
03/31/2018	Page numbers added to the ERP	General update in response to NY-PSC review and comment
03/31/2018	- National Grid will direct LSE customers “to contact the company if their information has changed” - National Grid added this statement to the letters found in Exhibits 17.3; the Welcome Letter and the annual review letter – COMPLETE – Both LSE Letters have been revised and inserted as Exhibits 17.4	General update in response to NY-PSC review and comment

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Date of Revision	Revision	Reason for Revision
03/31/2018	Incorporate language that will provide customers that call into the IVR, information that includes storm restoration status, a global estimated time of restoration (when available), dry ice/water/shelter information, and a reference to the Companies websites for additional information or updates. The IVR messages shall be updated within one hour of each press release issuance to ensure consistency with the information provided in such releases. Additionally – sample scripts revised and inserted in the ERP Exhibits.	General update in response to NY-PSC review and comment
03/31/2018	Contact Center Staffing matrix was updated	General update in response to NY-PSC review and comment
03/31/2018	Include language that clearly defines minimum staffing levels of the Contact Center based upon the number of impacted LSE customers to contact all impacted LSE customers within the first twelve hours from the start of the event and daily communication thereafter until all LSE customers have been restored. (Staff making phone calls to LSE customers)	General update in response to NY-PSC review and comment
03/31/2018	Remove the last sentence of the “Purpose” paragraph in section 17.2, which states the Company’s goal for call answer rates to be >78% in 30 seconds on a blue-sky day. The Company will clearly state their call answer rate targets and the associated staffing levels or actions to be taken based on those targets	General update in response to NY-PSC review and comment
03/31/2018	REMOVED from NY-ERP, Section 17.2 Daily blue-sky service level performance for the Contact Center is measured using the regulatory targets for customer service of >78% of the calls offered to agents answered within 30 seconds.	General update in response to NY-PSC review and comment
03/31/2018	Include language in ERP Section 17.8 where National Grid monitors the social media pages of Elected officials and reposting important messages as warranted, such as shelter information.	General update in response to NY-PSC review and comment
03/31/2018	Included a staffing level matrix linked to storm classification that defines minimum staffing levels. Matrix added in Section 4	General update in response to NY-PSC review and comment
03/31/2018	Language added to the Mutual Assistance Section highlighting the use of the Public/Private Mutual Assistance Agreement. Also – a copy of the guidelines was included as an Exhibit	General update in response to NY-PSC review and comment
03/31/2018	Addresses added to the main Company EOC Locations and the statement for Regulators to coordinate any communication or visits to the Company EOCs through Emergency Planning Support	General update in response to NY-PSC review and comment

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Date of Revision	Revision	Reason for Revision
07/01/2019	Substantial revisions to accommodate recommendations from CASE 19-E-0110 - Proceeding on Motion of the Commission Investigating Utility Preparation and Response to Power Outages During the 2018 Winter and Spring Storms for Niagara Mohawk Power Corporation d/b/a National Grid and the 2018 Winter and Spring Storms Investigation Report	See Red-Line Document Dec 2018_ERP_Case 18-E-0717_RedLine_07-03-2019
04/17/2020	1. Revise all locations; NY-PSC to Department of Public Service 2. Revise all location that reference Customer Contact to Center to Contact Center 3. Section-3; Update NIMS to reflect Oct. 2017 modifications to NIMS 4. Section-4; Revise minimum Staffing Tables to reflect staffing levels for Type-I, II, and III Events 5. Section-6; Receiving Mutual Assistance from Canadian Utilities – revise language to reference new Border Crossing Procedures 6. Add to Section 11.1 language to describe the use of electronic or mobile damage assessment options 7. Clarify in Section 11.6 that damage assessment reports are delivered to the Damage Assessment Field Coordinator. 8. Section 12.1 – add reference to ESB-350. 9. Section 15.2 – Revise ERP with new NY-DPS ETR Protocol. 10. Section 18 – Update E-Mail addresses that are to be notified of a community leader conference call 11. Section 18.11 – Update reference as to when dry-ice distribution will begin	
05-04-2022	Eliminate all references to System Plan. As a function of a recent re-organization, the System Plan was eliminated and all functions were absorbed by the State and Branch organizations to coordinate cross functionally and between jurisdictions accordingly	Throughout NY-ERP
05-04-2022	Revise OMS Testing Language. New language brings NY-ERP consistent with NY-PSC Order and September 2021 Joint Utility / NY-PSC Collaborative	NY-ERP 13.1
05-04-2022	Revise LSE language that refines definition for LSE Contact. Revision is a derivative of the September 2021 Joint Utility / NY-PSC Collaborative	NY-ERP Section 17.4
05-04-2022	Revise statement around weather forecasting and preparation of forecasted events	NY-ERP Section 4.3
04-20-2023	Added reference to “Cyber” in the introduction as a potential threat that could interrupt service to our customers	NY-ERP Introduction

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Date of Revision	Revision	Reason for Revision
04-20-2023	Revised ERP Overview to speak to compliance vs. risk mitigation	NY-ERP Section 1.1
04-20-2023	Revised Overview of Event Classification Levels	NY-ERP Section 4.2
04-20-2023	Revised minimum staffing levels for event classifications	NY-ERP Section 4.2
04-20-2023	Added reference to Bill S3275 – National Grid employees and its contractors are able to travel when travel bans are established	NY-ERP Section 4.5
04-20-2023	Revised ETR Protocol to state EORS reporting will be required when directed by the NY-DPS to initiate the Emergency Outage Reporting System (EORS)	NY-ERP Section 15.2
04-20-2023	Added communication plan requirements associated with PSL-73	NY-ERP Section 17.1
04-20-2023	Revised definition of medical equipment that requires electricity to be part of the Life Support Equipment outreach plans for customers with essential electricity medical needs	NY-ERP Section 17.4
04-20-2023	Added the community liaison requirement – Pursuant to PSL § 73-A, during a widespread prolonged outage that affects at least twenty thousand customers in the service territory, and electric service is not able to be restored within twenty-four hours to any affected police department, fire department, ambulance service, or advanced life support first response service facility that is prewired with an appropriate transfer switch for using an alternate generated power source, the community liaison will notify the village, town or city in which such facility is located.	NY-ERP Section 18.5
04-01-2024	Revise Major Event Definition	Section 4
04-01-2024	Org. Charts revised to reflect actual hierarchy and practice. No Change to activities, roles & responsibilities	Section 13, 14, 15, 16, 17
04-01-2024	The State Incident Commander and Branch Director(s) have the responsibility to implement emergency procedures within the affected Branch commensurate with the size, scale, and complexity of the emergency. Aligns with actual practice. The State Incident Commander, Branch Director, and Emergency Planning work together to determine incident plans and Class.	Section 4.1
04-01-2024	Delete – upon declaration of an emergency. Emergency Response Organization Leadership does not declare an emergency or emergency Class prior to initiating the planning or response to an event. The revision was to align with actual practice.	Section 4.5

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04-01-2024	Added emergencies declared by the state, county, or municipality. Addition made to align with Senate Bill S3275, stating that utility employees are able to drive when there is a driving ban	Section 4.5
04-01-2024	Align to match current practice. A material coordinator is available for any Class of storm and is activated as deemed required / appropriate.	Section 7.1
04-01-2024	Clarified Roles & Responsibilities between IC and Branch Director	Section 13.2
04-01-2024	Added reference to new down wire legislation	Section 14.2
04-01-2024	Safety is an integral part of our overall response organization for which a separate desk or arrangement is no longer required as Safety representatives are embedded across the organization.	Section 14.5
04-01-2024	Revised LSE Contact Language to provide clarity around actual practice	Section 17.4
04-01-2024	Eliminated the reference to specific types of social media and grouped any interaction or use of a particular platform under the generic term of social media	Section 17.9
04-01-2024	added NYS Thruway Authority to the list of agencies that the Liaison will coordinate / communicate with	Section 18.1
04-01-2024	Removed all reference to National Guard	Throughout ERP
04-01-2024	Noted the Company will abide by new applicable legislation as required	Section 25
04-01-2024	Revised document to be gender neutral	Throughout ERP
04-01-2024	Replaced i.e., with e.g.	Throughout ERP
04-01-2024	Replace PSC Electric Event Notification Requirements	

National Grid New York - Electric Emergency Response Plan

Section 29:

Roles vs. Process/Activity Matrix

Section 29. Roles vs. Process/Activity Matrix

Introduction

The matrices included in this section note the processes for which a role has an associated activity. The number included in the matrix under a process corresponds to the number of the role included in the Roles and Activities section of that process.

Below is an example of how to read the matrix:

The matrix below shows some of the Emergency Response Organization roles that have activities associated with the three processes that comprise Section 4 Emergency Classification and Response Plan Activation. The fact that the State Incident Commander has a number under processes 4.1 Classification of Emergencies and 4.2 Activating the Emergency Response Organization but no number under 4.3 Emergency Operation Center Overview indicates that they have activities associated with 4.1 and 4.2 but no activities associated with 4.3. The State Incident Commander's activities associated with 4.1 Classification of Emergencies can be found under header 4.1.4, as indicated by the number in the matrix, of the Roles and Activities section and 4.2.1 accordingly.

Role	Ch. 4 Emergency Classification and Response Plan Activation		
	4.1 Classification of Emergencies	4.2 Activating the Response Organization	4.3 Emergency Operation Center Overview
SVP of Maintenance & Construction	4.1.3		
System Safety, Health and Environmental Officer			
System Public Information Officer			
System Liaison Officer			
System Planning Officer			
~~System Security Officer~~			
State Incident Commander	4.1.4	4.2.1	
~~Director Emergency Planning~~			
Emergency Planning	4.1.1		
Emergency Response Process Leads			
Transmission Control Center Operator			
Distribution Control Center	4.1.2		

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NY - Roles vs. Activities Matrix	Section 3				Section 4			Section 5
	Organization Overview				Emergency Classification and Response Plan Activation			Restoration Prioritization
	3.1.	3.2.	3.3.	3.4.	4.1.	4.2.	4.3.	5.1.
Storm Role	National Grid Group Crisis Management Framework and the ICS Philosophy	General Overview of Emergency Response Organization	State Level ICS Positions Overview	Branch Level ICS Positions Overview	Classification of Emergencies	Activating the Emergency Response Organization	Emergency Operation Center Overview	Restoration Prioritization Summary
STATE INCIDENT COMMANDER					4.1.3	4.2.1		
STATE HEALTH AND SAFETY OFFICER								
STATE ENVIRONMENTAL OFFICER								
STATE PUBLIC INFORMATION OFFICER								
STATE LIAISON OFFICER								
STATE PLANNING SECTION CHIEF						4.2.3		
STATE LOGISTICS SECTION CHIEF								
STATE FINANCE SECTION CHIEF								
FORESTRY STATE COORDINATOR								
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)					4.1.1	4.2.2		
EMERGENCY RESPONSE PROCESS LEADS								
CONTROL CENTER					4.1.2			
CONTROL CENTER SECURITY OPERATOR								
CONTACT CENTER (CUSTOMER CARE)						4.2.4		
CUSTOMER POLICY AND SATISFACTION								
HUMAN RESOURCES						4.2.8		
BRANCH DIRECTOR					4.1.4	4.2.5		
BRANCH SAFETY AND HEALTH COORDINATOR								

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NY - Roles vs. Activities Matrix	Section 3				Section 4			Section 5
	Organization Overview				Emergency Classification and Response Plan Activation			Restoration Prioritization
	3.1.	3.2.	3.3.	3.4.	4.1.	4.2.	4.3.	5.1.
Storm Role	National Grid Group Crisis Management Framework and the ICS Philosophy	General Overview of Emergency Response Organization	State Level ICS Positions Overview	Branch Level ICS Positions Overview	Classification of Emergencies	Activating the Emergency Response Organization	Emergency Operation Center Overview	Restoration Prioritization Summary
BRANCH ENVIRONMENTAL COORDINATOR								
BRANCH PUBLIC INFORMATION COORDINATOR								
BRANCH LIAISON COORDINATOR								
BRANCH OPERATIONS COORDINATOR						4.2.6		
BRANCH PLANNING COORDINATOR						4.2.7		
BRANCH LOGISTICS COORDINATOR								
BRANCH SECURITY COORDINATOR								
FORESTRY BRANCH COORDINATOR								
BRAND AND CUSTOMER COMMUNICATIONS								
CLAIMS								
CONSUMER ADVOCATE								
CORPORATE AFFAIRS / MEDIA RELATIONS								
COUNTY LIAISON								
CUSTOMER METER SERVICES								
DAMAGE ASSESSMENT FIELD COORDINATOR								
DAMAGE ASSESSMENT PATROLLER								
FACILITIES								
FLEET MANAGER								
FLEET SERVICES								
FORESTRY SUPERVISOR								

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NY - Roles vs. Activities Matrix	Section 3				Section 4			Section 5
	Organization Overview				Emergency Classification and Response Plan Activation			Restoration Prioritization
	3.1.	3.2.	3.3.	3.4.	4.1.	4.2.	4.3.	5.1.
Storm Role	National Grid Group Crisis Management Framework and the ICS Philosophy	General Overview of Emergency Response Organization	State Level ICS Positions Overview	Branch Level ICS Positions Overview	Classification of Emergencies	Activating the Emergency Response Organization	Emergency Operation Center Overview	Restoration Prioritization Summary
GAS OPERATIONS								
GOVERNMENT RELATIONS								
INTERNAL COMMUNICATIONS								
IS LAND LINE TELEPHONE COORDINATOR								
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR								
JURISDICTIONAL PRESIDENT								
JURISDICTIONAL TEAM								
LODGING COORDINATOR								
LODGING SUPPORT								
MANAGER TRANSMISSION ENGINEERING DESIGN								
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR								
OPERATIONS SUPPORT								
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION								
PROTECTION AND TELECOM OPS DEPT								
PUBLIC INFORMATION OFFICER SUPPORT								
PURCHASING								
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NY - Roles vs. Activities Matrix	Section 3				Section 4			Section 5
	Organization Overview				Emergency Classification and Response Plan Activation			Restoration Prioritization
	3.1.	3.2.	3.3.	3.4.	4.1.	4.2.	4.3.	5.1.
Storm Role	National Grid Group Crisis Management Framework and the ICS Philosophy	General Overview of Emergency Response Organization	State Level ICS Positions Overview	Branch Level ICS Positions Overview	Classification of Emergencies	Activating the Emergency Response Organization	Emergency Operation Center Overview	Restoration Prioritization Summary
SAFETY SPECIALIST								
SECURITY INVESTIGATORS								
SERVICE REPRESENTATIVE								
STATION COMMANDER								
SUBSTATION DEPT.								
UPSTATE DISPATCH AND SCHEDULING (UDS)								
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT								
WEB STRATEGY AND DEVELOPMENT								
WIRE DOWN ORGANIZATION								
WIRE GUARD PERSONNEL								

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Section 6							
NY - Roles vs. Activities Matrix							
Storm Role	Resource Acquisition						
	6.1.	6.2.	6.3.	6.4.	6.5.	6.6.	6.7.
	Acquisition of Internal Restoration Resources	Acquisition of Utility Mutual Assistance Resources	Acquisition of External Contractors	Acquisition of Services from Retirees	Providing Mutual Assistance	Acquisition of ICS Command and General Staff Resources	Acquisition of Support Resources
STATE INCIDENT COMMANDER	6.1.3	6.2.2	6.3.2	6.4.1	6.5.1	6.6.1	6.7.1
STATE HEALTH AND SAFETY OFFICER							
STATE ENVIRONMENTAL OFFICER							
STATE PUBLIC INFORMATION OFFICER							
STATE LIAISON OFFICER							
STATE PLANNING SECTION CHIEF							6.7.2
STATE LOGISTICS SECTION CHIEF							
STATE FINANCE SECTION CHIEF							
FORESTRY STATE COORDINATOR							
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)	6.1.2	6.2.3	6.3.3	6.4.2	6.5.2		6.7.3
EMERGENCY RESPONSE PROCESS LEADS							
CONTROL CENTER	6.1.4						
CONTROL CENTER SECURITY OPERATOR	6.1.5						
CONTACT CENTER (CUSTOMER CARE)							
CUSTOMER POLICY AND SATISFACTION							
HUMAN RESOURCES				6.4.3			
BRANCH DIRECTOR	6.1.7	6.2.4	6.3.5		6.5.3	6.6.2	
BRANCH SAFETY AND HEALTH COORDINATOR							

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Section 6							
NY - Roles vs. Activities Matrix							
Storm Role	Resource Acquisition						
	6.1.	6.2.	6.3.	6.4.	6.5.	6.6.	6.7.
	Acquisition of Internal Restoration Resources	Acquisition of Utility Mutual Assistance Resources	Acquisition of External Contractors	Acquisition of Services from Retirees	Providing Mutual Assistance	Acquisition of ICS Command and General Staff Resources	Acquisition of Support Resources
BRANCH ENVIRONMENTAL COORDINATOR							
BRANCH PUBLIC INFORMATION COORDINATOR							
BRANCH LIAISON COORDINATOR							
BRANCH OPERATIONS COORDINATOR	6.1.8	6.2.5	6.3.6				
BRANCH PLANNING COORDINATOR							
BRANCH LOGISTICS COORDINATOR							
BRANCH SECURITY COORDINATOR							
FORESTRY BRANCH COORDINATOR							
BRAND AND CUSTOMER COMMUNICATIONS							
CLAIMS							
CONSUMER ADVOCATE							
CORPORATE AFFAIRS / MEDIA RELATIONS							
COUNTY LIAISON							
CUSTOMER METER SERVICES	6.1.6						
DAMAGE ASSESSMENT FIELD COORDINATOR							
DAMAGE ASSESSMENT PATROLLER							
FACILITIES							
FLEET MANAGER							

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Section 6							
NY - Roles vs. Activities Matrix							
Storm Role	Resource Acquisition						
	6.1. Acquisition of Internal Restoration Resources	6.2. Acquisition of Utility Mutual Assistance Resources	6.3. Acquisition of External Contractors	6.4. Acquisition of Services from Retirees	6.5. Providing Mutual Assistance	6.6. Acquisition of ICS Command and General Staff Resources	6.7. Acquisition of Support Resources
FLEET SERVICES							
FORESTRY SUPERVISOR							
GAS OPERATIONS							
GOVERNMENT RELATIONS							
INTERNAL COMMUNICATIONS							
IS LAND LINE TELEPHONE COORDINATOR							
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR							
JURISDICTIONAL PRESIDENT							
JURISDICTIONAL TEAM							
LODGING COORDINATOR							
LODGING SUPPORT							
MANAGER TRANSMISSION ENGINEERING DESIGN							
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR							
OPERATIONS SUPPORT							
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION			6.3.4				
PROTECTION AND TELECOM OPS DEPT							
PUBLIC INFORMATION OFFICER SUPPORT							
PURCHASING							
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Section 6							
NY - Roles vs. Activities Matrix							
Storm Role	Resource Acquisition						
	6.1. Acquisition of Internal Restoration Resources	6.2. Acquisition of Utility Mutual Assistance Resources	6.3. Acquisition of External Contractors	6.4. Acquisition of Services from Retirees	6.5. Providing Mutual Assistance	6.6. Acquisition of ICS Command and General Staff Resources	6.7. Acquisition of Support Resources
SAFETY SPECIALIST							
SECURITY INVESTIGATORS							
SERVICE REPRESENTATIVE							
STATION COMMANDER							
SUBSTATION DEPT.							
UPSTATE DISPATCH AND SCHEDULING (UDS)							
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT							
WEB STRATEGY AND DEVELOPMENT							
WIRE DOWN ORGANIZATION							
WIRE GUARD PERSONNEL							

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NY - Roles vs. Activities Matrix	Section 7					Section 8	
	Coordinate Support Logistics					Coordinate Personnel Logistics	
	7.1. Materials Coordination and Management	7.2. Fleet Coordination and Management	7.3. Staging Site Coordination and Management	7.4. Facilities Coordination and Management	7.5. Communication Gear Coordination and Management	8.1. Meals Coordination and Management	8.2. Lodging Coordination and Management
Storm Role							
STATE INCIDENT COMMANDER							
STATE HEALTH AND SAFETY OFFICER							
STATE ENVIRONMENTAL OFFICER							
STATE PUBLIC INFORMATION OFFICER							
STATE LIAISON OFFICER							
STATE PLANNING SECTION CHIEF							
STATE LOGISTICS SECTION CHIEF					7.5.1		
STATE FINANCE SECTION CHIEF							
FORESTRY STATE COORDINATOR							
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)							8.2.1
EMERGENCY REPOSE PROCESS LEADS							
CONTROL CENTER							
CONTROL CENTER SECURITY OPERATOR							
CONTACT CENTER (CUSTOMER CARE)							
CUSTOMER POLICY AND SATISFACTION							
HUMAN RESOURCES							
BRANCH DIRECTOR			7.3.2				
BRANCH SAFETY AND HEALTH COORDINATOR							

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Section 7					Section 8		
NY - Roles vs. Activities Matrix							
Coordinate Support Logistics					Coordinate Personnel Logistics		
Storm Role	7.1.	7.2.	7.3.	7.4.	7.5.	8.1.	8.2.
	Materials Coordination and Management	Fleet Coordination and Management	Staging Site Coordination and Management	Facilities Coordination and Management	Communication Gear Coordination and Management	Meals Coordination and Management	Lodging Coordination and Management
BRANCH ENVIRONMENTAL COORDINATOR							
BRANCH PUBLIC INFORMATION COORDINATOR							
BRANCH LIAISON COORDINATOR							
BRANCH OPERATIONS COORDINATOR	7.1.1		7.3.3			8.1.1	8.2.2
BRANCH PLANNING COORDINATOR							
BRANCH LOGISTICS COORDINATOR			7.3.4	7.4.1	7.5.2	8.1.3	8.2.3
BRANCH SECURITY COORDINATOR			7.3.6				
FORESTRY BRANCH COORDINATOR							
BRAND AND CUSTOMER COMMUNICATIONS							
CLAIMS							
CONSUMER ADVOCATE							
CORPORATE AFFAIRS / MEDIA RELATIONS							
COUNTY LIAISON							
CUSTOMER METER SERVICES							
DAMAGE ASSESSMENT FIELD COORDINATOR	7.1.3					8.1.2	
DAMAGE ASSESSMENT PATROLLER							
FACILITIES				7.4.2			
FLEET MANAGER		7.2.3					

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NY - Roles vs. Activities Matrix		Section 7				Section 8	
		Coordinate Support Logistics				Coordinate Personnel Logistics	
		7.1. Materials Coordination and Management	7.2. Fleet Coordination and Management	7.3. Staging Site Coordination and Management	7.4. Facilities Coordination and Management	7.5. Communication Gear Coordination and Management	8.1. Meals Coordination and Management
Storm Role							8.2. Lodging Coordination and Management
FLEET SERVICES							
FORESTRY SUPERVISOR							
GAS OPERATIONS							
GOVERNMENT RELATIONS							
INTERNAL COMMUNICATIONS							
IS LAND LINE TELEPHONE COORDINATOR							
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR							
JURISDICTIONAL PRESIDENT							
JURISDICTIONAL TEAM							
LODGING COORDINATOR							
LODGING SUPPORT							
MANAGER TRANSMISSION ENGINEERING DESIGN							
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR							
OPERATIONS SUPPORT							
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION							
PROTECTION AND TELECOM OPS DEPT							
PUBLIC INFORMATION OFFICER SUPPORT							
PURCHASING							8.2.4
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NY - Roles vs. Activities Matrix		Section 7				Section 8	
		Coordinate Support Logistics				Coordinate Personnel Logistics	
		7.1. Materials Coordination and Management	7.2. Fleet Coordination and Management	7.3. Staging Site Coordination and Management	7.4. Facilities Coordination and Management	7.5. Communication Gear Coordination and Management	8.1. Meals Coordination and Management
Storm Role							
SAFETY SPECIALIST							
SECURITY INVESTIGATORS							
SERVICE REPRESENTATIVE							
STATION COMMANDER							
SUBSTATION DEPT.							
UPSTATE DISPATCH AND SCHEDULING (UDS)							
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT		7.1.2		7.3.5			
WEB STRATEGY AND DEVELOPMENT							
WIRE DOWN ORGANIZATION							
WIRE GUARD PERSONNEL							

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NY - Roles vs. Activities Matrix	Section 9					Section 10		
	Financial Accounting Guidelines					Employee Welfare		
	9.1. Establishing Emergency Charge Accounts	9.2. Tracking and Analyzing Costs	9.3. Tracking Time and Materials Charging	9.4. Processing Claims	9.5. Assuring Cost Recovery	10.1. Tracking and Addressing Labor Relations Issues	10.2. Providing Employee and Family Assistance	10.3. Communicating Company Policy and Expectations
Storm Role								
STATE INCIDENT COMMANDER								
STATE HEALTH AND SAFETY OFFICER								
STATE ENVIRONMENTAL OFFICER								
STATE PUBLIC INFORMATION OFFICER								
STATE LIAISON OFFICER								
STATE PLANNING SECTION CHIEF								
STATE LOGISTICS SECTION CHIEF								
STATE FINANCE SECTION CHIEF	9.1.1	9.2.2	9.3.2					
FORESTRY STATE COORDINATOR								
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)			9.3.1					
EMERGENCY REPOSE PROCESS LEADS								
CONTROL CENTER								
CONTROL CENTER SECURITY OPERATOR								
CONTACT CENTER (CUSTOMER CARE)								
CUSTOMER POLICY AND SATISFACTION								
HUMAN RESOURCES			9.3.5					
BRANCH DIRECTOR			9.3.3					
BRANCH SAFETY AND HEALTH COORDINATOR								

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NY - Roles vs. Activities Matrix		Section 9				Section 10			
		Financial Accounting Guidelines					Employee Welfare		
		9.1.	9.2.	9.3.	9.4.	9.5.	10.1.	10.2.	10.3.
Storm Role	Establishing Emergency Charge Accounts	Tracking and Analyzing Costs	Tracking Time and Materials Charging	Processing Claims	Assuring Cost Recovery	Tracking and Addressing Labor Relations Issues	Providing Employee and Family Assistance	Communicating Company Policy and Expectations	
BRANCH ENVIRONMENTAL COORDINATOR									
BRANCH PUBLIC INFORMATION COORDINATOR									
BRANCH LIAISON COORDINATOR									
BRANCH OPERATIONS COORDINATOR									
BRANCH PLANNING COORDINATOR									
BRANCH LOGISTICS COORDINATOR									
BRANCH SECURITY COORDINATOR									
FORESTRY BRANCH COORDINATOR									
BRAND AND CUSTOMER COMMUNICIONS									
CLAIMS									
CONSUMER ADVOCATE									
CORPORATE AFFAIRS / MEDIA RELATIONS									
COUNTY LIAISON									
CUSTOMER METER SERVICES									
DAMAGE ASSESSMENT FIELD COORDINATOR									
DAMAGE ASSESSMENT PATROLLER									
FACILITIES									
FLEET MANAGER									

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NY - Roles vs. Activities Matrix	Section 9					Section 10		
	Financial Accounting Guidelines					Employee Welfare		
	9.1. Establishing Emergency Charge Accounts	9.2. Tracking and Analyzing Costs	9.3. Tracking Time and Materials Charging	9.4. Processing Claims	9.5. Assuring Cost Recovery	10.1. Tracking and Addressing Labor Relations Issues	10.2. Providing Employee and Family Assistance	10.3. Communicating Company Policy and Expectations
Storm Role								
FLEET SERVICES								
FORESTRY SUPERVISOR								
GAS OPERATIONS								
GOVERNMENT RELATIONS								
INTERNAL COMMUNICATIONS								
IS LAND LINE TELEPHONE COORDINATOR								
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR								
JURISDICTIONAL PRESIDENT								
JURISDICTIONAL TEAM								
LODGING COORDINATOR								
LODGING SUPPORT								
MANAGER TRANSMISSION ENGINEERING DESIGN								
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR								
OPERATIONS SUPPORT								
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION		9.2.1						
PROTECTION AND TELECOM OPS DEPT								
PUBLIC INFORMATION OFFICER SUPPORT								
PURCHASING								
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NY - Roles vs. Activities Matrix		Section 9				Section 10			
		Financial Accounting Guidelines					Employee Welfare		
		9.1.	9.2.	9.3.	9.4.	9.5.	10.1.	10.2.	10.3.
Storm Role	Establishing Emergency Charge Accounts	Tracking and Analyzing Costs	Tracking Time and Materials Charging	Processing Claims	Assuring Cost Recovery	Tracking and Addressing Labor Relations Issues	Providing Employee and Family Assistance	Communicating Company Policy and Expectations	
SAFETY SPECIALIST									
SECURITY INVESTIGATORS									
SERVICE REPRESENTATIVE									
STATION COMMANDER									
SUBSTATION DEPT.									
UPSTATE DISPATCH AND SCHEDULING (UDS)									
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT									
WEB STRATEGY AND DEVELOPMENT									
WIRE DOWN ORGANIZATION									
WIRE GUARD PERSONNEL									

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Section 11						
Storm Role	Damage Assessment					
	11.1.	11.2.	11.3.	11.4.	11.5.	11.6.
	General	Survey Organization Personnel	Damage Assessment Staffing - Grouping of Personnel	Damage Assessment Patrol Process	Participation in Storm Drill	Forms and Requirements
STATE INCIDENT COMMANDER				11.4.1		
STATE HEALTH AND SAFETY OFFICER						
STATE ENVIRONMENTAL OFFICER						
STATE PUBLIC INFORMATION OFFICER						
STATE LIAISON OFFICER						
STATE PLANNING SECTION CHIEF				11.4.2		
STATE LOGISTICS SECTION CHIEF						
STATE FINANCE SECTION CHIEF						
FORESTRY STATE COORDINATOR						
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)				11.4.3		
EMERGENCY RESPONSE PROCESS LEADS						
CONTROL CENTER						
CONTROL CENTER SECURITY OPERATOR						
CONTACT CENTER (CUSTOMER CARE)						
CUSTOMER POLICY AND SATISFACTION						
HUMAN RESOURCES						
BRANCH DIRECTOR				11.4.4		
BRANCH SAFETY AND HEALTH COORDINATOR						

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Section 11						
NY - Roles vs. Activities Matrix						
Storm Role	Damage Assessment					
	11.1.	11.2.	11.3.	11.4.	11.5.	11.6.
	General	Survey Organization Personnel	Damage Assessment Staffing - Grouping of Personnel	Damage Assessment Patrol Process	Participation in Storm Drill	Forms and Requirements
BRANCH ENVIRONMENTAL COORDINATOR						
BRANCH PUBLIC INFORMATION COORDINATOR						
BRANCH LIAISON COORDINATOR						
BRANCH OPERATIONS COORDINATOR				11.4.5		
BRANCH PLANNING COORDINATOR				11.4.6		
BRANCH LOGISTICS COORDINATOR						
BRANCH SECURITY COORDINATOR						
FORESTRY BRANCH COORDINATOR						
BRAND AND CUSTOMER COMMUNICATIONS						
CLAIMS						
CONSUMER ADVOCATE						
CORPORATE AFFAIRS / MEDIA RELATIONS						
COUNTY LIAISON						
CUSTOMER METER SERVICES						
DAMAGE ASSESSMENT FIELD COORDINATOR						
DAMAGE ASSESSMENT PATROLLER						
FACILITIES						
FLEET MANAGER						

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Section 11						
NY - Roles vs. Activities Matrix						
Storm Role	Damage Assessment					
	11.1.	11.2.	11.3.	11.4.	11.5.	11.6.
	General	Survey Organization Personnel	Damage Assessment Staffing - Grouping of Personnel	Damage Assessment Patrol Process	Participation in Storm Drill	Forms and Requirements
FLEET SERVICES						
FORESTRY SUPERVISOR						
GAS OPERATIONS						
GOVERNMENT RELATIONS						
INTERNAL COMMUNICATIONS						
IS LAND LINE TELEPHONE COORDINATOR						
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR						
JURISDICTIONAL PRESIDENT						
JURISDICTIONAL TEAM						
LODGING COORDINATOR						
LODGING SUPPORT						
MANAGER TRANSMISSION ENGINEERING DESIGN				11.4.7		
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR						
OPERATIONS SUPPORT						
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION						
PROTECTION AND TELECOM OPS DEPT						
PUBLIC INFORMATION OFFICER SUPPORT						
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Section 11						
NY - Roles vs. Activities Matrix						
Storm Role	Damage Assessment					
	11.1.	11.2.	11.3.	11.4.	11.5.	11.6.
	General	Survey Organization Personnel	Damage Assessment Staffing - Grouping of Personnel	Damage Assessment Patrol Process	Participation in Storm Drill	Forms and Requirements
SAFETY SPECIALIST						
SECURITY INVESTIGATORS						
SERVICE REPRESENTATIVE						
STATION COMMANDER						
SUBSTATION DEPT.						
UPSTATE DISPATCH AND SCHEDULING (UDS)						
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT						
WEB STRATEGY AND DEVELOPMENT						
WIRE DOWN ORGANIZATION						
WIRE GUARD PERSONNEL						

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	Proactive De-Energization and Load Shedding		Modes of Operation		
	12.1. Proactive System De-Energization	12.2. Load Shedding	13.1. Centralized Operations	13.2. Branch Decentralized Operations	13.3. Substation Decentralized Operations
Storm Role					
STATE INCIDENT COMMANDER					
STATE HEALTH AND SAFETY OFFICER					
STATE ENVIRONMENTAL OFFICER					
STATE PUBLIC INFORMATION OFFICER					
STATE LIAISON OFFICER					
STATE PLANNING SECTION CHIEF					
STATE LOGISTICS SECTION CHIEF					
STATE FINANCE SECTION CHIEF					
FORESTRY STATE COORDINATOR					
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)					
EMERGENCY RESPONSE PROCESS LEADS					
CONTROL CENTER			13.1.1		
CONTROL CENTER SECURITY OPERATOR					
CONTACT CENTER (CUSTOMER CARE)					
CUSTOMER POLICY AND SATISFACTION					
HUMAN RESOURCES					
BRANCH DIRECTOR				13.2	13.3
BRANCH SAFETY AND HEALTH COORDINATOR					

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NY - Roles vs. Activities Matrix	Section 12		Section 13		
	Proactive De-Energization and Load Shedding		Modes of Operation		
	12.1. Proactive System De-Energization	12.2. Load Shedding	13.1. Centralized Operations	13.2. Branch Decentralized Operations	13.3. Substation Decentralized Operations
Storm Role					
BRANCH ENVIRONMENTAL COORDINATOR					
BRANCH PUBLIC INFORMATION COORDINATOR					
BRANCH LIAISON COORDINATOR					
BRANCH OPERATIONS COORDINATOR					13.3
BRANCH PLANNING COORDINATOR					
BRANCH LOGISTICS COORDINATOR					
BRANCH SECURITY COORDINATOR					
FORESTRY BRANCH COORDINATOR					
BRAND AND CUSTOMER COMMUNICATIONS					
CLAIMS					
CONSUMER ADVOCATE					
CORPORATE AFFAIRS / MEDIA RELATIONS					
COUNTY LIAISON					
CUSTOMER METER SERVICES					
DAMAGE ASSESSMENT FIELD COORDINATOR					
DAMAGE ASSESSMENT PATROLLER					
FACILITIES					
FLEET MANAGER					

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NY - Roles vs. Activities Matrix	Section 12		Section 13		
	Proactive De-Energization and Load Shedding		Modes of Operation		
	12.1. Proactive System De-Energization	12.2. Load Shedding	13.1. Centralized Operations	13.2. Branch Decentralized Operations	13.3. Substation Decentralized Operations
Storm Role					
FLEET SERVICES					
FORESTRY SUPERVISOR					
GAS OPERATIONS					
GOVERNMENT RELATIONS					
INTERNAL COMMUNICATIONS					
IS LAND LINE TELEPHONE COORDINATOR					
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR					
JURISDICTIONAL PRESIDENT					
JURISDICTIONAL TEAM					
LODGING COORDINATOR					
LODGING SUPPORT					
MANAGER TRANSMISSION ENGINEERING DESIGN					
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR					
OPERATIONS SUPPORT					
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION					
PROTECTION AND TELECOM OPS DEPT					
PUBLIC INFORMATION OFFICER SUPPORT					
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NY - Roles vs. Activities Matrix	Section 12		Section 13		
	Proactive De-Energization and Load Shedding		Modes of Operation		
	12.1. Proactive System De-Energization	12.2. Load Shedding	13.1. Centralized Operations	13.2. Branch Decentralized Operations	13.3. Substation Decentralized Operations
Storm Role					
SAFETY SPECIALIST					
SECURITY INVESTIGATORS					
SERVICE REPRESENTATIVE					
STATION COMMANDER					
SUBSTATION DEPT.					
UPSTATE DISPATCH AND SCHEDULING (UDS)					
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT					
WEB STRATEGY AND DEVELOPMENT					
WIRE DOWN ORGANIZATION					
WIRE GUARD PERSONNEL					

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NY - Roles vs. Activities Matrix	Section 14						Section 15	
	Coordination of Restoration Activities						Developing and Reporting ETRs	
	14.1. Wire Down and Emergencies	14.2. Emergency Operations Centers	14.3. Decentralized to the Substation	14.4. Staggered Crew Scheduling	14.5. Restoration Communications	14.6. Coordinating Restoration Activities on Transmission	15.1. Developing and Managing ETRs	15.2. NY PSC ETR Protocol
Storm Role								
STATE INCIDENT COMMANDER		14.2.1	14.3.1				15.1	15.2.1
STATE HEALTH AND SAFETY OFFICER								
STATE ENVIRONMENTAL OFFICER								
STATE PUBLIC INFORMATION OFFICER								15.2.3
STATE LIAISON OFFICER								
STATE PLANNING SECTION CHIEF								
STATE LOGISTICS SECTION CHIEF								
STATE FINANCE SECTION CHIEF								
FORESTRY STATE COORDINATOR								
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)		14.2.10						
EMERGENCY RESPONSE PROCESS LEADS								
CONTROL CENTER		14.2.1.14 / 14.2.2.15				14.6.1	15.1	15.2.2
CONTROL CENTER SECURITY OPERATOR		14.2.1.13				14.6.2		
CONTACT CENTER (CUSTOMER CARE)		14.2.1.16						
CUSTOMER POLICY AND SATISFACTION		14.2.1.15						
HUMAN RESOURCES		14.2.11						
BRANCH DIRECTOR	14.1.1	14.2.2	14.3.2		14.5.1		15.1	
BRANCH SAFETY AND HEALTH COORDINATOR		14.2.5						

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NY - Roles vs. Activities Matrix	Section 14						Section 15	
	Coordination of Restoration Activities						Developing and Reporting ETRs	
	14.1. Wire Down and Emergencies	14.2. Emergency Operations Centers	14.3. Decentralized to the Substation	14.4. Staggered Crew Scheduling	14.5. Restoration Communications	14.6. Coordinating Restoration Activities on Transmission	15.1. Developing and Managing ETRs	15.2. NY PSC ETR Protocol
Storm Role								
BRANCH ENVIRONMENTAL COORDINATOR								
BRANCH PUBLIC INFORMATION COORDINATOR		14.2.3						
BRANCH LIAISON COORDINATOR		14.2.4						15.2.5
BRANCH OPERATIONS COORDINATOR	14.1.2	14.2.6	14.3.3		14.5.2		15.1	15.2.4
BRANCH PLANNING COORDINATOR		14.2.7						
BRANCH LOGISTICS COORDINATOR		14.2.8						
BRANCH SECURITY COORDINATOR		14.2.8.6						
FORESTRY BRANCH COORDINATOR		14.2.6.21						
BRAND AND CUSTOMER COMMUNICATIONS		14.2.3.4						
CLAIMS		14.2.8.7						
CONSUMER ADVOCATE		14.2.4.3						
CORPORATE AFFAIRS / MEDIA RELATIONS		14.2.3.2						
COUNTY LIAISON								
CUSTOMER METER SERVICES								
DAMAGE ASSESSMENT FIELD COORDINATOR			14.3.6					
DAMAGE ASSESSMENT PATROLLER	14.1.4		14.3.7					
FACILITIES		14.2.8.5						
FLEET MANAGER								

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NY - Roles vs. Activities Matrix	Section 14						Section 15	
	Coordination of Restoration Activities						Developing and Reporting ETRs	
	14.1. Wire Down and Emergencies	14.2. Emergency Operations Centers	14.3. Decentralized to the Substation	14.4. Staggered Crew Scheduling	14.5. Restoration Communications	14.6. Coordinating Restoration Activities on Transmission	15.1. Developing and Managing ETRs	15.2. NY PSC ETR Protocol
Storm Role								
FLEET SERVICES		14.2.8.4						
FORESTRY SUPERVISOR			14.3.10					
GAS OPERATIONS		14.2.6.19						
GOVERNMENT RELATIONS								
INTERNAL COMMUNICATIONS		14.2.3.3						
IS LAND LINE TELEPHONE COORDINATOR					14.5.5			
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR					14.5.4			
JURISDICTIONAL PRESIDENT								
JURISDICTIONAL TEAM								
LODGING COORDINATOR		14.2.8.2						
LODGING SUPPORT								
MANAGER TRANSMISSION ENGINEERING DESIGN								
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR		14.2.6.14 / 15	14.3.9					
OPERATIONS SUPPORT			14.3.8					
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION		14.2.2.16						
PROTECTION AND TELECOM OPS DEPT		14.2.6.22			14.5.3			
PUBLIC INFORMATION OFFICER SUPPORT								
PURCHASING								
RUNNER / GUIDE			14.3.11					

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NY - Roles vs. Activities Matrix	Section 14						Section 15	
	Coordination of Restoration Activities						Developing and Reporting ETRs	
	14.1. Wire Down and Emergencies	14.2. Emergency Operations Centers	14.3. Decentralized to the Substation	14.4. Staggered Crew Scheduling	14.5. Restoration Communications	14.6. Coordinating Restoration Activities on Transmission	15.1. Developing and Managing ETRs	15.2. NY PSC ETR Protocol
Storm Role								
SAFETY SPECIALIST								
SECURITY INVESTIGATORS								
SERVICE REPRESENTATIVE	14.1.5							
STATION COMMANDER			14.3.4					
SUBSTATION DEPT.		14.2.6.20	14.3.5					
UPSTATE DISPATCH AND SCHEDULING (UDS)		14.2.6.18						
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT		14.2.8.3						
WEB STRATEGY AND DEVELOPMENT		14.2.3.5						
WIRE DOWN ORGANIZATION		14.2.6.17						
WIRE GUARD PERSONNEL	14.1.3							

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Section 16			
NY - Roles vs. Activities Matrix			
Storm Role	Internal Communications		
	16.1. Conducting State Level Conference Calls and Briefings	16.2. Conducting Branch Level Conference Calls and Briefings	16.3. Conducting Broader Company Communications
STATE INCIDENT COMMANDER	16.1.1		16.3.1
STATE HEALTH AND SAFETY OFFICER	16.1.2		
STATE ENVIRONMENTAL OFFICER	16.1.3		
STATE PUBLIC INFORMATION OFFICER	16.1.4		16.3.2
STATE LIAISON OFFICER	16.1.5		
STATE PLANNING SECTION CHIEF	16.1.6		
STATE LOGISTICS SECTION CHIEF	16.1.7		
STATE FINANCE SECTION CHIEF	16.1.9		
FORESTRY STATE COORDINATOR			
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)			
EMERGENCY REPOSE PROCESS LEADS			
CONTROL CENTER			
CONTROL CENTER SECURITY OPERATOR			
CONTACT CENTER (CUSTOMER CARE)			
CUSTOMER POLICY AND SATISFACTION			
HUMAN RESOURCES	16.1.10	16.2.11	
BRANCH DIRECTOR	16.1.11	16.2.1	
BRANCH SAFETY AND HEALTH COORDINATOR		16.2.2	

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Section 16			
NY - Roles vs. Activities Matrix			
Storm Role	Internal Communications		
	16.1. Conducting State Level Conference Calls and Briefings	16.2. Conducting Branch Level Conference Calls and Briefings	16.3. Conducting Broader Company Communications
BRANCH ENVIRONMENTAL COORDINATOR		16.2.3	
BRANCH PUBLIC INFORMATION COORDINATOR		16.2.4	
BRANCH LIAISON COORDINATOR		16.2.5	
BRANCH OPERATIONS COORDINATOR		16.2.6	
BRANCH PLANNING COORDINATOR		16.2.7	
BRANCH LOGISTICS COORDINATOR		16.2.8	
BRANCH SECURITY COORDINATOR		16.2.9	
FORESTRY BRANCH COORDINATOR			
BRAND AND CUSTOMER COMMUNICATIONS			
CLAIMS			
CONSUMER ADVOCATE			
CORPORATE AFFAIRS / MEDIA RELATIONS			
COUNTY LIAISON			
CUSTOMER METER SERVICES			
DAMAGE ASSESSMENT FIELD COORDINATOR			
DAMAGE ASSESSMENT PATROLLER			
FACILITIES			
FLEET MANAGER			

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Section 16			
NY - Roles vs. Activities Matrix			
Storm Role	Internal Communications		
	16.1. Conducting State Level Conference Calls and Briefings	16.2. Conducting Branch Level Conference Calls and Briefings	16.3. Conducting Broader Company Communications
FLEET SERVICES			
FORESTRY SUPERVISOR			
GAS OPERATIONS			
GOVERNMENT RELATIONS			
INTERNAL COMMUNICATIONS			
IS LAND LINE TELEPHONE COORDINATOR			
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR			
JURISDICTIONAL PRESIDENT			
JURISDICTIONAL TEAM			
LODGING COORDINATOR			
LODGING SUPPORT			
MANAGER TRANSMISSION ENGINEERING DESIGN			
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR			
OPERATIONS SUPPORT			
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION			
PROTECTION AND TELECOM OPS DEPT			
PUBLIC INFORMATION OFFICER SUPPORT			
PURCHASING			
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Section 16			
NY - Roles vs. Activities Matrix	Internal Communications		
	16.1.	16.2.	16.3.
	Conducting State Level Conference Calls and Briefings	Conducting Branch Level Conference Calls and Briefings	Conducting Broader Company Communications
Storm Role			
SAFETY SPECIALIST			
SECURITY INVESTIGATORS			
SERVICE REPRESENTATIVE			
STATION COMMANDER			
SUBSTATION DEPT.			
UPSTATE DISPATCH AND SCHEDULING (UDS)			
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT			
WEB STRATEGY AND DEVELOPMENT			
WIRE DOWN ORGANIZATION			
WIRE GUARD PERSONNEL			

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Section 17								
NY - Roles vs. Activities Matrix								
Storm Role	Public Information Communications							
	17.1. Corporate Message Development and Disseminatio n Controls	17.2. Contact Center	17.3. Critical Facility Customer s	17.4. Life Support Equipmen t (LSE) Customers	17.5. Special Needs Customer s	17.6. Managing Government Communication s	17.7. Managing Media Communication s and Relations	17.8. Managing Social Media, Web, Digital and Print Communication s
STATE INCIDENT COMMANDER	17.1.1	17.2.1					17.7.1	
STATE HEALTH AND SAFETY OFFICER								
STATE ENVIRONMENTAL OFFICER								
STATE PUBLIC INFORMATION OFFICER	17.1.2	17.2.3				17.6.1	17.7.2	17.8.1
STATE LIAISON OFFICER								
STATE PLANNING SECTION CHIEF	17.1.4							
STATE LOGISTICS SECTION CHIEF								
STATE FINANCE SECTION CHIEF								
FORESTRY STATE COORDINATOR								
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)								
EMERGENCY REPOSE PROCESS LEADS								
CONTROL CENTER		17.2.2	17.3.1	17.4.1				
CONTROL CENTER SECURITY OPERATOR								
CONTACT CENTER (CUSTOMER CARE)		17.2.4 / 5		17.4.3 / 4	17.5.1 / 2			
CUSTOMER POLICY AND SATISFACTION								
HUMAN RESOURCES								
BRANCH DIRECTOR			17.3.2				17.7.3	
BRANCH SAFETY AND HEALTH COORDINATOR								

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Section 17								
NY - Roles vs. Activities Matrix								
Public Information Communications								
Storm Role	17.1.	17.2.	17.3.	17.4.	17.5.	17.6.	17.7.	17.8.
	Corporate Message Development and Dissemination Controls	Contact Center	Critical Facility Customers	Life Support Equipment (LSE) Customers	Special Needs Customers	Managing Government Communications	Managing Media Communications and Relations	Managing Social Media, Web, Digital and Print Communications
BRANCH ENVIRONMENTAL COORDINATOR								
BRANCH PUBLIC INFORMATION COORDINATOR	17.1.5						17.7.4	
BRANCH LIAISON COORDINATOR		17.2.6	17.3.4	17.4.2				
BRANCH OPERATIONS COORDINATOR			17.3.3	17.4.2				
BRANCH PLANNING COORDINATOR								
BRANCH LOGISTICS COORDINATOR								
BRANCH SECURITY COORDINATOR								
FORESTRY BRANCH COORDINATOR								
BRAND AND CUSTOMER COMMUNICATIONS	17.1.6						17.7.4.9.1	17.8.3
CLAIMS								
CONSUMER ADVOCATE		17.2.7						
CORPORATE AFFAIRS / MEDIA RELATIONS								
COUNTY LIAISON								
CUSTOMER METER SERVICES								
DAMAGE ASSESSMENT FIELD COORDINATOR								
DAMAGE ASSESSMENT PATROLLER								
FACILITIES								
FLEET MANAGER								

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Section 17								
NY - Roles vs. Activities Matrix								
Storm Role	Public Information Communications							
	17.1.	17.2.	17.3.	17.4.	17.5.	17.6.	17.7.	17.8.
	Corporate Message Development and Dissemination Controls	Contact Center	Critical Facility Customers	Life Support Equipment (LSE) Customers	Special Needs Customers	Managing Government Communications	Managing Media Communications and Relations	Managing Social Media, Web, Digital and Print Communications
FLEET SERVICES								
FORESTRY SUPERVISOR								
GAS OPERATIONS								
GOVERNMENT RELATIONS						17.6.2		
INTERNAL COMMUNICATIONS								
IS LAND LINE TELEPHONE COORDINATOR								
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR								
JURISDICTIONAL PRESIDENT	17.1.3							
JURISDICTIONAL TEAM								
LODGING COORDINATOR								
LODGING SUPPORT								
MANAGER TRANSMISSION ENGINEERING DESIGN								
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR								
OPERATIONS SUPPORT								
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION								
PROTECTION AND TELECOM OPS DEPT								
PUBLIC INFORMATION OFFICER SUPPORT								
PURCHASING								
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Section 17								
NY - Roles vs. Activities Matrix								
Storm Role	Public Information Communications							
	17.1.	17.2.	17.3.	17.4.	17.5.	17.6.	17.7.	17.8.
	Corporate Message Development and Dissemination Controls	Contact Center	Critical Facility Customers	Life Support Equipment (LSE) Customers	Special Needs Customers	Managing Government Communications	Managing Media Communications and Relations	Managing Social Media, Web, Digital and Print Communications
SAFETY SPECIALIST								
SECURITY INVESTIGATORS								
SERVICE REPRESENTATIVE								
STATION COMMANDER								
SUBSTATION DEPT.								
UPSTATE DISPATCH AND SCHEDULING (UDS)								
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT								
WEB STRATEGY AND DEVELOPMENT								17.8.2
WIRE DOWN ORGANIZATION								
WIRE GUARD PERSONNEL								

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Section 18										
NY - Roles vs. Activities Matrix										
Storm Role	Liaison Interactions									
	18.1. Governme nt Authorities	18.2. Federal Agency Coordinati on	18.3. New York State Office of Emergency Manageme nt	18.4. County Emergen cy Operatio ns Centers	18.5. Major Event Communi ty Leader Conferenc e Call	18.6. Managin g Regulato ry Affairs	18.7. Other Utilities - Electric, Gas, Telecom/Cab le	18.8. Other Stakeholde rs - Public Works	18.9. Respondi ng Agencies - Red Cross, Other	18.10. Dry Ice
STATE INCIDENT COMMANDER		18.2.1	18.3.2		18.5.1	18.6.1			18.9.2	18.10.1
STATE HEALTH AND SAFETY OFFICER										
STATE ENVIRONMENTAL OFFICER										
STATE PUBLIC INFORMATION OFFICER						18.6.4				18.10.2
STATE LIAISON OFFICER			18.3.4 / 5		18.5.2	18.6.6			18.9.3	
STATE PLANNING SECTION CHIEF						18.6.5				
STATE LOGISTICS SECTION CHIEF										
STATE FINANCE SECTION CHIEF										
FORESTRY STATE COORDINATOR										
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)			18.3.3		18.5.3	18.6.2	18.7.2			
EMERGENCY REPOSE PROCESS LEADS										
CONTROL CENTER										
CONTROL CENTER SECURITY OPERATOR							18.7.1			
CONTACT CENTER (CUSTOMER CARE)										18.10.3
CUSTOMER POLICY AND SATISFACTION						18.6.3				
HUMAN RESOURCES										
BRANCH DIRECTOR					18.5.4				18.9.4	18.10.4
BRANCH SAFETY AND HEALTH COORDINATOR										

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Section 18										
NY - Roles vs. Activities Matrix										
Storm Role	Liaison Interactions									
	18.1.	18.2.	18.3.	18.4.	18.5.	18.6.	18.7.	18.8.	18.9.	18.10.
	Government Authorities	Federal Agency Coordination	New York State Office of Emergency Management	County Emergency Operations Centers	Major Event Community Leader Conference Call	Managing Regulatory Affairs	Other Utilities - Electric, Gas, Telecom/Cable	Other Stakeholders - Public Works	Responding Agencies - Red Cross, Other	Dry Ice
BRANCH ENVIRONMENTAL COORDINATOR										
BRANCH PUBLIC INFORMATION COORDINATOR					18.5.5					
BRANCH LIAISON COORDINATOR					18.5.6			18.8.1		18.10.5
BRANCH OPERATIONS COORDINATOR					18.5.9		18.7.3	18.8.2		
BRANCH PLANNING COORDINATOR										
BRANCH LOGISTICS COORDINATOR										
BRANCH SECURITY COORDINATOR										
FORESTRY BRANCH COORDINATOR								18.8.3		
BRAND AND CUSTOMER COMMUNICATIONS										
CLAIMS										
CONSUMER ADVOCATE					18.5.7					
CORPORATE AFFAIRS / MEDIA RELATIONS										
COUNTY LIAISON					18.5.8					
CUSTOMER METER SERVICES										
DAMAGE ASSESSMENT FIELD COORDINATOR										
DAMAGE ASSESSMENT PATROLLER										
FACILITIES										
FLEET MANAGER										

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Section 18										
NY - Roles vs. Activities Matrix										
Storm Role	Liaison Interactions									
	18.1.	18.2.	18.3.	18.4.	18.5.	18.6.	18.7.	18.8.	18.9.	18.10.
	Government Authorities	Federal Agency Coordination	New York State Office of Emergency Management	County Emergency Operations Centers	Major Event Community Leader Conference Call	Managing Regulatory Affairs	Other Utilities - Electric, Gas, Telecom/Cable	Other Stakeholders - Public Works	Responding Agencies - Red Cross, Other	Dry Ice
FLEET SERVICES										
FORESTRY SUPERVISOR										
GAS OPERATIONS										
GOVERNMENT RELATIONS										
INTERNAL COMMUNICATIONS										
IS LAND LINE TELEPHONE COORDINATOR										
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR										
JURISDICTIONAL PRESIDENT										
JURISDICTIONAL TEAM										
LODGING COORDINATOR										
LODGING SUPPORT										
MANAGER TRANSMISSION ENGINEERING DESIGN										
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR										
OPERATIONS SUPPORT										
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION										
PROTECTION AND TELECOM OPS DEPT										
PUBLIC INFORMATION OFFICER SUPPORT										
PURCHASING										
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Section 18										
NY - Roles vs. Activities Matrix										
Storm Role	Liaison Interactions									
	18.1.	18.2.	18.3.	18.4.	18.5.	18.6.	18.7.	18.8.	18.9.	18.10.
	Government Authorities	Federal Agency Coordination	New York State Office of Emergency Management	County Emergency Operations Centers	Major Event Community Leader Conference Call	Managing Regulatory Affairs	Other Utilities - Electric, Gas, Telecom/Cable	Other Stakeholders - Public Works	Responding Agencies - Red Cross, Other	Dry Ice
SAFETY SPECIALIST										
SECURITY INVESTIGATORS										
SERVICE REPRESENTATIVE										
STATION COMMANDER										
SUBSTATION DEPT.										
UPSTATE DISPATCH AND SCHEDULING (UDS)										
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT										
WEB STRATEGY AND DEVELOPMENT										
WIRE DOWN ORGANIZATION										
WIRE GUARD PERSONNEL										

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NY - Roles vs. Activities Matrix	Section 19		Section 20	Section 21				
	Safety, Health and Environmental Coordination		Security Coordination	Reports and Documentation				
	19.1.	19.2.	20.1.	21.1.	21.2.	21.3.	21.4.	21.5.
Storm Role	Safety and Health Coordination	Environmental Impact Coordination	Security Strategy Coordination and Implementation	Internal Reports and Documentation	Interruption Reporting	Documentation and Standard Reporting	Post Emergency / After Action Review Process	Post Storm Report
STATE INCIDENT COMMANDER	19.1.2					21.3.1		
STATE HEALTH AND SAFETY OFFICER	19.1.3			21.1.2				
STATE ENVIRONMENTAL OFFICER		19.2.2		21.1.3				
STATE PUBLIC INFORMATION OFFICER								
STATE LIAISON OFFICER								
STATE PLANNING SECTION CHIEF				21.1.4				
STATE LOGISTICS SECTION CHIEF								
STATE FINANCE SECTION CHIEF								
FORESTRY STATE COORDINATOR							21.4.4	
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)						21.3.2	21.4.1	
EMERGENCY RESPONSE PROCESS LEADS								
CONTROL CENTER						21.3.5		
CONTROL CENTER SECURITY OPERATOR						21.3.6		
CONTACT CENTER (CUSTOMER CARE)						21.3.3		
CUSTOMER POLICY AND SATISFACTION						21.3.4		
HUMAN RESOURCES								
BRANCH DIRECTOR						21.3.7	21.4.2	
BRANCH SAFETY AND HEALTH COORDINATOR	19.1.5			21.1.6				

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NY - Roles vs. Activities Matrix	Section 19		Section 20	Section 21				
	Safety, Health and Environmental Coordination		Security Coordination	Reports and Documentation				
	19.1.	19.2.	20.1.	21.1.	21.2.	21.3.	21.4.	21.5.
Storm Role	Safety and Health Coordination	Environmental Impact Coordination	Security Strategy Coordination and Implementation	Internal Reports and Documentation	Interruption Reporting	Documentation and Standard Reporting	Post Emergency / After Action Review Process	Post Storm Report
BRANCH ENVIRONMENTAL COORDINATOR		19.2.3		21.1.7				
BRANCH PUBLIC INFORMATION COORDINATOR								
BRANCH LIAISON COORDINATOR								
BRANCH OPERATIONS COORDINATOR	19.1.4	19.2.4						
BRANCH PLANNING COORDINATOR				21.1.5		21.3.8		
BRANCH LOGISTICS COORDINATOR								
BRANCH SECURITY COORDINATOR								
FORESTRY BRANCH COORDINATOR								
BRAND AND CUSTOMER COMMUNICATIONS								
CLAIMS								
CONSUMER ADVOCATE							21.4.3	
CORPORATE AFFAIRS / MEDIA RELATIONS								
COUNTY LIAISON								
CUSTOMER METER SERVICES								
DAMAGE ASSESSMENT FIELD COORDINATOR								
DAMAGE ASSESSMENT PATROLLER								
FACILITIES								
FLEET MANAGER								

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NY - Roles vs. Activities Matrix	Section 19		Section 20	Section 21				
	Safety, Health and Environmental Coordination		Security Coordination	Reports and Documentation				
	19.1.	19.2.	20.1.	21.1.	21.2.	21.3.	21.4.	21.5.
Storm Role	Safety and Health Coordination	Environmental Impact Coordination	Security Strategy Coordination and Implementation	Internal Reports and Documentation	Interruption Reporting	Documentation and Standard Reporting	Post Emergency / After Action Review Process	Post Storm Report
FLEET SERVICES								
FORESTRY SUPERVISOR								
GAS OPERATIONS								
GOVERNMENT RELATIONS								
INTERNAL COMMUNICATIONS								
IS LAND LINE TELEPHONE COORDINATOR								
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR								
JURISDICTIONAL PRESIDENT								
JURISDICTIONAL TEAM								
LODGING COORDINATOR								
LODGING SUPPORT								
MANAGER TRANSMISSION ENGINEERING DESIGN								
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR								
OPERATIONS SUPPORT								
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION								
PROTECTION AND TELECOM OPS DEPT								
PUBLIC INFORMATION OFFICER SUPPORT								
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NY - Roles vs. Activities Matrix	Section 19		Section 20	Section 21				
	Safety, Health and Environmental Coordination		Security Coordination	Reports and Documentation				
	19.1.	19.2.	20.1.	21.1.	21.2.	21.3.	21.4.	21.5.
Storm Role	Safety and Health Coordination	Environmental Impact Coordination	Security Strategy Coordination and Implementation	Internal Reports and Documentation	Interruption Reporting	Documentation and Standard Reporting	Post Emergency / After Action Review Process	Post Storm Report
SAFETY SPECIALIST	19.1.6							
SECURITY INVESTIGATORS			20.1.2					
SERVICE REPRESENTATIVE								
STATION COMMANDER								
SUBSTATION DEPT.								
UPSTATE DISPATCH AND SCHEDULING (UDS)								
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT								
WEB STRATEGY AND DEVELOPMENT								
WIRE DOWN ORGANIZATION								
WIRE GUARD PERSONNEL								

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NY - Roles vs. Activities Matrix	Section 22	Section 23			Section 24
	Demobilization	Preparation, Drills, and Training			Emergency Plan Maintenance
	22.1. Demobilization Plan Development and Implementation	23.1. Preparation / Pre-Emergency	23.2. Annual Training Courses	23.3. Restoration Exercises	24.1. Timing of and Procedure for Updating the Plan
Storm Role					
STATE INCIDENT COMMANDER	22.1.2	23.1.1	23.2.1		
STATE HEALTH AND SAFETY OFFICER			23.2.3		
STATE ENVIRONMENTAL OFFICER			23.2.4		
STATE PUBLIC INFORMATION OFFICER			23.2.5		
STATE LIAISON OFFICER			23.2.6		
STATE PLANNING SECTION CHIEF	22.1.3		23.2.7		
STATE LOGISTICS SECTION CHIEF	22.1.4		23.2.8		
STATE FINANCE SECTION CHIEF			23.2.10		
FORESTRY STATE COORDINATOR					
EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)		23.1.9	23.2.2		24.1.1
EMERGENCY RESPONSE PROCESS LEADS					24.1.2
CONTROL CENTER		23.1.1.2 / 14			
CONTROL CENTER SECURITY OPERATOR					
CONTACT CENTER (CUSTOMER CARE)		23.1.1.3			
CUSTOMER POLICY AND SATISFACTION		23.1.1.4			
HUMAN RESOURCES			23.2.11		
BRANCH DIRECTOR	22.1.5	23.1.2	23.2.12		
BRANCH SAFETY AND HEALTH COORDINATOR		23.1.5	23.2.13		

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NY - Roles vs. Activities Matrix	Section 22	Section 23			Section 24
	Demobilization	Preparation, Drills, and Training			Emergency Plan Maintenance
	22.1. Demobilization Plan Development and Implementation	23.1. Preparation / Pre-Emergency	23.2. Annual Training Courses	23.3. Restoration Exercises	24.1. Timing of and Procedure for Updating the Plan
Storm Role					
BRANCH ENVIRONMENTAL COORDINATOR			23.2.14		
BRANCH PUBLIC INFORMATION COORDINATOR		23.1.3	23.2.15		
BRANCH LIAISON COORDINATOR		23.1.1.5 / 23.1.4	23.2.16		
BRANCH OPERATIONS COORDINATOR		23.1.6	23.2.17		
BRANCH PLANNING COORDINATOR		23.1.7	23.2.18		
BRANCH LOGISTICS COORDINATOR	22.1.6	23.1.8	23.2.19		
BRANCH SECURITY COORDINATOR		23.1.8.8	23.2.20		
FORESTRY BRANCH COORDINATOR		23.1.6.5			
BRAND AND CUSTOMER COMMUNICATIONS		23.1.3.5			
CLAIMS		23.1.8.7			
CONSUMER ADVOCATE		23.1.4.16			
CORPORATE AFFAIRS / MEDIA RELATIONS		23.1.3.2 / 3			
COUNTY LIAISON					
CUSTOMER METER SERVICES					
DAMAGE ASSESSMENT FIELD COORDINATOR					
DAMAGE ASSESSMENT PATROLLER					
FACILITIES		23.1.8.6			
FLEET MANAGER					

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NY - Roles vs. Activities Matrix	Section 22	Section 23			Section 24
	Demobilization	Preparation, Drills, and Training			Emergency Plan Maintenance
	22.1. Demobilization Plan Development and Implementation	23.1. Preparation / Pre-Emergency	23.2. Annual Training Courses	23.3. Restoration Exercises	24.1. Timing of and Procedure for Updating the Plan
Storm Role					
FLEET SERVICES		23.1.8.5			
FORESTRY SUPERVISOR					
GAS OPERATIONS		23.1.6.6			
GOVERNMENT RELATIONS					
INTERNAL COMMUNICATIONS		23.1.3.4			
IS LAND LINE TELEPHONE COORDINATOR		23.1.2.15			
IS TELECOMM/CELLULAR PHONE / PAGER COORDINATOR		23.1.2.15			
JURISDICTIONAL PRESIDENT					
JURISDICTIONAL TEAM					
LODGING COORDINATOR					
LODGING SUPPORT					
MANAGER TRANSMISSION ENGINEERING DESIGN					
OH LINE SUPERVISOR / RESTORATION CREW SUPERVISOR					
OPERATIONS SUPPORT					
PROJECT MANAGEMENT & COMPLEX CONSTRUCTION					
PROTECTION AND TELECOM OPS DEPT		23.1.6.4			
PUBLIC INFORMATION OFFICER SUPPORT					
PURCHASING					
RUNNER / GUIDE					

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NY - Roles vs. Activities Matrix	Section 22	Section 23			Section 24
	Demobilization	Preparation, Drills, and Training			Emergency Plan Maintenance
	22.1. Demobilization Plan Development and Implementation	23.1. Preparation / Pre-Emergency	23.2. Annual Training Courses	23.3. Restoration Exercises	24.1. Timing of and Procedure for Updating the Plan
Storm Role					
SAFETY SPECIALIST					
SECURITY INVESTIGATORS					
SERVICE REPRESENTATIVE					
STATION COMMANDER					
SUBSTATION DEPT.					
UPSTATE DISPATCH AND SCHEDULING (UDS)					
WAREHOUSE / OPERATIONS INVENTORY MANAGEMENT		23.1.8.4			
WEB STRATEGY AND DEVELOPMENT		23.1.3.6			
WIRE DOWN ORGANIZATION					
WIRE GUARD PERSONNEL					

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Section 30: ICS Positions Reference

Section 30. ERP ICS Command and General Staff References

Introduction

This section contains a reference for each of the State and Branch Level ICS Command and General Staff positions that the Company can activate to respond to an emergency. The references contain the activities included in the Roles and Activities section of each process included in this ERP and as such, contain a summary of all the activities ICS Command and General Staff could have during an emergency based on the requirements for the emergency response and the level of ERO activation.

Additionally, as a precursor to each of the noted positions, a brief Job Description highlighting the following will be included:

- a). Who the position reports to;
- b). Level the position is typically filled by;
- c). Typical work location;
- d). Job description;
- e). Responsibilities broken out by Annual (Non-Emergency), Pre-Event Stage, Service Restoration Stage, and Post-Event Stage;
- f). Personal protective equipment;
- g). Special Equipment (position specific);
- h). Training recommendations; and
- i). A reference guide to all actions to be taken during the (i) Pre-Event Stage, (ii) Service Restoration Stage, and (iii) Post-Event Stage of an Emergency that is to be signed and returned to Emergency Planning following a Level 1 – 3 Emergency.

30.1. State Level ICS Positions**1.1.1. STATE INCIDENT COMMANDER (S-IC)**

Typically filled by		NY-VP Electric Operations Maintenance and Construction
Location		- State Emergency Operations Center, or - Branch Emergency Operations Center
Job Description		The State Incident Commander is responsible for all incident activities, including the development of strategies and in some cases tactics, along with the ordering and release of resources. The State Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations in all upstate Branches. - Responsible for the overall management of the emergency at the State Level, including: - Safety and health; - Environmental; - Damage assessment; - Transmission and distribution control Centers; - EOC operations; - Logistics; - Security; - Resource coordination; - Restoration; - Contact center; - External communications; - Employee communications; - Media relations; - Regulatory affairs; - Documentation, Time, and materials cost tracking; and - Demobilization. - Provides tactical response guidance to the ICS Command and General Staff in New York and to the Branch Directors within the affected Divisions. - Provides periodic updates to the Crisis Management Team as required to ensure that the tactical level response is aligned with strategic level guidance.
	Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field		- Hard Hat - Safety glasses - Hi-Visibility Vest

or visiting job-sites. (Not required if working in the office)	▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment	▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Incident Commander Reference

ICS Position Title - STATE INCIDENT COMMANDER	
ACTIVITY	ACTION
Pre-Event Stage	
14.2.1.1.	The incident commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations including the Upstate NY State Emergency Operations Center.
	Consider vacation policy as a function of the size scale and complexity of the forecasted event
14.2.1.2.	The Incident Commander oversees the following company disciplines during an emergency response: • State Health and Safety Officer • State Public Information Officer • State Liaison Officer • State Planning Section Chief • State Logistics Section Chief • State Finance Chief • Contact Center (Customer Care Center) • Control Centers • Branch Directors
16.1.1.2.	Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) typically beginning three days in advance of an anticipated emergency and through the duration of an emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: • Safety and health • Environmental • Damage assessment • Transmission and distribution control Centers

	• EOC operations • Logistics • Security • Resource coordination • Restoration • Contact Center • External communications • Internal communications • Media relations • Regulatory affairs • Documentation, Time and materials cost tracking, and • Demobilization.
14.2.1.6.	Ensure Emergency Planning provides proper notification to the NY-Office of Emergency Management (NY-OEM) for all Class II & III storms
14.2.1.9.	Activate State Emergency Operations Center to the appropriate degree, when more than one Division is affected or the size, scale, and complexity of the emergency in a single Division warrants.
14.2.1.10.	Make arrangements for assignment of crews between unaffected and affected Regions(s) / Division(s).
6.1.3.1.	Determines the number of additional distribution overhead line crews, vegetation management resources, and transmission resources needed to respond to an emergency and allocates resources from unaffected branches in the state to affected branches.
6.1.3.2.	Makes request for additional assistance – National Grid MA State Incident Commander, (Capital Delivery).
6.1.3.3.	Notifies Human Resources of crew transfers for both Branch and Mutual Assistance activities.
6.2.2.1.	Coordinates request for Mutual Assistance from other Utility Companies by way of the EEI Mutual Assistance Roster / Mutual Assistance Groups through Emergency Planning.
6.2.2.2.	Coordinates with the External Line Resource Lead and Emergency Planning to efficiently summarize the assistance obtained from each participating utility and provide such information to the requesting Branch (es).
6.3.2.1.	Elevates requests for resources to External Line Resource Lead who will then work to procure contractors as needed.
6.3.2.2.	Confirms that External Line Resource Lead will handle US Customers & Border protection requirements if Canadian contractors are contracted.
6.3.2.3.	Assists/coordinates as needed with the arrangements for obtaining tree crew requirements and ensures representation in State Emergency Operations Center.
6.3.2.4.	Notify Forestry State Coordinator of tree and line crew requirements and ensure representation for each group in the State Emergency Operations Center.
6.3.2.5.	Will provide External Line Resource Lead and Forestry State Coordinator with assignment location and contact name and phone number to direct the contract personnel who will provide the appropriate information to the responding contract company.
6.4.1.1.	Determines need for company retiree's assistance.
6.4.1.2.	Notifies Emergency Planning that retirees are requested to be engaged.
6.5.1.2.	Communicates decisions on Mutual Assistance that is being provided to other utilities to Branch Directors, Branch Safety Coordinator, and Emergency Planning
6.8.1.2.	Coordinates with the appropriate parties to fill any remaining emergency assignments, as required.

14.3.1.1.	Coordinating with the Branch Director - determines the number of substation teams to assemble when decentralized to sub-station level
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.2 Press Releases issued / text messages / emails sent -
	1.3 Municipal Conference Calls held and highly effective
	1.4 LSE customers alerted
	1.5 Point of contact for Critical Facilities alerted
	1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan
	1.7 Participation in all pre-event mutual assistance group calls
	1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours
Service Restoration Stage	
14.2.1.1.	The incident commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations including the Upstate NY State Emergency Operations Center.
14.2.1.2.	The Incident Commander oversees the following company disciplines during an emergency response: • State Health and Safety Officer • State Public Information Officer • State Liaison Officer • State Planning Section Chief • State Logistics Section Chief • State Finance Chief • Contact Center (Customer Care Center) • Control Centers • Branch Directors
4.2.1.1.	Determines which EOCs, both State and Branch Level, to be activated based on the severity of the emergency.
4.2.1.2.	Notifies the New England E-Room that the State Emergency Operations Center is operational.
4.2.1.3.	Determines which State Level ICS positions and support functions are required to respond to an emergency
4.2.1.5.	Contacts unaffected Branches to determine status, availability to assist affected Branch (es).
6.1.3.1.	Determines the number of additional distribution overhead line crews, vegetation management resources, and transmission resources needed to respond to an emergency and allocates resources from unaffected branches in the state to affected branches.
6.1.3.2.	Makes request for additional assistance – National Grid MA State Incident Commander and External Line Resource Lead (Capital Delivery organization).
6.1.3.3.	Notifies Human Resources of crew transfers for both Branch and Mutual Assistance activities.

6.2.2.1.	Coordinates request for Mutual Assistance from other Utility Companies by way of the EEI Mutual Assistance Roster / Mutual Assistance Groups through External Line Resource Lead and Emergency Planning.
6.2.2.2.	Coordinates with the External Line Resource Lead and Emergency Planning to efficiently summarize the assistance obtained from each participating utility and provide such information to the requesting Branch (es).
7.2.2.1.	Elevates specialty equipment needs (including the need for helicopters)
14.3.1.1.	Coordinating with the Branch Director - determines the number of substation teams to assemble when decentralized to sub-station level
15.1	The Incident Commander will coordinate with the Branch Director to make the following determination on how to manage ETR's during an event 1. Setting no ETR to new outages. 2. Adding additional time to an Automatic ETR. 3. Setting an ETR to a specific date and time. 4. Batch Update.
15.2	Provide the necessary direction required to follow the mandatory ETR Protocol as established by the Department of Public Service (e.g., - NY-PSC ETR Protocol)
15.2.1.1.	Manage requirements during events where EORS reporting is required.
16.1.1.1.	Establishes strategies and immediate priorities and confirms objectives for the current operational period and defines objectives for the next operational period once restoration has commenced.
16.1.1.2.	Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) typically beginning three days in advance of an anticipated emergency and through the duration of an emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: • Safety and health • Environmental • Damage assessment • Transmission and distribution control Centers • EOC operations • Logistics • Security • Resource coordination • Restoration • Contact Center • External communications • Internal communications • Media relations • Regulatory affairs • Documentation, Time and materials cost tracking, and • Demobilization.
16.1.1.5.	Identifies operational situation changes that require augmentation/ demobilization of resources and revises the level of response activation and communicates it to State Level ICS Command and General staff during an emergency
16.3.1.1.	Approves a Company-wide or area-wide message to all employees regarding the facts of the emergency during the Service Restoration Stage and works with the State Public Information Officer to develop this message and provide periodic updates as deemed appropriate.

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16.3.2.1.	Disseminates Company-wide or area-wide messages approved by the State Incident Commander to all employees regarding the facts of the emergency
16.3.2.2.	Activates the Emergency 800 # hotline as required and records an employee hotline message for each of the Company areas and oversees that the message is updated every four hours, at a minimum, or as information becomes available
16.3.2.3.	Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or National Grid Internal Internet Site.
17.1	The State Incident Commander maintains ultimate authority for approving information to be released.
17.1.1.1.	Works with the State Public Information Officer to validate messages and provide approval for all information to be released by the Company.
17.2	The decision to activate the messaging will be made by the State Incident Commander or designee.
17.7.1.1.	Prepares for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials when required.
17.1	The State Incident Commander maintains ultimate authority for approving information to be released.
17.1.1.1.	Works with the State Public Information Officer to validate messages and provide approval for all information to be released by the Company.
17.2	The decision to activate the messaging will be made by the State Incident Commander or designee.
17.2.1.1.	Ensures that outage restoration updates are made in OMS and provided to Contact Center.
17.7.1.1.	Prepares for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials when required.
18.2.1.1.	Escalates issues that require coordination with federal level agencies to the State EOC for coordinating
18.5.1.1.	During Class III storms - works with Public Information Coordinator and the Liaison Coordinator of the impacted area reviewing the script and providing the storm update for the Community Leader Call
18.6.1.1.	Directs Government Relations to coordinate with New York PSC.
18.9.2.1.	Reviews expectations for cooperating agencies with State Liaison Officer prior to State Liaison Officer meeting with them.
18.12.1.1.	Advises Branch Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that dry ice distribution program will be initiated.
19.1.2.1.	Oversees safety and health incident response and receives incident reports from the State Safety and Health Officer.
19.1.2.2.	Class III Event
19.1.2.2.1.	Incident Commander shall notify the VP of Safety or designee during a Class III Event
21.3.1.1.	When required - supply a report to the PSC four (4) times a day that provides a synopsis of major issues, peak number of customers interrupted, customers restored as of the time of the report, critical customers affected by the interruptions at the time.
21.3.1.2.	If requested by PSC, obtains periodic reports from affected Branch(es), and compiles State Storm Report and transmits.
22.1	The State Incident Commander is responsible for initiating the De-escalation/De-mobilization process during an emergency response - planning for De-escalation/De-

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	mobilization is done on an on-going basis and is an integral part of the restoration process.
22.1.2.1.	Prior to release of resources, coordinates communication / notification to other NYS utilities that have open resource requests through Project Management and Complex Construction / Emergency Planning Prior to committing resources.
22.1.2.2.	Approves the De-escalation or De-mobilization of response functions based on input from the State Planning Section Chief and Branch Director(s) including, but not limited to, the re-allocation and/or release of foreign crews and Company crews and support staff.
23.2.1.1.	Participates in EMR004: Incident Command System for Executives prior to assuming the role during an emergency.
23.2.1.2.	Ensures that support staff have been identified and trained, as required, on an annual basis, before June 1.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	2. Down Wires
	3. Preliminary Damage Assessment
	4. Crewing
	5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc.)
	6. ETR Accuracy
	7. Municipality Coordination
	8. County EOC Coordination
	9. Utility Coordination
	10. Safety
	11. Mutual Assistance
	13. Call Answer Rates
	14. Municipal Calls
	15. Web Availability
	16. LSE Customers
	17. PSC Reporting
	18. Customer Communications
	19. Outgoing message on telephone line
	20. PSC Complaints
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
	Review Storm Report prior to submission as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Review Scorecard Data Report prior to Submission as Required

1.1.2.STATE SAFETY AND HEALTH OFFICER (S-SHO)

Reports To		State Incident Commander
Typically filled by		Manager of Safety & Health
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center, or ▪ As determined by the State Incident Commander
Job Description		▪ Develops and manages Safety and Health objectives for the emergency at the State Level. ▪ Oversees that the Safety and Health response is aligned with strategic level guidance. ▪ Provides operational safety response guidance for employees and restoration workers. ▪ The Safety and Health Officer and Safety Specialists will have the authority to stop any job or task deemed by them to be immediately dangerous to life or property. ▪ Serves as a resource on Safety-related matters for the State Incident Commander.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Safety and Health Officer Reference

ICS Position Title - STATE SAFETY AND HEALTH OFFICER	
ACTIVITY	ACTION
Pre-Event Stage	
19.1.3.3.	Establishes a command Center in which appropriate Safety and Health staff will be assigned and where other staff members can report.
19.1.3.4.	Coordinates scheduling and duty assignments of Safety and Health staff.
16.1.2.1.	Provides an update on any issues with the Safety and Health organization's preparation and activities
19.1.3.2.	Assigns a lead regional safety specialist to the restoration area, based on the classification and location of emergency situation.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
16.1.2.2	Provides an update on any safety incidents that occur during an emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergencies response agencies responding to the incident.
21.1.2.1.	Ensures the development and distribution of Safety Incident Reports to the State Level, as required.
19.1.3.1.	Shall be informed when resources from one Branch are used to provide assistance to another Branch
19.1.3.5.	Monitors that various safety reports (e.g., near misses/incidents) are effectively communicated to field employees throughout the emergency zone.
19.1.3.6.	Coordinates incident analyses, field audits, training and regulatory inquiries.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	10. Safety
Post-Event Stage	
19.1.3.7.	Conducts a critique of safety response efforts to identify lessons learned.
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Review Scorecard Data Report prior to Submission as Required

1.1.3.STATE ENVIRONMENTAL OFFICER

Reports To		State Incident Commander
Typically filled by		Director or Manager of Environmental Services
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center, or ▪ As determined by the State Incident Commander
Job Description		▪ Oversees Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting. ▪ Oversees that the Environmental response is aligned with strategic level guidance. ▪ Serves as a resource on Environmental-related matters. ▪ Serves as the primary point-of-contact for other responding agencies in the event of an environmental incident.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Environmental Officer Reference

ICS Position Title - STATE ENVIRONMENTAL OFFICER	
ACTIVITY	ACTION
Pre-Event Stage	
	Oversee Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring, and permitting.
16.1.3.1.	Provides an update on any issues with the Environmental organization's preparation and activities.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
19.1.3.1.	Shall be informed when resources from one Branch are used to provide assistance to another Branch.
19.1.3.2.	Assigns a lead regional safety specialist to the restoration area, based on the classification and location of emergency situation.
19.1.3.3.	Establishes a command Center in which appropriate Safety and Health staff will be assigned and where other staff members can report.
19.1.3.4.	Coordinates scheduling and duty assignments of Safety and Health staff.
19.1.3.5.	Monitors that various safety reports (e.g., near misses/incidents) are effectively communicated to field employees throughout the emergency zone.
19.1.3.6.	Coordinates incident analyses, field audits, training and regulatory inquiries.
21.1.3.1.	Ensures the development and distribution of Environmental Incident Reports to the State Level, as required.
NY-PSC Utility Performance Metrics (SCORECARD)	
Post-Event Stage	
19.1.3.7.	Conducts a critique of safety response efforts to identify lessons learned.
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Review Scorecard Data Report prior to Submission as Required

1.1.4.STATE PUBLIC INFORMATION OFFICER (S-PIO)

Reports To	State Incident Commander
Typically filled by	Director of Media Relations
Location	- State Emergency Operations Center, or - Branch Emergency Operations Center
Job Description	- Develops and / or approves all communications messages based on guidance from the State Incident Commander. - Coordinates the release of all emergency-related communications within the state. - Oversees additional responsibilities as assigned by the State Incident Commander.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

State Public Information Officer Reference

ICS Position Title - STATE PUBLIC INFORMATION OFFICER	
ACTIVITY	ACTION
Pre-Event Stage	
16.1.4.1.	Provides an update on any concern's issues with the preparation and related activities.
17.1.3.1.	Communicates with the Branch Public Information Coordinator regarding the information dissemination plan and schedule.
17.1.3.4	Obtains approval from the State Incident Commander on all information to be released.
17.2.3.	Coordinates messaging and other activities with the Contact Center Director.
17.6.1.1.	Oversees the communication of Company response activities to public officials.
17.7.2.1.	Prepare / issue press release as required.
17.7.2.2.	Prepare and issue press statements for news cycles when required.
17.8.1.1.	Directs the development and maintenance of social media, web, digital and print communications and oversees the updating of these applications, where needed, during major emergencies.
18.6.4.1.	Coordinates with the Government Relations to ensure the unity of communications with the Company's regulatory agencies during an Emergency.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.2 Press Releases issued / text messages / emails sent -
Service Restoration Stage	
16.1.4.2.	Provides an overview of the level of public interest in the emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.
16.3.2.1.	Disseminates Company-wide or area-wide messages approved by the State Incident Commander to all employees regarding the facts of the emergency.
16.3.2.2.	Activates the Emergency 800 # hotline as required and records an employee hotline message for each of the Company areas and oversees that the message is updated every four hours, at a minimum, or as information becomes available.
16.3.2.3.	Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or National Grid Internal Internet site.
17.1.3.2.	Obtains situational status update from the State Planning Section Chief for use in message development.
17.1.3.3.	Develops messages in conjunction with the State Incident Commander to be disseminated to the media, government and community leaders, and employees.
17.1.3.5.	Obtains media information that may be useful for planning during the Service Restoration Stage.
17.2.3.	Coordinates messaging and other activities with the Contact Center Director.
17.7.2.1.	Prepare / issue press release as required.
17.7.2.2.	Prepare and issue press statements for news cycles when required.
17.8.1.1.	Directs the development and maintenance of social media, web, digital and print communications and oversees the updating of these applications, where needed, during major emergencies.

18.6.4.1.	Coordinates with the Government Relations to ensure the unity of communications with the Company's regulatory agencies during an Emergency.
18.12.2.1.	Publicizes to the various media outlets and communication channels the location and operating hours of the designated Dry Ice distribution Centers.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	15. Web Availability
	18. Customer Communications
Post-Event Stage	
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.5.STATE LIAISON OFFICER (S-LO)

Reports To		State Incident Commander
Typically filled by		Director Level of Regulatory Relations or Regulation and Pricing
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center
Job Description		▪ Directs the assignment of Company personnel to the New York Office of Emergency Management Bunker as requested. ▪ Serves as the point of contact for Company liaison activities that report to State level officials ▪ Provides strategic level guidance to the Branch Liaison Coordinator(s). ▪ Provides periodic updates to the State Incident Commander as appropriate. ▪ Oversees additional responsibilities as assigned by the State Incident Commander.
	Pre-Event	▪ Refer to the subsequent references for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Liaison Officer Reference

ICS Position Title - STATE LIAISON OFFICER	
ACTIVITY	ACTION
Pre-Event Stage	
	Assess need for pre-incident contact. Contact and confirm as required
18.5.2.1.	Provides guidance to the Branch Liaison Coordinators to ensure consistency while working with counties and municipalities.
18.9.3.1.	Maintains a list of assisting and cooperating agencies and their representatives.
18.9.3.2	Keep agencies supporting the emergency aware of the status of the Company's restoration efforts. Prior to meeting with Agency Representatives and Stakeholders: • Review incident objectives, • Company requests for assistance from or coordination with other agencies, • Determine status of outstanding requests from other agencies, and • Availability of personnel and equipment available
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
16.1.5.1.	Provides an update on any concern's issues with the preparation and related activities.
16.1.5.2.	Provides an overview of agencies and stakeholders impacted by or responding to the emergency, updates on the strategic level government response, available resources, status of cooperating agency activities in support of the emergency, and stakeholders' issues and concerns.
18.5.2.1.	Provides guidance to the Branch Liaison Coordinators to ensure consistency while working with counties and municipalities.
18.9.3.2	Keep agencies supporting the emergency aware of the status of the Company's restoration efforts. Prior to meeting with Agency Representatives and Stakeholders: • Review incident objectives, • Company requests for assistance from or coordination with other agencies, • Determine status of outstanding requests from other agencies, and • Availability of personnel and equipment available
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	7. Municipality Coordination Highlight/Record any coordination activity at the State Bunker
	8. County EOC Coordination Highlight/Record any coordination activity at the State Bunker
	9. Utility Coordination Highlight/Record any coordination activity at the State Bunker
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

STATE PLANNING SECTION CHIEF (S-PSC)

Reports To	State Incident Commander
Typically filled by	Director or Manager level position from Operations
Location	- State Emergency Operations Center, or - Branch Emergency Operations Center
Job Description	- Maintains situational awareness including the reporting on and progress of restoration activities (State Data Center and Regulatory Reporting). - Assists the State Incident Commander with evaluation of requests from the Branch Director(s) primarily as they relate to resources and Emergency Plan Compliance. - Oversees additional responsibilities as assigned by the State Incident Commander.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

State Planning Section Chief Reference

ICS Position Title – STATE PLANNING SECTION CHIEF	
ACTIVITY	ACTION
Pre-Event Stage	
	Establish staffing schedules & notify SEAL personnel. Activate SEAL personnel and prepare for initial storm impact
18.6.5	Oversees the preparation and submission of Pre-Event and Service Restoration Stage reports to the PSC (as discussed in Section 21.2 Regulatory Driven Reports and Documentation).
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
3.3.6	Maintain situational awareness including the reporting on and progress of restoration activities (State Data Center and Regulatory Reporting).
3.3.6	Assist the State Incident Commander with evaluation of requests from the Branch Director(s) primarily as they relate to resources and Emergency Plan Compliance.
4.1.3.1	Activates the State EOC if directed to do so by State Incident Commander.
4.2.3.2	Notifies PSC of emergency conditions for Class III emergencies - notification for loss of Electric Service as required by the state regulatory agency will follow instructions per NG-EOP G010.
6.8.2.1	Coordinates with appropriate parties to identify additional support resources based on secondary and tertiary emergency response assignments in New York to fill emergency assignments, as required.
6.8.2.2	Determines the need to activate the State Data Center and regulatory reporting team.
11.4.2.1	In the NY-EOC, a staff of individuals provides support to the State and Branch Operations. The NY-EOC will assist and coordinate as needed to support the acquisition and deployment of Damage Assessment Patrollers.
16.1.6.1	Provides feedback on the current Emergency Response Organization, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the emergency; and recommends changes to the geographic layout and personnel of the Emergency Response Organization.
16.1.6.2	Makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.
17.1.5.1	Works in cooperation with the State Public Information Office to provide situational status updates.
21.1.4.1	Oversees completion of the State EOC Status Update Report which includes: • Information on customer interruptions, • resources for restoration, • Estimated Time of Restoration (ETRs), • issues periodic status updates on the on-going restoration activities to senior management, Media Relations, Internal Communications, and Regulatory Affairs, and applicable Regulatory Agencies, e.g. NY-PSC • Status update reports every 4 hours.
22.1.3	Tracks restoration and resource allocation status throughout the emergency.

NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	4. Crewing
	17. PSC Reporting
Post-Event Stage	
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.6.STATE LOGISTICS SECTION CHIEF (S-LSC)

Reports To		State Incident Commander
Typically filled by		Director or Manager level position from Operations
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center
Job Description		▪ Manages the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals, and lodging) in support of restoration. ▪ Oversees additional responsibilities as assigned by the State Incident Commander.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Logistics Section Chief Reference

ICS Position Title – STATE LOGISTICS SECTION CHIEF	
ACTIVITY	ACTION
Pre-Event Stage	
16.1.7	Provides an overview of the current disposition of logistics support for the Company during the emergency.
	Assess required commitment and review plans for alternative accommodations
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
3.3.7	Manages the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals and lodging) in support of restoration.
3.3.7	Oversees additional responsibilities as assigned by the State Incident Commander.
7.5.1.1	Arranges for the procurement of communication equipment for the Emergency Response Organization at the State and Branch Levels if the Company's stock is depleted during an emergency.
16.1.7	Provides an overview of the current disposition of logistics support for the Company during the emergency.
22.1.4.1	Reviews the list of personnel proposed for demobilization daily and adjusts material, fleet, staging site, communication, meal and lodging requirements accordingly as resources are re-allocated or released.
NY-PSC Utility Performance Metrics (SCORECARD)	
Post-Event Stage	
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	

1.1.7.STATE SECURITY OFFICER (S-SO)

Reports To		State Incident Commander
Typically filled by		Director or Manager level position from Security
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center
Job Description		▪ Manages and supervises the Security organization's actions and response objectives for restoration at the State level. ▪ Establishes appropriate utilization of Security services. ▪ Serves as a resource on Security-related matters.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

State Security Officer Reference

ICS Position Title – STATE SECURITY OFFICER		
ACTIVITY	ACTION	
Pre-Event Stage		
	Manages and supervises the Security organization's actions and response objectives for restoration at the State level	
NY-PSC Utility Performance Metrics (SCORECARD)		
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements	
Service Restoration Stage		
16.1.8.1.	Provides an update on any issues with the Security organization's preparation and activities.	
16.1.8.2.	Provides an overview of any security incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities, available security resources, stakeholders' concerns/issues, the status of cooperating agency activities in support of an incident, location of shelters (if utilized), and any evacuation of facilities and assembly areas including results of employee accountability surveys.	
NY-PSC Utility Performance Metrics (SCORECARD)		
Post-Event Stage		
	Assist in any post-incident reporting and after action reviews	
	Participate in After Action Review as required	
NY-PSC Utility Performance Metrics (SCORECARD)		

1.1.8.STATE FINANCE SECTION CHIEF (S-FSC)

Reports To		State Incident Commander	
Typically filled by		Director or Manager level position from Finance	
Location		▪ State Emergency Operations Center, or ▪ Branch Emergency Operations Center	
Job Description		▪ Establishes emergency charge codes. ▪ Serves as the primary point of contact for all financial and cost analysis information within the affected State.	
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities	
	Event Restoration		
	Post-Event		
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves	
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card	
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required	

State Finance Section Chief Reference

ICS Position Title - STATE FINANCE SECTION CHIEF	
ACTIVITY	ACTION
Pre-Event Stage	
9.2.2.1.	Verifies that labor rates agree with rates established in the vendor contract.
9.3.2.1.	Reinforces time reporting requirements to all who charge time to emergencies. Include appropriate regional storm work order numbers for each Operating Region affected. Overtime policies should be reinforced for both management and represented employees and time reporting should be done in accordance with established policies.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
9.1.1.1.	Issues and communicates to Emergency Planning the proper Storm Numbers to which time should be charged. Time should be reported to the storm number for the Operating Region (also known as the operating area) where the emergency restoration work is being done, not the Operating Region that the employee normally works in, if different.
9.1.1.2.	Attaches the correct accounting string prior to forwarding to Accounts Payable for payment. Work with Finance for the correct accounting string if necessary.
16.1.9.1.	Provides an update on any concern's issues with the preparation and related activities.
16.1.9.2.	Provides an overview of the current disposition of matters related to emergency response financial activities during the emergency.
NY-PSC Utility Performance Metrics (SCORECARD)	
Post-Event Stage	
9.2.2.2.	Review charges for miscellaneous items (e.g., food, fuel, hotels, etc.) for reasonableness and adherence to the contract.
9.2.2.3.	Documents the review for contractor invoices.
9.2.2.4.	Verifies that the labor and equipment included in invoices agrees to timesheets provided by the contractor.
9.2.2.5.	Reviews invoice/ invoice cover sheets. The approval signature and dates on the invoice/invoice cover sheet will serve as documentation that the review took place as set forth above.
9.2.2.6.	Contacts the contractor to resolve charges that appear to be incorrect or questionable.
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required

1.1.9.STATE HUMAN RESOURCES SECTION CHIEF (S-HRSC)

State Human Resources Section Chief Emergency Reference

This Page Intentionally Left Blank – State HR activities typically carried out at the Corporate level.

1.1.10. EMERGENCY PLANNING

Emergency Planning (Emergency Plan Compliance) Reference

EMERGENCY PLANNING (EMERGENCY PLAN COMPLIANCE)	
ACTIVITY	ACTION
Pre-Event Stage	
6.1.2.1.	Assist/coordinate as needed with the arrangements for obtaining assistance from other companies (NYS Utilities/National Grid NE, then the EEI Mutual Assistance Roster). Coordinate with the External Line Resource Lead or their designee to summarize the assistance obtained from each participating company and provide to requesting division(s) with the information as required
4.2.2.1.	Contacts Information Services storm support to setup computers and provide support for State Emergency Operations Center as warranted.
6.2.3.1.	Acts as liaison to utilities and other mutual assistance providers as required.
6.2.3.2.	In anticipation of and in response to a storm, even if the Company is not expected to be affected by the associated storm, at least one Company representative will participate in all mutual assistance (North Atlantic Mutual Assistance Group - NAMAG) conference calls to which we are invited.
6.2.3.3.	Assist/coordinate as needed with the arrangements for obtaining assistance from other companies (NYS Utilities/National Grid NE, then the EEI Mutual Assistance Roster). Coordinate with the External Line Resource Lead or their designee to summarize the assistance obtained from each participating company and provide to requesting division(s) with the information as required.
6.2.3.4.	For mutual assistance requests to other utilities not in NY State, notify all NYS utilities prior to release of crews.
6.5.2.1.	Prior to participating in the mutual assistance call, determines the availability of Company resources based on guidance and approval from appropriate Company leadership.
6.5.2.2.	Participates in mutual assistance calls as requested by utilities in need and specifies the type and number of Company resources available.
6.5.2.3.	Gathers the contact information of the requesting utility and provides it to the responding resources so they can coordinate their arrival.
6.5.2.4.	Ensures that appropriate job order is written and transmitted to Company parties providing assistance to foreign utility.
6.5.2.5.	Issues mutual assistance accounting to Restoration Crew Supervisors and other support services as a billable project.
18.7.2.1.	In anticipation of and in response to an emergency, even if the Company is not expected to be affected by the associated emergency, participate in all mutual assistance (NAMAG) conference calls to which we are invited.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.7 Participation in all pre-event mutual assistance group calls
Service Restoration Stage	
6.5.2.6.	For Class III storms, ensure that appropriate storm order is written and transmitted to Region(s) providing assistance to foreign utility.

8.2.1.1.	Monitors that technical support is available to Branches utilizing automated crew sheet and lodging tools.
9.1.1.1.	Issues and communicates to Emergency Planning the proper Storm Numbers to which time should be charged. Time should be reported to the storm number for the Operating Region (also known as the operating area) where the emergency restoration work is being done, not the Operating Region that the employee normally works in, if different.
9.3	The NY-EOC and or Emergency Planning shall document assigned internal crews using the daily crew status worksheets
11.4.3.1.	Provides support to the State and Branch Operations. The NY-EOC will assist and coordinate as needed to support the acquisition and deployment of Damage Assessment Patrollers
18.5	Participate on the Community Leader Conference Calls
18.6.2.1.	Liaises with PSC Power Branch, Office of Electric, Gas and Water, representative in the NYS-OEM EOC and other locations.
18.6.2.2.	Coordinates response for any inquiries from the PSC Power Branch regarding the Company's emergency response.
18.7.2.2.	In compliance with PSC policy, oversees that a company representative participates in all NAMAG mutual assistance conference calls.
18.7.2.3.	Maintains communications with neighboring utilities as appropriate regarding status of emergency, weather conditions, etc.
18.7.2.4.	Maintains and updates semi-annually, a list of other utilities to be used to obtain assistance during emergencies.
18.7.2.5.	Share pole set information, priority wire down information and/or requests and other priority requests from utilities.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	4. Crewing
	11. Mutual Assistance
	17. PSC Reporting
Post-Event Stage	
20.4	Participate in the Post Event After Action Review Meeting
	Assist in any post-incident reporting and after action reviews
21.5	When restoration exceeds three (3) days, Emergency Planning is responsible to develop a service restoration report and file it with the Secretary of the Public Service Commission (105.4(c)) within 60 days of the end of the outage.
NY-PSC Utility Performance Metrics (SCORECARD)	
	Collect all data for Scorecard Reporting
	Draft Scorecard Data Submission for Filing
	Review Scorecard Data Report prior to Submission as Required

1.1.11. STATE FORESTRY COORDINATOR

Reports To	State Incident Commander
Typically filled by	Director or Manager level position from Project Management & Complex Construction
Location	- State Emergency Operations Center, or - Branch Emergency Operations Center
Job Description	- Oversees the District Arborist based on priorities determined by Branch Director and or Branch Operations Coordinator Consult with the District Arborists and Branch Director to determine tree crew and specialized equipment needs. Forestry resource requests shall be made by the State Incident Commander. - Coordinates with the Branch Director and Branch Operations Coordinators to optimize the allocation of resources among the District(s) / Region(s) / Division(s).
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

Forestry State Coordinator Reference

ICS Position Title - FORESTRY STATE COORDINATOR	
ACTIVITY	ACTION
Pre-Event Stage	
14.2.6.21.2.	Consult with the District Arborists and Branch Director to determine tree crew and specialized equipment needs. Forestry resource requests shall be made by the Incident Commander from the Project Management & Complex Construction Organization.
14.2.6.21.9.	For major disaster activation, when a weather event that will result in a tree-related natural disaster is forecast, the State Forestry Coordinator will make a recommendation to the Incident Commander about the anticipated magnitude of tree-caused damage and resource requirement and utilization. State Forestry Coordinator will communicate with Branch Directors to review activation recommendations.
14.2.6.21.11.	Follow the procedures set forth in the Distribution Forestry Storm Procedure available in the Forestry Department.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
14.2.6.21.3.	Coordinate with the Branch Director and Branch Operations Coordinators to optimize the allocation of resources among the District(s) / Region(s) / Division(s).
14.2.6.21.4.	Track and coordinate all Tree Crews by District and report this information periodically to State Emergency Operation Center.
14.2.6.21.5.	Oversee the District Arborist based on priorities determined by Branch Director and or Branch Operations Coordinator
14.2.6.21.6.	Secure, schedule, track and coordinate specialized equipment for the State.
14.2.6.21.7	Maintain thorough records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.
14.2.6.21.8	Work with Branch Directors and State Forestry Coordinator to create a prioritized list and schedule for patrolling lines. Once established, contact Supervisor Transmission Lines to have the Transmission and Distribution lines patrolled by helicopter.
14.2.6.21.10.	A damage assessment (helicopter patrol) plan will be developed by the State Transmission Coordinator and State Forestry Coordinator. All resources from Vegetation Management storm roster will be activated immediately to begin obtaining, administering, and coordinating external resources
NY-PSC Utility Performance Metrics (SCORECARD)	
Post-Event Stage	
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

30.2. Branch Level ICS Positions**1.1.12. BRANCH DIRECTOR**

Reports To	State Incident Commander
Typically filled by	Director - Operations Maintenance and Construction
Location	- Branch Emergency Operations Center, or - As determined by the State Incident Commander
Job Description	The Branch Director is responsible for the emergency response operations in the Branch. - Responsible for all aspects of the Branch Level Storm Response including but not limited to: - Wires Down Response; - Outage Management; - Damage Assessment; - Restoration Crew Management; - Decentralized Operations; - ETR Development; - Logistics; - Municipal Coordination; - Municipal Communications; - Media Relations; - Internal Communications; - Cost tracking; and - Employee and Labor Relations. - Provides tactical and operational response guidance to the ICS Command and General Staff and support staff for the affected branch. - Provides periodic updates to the State Incident Commander to ensure that the operational level response is aligned with tactical level guidance. - Approves Branch level ETRs - Additional responsibilities as assigned by the State Incident Commander.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card

Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

Branch Director Reference

ICS Position Title – BRANCH DIRECTOR	
ACTIVITY	ACTION
Pre-Event Stage	
4.1.4.1	Participate in all required pre-emergency planning activities which include but shall not be limited to monitoring of weather forecasts, participation in Branch planning conference calls, State planning conference calls, and coordination with the State Incident Commander.
23.2.1.1	The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director: <u>Command Staff</u> - Branch Liaison Coordinator - Branch Public Information Coordinator - Branch Safety Coordinator <u>General Staff</u> - Branch Operations Coordinator - Branch Planning Coordinator - Branch Logistics Coordinator
23.2.1.3	The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.
23.2.1.9	Establishes Division and District Emergency Operation Centers.
23.2.1.10	Makes certain communications lines, maps, etc. are available and up-to-date in Emergency Operation Centers.
23.2.1.11	Makes certain that persons assigned to Emergency Operation Centers are aware of their duties and that items they will need are available in Emergency Operation Centers.
23.2.1.12	Maintains and updates semi-annually a list of the key employees assigned to the service restoration effort with their job title, home address and home telephone number.
14.2.2.2	The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.2 Press Releases issued / text messages / emails sent -

	1.3 Municipal Conference Calls held and highly effective
	1.4 LSE customers alerted
	1.5 Point of contact for Critical Facilities alerted
	1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan
	1.7 Participation in all pre-event mutual assistance group calls
	1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours
Service Restoration Stage	
14.2.2.1	The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director: <u>Command Staff</u> ▪ Branch Liaison Coordinator ▪ Branch Public Information Coordinator ▪ Branch Safety Coordinator <u>General Staff</u> ▪ Branch Operations Coordinator ▪ Branch Planning Coordinator ▪ Branch Logistics Coordinator
14.2.2.4	Coordinates the activities of Command and General Staff.
14.2.2.5	Keeps the Incident Commander, the State Emergency Operations Center, the Command Staff, and the General Staff informed as to the Division(s) / Region(s) progress / status.
14.2.2.6	Ensures consistent understanding of restoration status and updates between the Incident Commander, Control Centers, Branch Operations, and the State – EOC.
14.2.2.7	Reviews all news media requests for information and release to Corporate Affairs as they would pertain to the Division.
14.2.2.8	Notifies Operations Coordinators to instruct field personnel to coordinate with local fire, police or other authorities when responding to emergencies.
14.2.2.9	Provides regular updates on the status of the emergency to: ▪ Command Staff ▪ General Staff ▪ Emergency Planning ▪ State -EOC for dissemination to the Department of Public Service (DPS) on storm and restoration status per NG-USA EOP G009 as necessary / required.
14.2.2.10	Provides for the welfare of the persons assigned to the Emergency Operation Center.
14.2.2.11	Coordinates conference calls to determine status in the Region(s) / Division(s). The National Grid Emergency Call Agenda, found as Exhibit A, will be utilized for consistent information gathering.
14.2.2.12	Notifies Safety, health, and environment for Class III events, and when Mutual Assistance provided to other utilities
14.2.2.13	Ensure that appropriate / adequate storm surveys are arranged in affected Region(s) / Division (s) and that survey organization is appropriately staffed by the Branch Planning Coordinator.
3.4.1	Responsible for all aspects of the Branch Level Storm Response including but not limited to:

	▪ Wires Down Response ▪ Outage Management ▪ Damage Assessment ▪ Restoration Crew Management ▪ Decentralized Operations ▪ ETR Development ▪ Logistics, ▪ Municipal Coordination ▪ Municipal Communications, ▪ Media Relations, ▪ Internal Communications, Cost tracking, and ▪ Employee and Labor Relations.
3.4.1	Provides tactical and operational response guidance to the ICS Command and General Staff and support staff for the affected branch.
3.4.1	Provides periodic updates to the State Incident Commander to ensure that the operational level response is aligned with tactical level guidance.
3.4.1	Approves Branch level ETRs.
4.2.5.1	Determines which Branch Level ICS positions that are required to oversee the functions desired by the State Incident Commander.
4.2.5.2	Oversees operation of the Branch EOC or appoints a designee to do so in their absence.
6.1	Coordinates with the Branch Operations Coordinators of the unaffected Regions to move restoration resources within the Division to support restoration in the affected regions.
6.1.7.1	Determines need and makes requests for additional resources to the State Incident Commander.
6.1.7.2	Arranges for assignment of crews between Branch (es) and notifies Labor Relations and IBEW Local 97.
6.1.7.3	Oversees appropriate Storm Crew Assignment sheets are completed by assisting Branch (es) and forward to affected Branch (es).
6.2.4.1	Notifies the State Incident Commander of the size, scale, and complexity of the emergency and of any need for outside mutual assistance.
6.5.3.1	Coordinate with Branch Operations Coordinators when identifying company resources for Mutual Assistance deployment to other areas within National Grid or to other Companies.
6.5.3.2	Notifies Safety, health and environment for Class III, and Mutual Assistance provided to other utilities.
7.3.2.1	Directs the Branch Logistics Coordinator to establish staging sites as required.
9.3.3.1	Documents/maintains daily crew headcount for each operating division where emergency restoration work is required. This includes both internal and external crews.
9.3.3.2	Maintains daily headcount documentation in each division for the duration of the emergency should be forwarded to the State Finance Section Chief during restoration.
14.5	If crews from other regions are required, the Branch Director or designee will provide the Protection and Telecommunications group with the details on the number of crews and the regions they will be coming from. In addition, any foreign crews will be identified.
14.5.1.4	Provides Regional Protection and Telecommunications Supervisor with additional cellular phone/pager requirements.
14.5.1.5	Informs Regional Protection and Telecommunications Operations Supervisor of malfunctioning cellular phone/pager equipment.
15.2.1.1	Manages requirements during events where EORS reporting is required.

16.1.11.2	Makes requests for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.).
16.2.2.1	Establishes strategies and immediate priorities and confirm objectives for the current operational period and defines objectives for the next operational period during an emergency.
16.2.1.2	Sets up and conducts regular briefings with Branch ICS Command and General Staff beginning three days in advance of an anticipated emergency and through the duration of an emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: ▪ Safety and health ▪ Environmental, ▪ Damage assessment, ▪ Transmission and distribution control Centers, ▪ EOC operations, ▪ Logistics ▪ Security, ▪ Resource coordination ▪ Restoration, ▪ Contact Center, ▪ External communications, ▪ Employee communications, ▪ Media relations, ▪ Regulatory affairs, ▪ Documentation, Time and materials cost tracking, and Demobilization.
17.3.2.1	Notifies Public Information / Liaison Coordinator of the situation to allow them to facilitate the initiation of contact to critical service customers.
17.7.3.1	Prepares for any required press conferences by working with the Branch Public Information Coordinator to compile the necessary briefing materials.
17.7.3.2	Reviews news and media requests for information and release to Branch Public Information Coordinator as they would pertain to the Branch.
18.5.4.1	Participates in municipal calls per requirements / as required.
18.12.4.1	Informs Branch Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that the Dry Ice distribution program can be initiated.
22.1.5.1	Identifies operational situation changes that require augmenting/ demobilizing resources.
22.1.5.2	Provides restoration status and resource request information to the State Incident Commander.
22.1.5.3	When appropriate, oversees the preparation and implementation of the demobilization plan based on the De-escalation or De-mobilization decisions of the State Incident Commander.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	2. Down Wires
	3. Preliminary Damage Assessment
	4. Crewing
	5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc.)
	6. ETR Accuracy
	7. Municipality Coordination

	8. County EOC Coordination
	9. Utility Coordination
	10. Safety
	11. Mutual Assistance
	13. Call Answer Rates
	14. Municipal Calls
	15. Web Availability
	16. LSE Customers
	17. PSC Reporting
	18. Customer Communications
	19. Outgoing message on telephone line
	20. PSC Complaints
Post-Event Stage	
21.3.7.1	Coordinates the preparation of the Branch Storm Critique of the emergency to be submitted to Emergency Planning, the NY-VP Electric Operations Maintenance and Construction, and eventually to the PSC after legal review.
21.4.2.1	Contacts individuals from the Command and General Staff with leadership roles to obtain their feedback/comments.
21.4.2.2	Establishes date, time and place for the Service Restoration Review Meeting ("Lessons Learned" Session) to discuss the activities that took place during the emergency.
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.13. BRANCH SAFETY AND HEALTH COORDINATOR

Reports To	Branch Director
Typically filled by	Lead Safety Specialist in the Safety and Health Organization
Location	- Branch Emergency Operations Center, or - As determined by the Branch Director
Job Description	- Responsible for the development and management of Safety and Health objectives for the incident at the Branch level. - Oversees that the Safety and Health response is aligned with strategic level guidance. - Provides operational Safety response guidance to the State Level Safety and Health organization(s). - Serves as a resource on Safety-related matters to the Branch Director.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

Branch Safety and Health Coordinator Reference

ICS Position Title - Branch Safety and Health Coordinator Emergency Reference	
ACTIVITY	ACTION
Pre-Event Stage	
19.1	Establish a uniform readiness for action, and guidelines for prompt and consistent action of safety and health professionals when an electric emergency occurs in National Grid's service territory.
19.1.5.1.	Identifies and assigns appropriate Safety and Health staff and determine reporting location
19.1.5.2.	Coordinates assignment of Safety and Health personnel to support crews responding to mutual assistance requests
19.1.5.6.	Prepares for the on-boarding of with foreign crews when they arrive or support designee for on-boarding activities as needed.
NY-PSC Utility Performance Metrics (SCORECARD)	
1.1 Event Anticipation	Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
16.2.2.1.	Provides regular update on any safety related activity including but not limited to, on-boarding, daily safety briefing, crew visits, and incidents that occur during the emergency including actions taken to mitigate such incident(s)
19.1.5.8.	Conducts daily meetings and/or conference calls with both internal and external Safety representatives to communicate safety messages and discuss relevant concerns or issues that field personnel may encounter.
19.1.5.11.	Facilitates/coordinates incident analyses.
19.1.5.14.	Oversees the provision of appropriate safety messages on storm conference calls and similar communication to the field personnel during the restoration.
19.1.5.17.	Coordinates safety observation tours, safety training and regulatory inquiries.
19.1.5.20.	Conducts on-boarding safety briefings with foreign crews when they arrive or support designee for on-boarding activities as needed.
19.1.5.21.	Acts as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.
19.1.5.23.	Develops and delivers Safety and Health regulatory training to employees, (e.g., wire watch/downed wire, fall protection, work zone traffic control & tagging) if they have not received previously.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	10. Safety
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations as required

1.1.14. **BRANCH ENVIRONMENTAL COORDINATOR**

Reports To	Branch Director
Typically filled by	Manager in the Environmental Organization
Location	- Branch Emergency Operations Center, or - As determined by the Branch Director
Job Description	- Responsible at the Branch Level for all Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting. - Oversees that the Environmental response is aligned with strategic level guidance. - Serves as a resource on Environmental-related matters to the Branch Director.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

Branch Environmental Coordinator Reference

ICS Position Title - Branch Environmental Coordinator Emergency Reference	
ACTIVITY	ACTION
Pre-Event Stage	
19.2.3.1.	Coordinates Branch environmental personnel and other resources as requested or required.
19.2.3.2.	Determines the Branch Level strategic plan for Environmental.
19.2.3.3.	Identifies or assigns Branch Environmental personnel and obtain appropriate contact information.
19.2.3.5.	Assesses the need for outside Environmental resources and makes appropriate arrangements after obtaining approval from the Branch Director.
19.2.3.6.	Assesses the need for Environmental supplies and makes arrangements to acquire needed supplies.
19.2.3.7.	Assesses the need for outside Environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
19.2.3.4.	Maintains contact with the State Environmental Officer. Obtains the following information: • Incident status • Incident objectives • Expectations • Communicates the following information to the Branch: • Strategic plan for Environmental response • Communicate policy on information dissemination as well as any other pertinent information
19.2.3.8.	Supports construction activity during restoration in or near protected resources, impacting endangered species, etc.
19.2.3.9.	Identifies the need for and obtain permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.
19.2.3.10.	Develops shoreline clean-up and assessment plans; identifies the need for and prepares any special advisories or orders.
19.2.3.11.	Ensures that sensitive areas have been identified and response priorities established.
19.2.3.12.	Obtains copies of any relevant exposure data such as MSDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.
19.2.3.13.	Verifies that monitoring and sampling plans have been developed at the State level and provides guidance as necessary.
19.2.3.14.	Verifies that disposal plans have been developed at the State level and provides guidance as necessary.
19.2.3.15.	Coordinates incident analysis, field audits, training and regulatory inquiries.
19.2.3.16.	Acts as a liaison between Supervisors and outside utilities concerning any Environmental-related activities or incidents. • Status of the situation,

	• Actions taken or being taken to mitigate the incident, • Number and seriousness of injuries (personnel and public), • Extent of any additional personnel or public exposure or impact as a result of the incident, • Extent, rate, and effects and environmental impact as a result of the incident, • Outside emergency response agencies responding to the incident and any additional resources required or requested, • Support need from internal organizations to protect the environment, • Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and • Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.
19.2.3.18.	Monitors the environmental consequences of response actions.
19.2.3.19.	Ensures that accountability for personnel has been completed in each Branch prior to the release of personnel from affected locations.
19.2.3.20.	Reviews for approval any Branch Environmental-related communications to employees or the public to assure that the communications conform to the strategic Environmental plan.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations as required

1.1.15. BRANCH PUBLIC INFORMATION COORDINATOR

Reports To	Branch Director
Typically filled by	Manager for Media Relations
Location	- Branch Emergency Operations Center, or - As determined by the Branch Director
Job Description	- Initiates outreach to impacted areas of the Company and establishes communications "points of contact" to receive periodic updates. - Disseminates messages developed by the State Public Information Officer to the media through a variety of communication channels and employees in coordination with the Branch Director. - Oversees additional responsibilities as assigned by the Branch Director.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

BRANCH PUBLIC INFORMATION COORDINATOR Reference

ICS Position Title – Branch Public Information Coordinator	
ACTIVITY	ACTION
Pre-Event Stage	
17.1.6.1.	Communicates with the State Public Information Officer to get the information dissemination plan and schedule prior to an emergency, when practical, and maintains contact as needed throughout the emergency
17.1.6.2.	Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.
17.1.6.3.	Obtains media information that may be useful for planning.
17.1.6.4.	Periodically meets with the Branch Liaison Coordinator to align messaging and obtains the names and numbers of additional agencies, organizations and stakeholders to be added to the dissemination list as required.
	Media Relations • Discussion with Media Relations Staff 2 days in advance of event • Update and issue ads for newspapers 2 day in advance of event • Notify of EOC setup • Provides media representatives with informational materials on Company procedures during an emergency; helpful hints for customers; etc. • Develops and updates brochures, etc. to be provided to customers to prepare them for emergency situations.
	Web Strategy and Development • Send out e-mail 2 days in advance of event • Update notices 1 day in advance of event • Update/Send out notice when EOC is opening
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.2 Press Releases issued / text messages / emails sent -
Service Restoration Stage	
3.4.4.	Initiates outreach to impacted areas of the Company and establishes communications "points of contact" to receive periodic updates.
3.4.4.	Disseminates messages developed by the State Public Information Officer to the media through a variety of communication channels and employees in coordination with the Branch Director.
3.4.4.	Oversees additional responsibilities as assigned by the Branch Director.
14.2.3.2.	Corporate Affairs / Media Relations
14.2.3.2.1.	Executes pre-incident activities.
14.2.3.2.2.	Coordinates with Public Information / Liaison Coordinator in affected Region(s) / Divisions to determine need for Corporate Communications assistance during emergency.
14.2.3.2.4.	Attends emergency briefing sessions.
14.2.3.2.5.	Assists in preparation of talking points for the Community Leader Call (see ERP 18.5) and participates in the call.

14.2.3.2.6.	Prepares official statements and advertising related to emergencies as directed by the Branch Director and Public Information / Liaison Coordinator
14.2.3.2.7.	Assists in the operation of the Emergency Operation Center.
14.2.3.2.8.	Informs Public Information / Liaison coordinator of progress and status of work and problems encountered.
14.2.3.3.	Internal Communications
14.2.3.3.1.	Executes pre-incident activities.
14.2.3.3.2.	Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or National Grid Internal Internet site.
14.2.3.4.	Brand and Customer Communications
14.2.3.4.1.	Executes pre-incident activities
14.2.3.5.	Web Strategy and Development
14.2.3.5.1.	Executes pre-incident activities
17.1.6.2.	Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.
17.1.6.3.	Obtains media information that may be useful for planning.
17.1.6.4.	Periodically meets with the Branch Liaison Coordinator to align messaging and obtains the names and numbers of additional agencies, organizations and stakeholders to be added to the dissemination list as required.
17.7.4.1.	Provides Media Representative for the Branch as requested.
17.7.4.2.	Provides general news and information releases to media serving Branch to help customers through emergency.
17.7.4.3.	Provides state-wide news releases as requested.
17.7.4.4.	Handles all inquiries from newspapers, and radio and TV stations after coordinating with and obtaining clearance from the Branch Director.
17.7.4.5.	Provides information to identified media outlets as it becomes available.
17.7.4.6.	Coordinates / supplies video and photographic service as required.
17.7.4.7.	Maintains copy of all information releases provided to media.
17.7.4.8.	Accumulate all information released to the media and to customers during the emergency.
17.7.4.9.	Submits report to Branch Operations Coordinator prior to Branch Service Restoration Meeting.
18.5.5.1.	Participates in municipal calls per requirements / as required.
18.5.5.2.	Provides ETR updates per requirement.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	15. Web Availability
	18. Customer Communications

Post-Event Stage		
	Accumulate and record all information released to the media and to customers during the emergency. Provide information to Branch Director upon request.	
21.5.	Provide the following information for the Service Restoration report (if storm exceeds 3 days): ▪ Describe activities taken to communicate with public, municipalities and government offices ○ Community Leader call date / time / attendees ○ Describe interaction with Emergency Management Offices ○ State ○ County ▪ Describe use of social media and web-site ▪ Provide all press releases, articles, and interviews	
	Participate in After Action Review as required	
	Review Storm Report prior to submission as required	
NY-PSC Utility Performance Metrics (SCORECARD)		
	Submit supporting data for scorecard obligations	

1.1.16. **BRANCH LIAISON COORDINATOR**

Reports To		Branch Director
Typically filled by		Director for Community and Customer management
Location		▪ Branch Emergency Operations Center, or ▪ As determined by the Branch Director
Job Description		▪ Serves as the primary point of contact for local government and municipal leaders ▪ Directs the assignment of Community Liaisons to support County EOC as requested. ▪ Accountable for the procurement and distribution of dry ice and bottled water, as required. ▪ Provides periodic updates to the Branch Director as appropriate. ▪ Oversees additional responsibilities as assigned by the Branch Director.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

BRANCH LIAISON COORDINATOR Reference

ICS Position Title – Branch Liaison Coordinator	
ACTIVITY	ACTION
Pre-Event Stage	
3.4	The Branch Liaison Coordinator: • Serves as the primary point of contact for local government and municipal leaders • Directs the assignment of Community Liaisons to support County EOC's as requested. • Accountable for the procurement and distribution of dry ice and bottled water as required • Provides periodic updates to the Branch Director as appropriate. • Oversees additional responsibilities as assigned by the Branch Director.
16.2.5.1.	Provides an overview of agencies and stakeholders impacted by or responding to the emergency. Provides an update on the strategic level government response, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.
17.3	Pre-Storm Event - If advance notice of an impending storm or storm like electric emergency that is likely to result in a restoration period that exceeds 48 hours allows for the opportunity to raise awareness of the potential for interruption of service to Critical Facilities, the Liaison Coordination team should contact the Critical Facilities prior to the event as directed by the Branch Director / Branch Liaison Coordinator
18.5.6.7.	Coordinate and host the Community Leader Call if required.
18.5.6.8.	Organizes and facilitates the Community Leader Conference call during major events
18.5.6.9.	Schedules municipal calls at direction of Branch Director.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.3 Municipal Conference Calls held and highly effective
	1.5 Point of contact for Critical Facilities alerted
Service Restoration Stage	
14.2.4.1	The Branch Liaison Coordinator oversees the following activities and company disciplines during an emergency response • Jurisdictional Issues • Local Govt. – Muni Calls • Municipal Emergency Response • County EOC Liaison • Dry-Ice
14.2.4.2.2.	Makes certain local, state and federal governmental contacts are made throughout the emergency.
14.2.4.2.3.	Attends meetings with local governmental leaders throughout the emergency.
14.2.4.2.4.	Provides listing of Critical Facilities interrupted for Regulatory Reporting requirements
14.2.4.2.5.	Assigns persons to District/Regional Emergency Operation Center as required.
14.2.4.2.10.	Organizes and facilitates the Community Leader Conference call during major events.
14.2.4.2.11.	Initiates or delegates the activation of the Dry Ice Distribution Program after receiving notification from the Branch Director that restoration is expected to exceed 48 hours
16.2.5.1.	Provides an overview of agencies and stakeholders impacted by or responding to the emergency. Provides an update on the strategic level government response, available

	resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.
17.2.6.1.	Acts as a point of contact for Consumer Advocacy to escalate any issues they might encounter to the Emergency Response Organization.
17.3.4.1.	Attempt to contact affected Critical Facilities to inform them of the scope of the interruption and the restoration forecast. If the Critical Facility cannot be reached, attempt to call secondary contact, if such information is available. (Always leave message on answering machine)
17.3.4.2.	Activate sufficient Liaison Coordination staff to initiate attempts to contact Critical Facilities affected by the emergency as warranted. The Liaison Coordinator or designee will maintain call logs in an effort to document activity
17.3.4.3.	Identify Critical Facilities that are impacted by the emergency and attempt to contact affected Critical Facilities to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)
17.3.4.4.	Coordinates with Contact organizations to make certain that Critical Facilities have been contacted and the necessary actions to support these customers have been undertaken. (See Electric Emergency Procedure ERP 17.3 Critical Facility Customers for further details.)
18.4	Emergency - Liaison Coordinator • Communicates and serves as National Grid liaison in requesting or receiving requests for assistance between National Grid and County agencies. • Responds to County Emergency Management organization requests for National Grid liaison in the County Emergency Operations Center (EOC) and arranges for assignment of National Grid trained personnel; typically Community and Customer Management personnel. • Communicates directly with the County Emergency Management organization on a regular basis providing National Grid information received from National Grid's Incident Commander regarding damage assessment, response and restoration efforts. • Coordinates National Grid participation in unified command post operations as set in place by the County and NY-OEM.
18.5.8.4.	Communicates and serves as National Grid liaison in requesting or receiving requests for assistance between National Grid and County agencies.
18.5.8.5.	Responds to County Emergency Management organization requests for National Grid liaison in the County Emergency Operations Center (EOC) and arranges for assignment of National Grid trained personnel; typically, Community and Customer Management personnel.
18.5.8.6.	Communicates directly with the County Emergency Management organization on a regular basis providing National Grid information received from National Grid's Incident Commander regarding damage assessment, response and restoration efforts.
18.5.8.7.	Coordinates National Grid participation in unified command post operations as set in place by the County and NYS-OEM.
18.5.8.9.	Serves as liaison between National Grid and County Emergency Management organization with respect to action items arising from critique meetings.
18.12	The Company will obtain and distribute dry ice to National Grid's New York Customers in accordance with NYS Public Service Commission Regulations. Dry-Ice distribution procedures are initiated by the Branch Liaison Coordinator or designee who will activate the Dry Ice Distribution Program after receiving notification from the Branch Director that restoration is expected to exceed 48 hours

18.12.5.1.	Initiates or delegates the activation of the Dry Ice Distribution Program after receiving notification from the Branch Director that restoration is expected to exceed 48 hours using the following guidelines:
18.12.5.1.2.	Identify Distribution Centers
18.12.5.1.4.	Coordinate logistics with Purchasing and the vendor managing the delivery and distribution of Dry Ice
12.1	The Branch Liaison Coordinator Shall In situations where severe damage and/or wide-reaching impacts to customers exists, the Company may implement “Emergency Procedure to Implement Expedited Customer Facility Restoration after Flooding or Other Wide Scale Emergency” located here in to assist customers with receiving proactive electrical inspections.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	7. Municipality Coordination
	8. County EOC Coordination
	9. Utility Coordination
Post-Event Stage	
	Represents National Grid at critique or lessons learned meetings conducted by the County
	Serves as liaison between National Grid and County Emergency Management organization with respect to action Items arising from critique meetings.
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.17. BRANCH OPERATIONS COORDINATOR

Reports To	Branch Director
Typically filled by	Manager or Lead Supervisor - Overhead Line
Location	- Branch Emergency Operations Center, or - As determined by the Branch Director
Job Description	- Coordinates all storm restoration efforts on the Overhead and Underground system in the assigned Branch to produce effective, timely, and uniform results. - Provides restoration status information to the Branch Director. - Assigns work based on established restoration priority procedures to all resources assigned to the event.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

BRANCH OPERATIONS COORDINATOR Reference

ICS Position Title – Branch Operations Coordinator	
ACTIVITY	ACTION
Pre-Event Stage	
4.2.6.1.	Notifies chain of command when emergency is other than a minor nature.
23.1.6.2	Makes certain that storm equipment and materials are available.
23.1.6.3	In conjunction with the Branch Director - Designates Divisional Central Storm Board and Satellite Storm Board locations.
6.1.8.1.	Coordinates resource requests with Branch Director
6.1.8.1.1.	Wire Down Organization
6.1.8.1.2.1.	Mobilizes Gas Department personnel to assist the Branch Operations Coordinator in any way possible.
6.1.8.1.3.1.	Mobilizes Sub-Station personnel for emergency assistance to help in any way possible in the restoration of service.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
	1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours
Service Restoration Stage	
14.2.6.1	The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Operations Coordinator oversees the following activities and company disciplines during an emergency response: ▪ Distribution Restoration ▪ Resource Management (ALL) ▪ Develop Work-Packets ▪ Wires Down ▪ Sub-Stations ▪ Forestry ▪ Clerical Support ▪ ETR / Outage Central / OMS / PORT
6.2.5.1	Requests additional resources from the Branch Director if resource needs can't be met by resources allocated to the branch.
6.3.6.1.	Performs a situational assessment of the resource needs of the Branch and makes resource recommendations to the Branch Director.
6.5.3.1.	Coordinate with Branch Operations Coordinators when identifying company resources for Mutual Assistance deployment to other areas within National Grid or to other Companies
7.1	The Branch Director and/or Branch Operations Coordinator shall discuss material needs with Logistics/Warehouse Operations.
7.3.3	Provides input to the Branch Director and Branch Logistics Coordinator about staging site requirements and locations.
8.1.1.1	Meets with the Branch Logistics Coordinator periodically to communicate and confirm the number of forecasted and actual resources that require meals logistical support. Arrival time of additional restoration resources procured for the emergency response is also reviewed as required.

11.1	A survey of all non-EMS substations should be performed as directed by the Branch Operations Coordinator in the affected areas to check for lockout and/or station condition/damage in the early stages of an event
11.4.5.1.	Determines feeders for patrols with Emergency Response Organization leadership team.
11.4.5.2.	Assigns feeders to Damage Assessment – Branch Planning Coordinator
11.4.5.3.	Assembles assessment materials and delivers to Patrollers.
11.4.5.4.	Records assignments in database.
11.4.5.5.	Tracks progress of Damage Assessment Patrollers.
11.4.5.6.	Receives Wires Down or unsafe condition reports from Damage Assessment Patrollers and coordinates appropriate response to the condition; ensures unsafe and hazardous conditions are corrected.
11.4.5.7.	Receives work packets from Branch Planning for review and assignment to Restoration Crew Supervisor.
11.4.5.8.	Upon completion of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Assessment Work Packet Support Coordinator.
11.4.5.9.	Track and document materials and labor used to complete restoration on the Confirming Order Form
14.2.6.3	Directs the restoration activities of local crews, contractors, and support resources in the District/Region/Division involved.
14.2.6.4	Manages restoration efforts in Class I through Class III emergencies. Notifies chain of command when emergency is other than of a minor nature.
14.2.6.5	Notify Wire Down Lead/activate Wire Down organization as required to ensure that the downed wire organization, if required, is set up per procedures in affected Region(s)/Division(s).
14.2.6.6	Coordinate with the Branch Director and Public Information/Liaison Coordinator to ensure proper initiation of LSE and critical customer contacts. Also provide information on damage conditions, estimated restoration time, and any other information which might be of importance to customers to these individuals at this time.
14.2.6.7	Ensures that during the event that appropriate personnel are assigned to utilize and update OMS.
14.2.6.8	Coordinate with the Branch Director and Public Information / Liaison Coordinator to ensure Media Representatives have the proper information regarding damage conditions, estimated restoration time and any other information that might be of importance to customers.
14.2.6.9	Notify Branch Planning Coordinator / activate the Damage Appraisal organization as required.
14.2.6.10	Notify the Gas organization if the emergency affects gas operations.
14.2.6.11	Coordinate with the Branch Director and Public information / Liaison Coordinator to ensure Consumer Advocate is informed as needed of situation so that contacts can be made with local human services agencies.
14.2.6.12	Notifies Safety, Health and Environment for Class II and Class III emergencies.
14.2.6.13	If generators are required, make arrangements in Procurement to implement blanket contract.
14.3.3.1.	Identifies substations that are good candidates for substation decentralization.
14.3.3.4.	Provides daily objectives to Substation Group Leader and other guidance on restoration prioritization as needed

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14.5.2.1	Maintains knowledge of cellular phone/pager needs assessment through Regional Protection and Telecommunications Operations representative as needed. Liaisons with IS Telecom Department.
14.5.2.2	Liaisons with NY-EOC, Regional Meter & Test Supervisor, Regional and cellular phone and pager providers in identifying mutual needs (e.g., adequate coverage, additional channels and portable towers, power resources, site access clearing of damaged power lines or poles, etc.).
15.2.4.1	Provides guidance to Control Center as required on event start time and projected restoration requirements.
15.2.4.2	Contacts State Incident Commander / Branch Director for events projected greater than 48 hours and/or mutual assistance requests.
15.2.4.3	Provides updates for ETR's per requirements.
18.8.2.1	Communicates to the Community Liaison requests for Public Works to coordinate street clearing and plowing.
19.2.4.1	Requests support of emergency response contractor for spill clean-up assistance.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	2. Down Wires
	3. Preliminary Damage Assessment
	4. Crewing
	5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc.)
	6. ETR Accuracy
	3. Preliminary Damage Assessment
Post-Event Stage	
	Provide all information regarding restoration activities, personnel, and material as required/requested by the Branch Director
	Replenish/reconcile storm equipment and material as necessary
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.18. BRANCH PLANNING COORDINATOR

Reports To		Branch Director
Typically filled by		Manager or Lead Engineer of Distribution Planning
Location		▪ Branch Emergency Operations Center, or ▪ As determined by the Branch Director
Job Description		▪ Accountable for damage assessment, development of work packets, the facilitation of capital work tracking, and operations support.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

BRANCH PLANNING COORDINATOR Reference

ICS Position Title – Branch Planning Coordinator	
ACTIVITY	ACTION
Pre-Event Stage	
23.1.7.1	Identifies individuals who are to be part of damage appraisal organization.
23.1.7.2	Notifies assigned persons of their responsibilities during an emergency and the specific areas to which they are to be assigned.
11.4	Assure a supply of materials needed for the Damage Assessment Patrollers is available along with a supply of materials for division support of the Damage Assessment process is available.
23.1.7.3	Identifies annual training required for Storm Damage Appraisal Patrollers and makes certain that training is provided.
23.1.7.4	Coordinates Storm Damage Appraisal operations during semi-annual tests of procedures.
23.1.7.5	Notifies Branch Operations Coordinator of problems that occurred during tests and changes being made to procedures to prevent recurrence.
23.2.18.1	Participates in EMR004: Incident Command System for Executives prior to assuming the role during an emergency.
23.2.18.2	Ensures that support staff have been identified and trained, as required, on an annual basis, before July 1.
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
13.2	Damage Assessment organization may be activated under the direction of the Branch Planning Coordinator (see Section 11) to assist with the assessment of damage to the electrical system.
14.2.7.1	The Branch Planning Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Planning Coordinator oversees the following company disciplines during an emergency response: 1. Damage Assessment Phase-1 and Phase-2 2. Develop Work-Packets 3. Capital Work Tracking 4. Operations Support
11.4.6.4	Review the division resource requirement for personnel and equipment to support the process.
11.4.6.5	Reports to the Branch Director and oversees the Damage Appraisal and Work Packet Support process. In conjunction with the Damage Assessment Field Coordinator, the Branch Planning Coordinator works with the Branch Operations Coordinator to prioritize the patrol sequence with an emphasis on Feeder Restoration Priorities, Critical Facilities, and total customer outage counts. Damage Assessment patrols, restoration assignments, and restoration recordkeeping shall be by Circuit Number. The Damage Assessment Field Coordinator reports to the Branch Planning Coordinator, supervises the Damage Assessment process, and acts as the single point of contact for Damage Assessment Patrollers.
11.4.6.6	Provides copies of maps as required. Ensure that appropriate maps are available through GIS.

11.4.6.7	Assists in the operation of the Emergency Operation Center.
11.4.6.8	Provides additional OMS support as requested by OH-Line Supervision and Emergency Response Organization Leadership.
11.4.6.9	Supplies instructions and materials to damage surveyors.
11.4.6.10	Determine feeders for patrols through coordination with the Branch Operations Coordinator and the Branch Director and makes feeder assignments for patrol.
11.4.6.11	Directs all damage surveys as requested by the District/Regional/Divisional Emergency Operation Center.
11.4.6.12	Informs Branch Operations Coordinator of status of work.
11.4.6.13	Summarizes survey results for reporting purposes and information.
11.4.6.14	Records assignments in database.
11.4.6.15	Assemble appraisal materials and deliver to appraisers.
11.4.6.16	Conduct pre-job brief with Damage Appraisal Patrollers.
11.4.6.17	Upon completion of patrols, review returned Damage Appraisal Patrol forms and assign additional feeders for patrol.
11.4.6.18	Records damages upon return of storm packages.
11.4.6.19	Analyses damage sheets, makes copies, and files.
11.4.6.20	Collects storm package damage information for delivery to Branch Operations Coordinator(s).
11.4.6.21	Responsible for the coordination and supervision of the Work Packet Support process which includes data entry, updates, close outs or otherwise necessary to maintain the database with the most up-to-date storm damage assessment data.
11.4.6.22	Assigns runners as necessary for pickup or delivery of forms and work packets.
11.4.6.23	Upon completion of patrols, reviews returned Damage Assessment Patrol forms and informs Damage Assessment Work Support Coordinator.
11.4.6.24	Responsible for the following Coordination: • Coordination of for Work Packet Support personnel and provides materials for the Work Packet Support process. • Recording the return of the Patrol package and analysis of the damage assessment sheets and creates and prioritizes work packets. • Entering damage assessment into database. • Recording of work packet number. • Making copies and files. • Collecting work packets for delivery to Branch Operations Coordinators • Updating work packet status in database. • Working with the Branch Logistics Coordinator or their designee - coordinates lodging and meals for members of Damage Assessment team.
11.4.6.25	Transfer the completed Work Packets to Distribution Design Engineering at the conclusion of the storm in the event the information is needed to reconcile confirming work documentation.
11.6	The Branch Planning Coordinator, in conjunction with the Branch Operations Coordinator and the Branch Director will total the Division Damage Spreadsheets to estimate the Crew Hour Requirements. Using the Division Damage Spreadsheets and Crew Hour Requirement, the Branch Directors and State Incident Commander will arrange for deployment of additional resources.
16.2.7	Provides an overview of the current progress of Damage Assessment, Feeder Patrols, and the ability to create work-packets to support Branch Operations. Updates to include

	information regarding future resource needs, resource movement, and demobilization plans as required.
NY-PSC Utility Performance Metrics (SCORECARD)	
Operational Response / Communication	3. Preliminary Damage Assessment
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
11.4	Transfer the completed Work Packets to Distribution Design Engineering at the conclusion of the storm in the event the information is needed to reconcile confirming work documentation.
11.4.1	Assure a supply of materials needed for the Damage Assessment Patrollers is available.
11.4.2	Assure a supply of materials for division support of the Damage Assessment process is available.
11.4.3	Incorporate the Damage Assessment Procedure into the annual drill requirements to maintain familiarity with the process of utilizing the assigned database as primary information source.
11.4.4	Review the division resource requirement for personnel and equipment to support the process.
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations

1.1.19. **BRANCH LOGISTICS COORDINATOR**

Reports To	Branch Director
Typically filled by	Lead Program Manager – Resource Management
Location	- Branch Emergency Operations Center, or - As determined by the Branch Director
Job Description	- Accountable for coordinating, organizing and consolidating the Logistics needs of the branch to support branch operations with a primary focus on, but not limited to, meals and lodging, equipment, fuel, and materials. - Responsible for communicating the logistics needs and requirement to the State Logistics Section Chief as required.
Pre-Event	- Refer to the subsequent Check-List for notable responsibilities - Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
Event Restoration	
Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)	- Hard Hat - Safety glasses - Hi-Visibility Vest - EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots - Leather Gloves
Special Equipment	- Vehicle - Cell Phone - Laptop - GPS - Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training	Cataloged Course Listing - Corresponding Emergency Response Training assigned to the Emergency Response Assignment - Participation in the annual State and Branch Level Exercises as required - On-the-Job training when / as required

BRANCH LOGISTICS COORDINATOR Reference

ICS Position Title - Branch Logistics Coordinator Emergency Reference	
ACTIVITY	ACTION
Pre-Event Stage	
3.4.8	The Branch Logistics Coordinator is Accountable for coordinating, organizing and consolidating the Logistics needs of the branch to support branch operations with a primary focus on, but not limited to meals and lodging, equipment, fuel, and materials. Responsible to communicate the logistics needs and requirement to the State Logistics Section Chief as required.
7.	Coordinate Support Logistics • The purpose of Coordinate Support Logistics is to document how best to provide the means to support crews working in the field during an emergency. • The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP) • As the Emergency evolves, the processes described in the section are revisited to plan for the logistical needs of the organization in an effort to promote a more efficient emergency response. •
7.1	The Material Coordinator shall be appointed under the direction of the Branch Logistics Coordinator. The Material Coordinator shall be the central point of contact, on site, to coordinate material supply requirements Inventory Management and Operations. Materials Management plays a crucial role in emergency response through proper preparedness and plan execution. As detailed in Section 3 Organization Overview, Supply Chain Management reports to the Branch Logistics Coordinator in the ICS Organization.
7.3	The Branch Logistics Coordinator is responsible for coordinating the setting up of material staging sites as directed by the Branch Director. If it becomes necessary to establish staging sites with additional functions, such as feeding and housing crews, laundry, command posts, base camp, etc. the Branch Logistics Coordinator would work with the Centralized Staging Site Support Group to establish these capabilities.
7.3.4	Branch Logistics Coordinator
7.3.4.1	Establishes Staging sites as directed by the Branch Director
16.	Internal Communications
16.2	Conducting Branch Level Conference Calls and Briefings • These calls and briefings will typically begin up to 3 days in advance of an emergency.
16.2.8	Branch Logistics Coordinator
16.2.8.1	Provides an overview of the current disposition of logistics support for the Company during the emergency with regards to • Meals and Lodging • Vehicles • Fuel • Materials
20.	Security Coordination

	The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP).
20.1	Security Strategy Coordination and Implementation The Security Supervisor shall determine the scope of the emergency and shall, if appropriate, immediately assign a Security Investigator to the scene or locale of the emergency. Whenever severe damage is sustained to the Transmission and/or Distribution system, Branch Electric and Gas Operations personnel may deem that assistance from the Security organization is required. In this event, the Branch Operations Coordinator or Branch Logistics Coordinator will contact the Security Supervisor of the affected region as follows: SECURITY CONTROL CENTER – SYRACUSE (24 Hours) 315-424-9368 MANAGER SECURITY – UPSTATE NEW YORK SECURITY INVESTIGATOR – NY MOHAWK VALLEY & NORTHERN REGION SECURITY INVESTIGATOR –EASTERN REGION SECURITY INVESTIGATOR – WESTERN REGION SECURITY CONTROL CENTER (SCC) – HICKSVILLE
NY-PSC Utility Performance Metrics (SCORECARD)	
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.
1.8	Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours

Service Restoration Stage	
7.	Coordinate Support Logistics: • The purpose of Coordinate Support Logistics is to document how best to provide the means to support crews working in the field during an emergency. • The processes and activities in this section can be initiated in the pre-event stage and continue through the restoration stage when the response plan has been activated (as covered in Section 4 of this ERP) to support the type and number of resources required to address the emergency as estimated or determined to be required (as covered in Section 6 of this ERP) • As the Emergency evolves, the processes described in the section are revisited to plan for the logistical needs of the organization in an effort to promote a more efficient emergency response.
7.1.2.3	Is informed by the Warehouse Operations/Inventory Management organization of status of work and problems encountered with logistics.
7.2.3.7	Is informed by the Fleet Services Department of status of work and problems encountered with logistics.
7.4.1.1	Coordinates with Facilities Leadership to maintain safe working conditions at Company facilities
7.5.2.1	Communicates the communication equipment needs to the State Logistics Section Chief if the Company's stock is depleted during an emergency
8.	Coordinate Personnel Logistics
8.1	Meals Coordination and Management
8.1.3.1	Ensure that the appropriate crew accommodation control is functional in affected Region(s)/ Division(s) and in Region(s) / Division(s) where crews will stay prior to arrival in affected Region(s) / Division(s). (See appropriate Regional Electric Emergency Procedure Manual for contact.)
8.1.3.2	Arranges for meals
8.1.3.3	Conducts preliminary discussion with meals support and caterers, making arrangements for meals.
8.1.3.4	Where available, distributes lists of meal locations, preferably those which have prearranged credit available. In the event of a large scale emergency, it may be necessary to send crews to prearranged locations, such as banquet halls, fire halls, etc., where catering services are available
8.2	Lodging Coordination and Management
8.2.4	Branch Logistics Coordinator
8.2.4.1	Ensure that the appropriate crew accommodation control is functional in affected Region(s)/ Division(s) and in Region(s) / Division(s) where crews will stay prior to arrival in affected Region(s) / Division(s). (See appropriate Regional Electric Emergency Procedure Manual for contact.) Register, on arrival and departure, all incoming and Out-going crews. It is extremely important that all foreign utility and contractor employees are tracked.
8.2.4.2	Coordinate hotel/motel reservations with Purchasing. Motels having pre-established rates and terms should be selected whenever possible. Where rates and terms are not prearranged, Purchasing will negotiate to establish same. Individuals assigned to accommodations should become familiar with pre-established terms developed by Purchasing to help avoid over-committing the company.

8.2.4.3	Arranges for lodging accommodations as close to the Crews' work location as possible. Generally, two (2) men will be assigned to a room. Makes arrangements to stock and service vehicles at the location where the vehicles are stored during periods of rest.
8.2.4.4	When a Class III emergency occurs, considers advance booking of a block of hotel/motel rooms on a contingency basis as soon as requests for outside crews are made from the Emergency Operations Center of any given Branch or Branch during an emergency.
8.2.4.5	Notes number of people who can be housed or served; times when facility is closed for season or other special conditions; and complete contact information including - name of contact person; telephone number; fax number; etc.
8.2.4.6	Maintains Crew Management system or coordinates for the centralized management of the resource information in the Crew Management System
8.2.4.7	Arranges for lodging
8.2.4.8	Registers, on arrival and departure, all incoming and out-going crews. It is extremely important that all foreign utility and contractor employees are tracked
8.2.4.9	Coordinates hotel/motel reservations with Purchasing. Motels having pre-established rates and terms should be selected whenever possible.
8.2.4.10	Monitors crew accommodations and assists in the operation of the Branch EOC, as required.
14.	Coordination of Restoration Activities
14.2.8	Branch Logistics Coordinator
14.2.8.1	The Branch Logistics Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Logistics Coordinator oversees the following company disciplines during an emergency response: • Lodging • Meals • Materials • Fleet • Staging Sites • Facilities • Security
14.2.8.7.2	(Claims) Contacts the Branch Logistics Coordinator to confirm that the Claims organization is on standby to assist.
Post-Event Stage	
	Assist in any post-incident reporting and after action reviews
	Participate in After Action Review as required
22.	Demobilization • The purpose of Demobilization is to identify how the Company reviews the need for the activated portions of the Emergency Response Organization to be released when no longer required for the emergency response. • Planning for De-escalation/De-mobilization is done on an on-going process in coordination with the situational awareness conference calls and briefings (as described in Section 17 of this ERP) and is an integral part of the restoration process.
22.1.6.1	Adjusts Branch logistics accordingly as the demobilization plan dictates.
NY-PSC Utility Performance Metrics (SCORECARD)	
	Submit supporting data for scorecard obligations as required

1.1.20. **BRANCH SECURITY COORDINATOR**

Reports To		Branch Director
Typically filled by		Lead Security Specialist in the Division
Location		▪ Branch Emergency Operations Center, or ▪ As determined by the Branch Director
Job Description		▪ Manages and supervises the Security organization’s actions and response objectives for restoration at the Branch level. ▪ Establishes appropriate utilization of Security services. ▪ Serves as a resource on Security-related matters.
	Pre-Event	▪ Refer to the subsequent Check-List for notable responsibilities ▪ Refer to ERP using Roles vs. Process / Activity Matrix for listing of all responsibilities
	Event Restoration	
	Post-Event	
Minimum Personal Protective Equipment if expected to be in the field or visiting job-sites. (Not required if working in the office)		▪ Hard Hat ▪ Safety glasses ▪ Hi-Visibility Vest ▪ EH Rated ASTM24 or ANSI Z41 part 91 compression toe work boots ▪ Leather Gloves
Special Equipment		▪ Vehicle ▪ Cell Phone ▪ Laptop ▪ GPS ▪ Procurement Card, Storm Card, or Travel Card
Recommended Emergency Management Response (EMR) Training		Cataloged Course Listing ▪ Corresponding Emergency Response Training assigned to the Emergency Response Assignment ▪ Participation in the annual State and Branch Level Exercises as required ▪ On-the-Job training when / as required

BRANCH SECURITY COORDINATOR Reference

ICS Position Title – BRANCH SECURITY COORDINATOR	
ACTIVITY	ACTION
Pre-Event Stage	
	The Branch Security Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and State Incident Commander
NY-PSC Utility Performance Metrics (SCORECARD)	
Event Anticipation	1.1 Employees/Contractors planning - communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements
Service Restoration Stage	
7.3.6.1.	Upon request, provides additional security at designated staging sites, hotels or other locations as advised.
16.2.9.1.	Provides an overview of any security related incidents, information on any on-going law enforcement investigations the status of security at the incident site and Company facilities along with the status of cooperating agency activities in support of an incident.
NY-PSC Utility Performance Metrics (SCORECARD)	
Post-Event Stage	
	Assist in any post-incident reporting and after-action reviews
	Participate in After Action Review as required
NY-PSC Utility Performance Metrics (SCORECARD)	

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Section 31: Appendix

Section 31. Exhibits to Sections**Exhibit 4.2 – Distribution Control Center Locations****LOCATIONS**

Position	Telephone	DISTRIBUTION CONTROL CENTER - WEST - Kensington S.C., Buffalo			
Director					
Manager					
Shift Supervisor					
Lead Supervisor					
Location	Primary		Secondary		
	External	Internal	External	Internal	
FRONTIER					
GENESEE					
SOUTHWEST					

Position	Telephone	DISTRIBUTION CONTROL CENTER CENTRAL - HCB-3, Syracuse			
Director					
Manager					
Shift Supervisor					
Lead Supervisor					
Location	Primary		Secondary		
	External	Internal	External	Internal	
SYRACUSE (METRO)					
MOHAWK VALLEY					
NORTH					

Position	Telephone	DISTRIBUTION CONTROL CENTER EAST - Guilderland			
Director					
Manager					
Shift Supervisor					
Lead Supervisor					
Location	Primary		Secondary		
	External	Internal	External	Internal	
CAPITAL EAST					
CAPITAL WEST					
NORTHEAST					

Exhibit 4.3 – Transmission Control Center LocationsTRANSMISSION CONTROL CENTER NY - HCB-3, Syracuse

[REDACTED]

SECURITY OPERATOR

[REDACTED]

REGIONAL OPERATOR – West

[REDACTED]

REGIONAL OPERATOR – Central

[REDACTED]

REGIONAL OPERATOR – East

[REDACTED]

NEW ENGLAND E-ROOM

[REDACTED]

Exhibit 6.2 – Information Supplied by Party Seeking Assistance**INFORMATION SUPPLIED BY PARTY SEEKING ASSISTANCE**

1. Number and type of personnel required; *e.g.*, line crews, tree crews, sorters, mappers, servicemen, mechanics, communication testers, etc.
2. Geographical location to have personnel to report to and telephone number of the District Supervisor responsible for restoration at that location.
3. When the personnel are required.
4. Estimated duration of emergency.
5. Equipment needed*:

- a) Line trucks (buckets, diggers, etc.)
- b) Passenger cars
- c) Other vehicles and equipment necessary for weather condition
- d) Radio base station

*Utilities supplying National Grid with crew compliments greater than 30 crews may be requested to bring a rack body boom truck for materials if the event is of such duration and size that support for Distribution of materials is requested by the warehouse Material Coordinator.

6. Material needed:
7. Suggested highway routes to travel.
8. Other pertinent information such as local weather conditions.

Exhibit 6.3 – Procedure for Dispatching Forces to Party Seeking Assistance**PROCEDURE FOR DISPATCHING FORCES TO PARTY SEEKING ASSISTANCE**

1. Select Crew Chief(s) and appropriate Regional Supervision who will have charge of crews.
2. Mobilize required personnel and advise them –
 - a) Destination.
 - b) Estimated duration of emergency.
 - c) Time to report to work headquarters.
3. Instruct Supervision of the duties expected of them and provide them with -
 - a) Destination.
 - b) Telephone number of the District Supervisor responsible for restoration at that location.
 - c) Transportation details.
 - d) Highway routes to follow.
 - e) Expense money to destination.
 - f) Estimated length of emergency.
 - g) Time slips, report forms, etc., contained in prepared kit.
 - h) Accounting information distributed by Emergency Planning / provided by Finance (NY).
4. E-mail a copy of the completed Storm Crew Transfer Sheets (as seen on p. 19 of 31), with appropriate information, to the Branch Emergency Restoration Center representatives at the following e-mail address: "Crew Transfer Sheet", and to the party seeking assistance.
5. Issue Pre-assigned Mutual Assistance accounting to Customer Operations Supervision.
 - a) Obtain on a periodic basis Pre-assigned Mutual Aid account numbers from the State Finance Section Chief

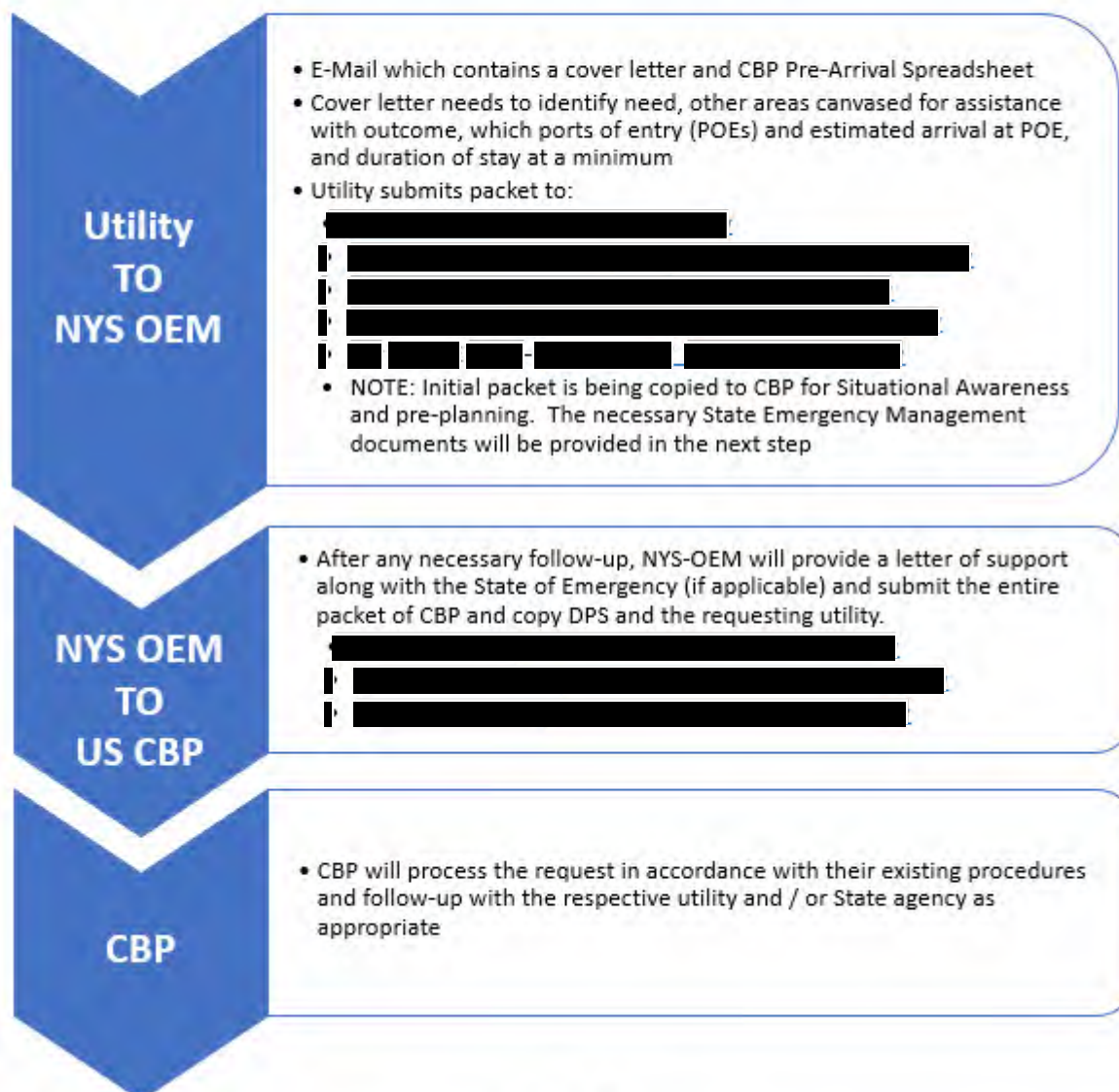
Exhibit 6.4 – Procedure for Supervisors Assisting Other Parties**PROCEDURE FOR SUPERVISORS
ASSISTING OTHER PARTIES**

1. Call Supervisor responsible for restoration on arrival at point of emergency work assignment.
2. Verify information as to where crews will be met and where they will report for work.
3. Obtain information on crew lodging and meals.
4. Check restaurant hours for proper accommodations, especially breakfast.
5. Establish daily work schedule.
6. Arrange for assignment and storing of vehicles.
7. Arrange for assignment of a guide who knows the local area and who is qualified to request switching and obtain mark-ups on lines and equipment.
8. Request general information for your crews.
9. Request Transmission and Distribution System Descriptions and Instructions for your crews.
10. Request maps of distribution circuits.
11. Request important telephone numbers such as for the work headquarters, District Operator's office, police, and doctor.
12. Maintain a daily log of activities from time of departure.
13. Turn in all outstanding unpaid bills.
14. Obtain return expense money.
15. Arrange for return home in reasonable and prompt manner.
16. Report to the local Supervisor responsible for restoration.
17. Submit required reports.

Exhibit 6.5 – Border Crossing Procedure**New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events**

January 2020

To ensure compliance with U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for the Buffalo and New England (dated October 2018 and May 2018 respectively and attached below), the following procedures will be used by utilities within New York State. These procedures have been reviewed by the New York State Office of Emergency Management and the New York State Public Service Commission. For further details, please see U.S. Customs and Border Protection Guidelines in Attachment 2 and 3.



Page 1 of 3

January 2020 – Previous versions are obsolete

Important Notes:

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

Contact Information:

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

For any questions, please contact the NYS Office of Emergency Management [REDACTED].

Attachments:

1. CBP Pre-Arrival Spreadsheet (Example)
2. U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for Buffalo

3. U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for New England

Attachment 1 – CBP Pre-Arrival Spreadsheet

	A	B	C	D	E	F	G	H	I	J	K	L	M
	First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
1													
2													
3													
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6													
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Example

Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events

Buffalo Field Office

December 2019

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

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

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

On the Contact Info tab enter:

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

On the Input tab enter for each subject:

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

State of New York:

BUFCAN-UW-NewYork@cbp.dhs.gov

- This email is monitored twenty four hours a day for all ports within the Buffalo Field Office.
 - Port of Buffalo
 - Area Port of Alexandria Bay
 - Area Port of Champlain
4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
- a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
 - b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
 - c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc.
 - d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove

- the vehicle/personnel are responding in direct support to the State's declared emergency.
 - e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy of the requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency
 - f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
 - g. **If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State. The U.S. Utility Company who reassigns any previously paroled Canadian utility company crew is responsible to notify the paroling Port of Entry of their assignment location and a roster of the employees being reassigned.**
5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.
6. **Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.**
- a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
 - b) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
 - c) Other arrangements for temporary permitting of vehicles may be made through the specific State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

Helpful Reference Information:

1. NYS Emergency Management	518-292-2200
2. NYS Department of Motor Vehicles:	518-473-5595
3. CBP Buffalo Field Office:	716-626-0400
4. Buffalo, NY Area Port	716-843-8300
5. Alexandria Bay, NY Area Port	315-482-2065
6. Champlain, NY Area Port	518-298-8311

7. Other CBP Contacts.

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

State of Maine:

BOSCAN-UW-Maine@cbp.dhs.gov

States of Vermont and New Hampshire:

BOSCAN-UW-Vermont@cbp.dhs.gov

State of Michigan

DetroitFieldOfficeWC@cbp.dhs.gov

Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events

May 2018

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

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

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

On the Coversheet tab enter:

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

On the Input tab enter for each subject:

- a. First and last name;

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

State of Maine:

BOSCAN-UW-Maine@cbp.dhs.gov

States of New Hampshire and Vermont:

BOSCAN-UW-Vermont@cbp.dhs.gov

- 4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
 - a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
 - b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
 - c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc
 - d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove the vehicle/personnel are responding in direct support to the State's declared emergency.
 - e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy of the

- requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency
- f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
 - g. **A SOE must be enacted in order for these utility companies and contractors to be in compliance with federal immigration laws.**
 - h. **If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State.**
5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.
6. **Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.**
- a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
 - b) The POE may make exceptions in unique circumstances; however this should not be expected and will also delay the crossing of people and equipment through the border.
 - c) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
 - d) Other arrangements for temporary permitting of vehicles may be made through the specific State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

Helpful Reference Information:

1. MEMA:	207-624-4400 800-452-8735 toll free (in-state)
2. Maine SP Commercial Vehicle Unit:	207-624-8939

3. Maine Bureau of Motor Vehicles: 207-624-9000 ext 52151
4. New Hampshire HSEM: 603-271-2231
5. New Hampshire SP Commercial Vehicle Unit: 603-223-8778
6. New Hampshire Bureau of Motor Vehicles: 603-227-4000
7. Vermont EMA: 800-347-0488
8. Vermont Bureau of Motor Vehicles: 888-998-3766
9. CBP Boston Field Office: 617-565-6208
10. Portland, Maine Area Port 207-771-3600
11. St. Albans, Vermont Area Port 802-524-6527

Exhibit 6.6 – Customs Border Protection Letter
[Company Letterhead]

[Date]

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

(via electronic mail)

Re: Request for Assistance in Facilitating Border Crossing

Dear Deputy Director ,

EXAMPLE:

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

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

Sincerely,

[Name and title of signatory]

CC: Director - New York State Department of Public Service
Chief - New York State Department of Public Service
[Point Of Entry]

Exhibit 6.7 – Letter to Canadian Utility Providing Mutual Assistance

To: (Canadian Utility providing Mutual Aid Services)

From: National Grid, Project Management & Complex Construction (External Line Resource Support)

Date:

Subject: Border Crossing Requirements

[Describe Circumstances for Request]

Please be advised that National Grid is encountering major power outages resulting from storms and is requesting the assistance of (*name of Canadian utility company*) under the mutual assistance agreement. It is our expectation that your assistance will be required by National Grid for restoration efforts, beginning immediately and ending by XYZ date, or earlier.

The following information and process is required to expeditiously prepare utilities workers for deployment across the U.S./Canada border.

Data

1. Prior to mobilizing, there are requirements. While it is preferred to have a passport, the following is required for each individual:
 - a). Port of Entry Name,
 - b). ETA,
 - c). Name,
 - d). Phone #,
 - e). Birth date,
 - f). Female/Male,
 - g). Citizenship,
 - h). Passport #,
 - i). Country issued,
 - j). Driver's license #,
 - k). Driver's license province/state,
 - l). Previous provinces/state resided in, and
 - m). Final destination.
2. For the forms needed at the border, go to the U.S. Customs and Border Protection website and access the Certificate of Registration:
 - a). Border Pre-Arrival List of Names for Emergency Events for USCBP & CBSA
 - o Form attached and listed as Exhibit 6.7 of this Appendix
 - b). Link for CBP: <http://cbp.gov/>
 - c). Link for Form 4455:
http://www.cbp.gov/sites/default/files/documents/CBP%20Form%204455_0.pdfComplete one form per group of trucks.
3. Make sure vehicle has copies of the state declaration.
4. Include the Requesting Company Letter of Invite, which should include:
 - a). Requesting Company Name/Address
 - b). Company ICON
 - c). Reason for responding company to help requesting company
 - d). Requesting Company twenty-four hour contact number
 - e). The signature of the state Emergency Management Agency's director, unless a state of emergency has been declared by the governor

5. Make sure to have the applicable vehicle manifest and forward the master roster to the US Customs and Border manager so that they have all the details beforehand.
 - a). Reference – Title 19: Customs Duty, Chapter 1, Part 10, Subpart A: General Provisions
6. Prior to leaving Canada:
 - a). Each vehicle MUST stop at the Canadian Export Lane at the port of exit and present the truck inventory manifest to the Canadian Agent. It must have a total of approximated value, both in and out, expecting that the value doesn't change.
 - b). The Agent will stamp the manifest as 'goods exported'.
 - c). The vehicle then proceeds to the US side, the crews receive a temporary work permit, and off they go to their destination.
7. Upon Return:
 - a). At the US border, present the vehicle manifest and the temporary work permit.
 - b). The stamped manifest MUST be presented to the port of exit upon return to be stamped as 'goods returned' (per the Canada Border Services Agency: if not stamped, they run the risk of having the vehicle searched and duty charged on the approximate contents).
 - c). All paper work will be either returned to the vehicle or secured at the border. Retain any paperwork returned.

As a precaution, the crews can check the border websites to see what the current in-bound wait times are. The websites are included below for your convenience:

- a). US Border Crossing Wait Times: <http://apps.cbp.gov/bwt/>
- b). Canadian Border Crossing Wait Times: <http://www.cbsa-asfc.gc.ca/bwt-taf/menu-eng.html>

Boston Field Office US Customs and Boarder Manager

Paul J Rooney Jr.

Office: [REDACTED]

Cell: [REDACTED]

THIS IS FOR REFERENCE ONLY TO ASSIST TO EFFECTIVELY TRANSIT THROUGH THE POEs. THE FINAL ENTRY DECISION WILL BE MADE BY CBP.

Exhibit 6.8 – Border Pre-Arrival List of Names for Emergency Events for USCBP & CBSA



Border Pre-Arrival List of Names for Emergency Events
for USCBP & CBSA



Department / Utility Company Name:							Email Completed Form(s) to:				Note: Please forward this as far in advance as possible			
Contact person:		Contact Phone #:					USCBP: ALL Requests Should Be Sent To				CBSA:			
Date:		Event Reason:					Additionally Please Add for Specific State:							
							Requests for State of Maine:							
							Requests for State of Vermont and New Hampshire:							
CBP / CBSA Confirmation Number:							Port of Entry Name: (Arrival Location)				Estimated time of arrival: (at Port of Entry)			
	Last Name	First Name	Phone/Cell #	Date of Birth (MMDDYY)	Male / Female (M or F)	Country of Citizenship	Passport or NEXUS Card #	Country Issuing Passport	Driver's License #	Driver's License: State / Province	Previous States / Provinces Resided in	Final Destination / Rally Point	CBP / CBSA Use Only	
1														
2														
3														
4														
5														

Exhibit 6.9 – NY Border Crossing Ports of Entry

PORTS	FACILITIES & CROSSING	PHONE NO.	FAX
CHAMPLAIN, NY	Main Office	518-298-8311*	518-298-8395
	Champlain Cargo	518-298-8327*	518-298-8315
	Cannons Corners	518-236-5312	none
	Mooers	518-236-7113*	518-236-4008
	Overton Corners (Route 276)	518-298-3182*	518-298-4944
	Rouse's Point	518-297-2441*	518-297-3632
TROUT RIVER, NY	Main Office	518-483-0821*	518-483-3717
	Chateaugay	518-497-6633*	518-497-6639
	Churubusco	518-497-6491	518-497-0028
	Fort Covington	518-358-2444*	518-358-9290
MONTREAL, ONT Wednesdays Only 10a.m. – 1:30 pm		514-631-2097	514-631-5126
BUFFALO, NY	Port Office in Downtown Buffalo	716-843-8300*	
	Buffalo/Niagara Falls International Airport	716-632-4727	
	Lewiston Bridge	716-282-1500*	
	Rainbow Bridge	716-284-5174*	
	Whirlpool Bridge	716-278-0200	
	Peace Bridge	716-881-4447*	
ALEXANDRIA BAY, NY	Main Office	315-482-2065	315-482-5304
	Massena	315-769-3091*	315-769-3146
	Ogdensburg	315-393-1390*	
HOULTON, ME	Main Office	207-532-2131*	207-532-4153
	Forest City	207-448-2288	None
	Monticello	207-538-9475	None
	Orient	207-448-2427	None

*Point of Entry number staffed 24/7

For the most recent contact info, please visit <http://www.cbp.gov/contact/ports/NY>

Customs Superintendents	Telephone
1. Mr. J. H. ...	...
2. Mr. ...	...
3. Mr. ...	...
4. Mr. ...	...
5. Mr. ...	...
6. Mr. ...	...
7. Mr. ...	...
8. Mr. ...	...
9. Mr. ...	...
10. Mr. ...	...
11. Mr. ...	...
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95. Mr. ...	...
96. Mr. ...	...
97. Mr. ...	...
98. Mr. ...	...
99. Mr. ...	...
100. Mr. ...	...

Telephone

[REDACTED]

██████████

(b) (7)(C), (b) (7)(D)

Whirlpool Bridge is managed by the superintendents at Rainbow.

Exhibit 6.10 – Third Party Damage Assessment & Wires Down

The list of third party damage assessors and wire guards is maintained outside the NY-Electric ERP consistent with the requirements of NYCRR 16 Part 105.4 (b) 5 and are available upon request.

Exhibit 6.11 – Intentionally Blank

Exhibit 6.12 – EEI Mutual Assistance Agreement

Mutual Assistance Agreements – EEI Agreement and NAMAG Agreement

**Edison Electric Institute
Mutual Assistance Agreement**

Edison Electric Institute (“EEI”) member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable (“Emergency Assistance”). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company (“Participating Company”) agrees to be bound on all occasions that it requests and receives (“Requesting Company”) or provides (“Responding Company”) Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

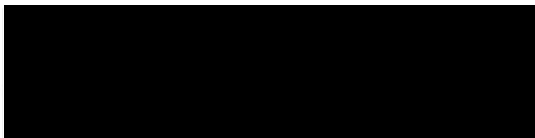
In consideration of the foregoing, the Participating Company hereby agrees as follows:

- (1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies (“EEI Principles”), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.
- (2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.
- (3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.
- (4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI’s Director of Security of Transmission and Distribution Operations.

Exhibit – 6.11 (cont.)

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

National Grid
Company Name



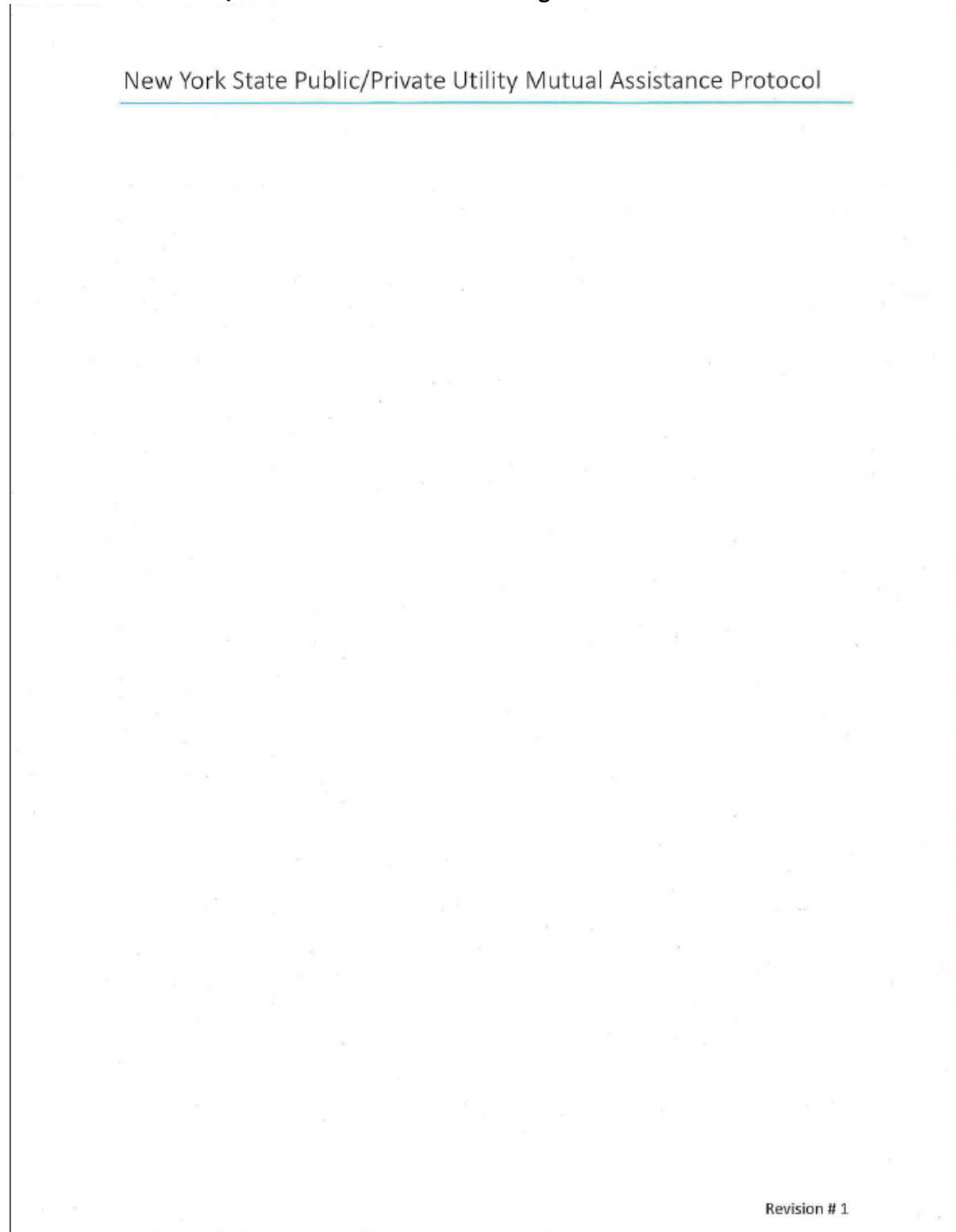
Officer Name: *Richard Francozio*
Title: *Dir Emergency Planning*
Date: *10/25/07*

Exhibit 6.13 – EEI Statement of Understanding / Executive Endorsement

NAMAG Agreement

North Atlantic Mutual Assistance Group	
Statement of Understanding And Endorsement	
The member companies of North Atlantic Mutual Assistance Group understand that they will have occasion to either provide or receive assistance in the form of personnel and equipment to aid in restoring electric service when it has been disrupted and cannot be restored in a safe and timely manner by the affected company or companies without assistance. For this reason, the Officers of the North Atlantic Mutual Assistance Group are authorized to develop and maintain operating procedures and guidelines to insure the most effective and efficient response by the entire membership when emergency assistance is requested by one or more member companies. Final acceptance of the <u>North Atlantic Mutual Assistance Group Guidelines</u>, as well as any future modifications, must be approved by $\frac{3}{4}$ of the member companies with each member company having one (1) vote. Further, as an officer of the North Atlantic Mutual Assistance Group member company noted below, the undersigned hereby endorses the following principles and agreements on behalf of his / her member company: 1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants. 2. Member companies agree to adhere to and operate in accordance with the procedures contained in the <u>North Atlantic Mutual Assistance Group Guidelines</u>. 3. Whether providing or receiving assistance, members will work together to minimize risk to all parties. In accordance with North Atlantic guidelines, responding companies will provide assistance (personnel and equipment) on a not-for-profit basis, and requesting companies will reimburse responding companies for all expenses incurred in providing the assistance. In keeping with this principle, North Atlantic members agree to abide by the liability provisions contained in the <u>North Atlantic Mutual Assistance Group Guidelines</u>.	
 _____ Company Name _____ Officer Signature	 _____ Name of Company Officer 10/8/13 _____ Date

Exhibit 6.14 – Public / Private Mutual Assistance Agreement



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Promulgation Document

This New York State Public/Private Utility Mutual Assistance Protocol has been reviewed and endorsed for use by Central Hudson Gas & Electric, Consolidated Edison Company of New York, Inc., Iberdrola USA, National Grid, Orange and Rockland Utilities, Inc. (each of the foregoing investor owned utilities, an "IOU" and collectively, the "IOUs) Members of the Municipal Electric Utilities Association of New York State (MEUA), Members of the New York Association of Public Power (NYAPP), New York Power Authority (NYPA), and Long Island Electric Utility Servco LLC (a wholly owned subsidiary of PSEG Long Island LLC), as agent of and acting on behalf of Long Island Lighting Company d/b/a LIPA for use in the State of New York during an emergency impacting utilities.

Central Hudson Gas & Electric

Consolidated Edison, Inc.

Robert Schimmenti, Senior Vice President, Electric Ops.
Consolidated Edison Company of New York

Francis W. Peverly, Vice President, Ops.
Orange & Rockland Utilities

Iberdrola USA

Kevin Walker

Long Island Electric Utility Servco LLC (a wholly owned subsidiary of PSEG Long Island LLC), as agent of and acting on behalf of Long Island Lighting Company d/b/a LIPA

John O'Connell, Vice President Electric Operations

National Grid

Keith McAfee

VP Maintenance & Construction NY Electric Operations

New York Power Authority

Randy Crissman

Vice President – Technical Compliance

New York Association of Public Power Paul Pallas President	
Delaware County Electric Cooperative Mark Schneider CEO/Manager	Otsego Electric Cooperative, Inc. Steve Rinell CEO/General Manager
Freeport Electric Utility Robert T. Kennedy Mayor	Village of Rockville Centre Francis X. Murray Mayor
Green Island Power Authority Ellen M. McNulty-Ryan Chairperson	Village of Sherburne Travis Dubois Superintendent
Village of Greenport Electric Light and Power Company George Hubbard Mayor	City of Sherrill Power and Light Rob Mumford Superintendent
Jamestown Board of Public Utilities David Leathers General Manager	Steuben Rural Electric Cooperative, Inc. Wayne Sherwood General Manager
Oneida-Madison Electric Cooperative Keith D. Pittman CEO/General Manager	

Municipal Electric Utilities Association of New York State (MEUA)

Tony Modafferi, Executive Director

*The members of the MEUA (listed below) agreed to MEUA executing this agreement on their behalf***Village of Akron**Jon Cummings
Manager, Dept. Public Works**Village of Endicott**Dave George
Superintendent of Electric Dept.**Village of Andover**Jeff Smith
Superintendent, Dept. of Public Works**Fairport Municipal Commission**Mitch Wilkie
Electric Dept. Superintendent**Village of Angelica**Heath Gordon
Head of Electric Dept.**Village of Frankfort Electric Department**Joseph Salvaggio
Foreman**Village of Arcade**Larry Kilburn
Superintendent of Public Works**Village of Greene**Jeff Livingston
Electric Superintendent**Bath Electric, Gas & Water Systems**Guy Hallgren
Director of Municipal Utilities**Village of Groton**Stephen Teeter
Supervisor, Electric Dept.**Village of Bergen**Joseph M. Chimino
Electric Superintendent**Village of Hamilton**Sean A. Graham
Administrator**Municipal Commission of Boonville**Kenneth P. Stabb
Electric & Water Superintendent**Village of Holley**Matthew Campbell
Superintendent of Electric & Water**Village of Brocton**Joseph Majkowski
Electric Lineman**Village of Ilion**Greg Day
Supervisor**Village of Castile**Tom Wright
DPW Superintendent**Lake Placid Village, Inc.**Peter Kroha
Electric Superintendent**Village of Churchville**Paul Robinson
Superintendent of Public Works**Village of Little Valley**David Reynolds
Superintendent of Public Works

Municipal Electric Utilities Association of New York State (MEUA) Continued

Village of Marathon
David Parmiter
Electric Superintendent

Village of Silver Springs
James A. Nauert
Superintendent of Public Works

Massena Electric Department
Andy McMahon
General Manager

Skaneateles Electric Light
Shannon Harty
Director of Municipal Operations

Village of Mayville
Matt Schumaker
Electric Line Leader

Village of Solvay
Joseph Hawksby
Electric Department Superintendent

Mohawk Municipal Commission
Michael Shedd
Co-Superintendent of Electric Dept.

Village of Spencerport
Owen McIntee
Electric Superintendent

Penn Yan Municipal Utilities Board
Brent Bodine
Director of Public Works

Village of Springville
Kenneth W. Kostowniak
Superintendent of Public Works

Village of Philadelphia
Philip Hughes Jr.
Superintendent of Public Works

Village of Theresa
Scott Sampson
Superintendent of Public Works

Plattsburgh Municipal Lighting Department
William Treacy
Manager

Village of Tupper Lake
Marc Staves
Electric Superintendent

Village of Richmondville Power and Light
Jeff VanDusen
Superintendent

Village of Watkins Glen
Minard LaFever
Manager of Electric Dept.

Village of Rouses Point
Brian Pelkey
Public Works Superintendent

Village of Wellsville
William Whitfield
Director of Public Works

Salamanca Board of Public Utilities
Keith King
General Manager

Village of Westfield
Andrew Thompson
Director of Public Works

This document will be reviewed by all parties on a semi-annual basis unless otherwise necessary. Documentation of this review and any revisions will be documented in the table below. Written updates will be distributed electronically to each agency point of contact for inclusion in their appropriate policies, procedures etc.

[illegible]

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1. Executive Summary

The New York Public/Private Utility Mutual Assistance Protocol (the "Protocol") is an outline of general principles and practices for the New York State utilities to follow enabling them to leverage a public/private partnership among the utilities within New York State providing access to critical resources to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of New York State. The foundation of this Protocol draws upon the concepts which have been utilized by members of but not limited to; the North Atlantic Mutual Assistance Group (NAMAG) and New England Public Power Association (NEPPA) mutual assistance programs. This program is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It is flexible in allowing individuals in command to call upon further reserves of personnel, supplies, equipment, and space as required, but in an organized, documented and logical manner. The Protocol is not intended to usurp any organization's primary means of securing additional assistance, rather to provide a secondary source for such additional assistance by providing access to additional potential resources within New York State.

2. Introduction

2.1 Mission Statement

The mission of the New York State Public/Private Utility Mutual Assistance Protocol is:

To serve as a mechanism to leverage the public/private partnership among the utilities within New York State providing access to critical resources (material, equipment, and personnel) to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of New York State.

2.2 Purpose

This Protocol outlines the process for public and private utility organizations within New York State to identify, request and share resources among one another in response to an event which cause, or may have the potential to cause impact to the utility infrastructure serving the residents and visitors of New York State.

2.3 Scope

The scope of this Protocol is:

- 2.3.1 To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of member utilities and the public power agencies within New York State during an emergency.
- 2.3.2 To provide an enhanced line of communications between participating organizations and New York State
- 2.3.3 To minimize risk to all parties by agreeing to provide assistance (material, personnel and equipment) on a not-for-profit¹ basis, and agreeing that Requesting Organization(s) will reimburse Responding Organization(s) for all expenses incurred in providing the assistance.
- 2.3.4 To adhere to and operate in accordance with the procedures contained in this Protocol.
- 2.3.5 To document the procedures that are to be followed during a time when mutual assistance is required by one or more of the agencies who are party to this Protocol.

3. Organization Information

This Protocol applies to the organizations listed in Appendix A of this document. The points of contact and contact information for all of the participating organizations can be found in Appendix A of this Protocol.

4. General Guidelines

4.1. Personnel Safety

- 4.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants. Any questions or concerns arising about

¹ "Not for profit" in the context of this documents refers to organizations charging for actual costs incurred during mutual assistance assignment(s) and will not "markup" costs to profit on services rendered under this Agreement

NYS Public Private Utility Mutual Assistance Protocol Page 10 of 19 Revision # 1

any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Organization(s).

- 4.1.2. The Requesting Organization agrees to make every effort to avoid moving Responding Organization personnel into harm's way during the initial, first-wave mobilization.
- 4.1.3. Responding Organization will follow its own safety rules, except as noted in paragraphs 4.1.6 and 4.1.7 below.
- 4.1.4. Responding Organization is responsible for following its own personal protective grounding practices.
- 4.1.5. Responding Organization will immediately report any and all accidents to Requesting Organization (both incidence and injury).
- 4.1.6. Switching procedures will be handled as the Requesting Organization designates, provided that the procedures do not violate the safety rules of the Responding Organization.
- 4.1.7. Requesting Organization will provide information on their switching and tagging rules. Requesting Organization switching/blocking tags will be used.
- 4.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Organizations prior to deployment of armed Security Personnel.
- 4.1.9. Any deployment of "Security Personnel" must comply with Federal, Provincial, State, Local and Tribal regulations.
- 4.2. Maintenance of Contact Roster
 - 4.2.1. In order to facilitate efficient communication and response, participating organizations will share the following information:
 - o The names, contact information (work phone, home phone, cellular phone, and e-mail addresses) for at least two (2) individuals authorized to participate in Joint Mobilization Activities on behalf of their organization.
 - 4.2.2. Each organization will be responsible for maintaining and updating the Member Organization Contact Roster at least every three months.
 - 4.2.3. NYAPP and MEUA are responsible for maintaining current contact rosters of their respective members and are the primary points of contact for the municipal/cooperative resources.
- 4.3. Code of Conduct
 - 4.3.1. Whether providing or receiving assistance, all personnel will be expected to conduct themselves in a professional and responsible manner.
- 4.4. Definition of Emergency Assistance Period
 - 4.4.1. Members agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Organization in response to the Requesting Organization's needs. This includes any request for the Responding Organization to prepare its employees and/or equipment for travel to the Requesting Organization's location but to await further instructions before departing. This preparation time should begin when normal work activities for the Responding Organization stops and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 4.4.3, the emergency assistance period shall terminate when such employees and/or materials or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g. cleaning trucks, restocking minor materials, etc.).

- 4.4.2. The length of stay by Responding Organization personnel will be mutually agreed to by both organizations. Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments extend beyond this time frame, members agree that Responding Organization personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting Organizations may agree upon exceptions to this procedure.
- 4.4.3. It is understood and agreed that if Responding Organization's or its Holding Company's system or members is threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Organization's native and contract workforce may be recalled. In these instances:
- o It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Organization.
 - o If recall of Responding Organization's workforce becomes necessary, the Requesting Organization will be responsible for all expenses incurred by Responding Organization until the Responding Organization returns home and vehicles are cleaned and stocked for normal work activities.
 - o If Responding Organization's workforce is recalled to another of the Responding Organization's locations other than their original point of origin, the Requesting Organization will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

5. Rules of Engagement

5.1. Rules of Engagement Procedures

- 5.1.1. Members agree to adhere to the procedures contained in this Section 5 to request, identify and mobilize emergency mutual assistance resources. These procedures are intended to enhance and in no way hamper the mobilization goals of member organizations during emergencies.
- 5.1.2. When any member Organization has a need for additional resources, that Organization will utilize its primary means of securing additional assistance first.
- o In the case of the IOUs, this means that the utilities will first engage the NAMAG organization by requesting the needed assistance.
 - o In the case of the municipal and cooperative organization, this means requesting assistance through NYAPP and MEUA.
- 5.1.3. In the event a need still exists; one (1) representative from each of the four (4) groups (the IOU's, MEUA, NYAPP and NYPA) will convene a joint mobilization call to ascertain if additional resources are available to fill the need.
- 5.1.4. Any organization listed in section 5.1.3 above, may initiate a Joint Mobilization Conference Call.
- o Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.
- 5.1.5. The Joint Mobilization Conference Call format should:
- o Provide members with the opportunity to understand the entire scope of the emergency situation, including the number of organizations or systems expecting to be impacted and the potential damage to each.

- Allow members to discuss and evaluate intelligence information from various credible sources.
- Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.
- Provide insight as to the other steps that have been taken to secure additional resources.

5.2. Responsibilities of Organization Initiating Request for Resources

5.2.1. The Requesting Organization² will serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Present an estimate of impact. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected damage assessments.
- Present an estimate of resources needed. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected resource needs.
- Ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.
- When appropriate, the moderator will lead discussion of staging areas to be used by assisting organizations; transportation concerns, such as evacuation orders, fuel availability, DOT exemptions, etc.; and, the availability of non-member resources that may be available to assist impacted members.
- Establish update calls as needed

5.3. Responsibilities of Non-Initiating Organizations

- Non-threatened / non-impacted members should be prepared to specify the numbers of employee (distribution line, transmission line, vegetation management) available to assist impacted organizations or systems, including an estimate of when these resources can be dispatched.
- To enhance safety and flexibility, upon request non-threatened / non-impacted members will be prepared to identify staging areas available in their territories.

5.4. Resource Allocation and Mobilization

5.4.1. When more than one Organization has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Organizations to agree upon the allocation of the available resources.

5.4.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:

- Impact – percentage / degree of system loss and estimated time customers will have been without power.
- Travel time.
- Resources already secured either through existing contracts and/or other mutual assistance processes
- The intent will be to allocate available resources to meet all member Organization needs in the most efficient and equitable manner possible.

² Resources requested by a municipal or cooperative utility will be made by either NYAPP or MEUA on behalf of the affected utility.

- 5.4.3. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Organization and the Responding Organization.

5.5 Joint Mobilization Call Documentation

- 5.5.1 During each call, a member will be designated the responsibility for documenting crew allocations and email the minutes to the individuals on the call.

6. Requesting Organizations Responsibilities

6.1 Requesting Organization – Responsibilities Prior to Mobilization

- 6.1.1 To the extent possible, the Requesting Organization is expected to clearly communicate the degree of devastation and working conditions Responding Organization personnel should expect to encounter upon arrival at the emergency restoration work area.
- 6.1.2 The Requesting Organization is expected to inform the Responding Organization if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 7.2.4.
- 6.1.3 To facilitate communications, the Requesting Organization may opt to provide a single point of contact (Coordinator) to interact with the Responding Organization.
- 6.1.4 The Requesting Organization is encouraged to communicate general guidelines with Responding Organizations and systems. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

6.2 Requesting Organization – Responsibilities During Emergency Assistance Period

- 6.2.1 The Requesting Organization will establish expectations for work, including start time and duration.
- 6.2.2 The Requesting Organization will provide materials unless specifically noted otherwise.
- 6.2.3 When necessary, the Requesting Organization will provide a guide with communications capability to assist responding team leaders.
- 6.2.4 The Requesting Organization will provide vehicle security for parking areas unless specifically agreed otherwise.
- 6.2.5 With the exception of food and lodging during travel to and from the final work site, the Requesting Organization will handle all food, lodging and incidental support needed by Responding Organization unless both organizations and members agree for Responding Organization to handle these logistics.
- 6.2.6 Requesting and Responding organizations should agree on the provision of laundry services.
- 6.2.7 Requesting Organization shall reimburse the Responding Organization for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Organization prior to the occurrence. Some examples of additional hotel-related expenses include phone calls made from rooms, room service, in-room movies, mini bar usage, etc.

6.3 Requesting Organization - Procedures for Releasing Responding Organization(s)

- 6.3.1 Each Requesting Organization will develop a proposed "Release Schedule" as soon as possible before releasing any utility crews. This release schedule will include:
- o Names of the organization to be released
 - o The numbers of workers from each organization being released

- o The coordinator of the crews being released
- o The date and approximate time the crews expect to be released.

6.3.2 The Requesting Organization must recognize that the resources are being provided to assist with an emergency. After the urgent restoration work has been completed the organization that obtained help agrees NOT to retain personnel solely to perform maintenance, street lighting work, or clean up type work (unless otherwise agreed to) and will aggressively work to release personnel.

6.3.3 If there are other organizations that need additional resources at the time of the release, it will be the decision of the Responding Organization or members as to whether they elect to move on to another mutual assistance assignment.

6.3.4 If resources are being release by one organization, and they elect to continue on to another impacted organization, they will go through the same allocation process as they did in their initial allocation.

6.4 Requesting Organization – Responsibility for Reimbursement of Expenses

6.4.1 Members and organizations understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor³ for Responding Organization(s) and members. Therefore, the Requesting Organization will reimburse all costs and expenses incurred by the Responding Organization in the provision of the emergency assistance for the entire emergency assistance period as defined in section 4.4 above.

6.4.2 If Responding Organization resources are released after mobilization but before being utilized, the Requesting Organization will reimburse Responding Organization for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

6.4.3 During emergencies impacting more than one member, Responding Organization resources may be re-assigned either: en route to the Requesting Organization; at an initial staging area before reaching the Requesting Organization; or at the Responding Organization's final staging area. Additionally, resources may be assigned to assist a second Requesting Organization after completing work for the initial Requesting Organization. Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Organization resources will be responsible for all Responding Organization costs from the time of re-assignment.

6.4.4 Provided proper supporting documentation is included, the Requesting Organization should pay all (preliminary and final) invoice(s) from Responding Organization or members within 90 calendar days after receipt of invoice(s).

7. Responding Organization Responsibilities

7.1 Responding Organization – Responsibilities Prior to Mobilization

³ "Not for profit" in the context of this Protocol refers to organizations and members charging for actual costs incurred during mutual assistance assignment(s) and will not "markup" costs to profit from services rendered under this Agreement

- 7.1.1 To the extent possible, the Responding Organization is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.
- 7.1.2 To facilitate communications, the Responding Organization may opt to provide a single point of contact (Coordinator) to interact with the Requesting Organization.
- 7.1.3 Responding Organization will complete and forward an employee roster with all relevant employee, vehicle, and contact information, before departing their home location.
- 7.1.4 Responding Organization agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Organization.
- 7.1.5 In certain situations, the Requesting Organization may not have the capacity to effectively on-board and control small groups of resources. In these situations, every attempt will be made by the Responding Organization(s) to group the responding resources into a size that the Requesting Organization or member can effectively utilize. The Responding Organization(s) will make every attempt to assemble and arrive as a single unit and provide their own supervision incorporating a manageable span of control.
- 7.1.6 Upon request, the Responding Organization shall provide the Requesting Organization with a copy of associated labor contracts
- 7.2 Responding Organization – Responsibilities During Emergency Assistance Period
 - 7.2.1 Responding Organization will handle all communication needs within their teams to ensure continuous communication capabilities.
 - 7.2.2 The Responding Organization will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.
 - 7.2.3 Responding Organization will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.
 - 7.2.4 Unless otherwise agreed prior to mobilization, members agree that Responding Organization(s) will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.
 - 7.2.5 Notwithstanding anything herein, the Requesting Organization and the Responding Organization may mutually agree to a different invoicing method than that outlined in Appendix B; however every effort should be made to agree upon invoicing terms before deployment.
- 7.3 Responding Organization – Responsibilities End of Emergency Assistance Period
 - 7.3.1 Responding Organization should submit their "*preliminary invoice*" to Requesting Organization *within 30 calendar days from date released* by the Requesting Organization. Responding Organization will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Organization should receive *final invoice within 60 calendar days from invoice date of preliminary invoice*.
 - 7.3.2 Responding Organization(s) and members agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Organization.

8. Liability

- 8.1 Due to the compressed time frames associated with the rendering of mutual assistance, organizations should ensure that liability, among other issues, be addressed in a timely manner;

otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.

8.2 When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, organizations and members agree as follow:

8.2.1 Requesting Organization or members shall indemnify, hold harmless and defend the Responding Organization or member from and against any and all liability for loss, damage, cost or expense which Responding Organization or member may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Organization or members except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Organization or members. Where payments are made by the Responding Organization or members under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Organization or members shall reimburse the Responding Organization or members for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Organization or members.

8.2.2 In the event any claim, request for information, or demand is made or suit or action is filed against Responding Organization or members alleging liability for which Requesting Organization or members shall indemnify and hold harmless Responding Organization under paragraph 8.2.1 above, Responding Organization or members shall promptly notify Requesting Organization or members thereof, and Requesting Organization or members, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Organization or members shall cooperate with Requesting Organization or members' reasonable efforts to investigate, respond, defend and settle the claim request, or lawsuit.

8.2.3 In the event any claim, request for information, or demand is made or suit or action is filed against Requesting Organization or member alleging liability during an Emergency Assistance Period as defined in section 4.4.1 above, Requesting Organization or members shall promptly notify all Responding Organization or members. All parties shall cooperate with reasonable efforts to investigate, respond, defend, and the settle the claim, request or lawsuit.

9. Confidentiality

9.1 Members understand and agree that invoicing details, including associated expenses and related information and conversations between member utilities during conference calls, including discussions regarding crew location and allocation (the "Confidential Information") are confidential and proprietary to the disclosing member. Therefore, members agree not to share or release any Confirmation Information unless mutually agreed.

9.2 The members expressly acknowledge that they are subject to regulation by various state and federal regulatory agencies and that they may from time to time disclose Confidential Information to such regulatory agencies. In the event of such disclosure to regulatory agencies, the disclosing member shall seek to have the applicable regulatory agency afford confidential treatment to the Confidential Information.

10. Freedom of Information Law

- 10.1 If a member is subject to freedom of information laws, including without limitation, the New York State Public Officers Law Article 6 Sections 84-90 (such laws, collectively, "FOIL") and such member (the "FOIL Party") receives a request for the disclosure of Confidential Information of another member (the "Disclosing Party"), the FOIL Party, shall:
- o Notify the Disclosing Party of the request;
 - o Provide the Disclosing Party with the information the FOIL Party intends to provide in response to the FOIL request;
 - o Provide the Disclosing Party the opportunity to provide information regarding the need for confidential treatment;
 - o Evaluate the third party's request for disclosure and the Disclosing Party's request for confidential treatment; and
 - o Determine if the Confidential Information is subject to disclosure under FOIL.
- 10.2 If the FOIL Party determines that Confidential Information is subject to disclosure, it will provide prompt written notice of such determination to the Disclosing Party so that the Disclosing Party may seek a protective order or other appropriate remedy.

Appendices

Appendix A – Organization Information

Appendix B – Invoice Template

Contact information associated with the Public Private Mutual Assistance Protocol is available upon request.

Exhibit 6.15 – North Atlantic Mutual Assistance Group

The list of North Atlantic Mutual Assistance Group companies (and company representatives) is maintained outside the NY-Electric ERP consistent with the requirements of NYCRR 16 Part 105.4 (b) 5 and are available upon request.

Exhibit 6.16 - Tree Contractors

The list of third party tree contractors is maintained outside the NY-Electric ERP consistent with the requirements of NYCRR 16 Part 105.4 (b) 5 and are available upon request.

Exhibit 6.17 - Distribution Overhead Line Contractors

The list of third distribution overhead line contractors is maintained outside the NY-Electric ERP consistent with the requirements of NYCRR 16 Part 105.4 (b) 5 and are available upon request.

31.2. Section 7 Exhibits

Exhibit 7.1 – Electric Storm Kit

The list of materials contained in the electric storm kit is maintained outside the ERP and available upon request.

31.3. Section 9 Exhibits

Exhibit 9.1 – Capturing / Recording Capital

NY PROCEDURE FOR CAPTURING / RECORDING CAPITAL CONFIRMING FIELD INFORMATION DURING STORMS

Prerequisite

Establish two funding projects for your division, per company: one Expense Project and one Capital Project. Once established, it is suggested that these project numbers be used for future years going forward.

Procedure

This procedure explains how to properly capture/document all of the applicable capital confirming details during an emergency storm event. This includes all the capital material details, the National Grid capital related time worked in the field, and the capital to O&M accounting split needed to pay applicable construction contractor invoices.

1. Customer Operations – Planning and Scheduling – Create the WRS: Create one confirming storm WRs for each affected area (by District) for capital work linked to the capital storm funding project.
 - a) Capital Confirming WR:
This is done following the regular Confirming WR Process and using the job type DCONFRMWO. When entering the header information for this WR, title the WR as such, “N&G Storm Capital WR – 04/01/06 Event” (substituting the correct Division/District, Date & WR type). Also, use the current office street address for the WR location. Make sure all steps are completed in STORMS so that the job is processed all the way to Status 80.
 - b) For Expense work, the procedure in place today will continue. The field crew will charge the expense activity provided for the storm.
2. Distribution Design - Communicate the Charge Numbers to your Area:
The Distribution Design Supervisor on duty at the Divisional/Divisional/District Storm room will communicate the capital confirming WR number and the expense activity number to all T&D Supervision, FCC's and Crew Guides working the storm boards and all clerical support personnel. T&D Supervision will ensure that all crews working the storm are informed of the charge numbers and that all pertinent Capital Assets are recorded correctly on the Confirming Work Field Report. During Major Emergency Storm Events, Damage Survey Crews will provide listed damage to Field Personnel in “Packet” format, which will include copies of the “Confirming Work Field Report” forms.
3. Customer Operations – Field Personnel & Distribution Design – Record all Details for the Capital Repairs (via Confirming Work Field Report) and complete the Confirming WR:
As the storm progresses, T&D Supervisors, FCC's and Crew Guides will ensure that capital asset repair/replacements are captured onto the Confirming Work Field Report.
 - a) For each capital repair, Customer Operations people (T&D Supervisor, T&D Crew Chief, FCC's, and/or Crew Guides) will ensure that the crews working under their direction capture the capital related assets and document them accordingly per the confirming Work Field Report.
 - b) Distribution Design Damage Surveyors will record capital related damages as well while performing damage surveys.
 - c) Crews working the storm will most often charge their time to the expense activity associated with the Major Storm or the expense activity associated with emergency repairs. After all the work is completed and the as-builts are completed by Design, the hours associated with capital vs. expense work will be adjusted accordingly by local Finance personnel in accordance with the Capital O&M split given in the confirming WR.
4. Distribution Design – Perform As-builts:
Any time during the storm Distribution Design can begin to record in GIS the changes associated with the capital equipment replacement. This is done similarly to any confirming WR by assigning the 850 and sending the WR to GIS. It is important not to complete the job in GIS until all capital work has been recorded because this will automatically complete the 850 and close the order. Design may enter the capital time entry details in the Remarks Tab of the STORMS WR so these details are permanently electronically

saved with the WR.

5. Distribution Design – Complete the STORMS WR:
 - a) When all the repairs are captured, at the end of the storm, complete the WR by making the job complete in GIS. The job will post to the top and make the 850 STORMS Requirement “Complete” so that the jobs will auto close.
 - b) Notify local Finance that all capital work is as-built completed and also provide listing of associated STORMS WR numbers.

31.4. Section 11 Exhibits

Exhibit 11.1 – Damage Assessment Process

Damage Assessment Process maintained outside the ERP.

31.5. Section 12 Exhibits

Exhibit 12.1- Customer Instructions Re-Establishment of Electric Service

Customer Instructions for Storm Restoration and the Re-Establishment of Electric Service:

National Grid has disconnected services of those customers who have Electric Equipment including meter, meter can, breaker or panel boxes that were damaged or exposed to water during flooding for your safety and the safety of the general public. Please follow the following procedures to ensure the restoration of your electric service.

National Grid Electric Service Bulletin (ESB) – 350 provides proper guidance to ensure that New York customers' electric receiving equipment and facilities meet applicable codes and Company requirements prior to energization by National Grid. Copies of ESB-350 is maintained by the company and is available on the company's internal internet system and available on request.

- a). Prior to restoration of your service, National Grid requires an inspection certificate from an electrical inspector that you may select from the attached list.
- b). It is National Grid's understanding that electrical inspectors will require replacement of any Electrical Equipment that was exposed or submerged under water to pass inspection. This is necessary since proper function of the equipment cannot be assured which may place you at risk for future injury or property damage. If you plan to complete the work yourself, instead of hiring a qualified electrician, it may be preferable to contact an inspector prior to renovations so they may assist you in assessing the level of repair or replacement which may be necessary.
- c). Once National Grid has been contacted by the inspection agency indicating your premise meets National Grid requirements and all applicable codes, a National Grid Service Representative will be dispatched to re-energize your service.

For any questions regarding this procedure, please contact our Customer Service Telephone Center at 1-800-642-4272

Electrical Inspection Agency Instructions

WORKING IN THE - *INSERT COUNTY / MUNICIPALITY / TOWN NAME HERE* - FLOODED AREAS ONLY

National Grid Procedure for Re-establishing Electric Service Following Flooding that compromised the Safe Operation of Customer Electric Equipment

Once a customer has had their damaged equipment repaired or replaced and your inspection of the premise is complete, please follow the procedure below to notify National Grid for re-energization of the Customer's Service.

- Please call the following number:
 - 1-800-642-4272
- The Customer Service Representative will request the following information:
 - Inspector Name
 - Address of inspection site
 - Customer Billing Account Number
 - Inspection Agency
 - Certificate Number
- The National Grid Customer Service Representative will then issue the change meter order.

Instructions for electrical inspections and a list of municipal inspectors available upon request

31.6. Section 14 Exhibits**Exhibit 14.1 – EOC Locations & Contact information**EOC LOCATIONS**WESTERN DIVISION**

Frontier	Internal	External	Fax
Buffalo			
Niagara Falls			

Genesee	Internal	External	Fax
Batavia			
Albion			
Avon			

Southwest Region	Internal	External	Fax
Fredonia			
Olean			
Angola			
Franklinville			
Stow			

CENTRAL DIVISION

Central Region	Internal	External	Fax
Beacon North			
Storm Room Desks			
Hinsdale			
Cazenovia			
Cortland			
Volney			
Pulaski			

Mohawk Valley	Internal	External	Fax
Utica/Old Forge			
Herkimer			
Rome			

Northern Region	Internal	External	Fax
Clayton			
Gouverneur			
Lowville			
Malone			
Ogdensburg			
Potsdam			
Saranac			
Watertown			

EASTERN DIVISION

Capital East	Internal	External	Fax
Albany			
Hudson			
Troy			

Capital West	Internal	External	Fax
Capital West			
Cobleskill			
Schenectady			
Gloversville			

Northeast	Internal	External	Fax
Glens Falls			
Saratoga			
Warrensburg			
Ticonderoga			

31.7. Section 15 Exhibits

Exhibit 15.1- Electric System Status Report Template

Utility Company	
Incident Classification Level	
Report Date	
Report Time	

WEATHER

Current Weather	
Forecasted Weather	

SUMMARY OF OUTAGES

Division / Operating District	Total Customers in the Division / Operating District	Peak Customer Outages	Current Customer Outages	Total Customers Restored to Date*	Total Customers Impacted to Date**
Total					

Customize table to reflect Company Divisions, Operating District, etc.

* Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the Outage Management System (OMS) and is subject to change.

** Total Customers Impacted to Date is the total of Current Customer Outages and Total Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

SYNOPSIS

Brief bulleted summary of major damage experienced, significant events since last report including restoration progress, work plans for restoration, any additional impacts, anticipated challenges, etc. All information should be new since the last report. Do not carry old information forward unless it is pertinent for an update.

Bullet 1

Bullet 2

Bullet 3

Bullet 4, etc.

Estimated Time of Restorations (ETRs)

Global ETR	
Time Global ETR Published	

ETRs for the [Division/Operating District] are as follows:

Region	Start of Event	Start of Restoration	Time ETR Published	ETR

ETRs for the [Division/Operating District] are as follows:

Region	Start of Event	Start of Restoration	Time ETR Published	ETR

ETRs for the [Division/Operating District] are as follows:

Region	Start of Event	Start of Restoration	Time ETR Published	ETR

Customize/add tables for each impacted Region as applicable

RESOURCE SUMMARY NARRATIVE

Bulleted summary of mobilization plan, resource movements, and resource request status as applicable.

Bullet 1

Bullet 2

Bullet 3

Bullet 4

Bullet 5

Critical Facility and Life Support Equipment Customer Impacts

Critical Facility Customers	
Division / Operating District	# of Critical Facilities
Division / Operating District	
Division / Operating District	
Division / Operating District	
Total Critical Facilities Impacted Currently	

Customize table to reflect Company Divisions, Operating District, etc.

Life Support Equipment (LSE) Customers	
Division / Operating District	# of LSE customers
Division / Operating District	
Division / Operating District	
Division / Operating District	

Total LSE Impacted Currently	

Customize table to reflect Company Divisions, Operating District, etc.

DRY-ICE DISTRIBUTION ACTIVITIES

Division / Operating District	Location or Site Name	County	Address	Dates and Hours of Operation	Item(s) Available (Dry Ice, Bottled Water, Wet Ice)

Attached to E-Mail for this submission are the Following Documents

(check those that apply)

☐ Resource Status Summary Spreadsheet

☐ Critical Facility Spreadsheet

☐ Other:



31.8. Section 16 Exhibits

Exhibit 16.1 – State Level Briefing Agenda

MEETING INFORMATION	
Date:	Click here to enter a date.
Conference Call Details:	Time:

STATE - Emergency Response Organization (ERO)			
Name	Present	Name	Present
State Incident Commander/		State Security Officer/	
State Safety & Health Officer/		State Finance Section Chief/	
State Environmental Officer/		State Human Resources Section Chief/	
State Public Information Officer/		Control Center/	
State Liaison Officer/		Contact Center/	
State Planning Section Chief/		Emergency Planning Support/	
State Logistics Section Chief/		IS State Coordinator/	

#	Agenda Item
1	Safety Message (State Safety & Health Officer)
2	Weather Forecast
3	State Incident Commander ➤ Overview of the Emergency activities; current size and complexity of the event ➤ Identify affected Divisions (Branches) within the State ➤ Current Outages ▪ Peak Customers Interrupted ▪ Customers currently affected ▪ Customers Restored ▪ Total Customers Affected ▪ Cases of Trouble ➤ Review Emergency Response Objectives ▪ Consistent with Restoration Priorities ▪ Life Safety / Incident Stabilization / Preservation of Property ▪ Support State objectives ➤ Mode of Operation ▪ Decentralized to Regional Storm Room ▪ Decentralized to Substation Level ➤ Identify the status of the State EOC ▪ State EOC is open (yes / no)
#	Agenda Item
4	State Planning Section Chief ➤ Resource Overview - Resources available/required to meet objectives ➤ Internal Crew Movement ➤ Overhead ▪ Internal ▪ Contractors ➤ Forestry

	▪ Internal ▪ Contractor ➤ Wires Down ▪ Internal ▪ Contractor ➤ Service Restoration Crews (Sub-Stations / Underground / Street Light) ▪ Internal ▪ Contractor ➤ Division (Branch) specific issues ➤ Mutual Assistance activity (Status: still pursuing resources, future calls scheduled, etc.)
6	Control Center Update ➤ Regional Control Center ➤ Transmission Control Center (RCC can speak to Transmission Control Center Issues / Update)
7	Contact Center ➤ Staffing ➤ Activities – call volume / messaging / coordination ➤ LSE Reporting
9	Branch Safety & Health Coordinator ➤ Daily Safety Report ➤ Update status of any incidents ▪ Injuries ▪ Mitigation actions ▪ On-boarding Support ▪ External agency / foreign crew response issues
10	Branch Environmental Coordinator ➤ Update status of any incidents ▪ Mitigation actions ▪ External agency / foreign crew response issues
11	State Liaison Officer ➤ State / Federal government coordination ▪ NY-PSC / Senior Staff update ➤ State Bunker Liaison status – Staffing / issues ➤ Cooperating agencies status
13	State Public Information Officer ➤ Communication strategy ➤ Media release update ➤ Press Conference update ➤ Internal employee communications
14	State Logistics Section Chief ➤ Update Status – ▪ Lodging ▪ Meals ▪ Fleet & fuel ▪ Materials & Staging

15	State Security Officer ➤ Facility and / or site security update ▪ Coordination with Lodging, Fleet & Warehouse ▪ Coordination with external Law enforcement
16	IS State Coordinator ➤ Company IS System Performance ➤ OMS Performance ➤ Hardware issues ➤ Branch Support / Branch Issues
	Emergency Planning Support ➤ Mutual Assistance ○ Neighboring NY-IOU issues ○ Other – NAMAG or adjoining RMAG activity / issues ➤ ERO Activation ➤ Regulatory Reporting
	State Finance Section Chief ➤ Major Event Accounting ➤ Mutual Assistance Accounting
	State Human Resource Section Chief
17	Final Comments – State Incident Commander
18	Next Scheduled Briefing-Date & Time

KEY ACTION ITEMS					
#	Action Item	Owner	Due Date	Status	Action Taken
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Exhibit 16.2 – Branch Level Briefing Agenda

MEETING INFORMATION			
Date:	Click here to enter a date.		Time:
Conference Call Details:			

BRANCH - Emergency Response Organization (ERO)			
Name	Present	Name	Present
Branch Director/		Branch Logistics/	
Branch Safety & Health/		Branch Security/	
Branch Environmental/		Regional Control Center/	
Branch Operations/		Contact Center/	
External Line Resource Branch Support/		Transmission Line Services/	
Branch Public Information/		Regulatory/	
Branch Liaison/		IS/	
Branch Planning/			

#	Agenda Item
1	Safety Message (Safety & Health Coordinator)
2	Weather Forecast
3	Branch Director ➤ Overview of the Emergency activities; current size and complexity of the event ➤ Identify affected Regions within the Division (Branch) ➤ Current Outages ▪ Peak Customers Interrupted ▪ Customers currently affected ▪ Customers Restored ▪ Total Customers Affected ▪ Cases of Trouble ➤ Review Emergency Response Objectives ▪ Consistent with Restoration Priorities ▪ Life Safety / Incident Stabilization / Preservation of Property ▪ Support State objectives ➤ Mode of Operation ▪ Decentralized to Regional Storm Room ▪ Decentralized to Substation Level ➤ Identify the status of the State EOC ▪ State EOC is open (yes / no)
4	Branch Operations Coordinator ➤ Resource Overview - Resources available/required to meet objectives ➤ Overhead ▪ Internal ▪ Contractors ➤ Forestry

	▪ Internal ▪ Contractor ➤ Wires Down ▪ Internal ▪ Contractor ➤ Service Restoration Crews (Sub-Stations / Underground / Street Light) ▪ Internal ▪ Contractor ➤ Operations Support (Clerical) ➤ Regional specific issues
5	External Line Resource Branch Support ➤ Mutual Assistance activity (Status: still pursuing resources, future calls scheduled, etc.) ➤ External Resource (exception based on Branch Operations Report)
6	Control Center Update ➤ Regional Control Center ➤ Transmission Control Center (RCC can speak to Transmission Control Center Issues / Update)
7	Contact Center ➤ Staffing ➤ Activities – call volume / messaging / coordination ➤ LSE Reporting
8	Transmission Line Services ➤ Resource Overview ▪ Internal ▪ Contractors ➤ General Update of restoration activities
9	Branch Planning Coordinator ➤ Staffing ➤ Damage Assessment update – Phase of Patrols (Phase-1, 2, or sweeps) ➤ Work Packet Coordination
10	Branch Safety & Health Coordinator ➤ Daily Safety Report ➤ Update status of any incidents ▪ Injuries ▪ Mitigation actions ▪ On-boarding Support ▪ External agency / foreign crew response issues
11	Branch Environmental Coordinator ➤ Update status of any incidents ▪ Mitigation actions ▪ External agency / foreign crew response issues
12	Branch Liaison Coordinator ➤ County/Municipal government coordination

	➤ Community Liaison status ➤ Status of Community Leader Conference Call (Muni-Call) ➤ Cooperating agencies status ➤ Critical Facility Report ➤ Dry ice & bottled water status
13	Regulatory (Branch Liaison can speak to regulatory issues) ➤ Government (State & Federal) ➤ NY-PSC / State Bunker Staffing
14	Branch Public Information Coordinator ➤ Communication strategy ➤ Media release update ➤ Press Conference update ➤ Internal employee communications
15	Branch Logistics Coordinator ➤ Update Status – ▪ Lodging ▪ Meals ▪ Fleet & fuel ▪ Materials & Staging
16	Branch Security Coordinator ➤ Facility and / or site security update ▪ Coordination with Lodging, Fleet & Warehouse ▪ Coordination with external Law enforcement
17	IS ➤ Company IS System Performance ➤ OMS Performance ➤ Hardware issues
18	Final Comments – Branch Director
19	Next Scheduled Briefing-Date & Time

KEY ACTION ITEMS					
#	Action Item	Owner	Due Date	Status	Action Taken
1.					
2.					
3.					
4.					
5.					
6.					
7.					

31.9. Section 17 Exhibits

Exhibit 17.1- Sample Press Release and PSL-73 Communications

News Release

National Grid to Restore Power Today to all Western New York Customers Impacted by Historic Blizzard

Company thanks customers as well as local, state officials for partnership and support

December 28, 2022
Contact: David Bertola 716-831-7136

National Grid would like to thank its local, state and national partners who have helped clear access so that the company's field force could reach customers after an historic blizzard resulted in 108,000 western New York customers losing power. As part of its emergency response, National Grid deployed more than 3,200 restoration experts — including line, service, tree, damage assessment and public safety workers — and expects the approximately 158 customers who remain without service because of this storm to have power restored today.

"We thank our customers for their support and patience, and we are incredibly grateful to all first responders, and the state and local agencies who have come together to help our neighbors in need," said Rudy Wynter, National Grid's New York President. "We can't thank local leaders enough for assisting our teams in reaching damaged equipment in need of repair, and by sharing their insights and knowledge of the neighborhoods and communities affected. We want every customer to know that all of us at National Grid will not stop until every customer's power is restored, and we will be here long after the lights are back on to help this community recover."

The destructive combination of sustained high winds and heavy snow caused significant damage to National Grid's electricity system. The company's massive field force, the largest in western New York history, was assisted by a team of logistics experts who ensured crews had the resources and accommodations they needed to deliver for our customers.

Historic Buffalo Blizzard: By the Numbers	
Damaged infrastructure	Logistics and support
108,000 homes and businesses affected 3,200 workers in the field 148 broken poles 137 damaged transformers	14 states/provinces sending utility and contractor crews (Florida, Georgia, Indiana, Kentucky, Louisiana, Massachusetts, Ohio, Oklahoma, , Pennsylvania, Rhode Island, Tennessee and Texas; Ontario and Quebec) 400 workers behind the scenes supporting logistics, supply chain, planning, engineering, customer service, communications and administrative matters. - Lodging support for over 2,000 out of town personnel who answered the call 80,000 crew meals served – an average of more than 10,000 meals per day.

Power is being consistently restored to customers in the region and estimated times of restoration are updated on the company's [Outage Central](#) site. Additionally, customers can check on the power restoration estimates for their specific addresses by visiting our [Report or Check an Outage](#) page.

Customers who remain without power when their neighbors have been restored should call National Grid at 1-800-867-5222.

Claims Process for Food and/or Medication Spoilage

Residential customers who experienced an outage lasting more than 72 consecutive hours due to this storm may be eligible for reimbursement for food and/or prescription medication spoilage. Reimbursement claims for qualifying customers must be submitted by Jan. 10, 2023, and include an itemized list and proof of loss. Click [here](#) for additional details and National Grid's online claim form. Claims also can be submitted through the U.S. Postal Service or by calling 315-428-3370.

Additionally, small business customers who experienced an outage lasting more than 72 consecutive hours due to this storm may be eligible for reimbursement for food spoilage. Customers will be required to provide an itemized list and proof of loss for any spoiled food and must submit their claim form by Jan. 10, 2023. Click [here](#) for additional details and an online claim form. Claims also can be submitted through the U.S. Postal Service or by calling 315-428-3370.

Safety Reminders

Customers are reminded to remain aware of potential safety hazards such as damaged trees, particularly broken limbs that haven't yet fallen to the ground. Customers also are reminded to keep safety a priority by avoiding downed wires. All wires should be considered live and should be immediately reported to National Grid at 1-800-867-5222 or by calling 911.

- If a power outage occurs, customers can notify National Grid [online](#) to expedite restoration.
- Generators used to supply power during an outage **must be operated outdoors to prevent the buildup of deadly [carbon monoxide](#)**. Before operating a generator, be sure to disconnect from National Grid's system by shutting off the main breaker, located in the electric service panel. Failure to do this could endanger our crews and your neighbors.
- Customers who depend on electrically powered life support equipment, such as a respirator, should register as a life support customer by calling National Grid at 1-800-642-4272. In a medical emergency, always dial 911.
- Keep working flashlights and an extra supply of batteries in your home and be sure to charge all electronic devices before the storm.
- Please use caution when driving near emergency responders and crews restoring power.
- Be sure to check on elderly family members, neighbors and others who may need assistance during an outage.
- Learn more about [downed power line safety](#) at our website.

Stay Informed and Connected

- Customers with active electricity accounts who text 'REG' to 64743 can have personalized alerts sent to them via text, email or phone call when we detect an outage on their property.
- Customers also can text 'OUT' to 64743 to report an outage.
- For real-time power outage information, online outage reporting, and in-depth storm safety information, visit National Grid's [Outage Central website](#). Customers who create an online profile also can sign up for email alerts.
- Customers can read the latest company news, check outage status and report an outage by using the National Grid app.
- Visit our website: www.nationalgridus.com, follow us on [Twitter](#) and friend us on [Facebook](#)

###

About National Grid

National Grid (NYSE: NGG) is an electricity, natural gas, and clean energy delivery company serving more than 20 million people through our networks in New York and Massachusetts. National Grid is transforming our electricity and natural gas networks with smarter, cleaner, and more resilient energy solutions to meet the goal of reducing greenhouse gas emissions. For more information, please visit our [website](#), follow us on [Twitter](#), watch us on [YouTube](#), friend us on [Facebook](#), and find our photos on [Instagram](#).



Sample Communication Associated with PSL-73 Requirements

Sample - Press Release Language

Residential customers who experienced an outage lasting more than 72 consecutive hours due to this **storm/incident** will automatically receive a \$25 bill credit for each full subsequent 24-hour period of the outage and may be eligible for reimbursement due to food and/or prescription medication spoilage. Reimbursement claims for qualifying customers must be submitted by **insert date** and include an itemized list and proof of loss. Click **here** for additional details and National Grid's online claim form. Claims also can be submitted through the U.S. Postal Service or by calling 1-800-XXX XXXX.

Additionally, small business customers who experienced an outage lasting more than 72 consecutive hours due to this **(storm/incident)** may be eligible for reimbursement for food spoilage. Customers will be required to provide an itemized list and proof of loss for any spoiled food and must submit their claim form by **INSERT DATE**. Click **here** for additional details and National Grid's online claim form. Claims also can be submitted through the U.S. Postal Service or by calling 1-800-XXX XXXX

Sample - Claim-Line Script

"Hello, you have reached a National Grid spoilage claim hotline. If your claim is NOT regarding food or medication spoilage from a recent extended outage in New York State, please call us back at 315-428-6536. That number again is 315-428-6536.

If your claim is regarding food or medication spoilage due to a recent extended outage in New York State, please leave a message stating your name, phone number, and an email address if you have one, and we will contact you soon to start your claim. Or you can visit www.xxxx@xxx.com for more information. Thank you."

Sample - Text Messages for Outages Lasting 72 Consecutive Hours

- **NGRID:** Due to a (gas/electric) interruption at your service address, you may be eligible to file a claim for food damage and loss. Visit ngrid.com/xxxxxx to learn more. Claims must be submitted within 14 days of receiving this communication. -243 characters
- **NGRID:** Due to a service interruption at your address, you can file a claim for food damage and loss. Claims must be submitted within 14 days of the 72 hour mark. Visit ngrid.com/xxxx -178 characters
- **NGRID:** Due to a service interruption lasting 72 hours at your address, you may be eligible to file a claim for food damage and losses. Visit ngrid.com/xxxxxx to file a claim. -167 characters
- **NGRID:** Due to a (gas/electric) outage lasting 72 hours at your address, you may be eligible to file a claim for damage and losses. Claims must be submitted within 14 days. Visit ngrid.com/xxxx -188 characters

Sample – PSL-73 Prolonged Storm Outage E-Mail




New York State
**Outage Claim
Forms Available**

Dear Valued Customer,

We know that experiencing a prolonged service interruption is never easy. That's why, in any outage, our crews are committed to restoring our customers' electricity and natural gas service as soon as safely possible.

At the 72-hour outage mark, regardless of current outage status, National Grid will post an online notice of reimbursement eligibility and take additional measures to broadly communicate this information to the public by noon the following calendar day. This notice will be posted regardless of whether customers' service has been restored, and it will clearly state the 14-day due date by which customers must file for reimbursement.

Start your claim

or call **315-428-3370**

► **Help us reach you**

If we need more information to process your reimbursement, we'll attempt to contact you. To help ensure you receive important updates from us, please confirm your current contact information at ngrid.com/myaccount.

Learn more about outage safety

National Grid

This email was sent to EMAIL ADDRESS
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*Please do not respond to this email
as this email is not monitored.*

25 Hub Drive, Melville, NY 11747
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CM8055 LJ (10/22)

This is an important notice. Please have it translated.
 Este é um aviso importante. Quêra mandá-lo traduzir.
 Este es un aviso importante. Sírvase mandarlo traducir.
 Avis important. Veuillez traduire immédiatement.
 Questa è un'informazione importante, si prega di tradurla.
 Это очень важное сообщение.
 Пожалуйста, попросите чтобы вам его перевели.
 Đây là một thông báo quan trọng.
 Xin vui lòng dịch thông báo này.





**Leading the
way to a clean
energy future**
ngrid.com/fossilfree

Exhibit 17.2 – IVR – Sample Scripts

National Grid Sample IVR Messages February 2018

- Sample 1 – Immediately post storm/preliminary damage assessment/safety
 - As of CURRENT DATE at CURRENT TIME, National Grid has mobilized a field force of more than XXXX workers throughout the XXX region to remove trees, tree limbs and other hazards and begin safely restoring power to xxx,xxx customers who lost service after the devastating impact of xxxx storm.
 - Our first priority is to ensure the safety of our customers and our crews by clearing away dangers such as live, downed lines. At the same time, we are conducting a thorough damage assessment and analysis so that accurate restoration times for all impacted customers can be determined.
 - In the meantime, Customers are reminded to keep safety a priority by avoiding downed wires. All wires should be considered live and should be immediately reported to National Grid at 1-800-867-5222 or by calling 911.
 - If you are using a generator to supply power during an outage, be sure to only operate it outdoors -- and be sure to disconnect from National Grid's system by shutting off the main breaker, located in your electric service panel. Failure to do this could endanger our crews and your neighbors.
 - For more safety tips and storm restoration information, please visit our Outage Central page at nationalgrid.com
Customers who remain without power when their neighbors have been restored should call National Grid at 1-800-867-5222, where you can also hear about any shelter information available for your area .
- Sample 2 - Restoration Progress, ETRs, Safety, Dry Ice
 - As of CURRENT DATE at CURRENT TIME, A field force that has grown to more than x,xxx workers made significant progress (insert time period, e.g.: overnight and this morning) in restoring electricity service to more than XXX,000, or XX percent ,of (Central New York) homes and businesses impacted by (yesterday's) devastating (insert details, e.g. tornadoes and thunderstorms.) The storms caused extensive (tree and equipment) damage and left approximately XXX,000 customers without power.
 - Field workers continue to remove downed trees, rebuild (electricity substations) and replace more than (100 broken poles) after the storms' devastation.
 - We expect to complete service restoration in most areas by XXX. [IF APPLIES] In the hardest hit areas of XXX and XXX counties, restoration will take longer, as cleanup of hazardous conditions continues before crews can safely restore service.
 - Local restoration times and storm restoration information can be found on our Outage Central page at nationalgrid.com.
 - National Grid is making dry ice and bottled water are available to customers at the following locations: (insert addresses and hours of operation)
 - Customers are reminded to keep safety a priority and avoid downed wires. All wires should be considered live and should be immediately reported to National Grid at 1-800-867-5222 or by calling 911.
 - Also, if you are using a generator to supply power during an outage, be sure to only operate it outdoors and be sure to disconnect from National Grid's system by shutting off the main

breaker, located in your electric service panel. Failure to do this could endanger our crews and your neighbors.

- Customers who remain without power when their neighbors have been restored should call National Grid at 1-800-867-5222, where you can also hear about any shelter information available for your area .
- Sample 3 - Progress, ETRs, Safety, Dry Ice
 - As of CURRENT DATE at CURRENT TIME, National Grid crews have restored power to more than XX,XXX customers who lost electricity after (e.g. damaging storms, high winds/ tornadoes moved across upstate New York xxx evening.)
 - The company's more than X,XXX field workers have been working around the clock to (e.g. remove downed trees, rebuild electricity substations, and replace more than xxx broken poles after the storms' devastation.)
 - We expect service to be restored to the xxx customers who remain without power by XXX.
 - Local restoration times and storm restoration information can be found on our Outage Central page at nationalgrid.com.
 - National Grid is making dry ice and bottled water are available to customers at the following locations: (insert addresses and hours of operation)
 - Customers are reminded to keep safety a priority and avoid downed wires. All wires should be considered live and should be immediately reported to National Grid at 1-800-867-5222 or by calling 911.
 - Also, if you are using a generator to supply power during an outage, be sure to only operate it outdoors and be sure to disconnect from National Grid's system by shutting off the main breaker, located in your electric service panel. Failure to do this could endanger our crews and your neighbors.
 - For more safety tips and storm restoration information, please visit our Outage Central page at nationalgrid.com
 - Customers who remain without power when their neighbors have been restored should call National Grid at 1-800-867-5222, where you can also hear about any shelter information available for your area .
- Sample 4 - Restoration completed, safety
 - As of CURRENT DATE at CURRENT TIME, National Grid crews have restored power to the more than XX,XXX customers who lost electricity after (e.g. damaging storms, high winds) moved across upstate New York (date) evening.
 - The company's more than X,XXX field workers (e.g. removed downed trees, rebuilt electricity substations, and replaced more than 100 broken poles after the storms' devastation.)
 - While the power has been restored to all circuits, there may be instances of damage to individual customer's electricity service. Any customer who remains without power should stay on the line to talk to a customer service representative.
 - We remind customers to stay safe as you continue to recover from the storm's damage and to exercise caution around utility vehicles and workers who will continue storm cleanup over the next few days.
 - Also, please remain aware of potential safety hazards such as damaged trees, particularly broken limbs that haven't yet fallen to the ground.
 - As always, we advise using extreme caution around electrical wires and other equipment. Please report downed lines immediately to National Grid at 1-800-867-5222 or by calling 911.

- For detailed information on post-storm safety, visit the Outage Central section at nationalgridus.com.
- Customers who remain without power when their neighbors have been restored should call National Grid at 1-800-867-5222, where you can also hear about any shelter information available for your area .

Exhibit 17.3 – Annual Outreach - Critical Facility



Emergency contact information

National Grid Customer Service	1-800-642-4272
To report a National Grid power outage:	1-800-967-5222
National Grid Gas Emergency:	1-800-892-2345
Federal Emergency Management Association (FEMA):	1-800-621-FEMA (3662)
FEMA Hard of hearing/Speech disability TTY:	1-800-462-7585
FEMA 711 or Video Relay Service (VRS):	1-800-621-3362
American Red Cross of Central New York:	315-234-2200 www.redcross.org/find-help/shelter

For more information, visit us at www.nationalgrid.com and connect with us on



This is an important notice. Please have it translated.

Este é um aviso importante. Quêbra mandê de traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questo è un'informazione importante.
Si prega di tradurla.

Ово је важан саопштење.
Потребно је прекомахнути.
Bắt đầu ngay lập tức.

ĐÂY LÀ MỘT BÀI THÔNG BÁO QUAN TRỌNG.
XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO NÀY.

Your safety is our top priority, before, during and after an outage.

When a service outage occurs, we know there's one thing on your mind: When will my electricity or natural gas service be restored? Often, it's not an easy question to answer, because outages happen for many different reasons — from large storms and flooding causing widespread damage — to a single lightning strike, an excavator accident or a downed tree in your backyard.

No matter what the cause of the service interruption is, restoring your service as safely and quickly as possible is our top priority.

Preparing to respond to outages takes careful planning on our part, which you'll learn about later in this guide.

We encourage you to also be prepared by following simple steps like making a safety kit and knowing who to call when a storm strikes. Being prepared and staying connected can help to better protect you and your family.

Together, we can weather the storm.

In this book:

Before the storm

- 2 | Preparing for an emergency.

During the storm

- 4 | Natural gas safety.
- 5 | Generator safety.
- 6 | Stay Connected. Stay informed.
- 7 | How we restore power.
- 8 | Extreme weather conditions and your health.

After the storm

- 10 | General safety tips following a major storm.
- 11 | Restoring your electric service.
- 12 | Restoring your natural gas service.
- 14 | Appliance safety after a flood.
- 15 | Call before you dig.

Before a storm ▼

Planning for an outage emergency.

Severe weather or other disasters can occur with little or no warning. Be prepared by taking steps now to protect your family and your home.

Step 1 Talk about it.

Share emergency plans, the location of emergency supplies, meeting places, contact information and safety precautions with all household members, relatives and friends.

Step 2 Protect your assets.

Secure important legal and personal documents such as medical information and prescriptions, birth and marriage certificates, governmental issued IDs and property and insurance papers to keep them from damage and in case you need them handy if an evacuation is required, or your property is damaged.

Create an inventory of personal valuables and insured assets using photographs, video and/or manual records. That will enhance your ability to recover your losses after a disaster.

Step 3 Assess your home preparedness.

Check your home for potential danger areas (windows, basements, tunnels, vents, etc.) to make sure your family and property will be safe during an extended outage. Follow these steps to protect your family and your home during a disaster:

- Turn off and unplug any non-essential electrical equipment, including pool equipment.
- Fasten doors and windows.
- Store and secure outdoor furnishings and gardening tools.
- If possible keep a non-cordless telephone in your home. It is likely to work even when the power is out.
- Lower the temperature of your refrigerator and store extra ice to prevent food decay if the power goes out.

- Fill containers (water bottles, bath tubs etc) have with water. Should there be a water outage you will be able to use it for drinking and personal hygiene needs.

Step 4 Prepare an emergency kit.

Keep an emergency kit year-round with a minimum 3-day supply, and make sure everyone at home knows where to find it. The American Red Cross recommends including the following:

- Water—one gallon per person, per day
- Canned and dried foods, and a can opener
- Flashlight (Candles could be fire hazards)
- Battery-powered or hand-crank radio
- Extra batteries
- Charged cell phone with chargers
- First aid kit, including medications, physician and pharmacy information, and backup power for life-sustaining medical equipment
- Blankets
- Toiletries
- Family and emergency contact information
- Baby formula and diapers



Step 5 Be ready for a potential evacuation.

- Fuel and check your car. Have an extra set of keys.
- Make sure you have cash. Credit cards may not work during an outage.
- Pack your emergency kit and other supplies you and your loved ones might need.
- Be aware of emergency shelters, hotel or friend's homes you could go to outside the risk area.
- Let your loved ones know of your plans.
- Locate recommended evacuation routes and be prepared to experience delays.
- Make plans to keep your pets safe.
- Turn off gas heating and cooling systems, and electricity at the main box.
- Lock your home before you leave.

Step 6 Emergency contacts and phone numbers.

Make a list of the emergency contacts you might need including local authorities, utilities, healthcare providers and out-of-area family members.

Step 7 Protect your Business.

If you are a business owner, consider these steps to secure your employees, property and assets:

- Employee safety comes first! Prepare, distribute information and perform emergency drills year-round.
- Establish a meeting point and time for employees in case communications are disrupted.
- Consider providing shelter to employees and their families and helping with supplies post-storm.
- Secure doors and windows. Cover if necessary.
- Protect and move equipment/furniture to a secured area.
- Protect data with backup files.
- Be prepared to work with limited supplies of cash, and be without water, sewer or power for at least two weeks. Store emergency supplies at the office.



For our customers with special needs.

If you or a loved one rely on electrically operated life-sustaining medical devices, or anyone in your household is over 62 years of age, disabled or blind, you may be in immediate danger if the power goes out. Please complete and mail in our Notification of Special Needs form, which is available at www.nationalgrid.com or by calling Customer Service at **1-800-642-4272**. Customers relying on electric life-sustaining medical equipment may qualify as a Life Support customer. This will help us identify and be aware of any special needs in your household. We attempt to contact our customers on life-sustaining equipment before a planned outage. We also regularly review equipment requirements to stay up-to-date on our customers' needs.

Natural gas safety.

Natural gas safety – use your sense

A gas leak is often recognized by smell, sight or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

SIGHT – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What to do if you think there's a gas leak:

- Move to a safe area.
- **DO NOT** smoke or do anything to create a flame.
- **DO NOT** turn on light switches or electrical equipment. These items may produce a spark that might ignite the gas and cause an explosion.
- Call National Grid immediately (see emergency phone numbers).
- **DO NOT** assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Carbon monoxide safety

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources include malfunctioning fuel-burning appliances such as hot air furnaces, space heaters and natural gas ranges.

- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space or use an outdoor grill indoors.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- If your carbon monoxide unit sounds the alarm, go outside immediately and call **911**.
- Do not return until the carbon monoxide source is found.
- The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest, fluttering of the heart, redness of the skin and loss of muscle control.
- Never install a generator inside a house or building. Operating a generator indoors—even with a door or window open—is never safe.



National Grid will respond immediately to all carbon-monoxide-related calls from all natural gas customers within our service area – even if you purchase natural gas from an alternative gas supplier (or marketer). First, please call **911**.

Generator safety.

If you have, or are planning to buy a stand-by generator, please observe these guideline to protect yourself and your family:

- Have a licensed or qualified electrician install a transfer switch for your generator. If connected improperly, a generator can be destroyed when power is restored—this could endanger anyone who is nearby.
- If you do not have a transfer switch, make sure your home or office electrical wiring is disconnected from our power lines before you operate your generator. This requires that the main circuit breaker in your electric service panel box is in the OFF position or, in older electric service panel boxes, that the main fuse block is removed. This prevents your generator's electricity from going back into the power lines in the street, which could endanger line crews and your neighbors.
- Never install a generator inside a house or building.
- If your generator is located in a garage or outside building, check to be sure it is properly ventilated to prevent carbon monoxide poisoning.
- Never plug a generator directly into a wall outlet.
- If you have questions about the safe operation of your electric generator, contact a licensed or qualified electrician.



During a storm ▼

Stay Connected. Stay informed during a storm.



Always report your outage to National Grid immediately, either by phone or our website if possible.

When an outage occurs, every report we receive helps us better understand the extent of the outage, so we need to hear from you every time. As the restoration process begins, all reports must be checked out.

How to report an outage.

If your neighborhood is without power, please call Customer Service at **1-800-867-5222** to make sure we know about the outage, or for updates on when service is expected to be restored. You should never assume we know about the outage.

To report an outage on our website, visit www.nationalgrid.com and click on Safety and Outages. Outage Central displays a map-based picture of current power outages, provides an overall summary detailing the number of affected customers, and displays estimated restoration time.

When will the power be back on? We offer a variety of ways to stay informed.

Text alerts: Sign up for to receive National Grid state-level broadcast text alerts by texting the word **STORM** to **NGRID (64743)**.

Area restoration information: Text the word **SUM** followed by your town, city or state to **NGRID (64743)** and access local restoration information. For example, if you live in Syracuse, simply text **SUM Syracuse** to **NGRID (64743)**.

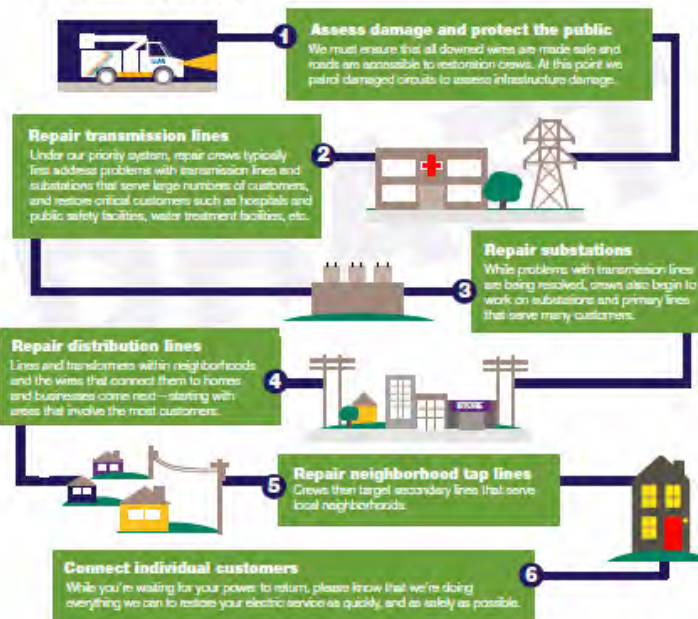
Email alerts: When you create an online profile with us, you'll start receiving emergency e-mail alerts during storms and other incidents. Visit "My National Grid" at www.nationalgrid.com.

Mobile app: Download our safety and outage reporting mobile app. Receive important alerts before, during and after the storm, and more.

To learn more about these and other ways to stay connected during major storms visit ngrid.com/connect

How we restore power.

Every outage is unique, but these are the general steps we follow to begin restoring service as quickly and as safely as possible during major outages.



View our "Power Outages: Preparation to Restoration" video at www.ngrid.com/youtube.

Extreme weather conditions and your health.



Information to help you handle cold temperatures or excessive heat.

Hypothermia

Also known as "cold stress," hypothermia is a preventable illness that can result not only from exposure to outdoor cold, but also from unprotected exposure to cool indoor temperatures. If undetected and untreated, hypothermia can be serious and even life threatening, especially for those most vulnerable like older adults, infants and people with chronic health problems. It should be treated immediately by a doctor or emergency medical team at the first sign of these symptoms:

- Skin that is cool to the touch
- Shivering
- Difficulty in speaking or moving
- Drowsiness
- A puffy or swollen face
- A sudden change in appearance or behavior
- Trembling in an arm, leg or on one side
- Cold and stiff muscles
- Difficulty with coordination and balance

While waiting for medical assistance:

- Handle the person very gently, wrapping them with quilts, blankets or towels and cover the person's head or neck.

Do not try to rewarm a person with hot drinks or food, alcohol or drugs, hot baths or showers, or by rubbing their arms and legs. These efforts could result in heart failure.

Heat Stress

Just as extreme cold temperatures can cause serious health problems, prolonged temperatures of 90°F or above can lead to heat-related illnesses, especially for the elderly, young children and those with chronic illnesses, and in places with poor ventilation or a lot of concrete, asphalt or a dense concentration of buildings.

This heat stress can result in serious illness, heart failure or stroke.

Mild signs of heat stress:

Serious signs that heat stress might become a threat to health, including:

- Dizziness
- Rapid heartbeat
- Nausea
- Throbbing headache
- Dry skin (no sweating)
- Diarrhea
- Chest pain
- Overwhelming weakness
- Problems with breathing
- Cramps

Anyone experiencing any of these symptoms should call a doctor at once and seek medical help.

There are a number of simple things you can do to avoid the dangers of heat stress:

- Find and stay in a cool place for as much time as possible. A shopping mall, library, church, movie theater or senior center are open to the public.
- Take cool baths or showers.
- Use a fan and keep drapes closed when windows are in direct sunlight.
- Wear cotton clothing that is lightweight, loose-fitting and light-colored. If you have to be in the sun, wear a hat or use an umbrella.
- Take it easy. Avoid prolonged, strenuous outdoor activity.
- Despite the heat, eat a well-balanced diet. Avoid hot and heavy meals. Do any cooking during the cooler hours of the day.
- Drink liquids. Don't wait until you are thirsty. Avoid alcoholic beverages and drinks that contain caffeine and salt.



After a storm ▼

General safety tips following a major storm.

If someone claiming to be a National Grid employee comes to your door, be sure he or she shows a National Grid identification badge.

General safety tips

- Listen to the radio or TV for instructions from local officials.
- Wait until an area has been declared safe before entering. Be careful driving since roads may be damaged and power lines may be down.
- Before entering a building, check for structural damage.
- Upon entering a building, use a battery-powered flashlight. **DO NOT** use an open flame as a source of light. Gas may be trapped inside.
- When inspecting the building, wear rubber boots and gloves.
- Watch for electrical shorts and live wires before making sure the main power switch is off.
- **DO NOT** turn on electrical appliances until an electrician has checked the system and appliances.
- Test drinking water for potability. Wells should be pumped out and water tested before drinking.
- If the public water system is declared "unsafe" by health officials, water for drinking and cooking should be boiled vigorously for 10 minutes.
- Shovel out mud or sand with special attention to clearing heating and plumbing systems.
- Flooded basements should be drained and cleaned as soon as possible. Structural damage can occur if drained too quickly. When surrounding waters have subsided, begin draining the basement in stages, about one-third of the water volume each day.



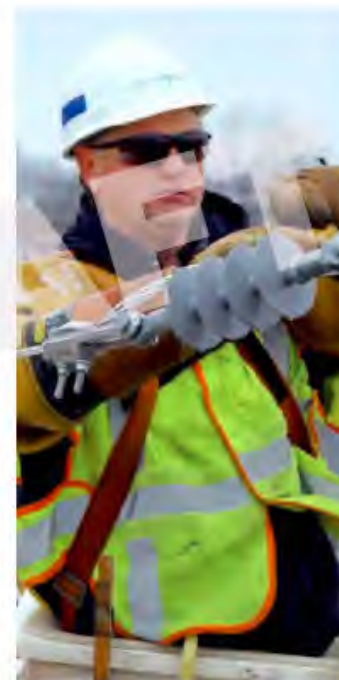
Electrical safety

- Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to your local electric company.
- If service has been restored to your neighborhood and your home is still without power, call your local electric company.
- It is very important your electric utility hear from you regarding your outage. You should never assume they know about the power outage.
- If your home has flooded, please check with an electrician before turning anything on.
- Gradually reconnect your appliances to avoid overloading circuits when power is restored.

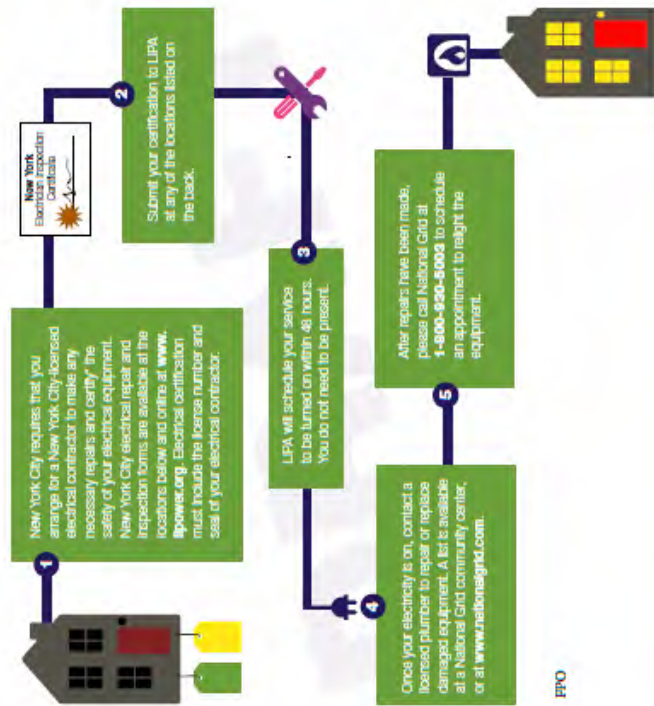
Restoring your electric service.

1. If your electric panel was underwater or the wiring to your home was damaged, contact an electrical contractor to evaluate your home and make any necessary repairs.
 2. When repairs are completed, the electrical contractor will assist you in obtaining an "electrical inspection" from a third party agency. Please note that electrical inspections are not performed by National Grid.
 3. When the home passes the electrical inspection, the inspector will contact National Grid and the appropriate service order will be released to turn on your power.
 4. If your electrical panel was not underwater and no damage occurred, please contact an electrical inspector to certify your home is ready to be re-energized.
- A list of electrical inspection agencies is available from National Grid.
 - In all cases, someone must be home for National Grid to restore electrical service to a home/building.

For further information about the restoration of your electric service, please call:
1-800-642-4272



Restoring your natural gas service.



FPO

Water damage to your home or business may have resulted in disconnection from our natural gas system. It is our goal to restore your natural gas service as safely and quickly as possible.

Each property will be evaluated on a case-by-case basis. As a result of the widespread damage caused by Hurricane Sandy, repair or replacement of gas lines near or on your property or replacement of meters or other equipment may be necessary.

Repairs or replacement of your heating system or other appliances may also be needed before natural gas service is restored.

In general, these steps will be required to restore service:

1. An assessment of the condition of the gas equipment at the property (both National Grid and customer-owned).
2. Repair and/or replacement of our equipment or customer-owned appliances.
3. At least one, and possibly additional visits to the property by our natural gas service employees to test, inspect and relight pilot lights.

For further information about the restoration of your natural gas service, please call:

1-800-543-4272



Flood waters can permanently damage gas and electrical equipment. Even if the equipment dries out, contaminants can affect electronics and moving parts. Corrosion is likely and is often hidden where it cannot be seen. This can lead to failures and can cause fires, even if the equipment appears intact and functions after drying out. Please consult professional electrical, heating and cooling service providers. Replacement is the preferred remedy.

Appliance safety after a flood.

Water damage to your or your neighbor's home or business may have resulted in your being disconnected from our natural gas system. It is our goal to restore natural gas service in your area and to your home or business as safely and quickly as possible.

What to do if heating or cooling equipment has been exposed to standing water.

Safety precautions must be taken after a home or business has been exposed to standing water, which can damage an electrical system, water heater, furnace, boiler, air-conditioning, ventilation, and heat pump system — putting you and your family at risk.

- **Replacement vs. repair** – In most cases, flood-damaged heating and cooling equipment and systems will have to be replaced, not repaired. All inspection and replacement work on flooded equipment should be performed by qualified heating and cooling contractors, not by homeowners. A licensed electrician should replace flooded electrical equipment and components.
- **Ductwork** – If you have a central forced-air furnace in the house you are repairing, pay attention to your ductwork too. A qualified heating contractor will not try to salvage duct insulation that has been in contact with flood water, but will replace it because it is impossible to decontaminate.
- **Gas furnaces, boilers, fireplaces** – If there is any question whether flood water has submerged a gas appliance and/or its controls, have the unit checked by a qualified heating contractor.
- **Electric furnaces** – Just like the gas-fired warm-air furnace, the electric furnace is susceptible to corrosion and damage, resulting in reliability problems or safety hazards. Have the unit checked by a qualified heating contractor.

- **Propane heating** – Use extreme caution when there is the potential for propane leaks and get propane equipment checked, repaired and/or replaced by a qualified heating contractor as quickly as possible after a flood.
- **Radiant ceiling heat** – A qualified electrician should be consulted to determine whether the cable is reusable.
- **Heat pumps and air conditioning systems** – The decision to repair or replace should be made by a qualified professional on a case-by-case basis.
- **Water heating systems** – Whether your water heater is gas-fired, oil-fired or electric, if it was exposed to flood water, the unit should be replaced. A new water heater is a relatively small investment, and replacing it is fairly easy to do.
- **Government aid** – Government aid may be available to help you finance the replacement of flood-damaged HVAC equipment. Contact a Federal Emergency Management Agency (FEMA) office near you. Consult your insurance company first.

For more information, please visit:
Air Conditioning, Heating & Refrigeration
Institute (AHRI)
www.ahri.net.org
US Consumer Product Safety Commission
www.cpsc.gov

Source: Air Conditioning, Heating and Refrigeration Institute

Call before you dig.

Delivering safe, reliable natural gas service to our customers is our top priority. Pipeline safety is something we take very seriously at National Grid. Even though most lines are buried underground, that doesn't mean you can ignore them.

Keep your family and community safe by helping to prevent gas leaks. Always call Dig Safely New York at **811** or **1-800-962-7962** before you dig.

Know the signs of a gas leak. We've added a spoiled egg smell that makes natural gas easier to identify. Look for bubbles in standing water, a white cloudy mist or blowing dust, which indicates that an underground gas line may have ruptured; or, listen for a hissing, roaring or whistling sound.

If you smell, see or hear any of those indications, leave the area immediately, then call National Grid at **1-800-892-2345**. Be smart and be safe. Know what's below — call before you dig and know the signs of a gas leak.

Visit our website, below, for additional safety information.
www.nationalgrid.com



Know what's below.
Call before you dig.



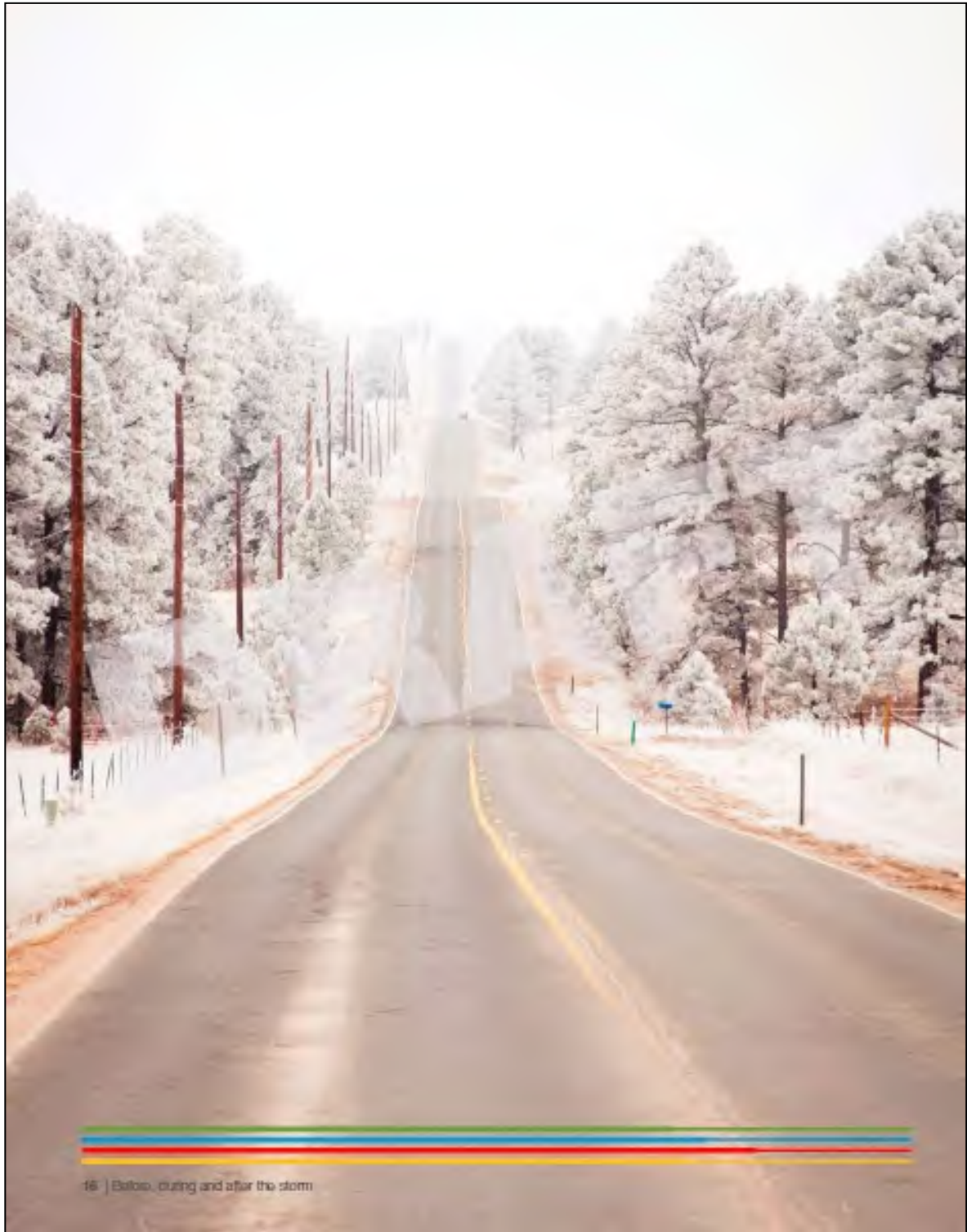


Exhibit 17.4 – Annual LSE Correspondence and Outreach

nationalgrid

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February 26, 2018

«AccountName»
«AccountAddress»
«AccountCity», «AccountState» «AccountZip»

Account Number: «AccountText»
Service Address: «ServiceAddress», «ServiceCity», «ServiceState» «ServiceZip»

Dear «AccountName»:

Welcome to National Grid's Life Support Program. This letter confirms your enrollment in the program.

As part of the enrollment process, National Grid will tag your electric meter to visually alert other National Grid employees of the use of life-sustaining medical equipment in your household. Because your electric meter is located inside your residence, you will need to call us at **1-800-642-4272** to set up an appointment for us to tag the meter.

Enclosed is a brochure titled "*How to Prepare for and Respond to Power Outages.*" This brochure includes important information regarding what to do if a power outage should occur. A power outage telephone number has been dedicated to our Life Support Program customers (**1-800-460-0316**). We ask that this telephone number be used only by our Life Support customers in order to ensure that our Life Support customers are able to reach us in a timely manner. In addition to the brochure, we included a Personal Emergency Action Planner. Please take time to review this valuable information and record the telephone number listed above in your Planner.

From time to time, National Grid will contact you by mail or phone to review your situation and update our records accordingly. We will send a yearly Life Support Recertification form which you are required to complete and return to us in order to retain your Life Support designation.

If for any reason your contact information has changed, please contact National Grid so we can update your records.

If you have any questions or concerns about this program, please contact us at **1-800-460-0316**.

Sincerely,

Life Support Unit
National Grid

National Grid
300 Erie Boulevard West
Syracuse, New York
13202
1-800-642-4272
www.nationalgridus.com



OUTAGE SERVICES FOR LIFE SUPPORT PROGRAM CUSTOMERS

- ◆ Customers who rely on life-sustaining medical equipment need to have an emergency plan in place for planned and unplanned interruptions of electric service, including a back-up power supply. National Grid **does not** provide generators during power outages. If you have not already done so, please complete the Personal Emergency Action Planner recently sent to you, paying close attention to local emergency services (police, fire) that may assist you during a power outage.
- ◆ To benefit from National Grid's Outage Services, it is required that your household have at least one operating telephone line with an answering machine or recording capacity that will work during electric outages (the recording function may rely on battery back-up). **Cordless phones and digital phone service will not work without electricity.** We will attempt to reach you by phone during a power outage; therefore, if you leave the premises, please call and let us know.
- ◆ We will attempt to reach you by phone before a planned power outage so you can make alternate arrangements for the duration of the planned power interruption.
- ◆ We will attempt to reach you by phone, as soon as practicable, after the start of an emergency power outage. We will advise you of the projected outage duration and restoration schedule so that you can plan accordingly. You do not need to wait to hear from us. We encourage you to call us at **1-800-460-0316**.
- ◆ We will attempt to reach you by phone each day of a prolonged power outage for as long as you tell us you are planning to stay at the residence.
- ◆ Your dedicated toll-free telephone number to contact us 24 hours per day, 7 days a week is **1-800-460-0316**. This telephone number is made available only to those who are enrolled in the Life Support Program. You can use this telephone number at any time to contact us; specifically to report a power outage or other emergency, and to check on the status of service restoration.

Please do not share this number with other individuals as additional callers to this number could delay your ability to reach us in a timely manner.

National Grid
300 Erie Boulevard West
Syracuse, New York
13202
1-800-642-4272
www.nationalgridus.com



February 26, 2018

«AccountName»
«AccountAddress»
«AccountCity», «AccountState»

Account Number: «AccountText»
Service Address: «ServiceAddress», «ServiceCity», «ServiceState» «ServiceZip»

RE: «PatientName»

Dear «AccountName»:

To ensure that our records are current and accurate, it is necessary for you to recertify the Life Support status of the patient in your household.

In order to continue enrollment in National Grid's Life Support Program, please complete this form and the Customer Information Form which is attached. Return both forms to National Grid via mail, fax or email to the contact information listed below. Please note if the forms are not returned, a home visit will be required to verify your Life Support equipment.

If for any reason your contact information has changed, please contact National Grid so we can update your records.

If life-sustaining medical equipment is still in use in your household, please indicate this on the form below. We will contact the patient's physician to obtain updated medical certification. If the medical circumstances in your household have changed and your account no longer requires Life Support designation, please indicate this below and return the form to us as well.

Note: If we do not receive your life support recertification within 30 days of the date of this letter, National Grid may contact the New York State Public Service Commission to request removal of your account's life support designation. Therefore, your prompt attention to this request is greatly appreciated.

Sincerely,

National Grid
Life Support Unit – C1
300 Erie Blvd West
Syracuse, NY 13202
Life.Support@nationalgrid.com
Fax: 315-460-9343

_____ **Maintain Life Support designation.** Life-sustaining device, such as an iron lung or dialysis machine is still in use at this address. National Grid will contact the patient's licensed medical professional for continued eligibility.

_____ **Remove Life Support designation.** Life-sustaining medical equipment is no longer in use at the above address. Please explain: _____

NAME (PLEASE PRINT)

RELATIONSHIP TO PATIENT

SIGNATURE

DATE

Daytime Phone Number: _____

Evening Phone Number: _____



Life Support Customer Information Form
Customer is Required to Complete. DO NOT Forward to Medical Doctor.

CUSTOMER INFORMATION [PLEASE COMPLETE ALL AREAS BELOW]		
CUSTOMER OF RECORD		USER OF EQUIPMENT (PATIENT)
ADDRESS		DATE OF BIRTH (PATIENT)
STREET		
CITY, TOWN, ZIP		
TELEPHONE (HOME)	TELEPHONE (CELL)	BILL ACCOUNT NUMBER
EQUIPMENT/PATIENT INFORMATION		
LIFE SUSTAINING EQUIPMENT TYPE HOME KIDNEY DIALYSIS ☐ VENTILATION DEVICE ☐ SUCTION ASPIRATION DEVICE ☐		APNEA MONITOR FOR INFANT ONLY ☐ OTHER EQUIPMENT: ☐ PLEASE SPECIFY BELOW: _____
EQUIPMENT IS USED: CONTINUOUSLY ☐ INTERMITTENTLY ☐ PERIOD OF TIME IN USE _____ CAN EQUIPMENT BE OPERATED MANUALLY OR HAVE BATTERY BACKUP? Yes ☐ No ☐ HOW MANY HOURS? _____ IS EQUIPMENT MOBILE? Yes ☐ No ☐		☐ By checking this box, you are authorizing National Grid to share your name, address and phone number with state, federal or consumer assistance agencies who may be able to assist you in the event of a power outage/emergency. National Grid will not share any other personal account information.
MISCELLANEOUS INFORMATION (PLEASE PRINT)		PHYSICIAN INFORMATION (PLEASE PRINT)
EMERGENCY/THIRD PARTY NAME		PHYSICIAN NAME
TELEPHONE NO.		TELEPHONE NO. FAX No. (REQUIRED INFORMATION)
STREET ADDRESS		STREET ADDRESS
CITY, TOWN, ZIP		CITY, TOWN, ZIP
		PHYSICIAN'S EMAIL ADDRESS

GENERAL RELEASE:

I UNDERSTAND THAT ENROLLMENT IN NATIONAL GRID'S LIFE SUPPORT PROGRAM IS DEPENDENT UPON THE PHYSICIAN IDENTIFIED ABOVE CERTIFYING THAT LIFE-SUSTAINING MEDICAL EQUIPMENT WOULD EITHER RESULT IN THE LOSS OF LIFE OR CAUSE SERIOUS MEDICAL COMPLICATIONS REQUIRING IMMEDIATE HOSPITALIZATION. BY MY SIGNATURE (PATIENT/GUARDIAN), I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE INFORMATION LISTED ABOVE IS TRUE AND ACCURATE AND I AUTHORIZE MY PHYSICIAN TO RELEASE SUCH INFORMATION IN SUPPORT OF THIS CERTIFICATION.

 Patient/Parental Guardian (Print Name)

 Patient/Parental Guardian (Signature)

 Date

Return Completed Form to: National Grid, Life Support, C-1, 300 Erie Blvd W., Syracuse NY, 13202

How to Prepare for and Respond to Power Outages

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Protect yourself and your home

Storms can happen at any time, in any season. If they do disrupt your power, National Grid emergency crews are available year-round, day and night, to restore service as quickly as possible. However, there are several things you can do before, during and after a storm to minimize inconvenience and ensure your safety.

Before the storm

Place National Grid's power outage number on or near the phone: New England **800-465-1212**
New York **800-867-5222**.

- Place working flashlights throughout the house and be sure all family members know where they are.
- Have a battery-operated radio on hand for storm information.
- Have extra flashlight and radio batteries ready.
- Keep extra drinking water, a manual can opener and a supply of canned and dried foods on hand in case an outage lasts more than a few days.
- If you depend on electrically operated life support equipment call us at **800-322-3223** NE and **800-642-4272** NY for information about planning for an emergency.

During the storm

- If your power does go out, first check to see if your neighbors have power or if you have power in other parts of your home. (You may have simply blown a fuse or tripped a circuit breaker.) If your home is the only one without power, call our Customer Service Contact Center at **800-322-3223** MA, RI and **800-642-4272** NY for help in identifying the source of the problem.
- If your neighborhood is without power, call **800-465-1212** in New England or **800-867-5222** in New York to make sure we know about the outage or for updates on when service is expected to be restored.

Please make sure we have an accurate phone number for you. It is very important that we hear from you regarding your outage. You should never assume we know about the power outage. When calling, please

be prepared to give your address, including the closest intersection, along with additional information such as the location of downed lines or utility poles.

- Turn off any appliances that were on before the outage; unplug sensitive appliances such as DVD players, TVs, computers, stereos and microwaves.
- Leave a light switch on to alert you when the power is back on.
- Never burn charcoal indoors or use a gas range for heating. Both could give off toxic fumes.
- If it appears your house may be without heat for an extended period and the outside temperature is below freezing, drain your water pipes.
- Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to National Grid by calling **800-465-1212** in New England and **800-867-5222** in New York.

After the storm

- If service has been restored to your neighborhood and your home is still without power, call our power outage number at **800-867-5222** in New York and **800-465-1212** in New England.
- If your home has flooded, check with an electrician before turning anything on.
- Gradually reconnect your appliances to avoid overloading circuits when power is restored.
- Replenish any supplies used during the storm.



**This is an important notice.
Please have it translated.**

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante. Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG BÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG BÁO NÀY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

How to Prepare for and Respond to Power Outages



Operating standby generators safely

Please observe these safety guidelines to protect yourself and your family.

- Have a licensed or qualified electrician install your generator.
- Make sure the generator has enough capacity to meet your needs.
- When operating the generator, the main circuit breaker must be in the "OFF" position.
- Generators should only be operated outdoors to ensure proper ventilation of carbon monoxide exhaust.
- Never operate a generator indoors regardless of the ventilation.

Understanding power outages and disturbances

Lightning, broken tree limbs, vehicles striking utility poles, equipment failure and even small animals climbing on utility equipment can cause power outages. Split-second decreases or increases in voltage to our system cause power disturbances. A dip in voltage may cause lights to flicker, TV pictures to shrink, digital clocks to flash and personal computers to lose data. Increases in voltage (called "spikes" for momentary increases and "surges" for longer ones) may affect sensitive programmable equipment such as DVD players, microwave ovens and computers.

Protecting against momentary interruptions

Here are some tips to help minimize the consequences of momentary power interruptions.

- When purchasing a programmable appliance, make sure it has a battery-operated backup system that prevents power disruption.
- When working with a home computer, store information into permanent memory periodically throughout the day.

Protecting against power surges

- Small plug-in surge protectors can be bought at most electrical equipment suppliers and will provide protection from voltage spikes.
- Plug sensitive equipment into outlets as far away as possible from main breaker panels or fuse boxes. Such equipment should not be plugged into the same circuit as major appliances such as air conditioners, pumps, refrigerators or washing machines.
- Unplug sensitive equipment such as DVD players, satellite dishes and computers whenever there is the threat of a severe electrical storm. Also unplug phone lines to sensitive equipment or purchase phone line surge protectors.

Priorities for power restoration

When a power outage occurs in your neighborhood, it may in fact be affecting thousands of customers.

Whose electricity is restored first?

National Grid emergency crews follow a time-tested plan to begin restoring service as safely and quickly as conditions allow. Accurate damage surveys, resource assessments and restoration estimates are critical in the preliminary stages of any major weather event.

National Grid is an electricity and natural gas delivery company that connects nearly 7 million customers to vital energy sources through its networks in New York, Massachusetts and Rhode Island. It is the largest distributor of natural gas in the Northeast. National Grid also operates the systems that deliver gas and electricity across Great Britain.

For more information please visit our website:
www.nationalgridus.com

CM4415 (01/16)

National Grid
New York

800-642-4272

New England

800-322-3223

www.nationalgridus.com

Upstate New York
**Personal Emergency
 Action Planner**

nationalgrid
 HERE WITH YOU. HERE FOR YOU.

Please complete the following sections to prepare for a power outage.

Emergency Phone Numbers

Dial **911** if service is available in your area.

Local Fire Department

Ambulance Service

Medical Equipment Supplier

Physician

**Automated Outage
 Reporting Service**
800-867-5222

Customer Service
800-642-4272

National Grid Website
www1.nationalgridus.com

Other Phone Numbers

American Red Cross Chapter

Taxi Service

Hospital or Healthcare Facility

Name and telephone number of persons to contact
 in the event of an emergency:

Other Important Numbers:

Preparing for a Power Outage Emergency

☐ I have enough canned food, a manual can opener and bottled water always on hand.	☐ If I have an electrically operated garage door, I know how to open it manually.	☐ I have asked my medical equipment supplier about emergency services and know what those services are.
☐ I have another source for heating my home during cool or cold weather.	☐ If I lose phone service, I have a hard-wired or cellular (not cordless) phone for backup.	☐ I have conducted an emergency drill in my home.
☐ I have another source for cooling my home during hot weather.	☐ If I have been provided with backup equipment, I have been properly instructed on its operation.	☐ I have a battery-operated radio, a flashlight and batteries always available.

Upstate New York Personal Emergency Action Planner



Coping with a Power Outage

Stay Informed

For information about the expected length of a power outage:

- Call our automated ONCall Outage Line at **800-867-5222**.
- Call our Customer Service at **800-642-4272** to speak to a representative.
- Visit our website at www1.nationalgridus.com.
- Listen to your local radio station for outage information and updates, including estimates on when your power will be restored.

Leaving Your Home

Determine whether you will leave your home based on your situation and the expected length of the outage. Consider the following guidelines to help make the proper arrangements.

If I choose to leave my home, I will go to:

☐ Family Member	☐ Hotel
☐ Friend	☐ Healthcare Facility
☐ Local Shelter (when available)	☐ Other

Destination

Address

Telephone Number

Name and Number of Transportation Provider

Before leaving, I have:

- ☐ Packed appropriate clothing and personal care items.
- ☐ Packed prescriptions and other medical necessities.
- ☐ Packed personal identification and medical insurance cards.
- ☐ Contacted family or friends as needed.
- ☐ Closed windows and doors, disconnected equipment or appliances and locked my home.

**If you need help completing
your Personal Emergency
Action Planner, call
800-642-4272**

March/April 2016

WeConnect

Energy news for our customers in Upstate New York

nationalgrid

HERE WITH YOU, HERE FOR YOU



Spring ahead with energy-saving ideas that can save you money.

For more details, visit www.nationalgridus.com

Gas Emergency
1-800-892-2345
or call **911**

Electric Emergency
1-800-867-5222

Customer Service
1-800-642-4272

Guard against scam artists, impersonators.

Be alert for scam artists who may try to gain access to sensitive account information or attempt to gain entry to your home. Please keep these safety tips in mind:

- Every National Grid employee and all contractors doing work for us, carry a photo ID card. If someone requesting entry into your home or business does not show an ID card, don't let them in and please call Customer Service at **1-800-642-4272**. If you feel you are in immediate danger, call **911**.
- We do call customers with outstanding balances, requesting payment and notifying of the potential for service interruption (due to non-payment). However, we do not accept pre-paid debit cards for payment and would never ask a customer to acquire one of these cards to make a bill payment.
- If you are in doubt that a caller is from National Grid, ask them to verify their identity by providing the last five digits of your account number. **DO NOT** give the caller your account number.

Plant a tree to celebrate Arbor Day. But call before you dig!

April 29 is Arbor Day, the annual observance that celebrates the role of trees in our lives. Celebrate the day by planting a tree – it can add value to your home and help to reduce energy costs!

Before digging

Before any planting or home improvement project that requires digging, please remember to first call **811** so the location of underground utility lines can be marked. It's a free service, and it's the law.



To provide shade in summer, yet let the sun's warmth in during winter: Plant deciduous trees (trees that shed leaves in fall) such as maples, oaks, birch, locusts, and lindens on the east and south sides of your home.

Look up

When planting a tree, remember to look up to determine where your tree will be located in relation to overhead utility lines. Proper tree species selection and placement will avoid utility line conflicts and costly pruning requirements in the future. For advice on the right varieties of trees and shrubs for your yard, visit your local nursery or www.nationalgridus.com for a planting guide.

Use an authorized agency when paying your bill in person.

If you pay your National Grid bill in person, be sure to use an authorized payment agency to ensure that payments are made on a timely basis, and that your account is being credited properly.

Know before you go. Contact the payment agent and ask:

- Do they accept payments for National Grid bills?
- What form of payment do they accept?
- Are there dollar limits or any service fees?



Visit us at www.nationalgridus.com and connect with us on



Looking for an easier way to pay your bill?

We offer a variety of bill payment options. Visit www.nationalgridus.com for a complete list.

Budget Plan

With the Budget Plan you can spread out your energy costs over the course of the year, so your bill is more predictable. You'll still pay for the exact amount of energy used annually, but your consumption rate is divided by 12 to determine your monthly budget amount.

Automatic payments

Never worry about late payments again. We offer payment plans that automatically withdraw funds from your bank account.

One-time payment options

You can make a one-time payment for single or multiple accounts using your bank, checking or savings account.

Tips for working safely outdoors.

The spring thaw means turning our attention to home and garden projects. Keep safety in mind when heading outdoors.

- Overhead power lines are not insulated, and carry enough energy to cause serious injury or even death. Regard all wires as live.
- Stay at least 10 feet away from residential electric lines and equipment.
- Look up and keep ladders at least 10 feet away from power lines when carrying, moving, and raising them.
- Keep away from wires when working with tools, pipe, lumber or siding—all of which can conduct electricity.
- Make sure the area is clear of wires before working near trees or shrubs.
- Never attach or tie anything off to power lines or electrical equipment.



Stay connected. Stay informed.

We offer a number of ways to stay connected before, during and after a major storm.

Receive text alerts.

Sign up for state-level broadcast text alerts by texting the word **STORM** TO **NGRID (64743)**.*

Get restoration information.

Text the word **SUM** followed by your town, county or state to **NGRID (63743)**.* For example, if you live in Syracuse, simply text **SUM Syracuse** to **NGRID (64743)**.

Sign up for email alerts.

Create an online profile with us and you'll be able to receive emergency email alerts during storms and other incidents.

For more information, visit www.nationalgridus.com/connect

*We do not charge customers for text alerts, but normal message and data rates may apply based on your mobile carrier plan. You can opt out by texting the word **STOP** to **NGRID (64743)**.

Help a loved one to remember to pay their bill.

If you have a friend or relative who occasionally neglects bills, you can help them with our Third Party Notification program. Any customer can designate a relative, trusted friend or agency to be a caregiver and receive copies of notices should the account become overdue. The caregiver is in no way responsible for bill payment, but can alert the customer if there is a problem. For additional information, please call Customer Service at **1-800-642-4272**.

Attention customers with life-sustaining devices.

If you rely on electrically operated medical devices or have other special medical needs, it is important to be prepared for a power outage. Please complete and mail in a Notification of Special Needs form. Visit www.nationalgridus.com or call Customer Service at **1-800-642-4272**

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante.
Si prega di tradurla.

Đây là một bản thông cáo quan trọng.
Xin vui lòng chuyển dịch lại thông cáo này.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Smell gas. Act fast.

Gas Emergency?

1-800-892-2345

or call **911**

CM6267 (2/16) UNY E&G

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Residential Rights and Responsibilities for National Grid Customers in New York State

Upstate New York

New York State Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) provide comprehensive protection for residential customers of gas and electric utilities. HEFPA requires that consumer protections be provided by both National Grid and non-utility energy service providers (ESCOs). This brochure is provided annually by National Grid and includes basic information about the Company's policies and procedures, as well as your rights as a customer billed under residential rates.

Service or Billing Questions

To ask about your National Grid service or your bill, call **1-800-642-4272**, weekdays 7 a.m. - 7 p.m. You may also access our Automated Account Services line at **1-888-932-0301** for day-to-day transactions such as account balance information, last payment information, proposed Budget Plan payment amounts or to enroll in the Budget Plan.

You may also visit www.nationalgrid.com for a number of convenient online self-service options. Choose links to access your National Grid account details and electric or gas usage history, find out about payment options, and stop or start National Grid service. You may also reach us via email from our website at www.nationalgrid.com.

To Report an Emergency

To report an electric or gas emergency, please call **1-800-892-2345**, 24 hours a day, 7 days a week.

Meter Access

It's important that we access our meter for readings, inspections and maintenance. In accepting service, you grant the Company the right to access your premises at reasonable times. By law, our meter readers are permitted to enter unlocked private property at all reasonable times to access our equipment and meters.

- ▶ If we are unable to read the meter for six months or three billing periods of calculated bills, whichever is greater, we will send you a "no access" notice or contact you requesting that you either provide us with a reading or arrange access to the meter.
- ▶ If we cannot gain access, you may be subject to special charges.
- ▶ If the meter has not been read in eight consecutive months or four billing periods, whichever is greater, you or your building owner may be subject to a \$25 charge on your next bill.

For your protection, every National Grid employee carries a photo identification card. Always ask to see this card before granting entry to your home. Also, before entering, National Grid employees are required to knock and announce their presence to you.

Estimated Readings

We use actual readings based on automated meter readings to determine your monthly bill. There may be rare occasions for using estimated readings, such as severe weather or equipment failure. We also continue to use estimates for connecting and disconnecting service.

Billing and Payment Procedures

When To Pay - Your bill is due when you receive it. It notes the date we must receive payment by to avoid late payment charges (23 days after the bill is sent to you). Late payment charges are 1.5% of the past-due amount and are assessed each month on any unpaid past-due balance.

Where To Pay - Most of our customers pay by mail, using the return envelope we provide. A number of customers use our DirectPay and Online Bill-Pay options, which are also mentioned in this brochure. You may pay in person at a local store or bank or other authorized payment agent that accepts National Grid bill payments. Please note that many payment agents charge a fee for this service.

DirectPay Program

You also have the option to pay your National Grid bill automatically. Once you authorize automatic payment, we withdraw the billed amount from your checking or savings account 15 days after your billing date. We continue mailing your regular bill to keep you informed of payments posted and received, your energy use and costs, and your next scheduled meter read date.

Budget Billing

Our Budget Plan takes the seasonal differences out of your monthly energy bill. Under this plan, we look at your energy use over the past year and estimate your annual energy costs. We then divide that amount into 12 monthly payments. Every three months, we review your monthly payment amount and adjust it as needed, based on your usage and the price of energy. Budget Plan service is free, and you may leave the plan at any time.

Online Bill-Pay

You can enroll in the Online Bill-Pay program to receive and pay your bill online. You will receive an email notification when your online bill is available for viewing and payment.

For more information visit www.nationalgridus.com/paymentoptions.

Payment Arrangements

If you're having difficulty paying your National Grid bill, let us know by calling our Collection Services Department at **1-800-443-1837**, Monday- Friday, 7 a.m.-9 p.m.; Saturday, 7 a.m.-5 p.m. Please have your account number ready. We will determine your eligibility for a payment agreement that considers your financial circumstances.

Disconnection of Service Procedures

We may disconnect service for nonpayment. Before we can turn off service for nonpayment, we must send you a Final Termination Notice. We do not send a Final Termination Notice until a bill is more than 25 days overdue. The Final Termination Notice provides you with 15 more days to pay the bill or make payment arrangements before service can be turned off. Prior to termination, we will send you by mail a deferred payment agreement. If you accept the agreement, sign it and send it to us together with the down payment before the Final Termination Notice date, we will not turn off your service.

Service Termination by an ESCo

Non-utility energy service providers (ESCOs) must also follow HEFPA procedures before terminating your supply service for nonpayment. A termination by an ESCo is the point at which your energy supply is no longer provided by that ESCo. National Grid customers will receive notice of a potential ESCo termination for nonpayment on the same Final Termination Notice described under the preceding "Disconnection of Service Procedures" section. If you purchase your supply service from an ESCo, you may want to contact your ESCo for more information.

Cold Weather Protections

We will NOT disconnect your electric or gas service between November 1 and April 15 without first trying to contact you or an adult member of your household at least 72 hours in advance of service termination. If loss of service poses a serious health or safety

Program Enrollment Form

Name _____

Address _____ Apt. _____

Town/City _____ Zip _____

() ()

Telephone (daytime) _____ (evening) _____

Account number -

DirectPay Program

- ☐ Please enroll me in the DirectPay program. I authorize electronic deductions from my bank account for payment of my bills 15 days after my billing date. I have enclosed a check clearly marked "VOID." (Please complete the following *only* if enrolling in DirectPay.)

Name exactly as it appears on bank statement _____

Bank Name _____

Bank Account Number _____

Bank Routing Number (the 9-digit number on the bottom of your check) _____

☐ Checking ☐ Savings

Your Signature _____ Date _____

Budget Plan

To obtain your Budget Plan amount and/or to enroll in the Budget Plan, please call **1-888-932-0301**.

Detach

problem, we will continue service for at least 15 days and try to arrange a payment plan. However, the customer is still responsible for bills and should make reasonable efforts to pay for service.

Reconnecting Services

We will reconnect service within 24 hours when:

- ▶ You pay the full amount due, OR
- ▶ You are eligible and sign a payment agreement and make any necessary down payment on your bill, OR
- ▶ You face a serious threat to health or safety.

If you receive public assistance in the form of direct payment or written guarantee, we will turn your service back on within 24 hours after we receive a notice of payment from the social service agency helping you.

Reconnection Fees

We charge a fee to reconnect service. This charge is higher if we restore service outside normal working hours: 8 a.m.-4 p.m., Monday-Friday, except holidays. The fee is also higher if it requires work at a pole or in the street instead of at the meter.

Security Deposits

If you are a short-term or seasonal customer, we may ask you for a deposit. A short-term customer is someone who has an account with us for less than one year. A seasonal customer is a person who applies for and receives utility service periodically each year, intermittently during the year, or at other irregular intervals. Deposit amounts are based on twice the average monthly bill for the heating season. Deposits are held for one year and, with a good payment record during the year, refunded with interest at a rate set by the Public Service Commission. If your payments are not current, we will hold the deposit and credit the interest to your account annually.

Important Information for Tenants and Landlords

If electric and/or gas service is included in rent and a landlord fails to pay, a tenant may be able to maintain service if the tenant can join with other tenants to pay the current bills, which may be deducted from rent. To notify tenants when a landlord fails to pay, we will post notices throughout the building. We will also send notices to each tenant to inform them if service is scheduled for shut-off. If tenants live in a two-family home or multi-unit building where heat or other utility services are part of rent, we will not shut off service without giving tenants a written 15-day notice. During that period we will determine whether any tenant has a medical or other problem that would be worsened by discontinuing service.

Shared Meter Law is enforced by all New York state utilities under the administration of the New York State Public Service Commission.

Detach

Special Needs

The following equipment is in use in my household:
Life-support equipment (Identify)

I receive Public Assistance (PA). My case number, which appears on my PA Identification card, is:

I receive Supplemental Security Income (SSI). (Note: SSI benefits are not the same as Social Security retirement benefits.)
My Social Security number is:

□ □ □ □ - □ □ - □ □ □ □

- ☐ Every member of my household is age 18 or under, age 62 or older, blind, or permanently disabled.

Third Party Notification

- ☐ I request that any Final Termination Notice of my National Grid service for nonpayment is also mailed to the following person or agency.

Third Party Name _____

Address _____ Apt. _____

City _____ State _____ Zip Code _____

() _____ () _____
Telephone (daytime) _____ (evening) _____

Customer Signature _____ Date _____

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third Party Signature _____ Date _____

Residential tenants are required to pay only for the electricity and/or gas used in their dwelling or in any area with equipment that is under their exclusive use and control. If shared metering exists in a building, tenants may be paying for electricity or gas used by others, or they may receive electricity or gas through another tenant's meter (third party). Shared Meter Law states that the tenant billed for the shared condition must be reimbursed by the landlord and/or third party and/or, under certain conditions, the tenant may enter into a mutually acceptable agreement with their landlord. The law also requires National Grid, under certain circumstances, to bill the landlord an additional 12 months of estimated service on the shared meter regardless if the situation is corrected or not. Tenants or landlords who think their premise may be affected should call National Grid at 1-800-642-4272 and let us know what they believe is shared. To investigate for a shared meter condition, we will need access to the apartment, the meters and any common areas of the building. Shared Meter Law requires National Grid to provide written notification of a pending investigation and the resulting determination to all parties involved. Tenants will need to provide the owner/building manager's name, address and telephone number. When shared metering is found, landlords are required to either correct the condition or, under certain conditions, provide a mutually acceptable agreement with their tenant or place the shared meter under their name. Failure by the landlord to cooperate with our request to investigate may still result in our determination of a shared meter condition. If the landlord fails to take any action within 120 days of a shared meter determination, the law requires that National Grid establish an account in the landlord's name for all future service measured on the shared meter until compliance with one of the remedies listed above. More information about shared metering can be obtained at www.nationalgridus.com/sharedmeter or by calling 1-800-642-4272.

Complaint Handling

If our customer service representative did not meet your needs or expectations, ask to speak with a supervisor. If you have a question or concern that was not resolved to your satisfaction by National Grid, you can write to the **New York State Public Service Commission's (PSC) Office of Consumer Services at Three Empire State Plaza, Albany, NY 12223** or call the PSC helpline at 1-800-342-3377. The helpline is staffed from 8:30 a.m. to 4 p.m. on business days. PSC consumer representatives will investigate your complaint and issue a determination. The PSC also has a special emergency hotline for residential customers and non-residential customers with service provided to residential dwelling units. The hotline number is 1-800-342-3355 and is staffed Monday - Friday 7:30 a.m. to 7:30 p.m.

Special Protections

National Grid provides special protections for elderly, blind and disabled persons; persons with medical emergencies; and customers receiving public assistance, Supplemental Security Income benefits, or additional state payments. We will work with customers to make a satisfactory payment arrangement and notify local social services if appropriate. We will not disconnect service during a health or safety emergency. We will notify and work with persons in two-family dwellings where service is not metered separately.

Medical Hardship - If you or a member of your family is faced with a medical emergency, providing a medical certificate from your doctor or local Board of Health will continue emergency service for 30 days. To renew the medical certificate after 30 days, have your doctor or the Board of Health explain in writing why you still need the emergency service. You will be required to provide financial information to determine if you are eligible for a renewal. We will NOT shut off your service during your health emergency as long as you have provided National Grid with the proper documentation; however, you are still responsible for paying your National Grid bill.

Life Support Customers - Your account will be coded and your meters will be tagged if equipment such as home dialysis kidney machines, continuous ventilation devices, suction (aspiration) machines, apnea monitors for infants or other life-sustaining equipment is in use at the residence. This coding will alert our phone center representatives and field service workers of the household's special needs, as well as alert us to your situation during unplanned power outages.

Third Party Notification - If circumstances make it difficult for you to keep track of your National Grid account, you can designate a relative, friend or agency to help you. They will receive a reminder from us if your bill is overdue or your service is going to be turned off. This person or agency is NOT responsible for paying the bill, but can work with us to avoid problems with your account.

If you qualify for special protections under this section, would like to sign up for DirectPay or would like more information, please complete the attached Program Enrollment Form. Detach and mail it in a stamped envelope to:

National Grid Customer Service
300 Erie Boulevard West
Syracuse, NY 13202

Phone: 1-800-642-4272

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.	Đây là một bản thông cáo quan trọng.
Este es un aviso importante. Sírvase mandarlo traducir.	Xin vui lòng cho dịch lại thông cáo này.
Avis important. Veuillez traduire immédiatement.	Это очень важное сообщение.
Questo è un'informazione importante.	Пожалуйста, немедленно сообщите об этом.
Si prega di tradurla.	Важно его перевести.

CMH809 (9/15) UNY Residential

Report Gas Emergency

Report a Power Outage

Join/Sign In

Contact Us

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Upstate NY

Change Location >

Search National Grid

Your Account >

Your Home >

Your Business >

Business Partners >

Our Company >

Pay Bill

Home > Storms & Outages > Life Sustaining Equipment

Aa

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+

Storms and Outages

Outage Central

Outage Map

Storm Notification

Planning for a Storm

Safety During a Storm

After a Storm

Outage FAQs

Generators

Life Sustaining Equipment

Life Sustaining Equipment

If you rely on electrically operated medical devices or have other special medical needs, it is especially important to be prepared for a power outage. Please inform if any of the following applies to you or members of your household:

- You rely on electrically operated life-sustaining medical devices and you may be in immediate danger if your electric service is interrupted
- You are over the age of 62
- You are a person with disabilities or are blind

Please fill out our [Special Needs form](#) and return it to:

National Grid

Life Support Unit 300 Erie Boulevard West

Syracuse, NY 13202

1-800-642-4272

Use our [Personal Emergency Action Planner](#) to help prepare for a power outage emergency. Although we inform customers about planned power outages and regularly review equipment requirements, restoration does take time. Always call 911 in the case of an emergency.

Handling Power Outages

Find guidance on how to prepare and address power outages in our brochure.

Our Brochure

500

Notification of Special Needs

Please complete this evaluation and return to:

National Grid
 Life Support Unit
 300 Erie Boulevard West
 Syracuse, NY 13202

Name _____

Address _____

City _____ Zip Code _____

Service Phone (____) _____

Contact Phone (____) _____

National Grid Account Number _____

Type of Residence

☐ Private Home

☐ Apartment

If apartment, Apartment Supervisor's Phone: (____) _____

Is electric service included in your rent?

☐ Yes

☐ No

Special Needs Classification:

Is any member of your household age 18 or under, age 62 or older, blind or permanently disabled?

☐ Yes

☐ No

Life-Sustaining Equipment Classification:

Please identify the following equipment used in your household:

☐ Home Kidney Dialysis Machines

☐ Continuous Ventilation Devices

☐ Suction-Aspiration Devices

☐ Apnea Monitors

☐ Iron Lung

Other – please specify: _____

31.10. Section 18 Exhibits

Exhibit 18.1 – Dry-Ice Handling



When handled properly, dry ice is safe and easy to use. Please follow these guidelines for handling, use and disposal of dry ice.

Handling

- ▶ Dry ice is frozen carbon dioxide— -109°F , cold enough to freeze skin cells and cause an injury similar to a burn. Avoid direct contact with skin and eyes.
- ▶ Keep children and pets at a safe distance at all times.
- ▶ Use cotton gloves or a thick cloth towel to protect your fingers and hands.
- ▶ Never put dry ice in your mouth or otherwise ingest it. If dry ice is accidentally ingested, it can cause severe internal injury. Never put dry ice in beverages to cool them. If eaten, seek medical attention immediately.
- ▶ Do not place dry ice on a tile or laminated counter top. Use a solid surface—a wood cutting board or a piece of plywood is best. Dry ice may destroy the bonding agent holding the tile or laminated material in place.
- ▶ Transporting by car—open the windows or set the air conditioner to outside air—rather than “recirculate.” Carbon dioxide build-up can be hazardous in a closed space—lack of oxygen (suffocation)—causing serious injury or death.

- ▶ Carry it in a well insulated container—such as a cooler or ice chest.
- ▶ Do not store dry ice in a completely air-tight container. The sublimation of the dry ice to carbon dioxide gas will cause any air-tight container to expand or possibly explode.

Use

- ▶ Keep dry ice wrapped in a paper bag, old newspaper or a cloth towel.
- ▶ Place the dry ice below the items you want to keep cool in a cooler, refrigerator or insulated container.
- ▶ Place the dry ice on top of the items you want frozen.
- ▶ Do not allow food, bottles or canned beverages to have direct contact with the dry ice. Produce may sustain severe freezer burn and bottle/canned beverages may split or explode. Use an insulating material—such as, cardboard between the dry ice and food.
- ▶ A five to seven pound block of wrapped dry ice in an insulated container has an effective cooling time of 18 to 24 hours.

Disposal of Unused Dry Ice

- ▶ Do not attempt to dump unused dry ice. Allow the dry ice to evaporate in a well-ventilated area where no build-up of carbon dioxide vapor can occur.

- ▶ Do not dispose of dry ice in sewers, sinks or toilets. The extreme cold will harm sink disposal, toilet parts and pipes.
- ▶ Do not dispose of dry ice in garbage receptacles or garbage chutes.
- ▶ Do not dispose of dry ice in areas accessible to the general public.

Intentional misuse of dry ice may be harmful or fatal.

If you need more information, please contact Customer Service at **1-800-642-4272** or go to www.nationalgridus.com/safety.

To report a power outage, call **1-800-867-5222**.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

National Grid
300 Erie Boulevard West
Syracuse, NY 13202
1-800-642-4272
www.nationalgridus.com

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante. Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы

Exhibit 18.2 – Telecom / Cable Contacts

The list of TelCom / Cable Contacts is maintained outside the NY-Electric ERP consistent with the requirements of NYCRR 16 Part 105.4 (b) 5 and are available upon request.

Exhibit 18.3 – County and NYS Roads

A comprehensive listing of all County and NYS roads is maintained outside of this plan:

Link to County Roads in NYS: <https://www.dot.ny.gov/highway-data-services/lhi-county-roads>

Link to All State Roads in NYS: <https://www.dot.ny.gov/highway-data-services/inventory-listing>

County Roads in New York State

<https://www.dot.ny.gov/highway-data-services/lhi-county-roads>

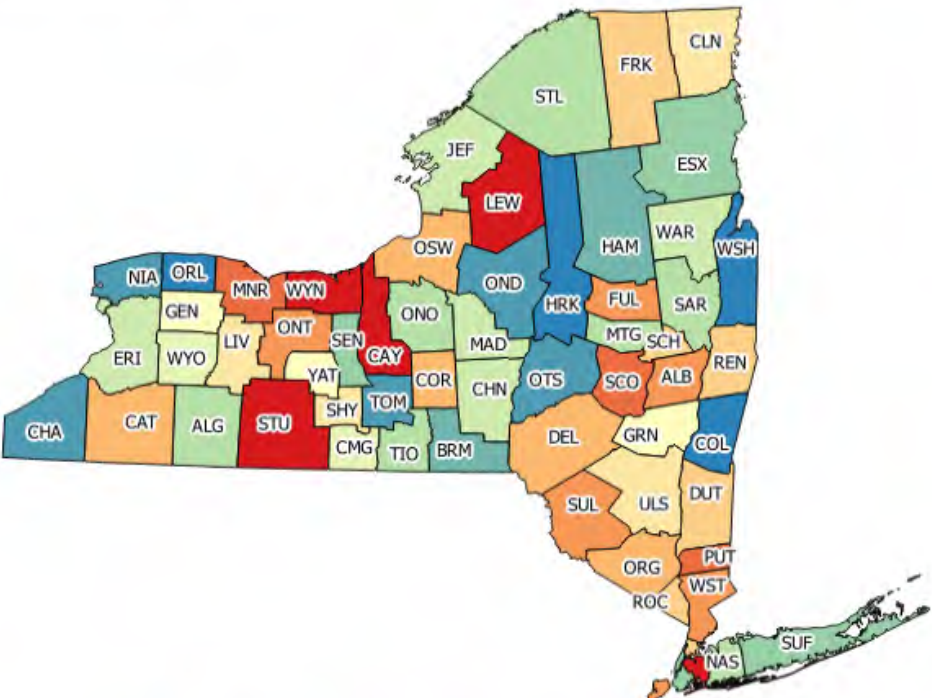
Engineering Division -
Office of Technical Services



Local Highway Inventory - 2018 County Roads

The most recently distributed listings of the municipality and county owned roadways from the Roadway Inventory.

Each county listing is a pdf  file.



Albany • Allegany • Broome • Cattaraugus • Cayuga • Chautauqua • Chemung
 Chenango • Clinton • Columbia • Cortland • Delaware • Dutchess • Erie • Essex • Franklin
 Fulton • Genesee • Greene • Hamilton • Herkimer • Jefferson • Lewis • Livingston
 Madison • Monroe • Montgomery • Nassau • Niagara • Oneida • Onondaga
 Ontario • Orange • Orleans • Oswego • Otsego • Putnam • Rensselaer
 Rockland • Saratoga • Schenectady • Schoharie • Schuyler • Seneca • Steuben
 St Lawrence • Suffolk • Sullivan • Tioga • Tompkins • Ulster • Warren • Washington • Wayne
 Westchester • Wyoming • Yates

Listing of New York State Roads

Engineering Division - Office of Technical Services

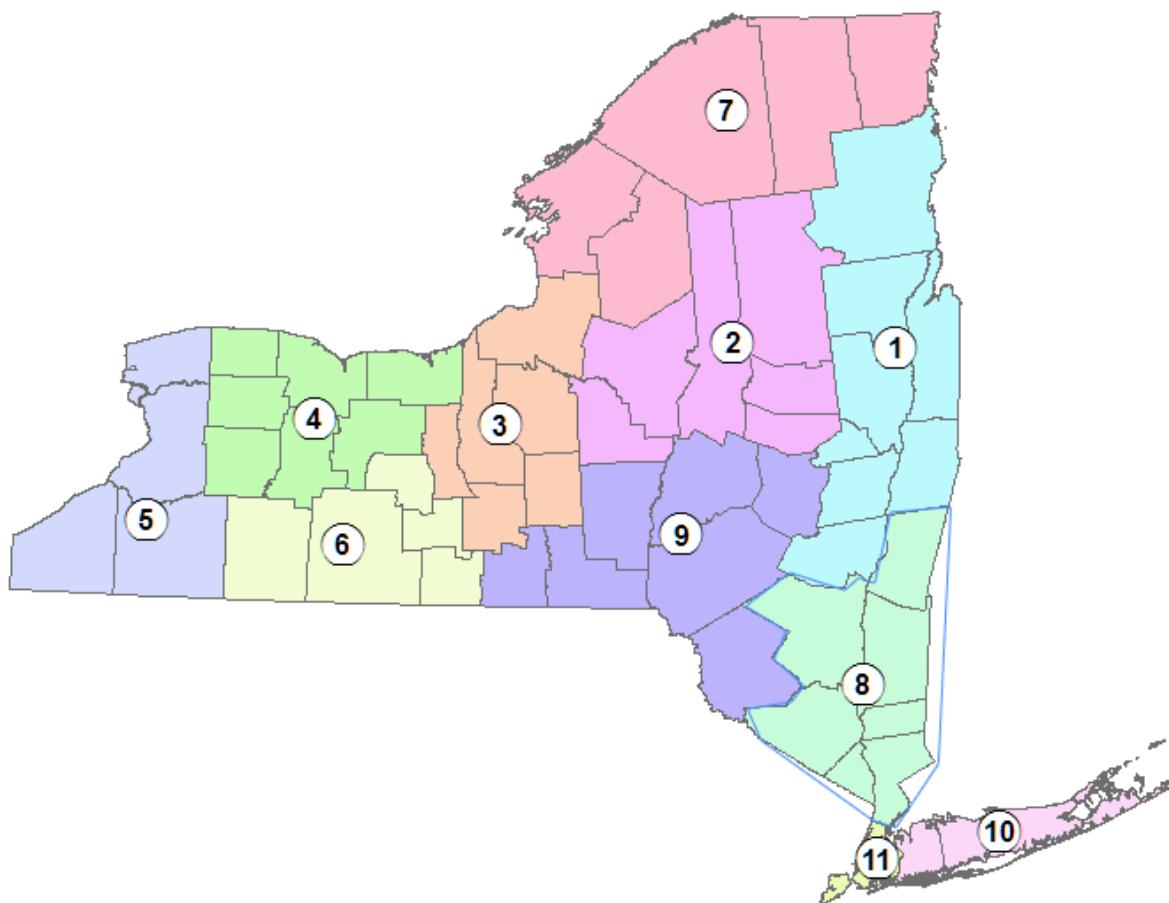


Inventory Listing - 2017

A detailed listing of all of the public roads in the State. Includes traffic data (the Annual Average of Daily Traffic, AADT) where available.

Each listing is a [zip](#) file containing a csv file.

Inventory headings description: [inventory_headings.pdf](#)



Albany • Allegany • Bronx • Broome • Cattaraugus • Cayuga • Chautauqua • Chemung
Chenango • Clinton • Columbia • Cortland • Delaware • Dutchess • Erie • Essex • Franklin
Fulton • Genesee • Greene • Hamilton • Herkimer • Jefferson • Kings • Lewis • Livingston
Madison • Monroe • Montgomery • Nassau • New York • Niagara • Oneida • Onondaga
Ontario • Orange • Orleans • Oswego • Otsego • Putnam • Queens • Rensselaer
Richmond • Rockland • Saratoga • Schenectady • Schoharie • Schuyler • Seneca • Steuben
Saint Lawrence • Suffolk • Sullivan • Tioga • Tompkins • Ulster • Warren • Washington • Wayne
Westchester • Wyoming • Yates

Exhibit 18.4 – NYS Department of Transportation / NYS Thruway Authority

New York State Department of Transportation and New York State Thruway Authority reference material

New York State Department of Transportation (NYS-DOT)

TMC Community of Practice

The Transportation Management Center (TMC) Community of Practice page serves as a central spot for TMC managers and ITS coordinators to access TMC resources and information on TMC projects.

What is ITS?

ITS stands for Intelligent Transportation Systems. ITS is a national program aimed at using modern computers and communications to make travel smarter, faster, safer and more convenient. Here are just a few of the ways national ITS helps us:

- Intelligent traffic control systems help us by reducing the time we spend stopped at red lights or waiting on freeways when an accident occurs.
- Automatic toll collection moves vehicles more quickly through toll booths, reducing congestion and pollution.
- Traveler information systems help us by giving us current, multi-modal information on travel conditions allowing us to make smarter choices about how, when and where to travel.
- In-vehicle systems will help us by giving us in-vehicle maps, guiding us to our destination and improving our safety by automatically notifying emergency services when a serious accident occurs and exactly where the accident is located.
- Advanced transit systems help transit agencies operate more efficiently and provide travelers with real time information that makes using transit easier and more attractive.
- Intelligent commercial vehicle systems will help commercial vehicle operators process the paperwork associated with moving goods. These systems will also help public agencies improve safety by inspecting the vehicles that need it the most.

ITS makes travel safer and less time-consuming, and makes it easier to choose the way you wish to travel. And business has a more efficient, less costly way of moving its products to the marketplace. ITS has its own words for all these new and exciting ideas and products, and sometimes these words are hard to understand. But one thing is easy to understand: ITS helps us all.

Traffic Incident Management

What is Traffic Incident Management?

Traffic incident management is the process of coordinating the resources of a number of different partner agencies and private sector companies to detect, respond to, and clear traffic incidents as quickly as possible to reduce the impacts of incidents on safety and congestion, while protecting the safety of on-scene responders and the traveling public.

Why is TIM important?

When an accident occurs congestion quickly builds up and chances of a secondary incident increases. The sooner incidents are detected, the sooner safety personnel can respond to the incident and clear it from the roads thereby allowing traffic lanes to re-open and traffic to return to normal conditions. TIM assists with creating a safe work zone with proper signage and equipment for emergency crews responding to an incident.

Five measurable objectives of incident management are:

- Reducing the time for incident detection and verification
- Reducing response time (the time for response personnel and equipment to arrive at the scene)
- Exercising proper and safe on-scene management of personnel and equipment, while keeping as many lanes open to traffic as possible
- Reducing clearance time (the time required for the incident to be removed from the roadway)
- Providing timely, accurate information to the public that enables them to make informed choices

TIM is a Team Effort

Incident response involves response from multiple responders from a variety of organizations each with a specific role and responsibility at an incident scene. For traffic incident management to be effective it is important that all of these agencies work collaboratively .

Thruway Statewide Operations Center (TSOC) and Troop T

Safety, Incident Response and Traveler Information Systems

The Thruway Statewide Operations Center ("TSOC"), housed at the Authority's Administrative Headquarters in Albany, is the central location for the coordination of all traffic incident response, emergency management, and dissemination of traveler information along the entire Thruway. The TSOC operates 24 hours a day, 7 days a week, 365 days a year. The Authority exchanges traffic and Intelligent Transportation Systems ("ITS") data with NYSDOT through the Regional Traffic Operation Centers, providing the public with a view of traffic operations across New York State so they may make more informed travel choices.

To increase the functionality of the TSOC, the Authority recently implemented an Advanced Traffic Management System to integrate and control all current and future ITS devices and systems. Information is provided to TSOC through a range of systems including:

- 173 closed circuit television cameras, many of which can be viewed on the Thruway website
- 80 permanent variable message signs
- 135 portable variable message signs
- 119 real-time vehicle detector sites

Motorists can find traffic information and can also sign up for Thruway TRANSalert emails or text messages, or download the NYS Thruway Authority mobile app, which are generated by TSOC to warn travelers of potential delays or road hazards and provide other useful information.

Finally, a troop of New York State Police (Troop T) is entirely dedicated to policing on the Thruway System. The principal mission concern for Troop T is to increase safety on the roadway and reduce fatal and personal injury auto accidents. They address the issue through enforcement and education. Through the years, Troop T has participated in traffic enforcement initiatives directed at drivers who engage in behavior known to cause fatalities or exacerbate the fatality rate: speed, failure to use seatbelts and drunk and/or drugged driving. However, the greatest proven method to reduce fatalities is the day-to-day visible enforcement of traffic laws by the patrol troopers on the highway.

Good overall highway conditions, traveler access to online and radio information services, good incidence and weather response and the efforts of Troop T contributed to a very low fatality rate. The fatality rate on the Thruway is among the lowest in the nation at 0.19 fatalities per 100 million miles traveled. This compares to an index of 1.10 for the national average and 0.85 for all of New York State.

31.11. Section 21 Exhibits

Exhibit 21.1 – Line Failure Report

INTERRUPTION REPORT

POWER ON # _____												
OP. DIST.		CIRCUIT			TAX DIST.			LINE		POLE OR ENCLOSURE		
WK. LOC.		A - ALL P - PARTIAL			1 2 3			STREET OR NEAREST STREET				
CUSTOMER'S NAME & PHONE							CITY, TOWN, VILLAGE					
REMARKS:												
PREP. BY		REPORTED DATE		TIME OFF		RESTORED DATE		TIME ON		NO. OF CUSTOMERS		
CUSTOMER PROBLEM ☐ NO LIGHTS ☐ NEIGHBORS LIGHTS OUT ☐ DIM LIGHTS ☐ FLICK'G LIGHT ☐ WIRE DOWN ☐ SERVICE DOWN ☐ POLE DOWN ☐ TREE DOWN ☐ ARCING WIRE ☐ ST. LIGHTING			WEATHER 1. FAIR 2. RAIN 3. WIND 4. LIGHTNING 5. SNOW 6. FLOOD 7. SLEET 8. FOG 9. HAIL TEMP. _____ F.		VOLTAGE CLASS PHASE		SIZE 1. 2 & SMALLER 2. 1/0 3. 4/0 4. 336.4MCM 5. 350MCM 6. 500MCM 7. 750MCM 8. OTHER <u>CONDUCTOR MTL</u> 1. ACSR 2. ALUMINUM 3. ALW 4. CW 5. COPPER 6. GALV. STEEL 7. ALUM. ALLOY 8. OTHER		WIRE/CABLE DATA MTL COV		INSUL. <u>COV OR JKT</u> 1. BARE 2. PE 3. TB WEATH PROOF 4. XL PE 5. LEAD 6. COCENT-CU 7. PVC 8. NEOPRENE <u>CABLE INSUL.</u> 1. EPR 2. KERITE 3. PAPER 4. PE 5. RUBBER 6. XL PE 7. MARINE	
					CLASS PHASE 1. 0-600V 2. 2.4/4.16KV 3. 4.8/8.3KV 4. 6.9/12KV 5. 7.6/13.2KV 6. 23.0KV 7. 34.5KV 8. 46.0KV 9. 69.0KV 10. 115KV 11. 230KV 12. 345KV <u>PHASE</u> 1. SINGLE 2. THREE				MTL COV			
CONSTR.		FAC.		EQUIP. INVOLVED		27. BUSHING 28. CONNECTOR 29. CUTOOT 30. DISCONNECT 32. INSULATOR 33. INSULATOR PIN 34. LTNG. ARRESTOR 35. ELBOW 36. POLE 37. POTHEAD 38. LEAD 39. RISER 40. SPLICE 41. SW. GRP. OPER. 42. TERMINAL 43. VAULT 44. VAULT COVER 51. TAP CHANGER 52. LINE RECLOSER 53. LINE SECT'LIZER 55. LINE FUSE 56. CLF FUSE		OBSER'D COND'N		CAUSE		
<u>CONSTRUCTION</u> 1. CROSSARM 2. ARMLESS 3. VERTICAL 4. SPACED CABLE 5. AERIAL CABLE 6. DIRECT BURIED 7. IN DUCT 8. MARINE 9. MULTIPLEX <u>FACILITY</u> 1. TRANSMISSION 2. PRIMARY 3. SECONDARY 4. NETWORK 5. NEUTRAL 6. SERVICE 8. STATION		1. CABLE 2. CAPACITOR 3. CONDUCTOR 4. CROSSARM 5. CIRCUIT BREAKER 6. RECLOSER 7. REGULATOR 8. SEC. BREAKER 13. SWITCH 14. TRANS.-CONV. 15. TRANS.-CSP 16. TRANS.-NETWORK 17. TRANS.-PAD 18. TRANS.-URD 19. TRANS.-RAT.BNK 20. TRANS.-CC 22. HOT LINE CLAMP 24. CURRENT TRANS. 25. POTENTIAL TRANS. 26. STATION TRANS.		1. BLOWN 2. BROKEN 3. BURNED OUT 4. CORROSION 5. CROSSED WIRE 6. DIG IN 7. GROUND 8. LOOSE 9. OPEN 10. RUPTURED 11. TRIPPED 12. DOWN 14. FAILED 18. TRANSFER 20. LOCKOUT 21. OIL 24. FAULT 25. STOLEN 26. FLASHOVER		1. ANIMALS 2. BACK-HOE 3. CRANE 4. CUST. EQUIP. 5. DETERIORATION 6. FIRE 7. FLASHOVER 8. OPER. ERROR 9. OVERLOAD 10. PREARRANGED 11. SHORT CKT. 15. VANDALISM 16. VEHICLE 18. WORKMANSHIP 19. UNKNOWN 20. CUST. ACTIVITIES 22. VOLT. CONV. 24. MOISTURE 26. CUST. REQ.		27. MAINTENANCE 28. EMERG. REP. 30. BLDG. FIRE 31. FOREIGN CO. 32. ICICLE 33. LIGHTNING 34. CONTAMINATED 35. WIND 36. ICE 12. TREE FELL 21. TREE GROWTH 37. TREE LIMB <4' 38. TREE LIMB >4'				
ISOLAT'G DEVICE		5. CIRCUIT BREAKER 52. LINE RECLOSER		6. RECLOSER 53. LINE SECT'LIZER		8. SEC. BREAKER 54. TRANS. FUSE		13. SWITCH 55. LINE FUSE		41. SW. GRP. OPER. 56. CLF FUSE		
ISOLATING DEVICE LOCATION >>		TAX DIST.		LINE		POLE OR ENCLOSURE						
JOB ASSIGNED TO & TIME		JOB COMPLETED BY & TIME		ZONE								

Exhibit 21.3 – Emergency Storm Replacement Form

Emergency Storm Replacement Form

Side - 1

Emergency Storm Replacement**nationalgrid**

Location of Work	Foreman	Storm #	Date

POLES INSTALLED

ROAD/TOWN / FEEDER #	TAX DIST	LINE #	POLE #	SIZE	TEMP (T)	MAP QUAD / ZONE

CONDUCTOR INSTALLED

ROAD/TOWN / FEEDER #	MAP QUAD / ZONE	TAX DIST	LINE #	FROM POLE	TO POLE	# OF COND	COND SIZE	SPAN LGTH	PRIM	SEC
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐

LTEO EQUIPMENT

ROAD/TOWN / FEEDER #	TAX DIST	LINE / POLE #	KINDCODE	KVA	MAP QUAD / ZONE	MANFCT'S DATE
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	

[illegible][illegible]

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

National Grid New York - Electric Emergency Response Plan

Section 32: Directory

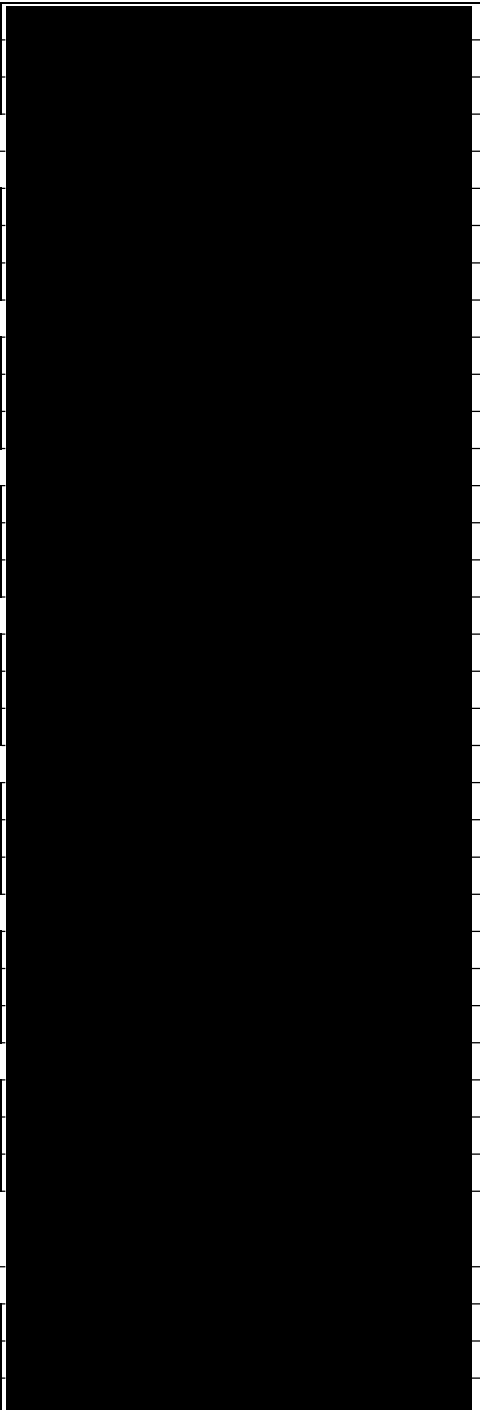
Section 32. DIRECTORY**32.1. STATE LEVEL EMERGENCY RESPONSE ORGNIZATION**

STATE INCIDENT COMMANDER		
[REDACTED]	Office	
	Home	
	Cell	
CONTROL CENTER		
[REDACTED]	Office	
	Home	
	Cell	
CONTACT CENTER		
[REDACTED]	Office	
	Home	
	Cell	
EMERGENCY PLANNING SUPPORT		
[REDACTED]	Office	
	Home	
	Cell	
STATE SAFETY & HEALTH OFFICER		
[REDACTED]	Office	
	Home	
	Cell	
STATE ENVIRONMENTAL OFFICER		
[REDACTED]	Office	
	Home	
	Cell	
STATE PUBLIC INFORMATION OFFICER		
[REDACTED]	Office	
	Home	
	Cell	
STATE LIAISON OFFICER		
[REDACTED]	Office	
	Home	
	Cell	
FORESTRY STATE COORDINATOR		
[REDACTED]	Office	
	Home	
	Cell	
IS STATE COORDINATOR		
[REDACTED]	Office	
	Home	
	Cell	

STATE SECURITY OFFICER			
[REDACTED]	Office		
	Home		
	Cell		
STATE PLANNING SECTION CHIEF			
[REDACTED]	Office		
	Home		
	Cell		
STATE LOGISTICS SECTION CHIEF			
[REDACTED]	Office		
	Home		
	Cell		
STATE FINANCE SECTION CHIEF			
[REDACTED]	Office		
	Home		
	Cell		
STATE HUMAN RESOURCES SECTION CHIEF			
[REDACTED]	Office		
	Home		
	Cell		
32.2. NEW YORK WEST – BRANCH OPERATIONS			
BRANCH DIRECTOR			
[REDACTED]	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR - Metro (Frontier)			
[REDACTED]	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR - North (Genesee)			
[REDACTED]	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR - South (Southwest)			
[REDACTED]	Office		
	Home		
	Cell		
BRANCH SAFETY AND HEALTH COORDINATOR			
[REDACTED]	Office		
	Home		
	Cell		
BRANCH ENVIRONMENTAL COORDINATOR			
[REDACTED]	Office		
	Home		
	Cell		

BRANCH PUBLIC INFORMATION COORDINATOR		
	Office	
	After Hours	
	Cell	
BRANCH LIAISON COORDINATOR		
	Office	
	Home	
	Cell	
BRANCH PLANNING COORDINATOR		
	Office	
	Home	
	Cell	
EXTERNAL LINE RESOURCE BRANCH SUPPORT		
	Office	
	Home	
	Cell	
BRANCH LOGISTICS COORDINATOR		
	Office	
	Home	
	Cell	
BRANCH SECURITY COORDINATOR		
	Office	
	Home	
	Cell	
32.3. NEW YORK CENTRAL – BRANCH OPERATIONS		
BRANCH DIRECTOR		
	Office	
	Home	
	Cell	
BRANCH OPERATIONS COORDINATOR - Central		
	Office	
	Home	
	Cell	
BRANCH OPERATIONS COORDINATOR - Mohawk Valley		
	Office	
	Home	
	Cell	
MANAGER, OH LINES - NY CENTRAL - Northern		
	Office	
	Home	
	Cell	
BRANCH SAFETY AND HEALTH COORDINATOR		
	Office	
	Home	
	Cell	

BRANCH ENVIRONMENTAL COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH PUBLIC INFORMATION COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH LIAISON COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH PLANNING COORDINATOR			
	Office		
	Home		
	Cell		
EXTERNAL LINE RESOURCE BRANCH SUPPORT			
	Office		
	Home		
	Cell		
BRANCH LOGISTICS COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH SECURITY COORDINATOR			
	Office		
	Home		
	Cell		
32.4. NEW YORK EAST – BRANCH OPERATIONS			
BRANCH DIRECTOR			
	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR – NY EAST - CAPITAL			
	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR – CAPITAL WEST			
	Office		
	Home		
	Cell		
BRANCH OPERATIONS COORDINATOR – NORTHEAST			
	Office		
	Home		
	Cell		

BRANCH SAFETY AND HEALTH COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH ENVIRONMENTAL COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH PUBLIC INFORMATION COORDINATOR			
	Office		
	After Hours		
	Cell		
BRANCH LIAISON COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH PLANNING COORDINATOR			
	Office		
	Home		
	Cell		
EXTERNAL LINE RESOURCE BRANCH SUPPORT			
	Office		
	Home		
	Cell		
BRANCH LOGISTICS COORDINATOR			
	Office		
	Home		
	Cell		
BRANCH SECURITY COORDINATOR			
	Office		
	Home		
	Cell		
32.5. EMERGENCY PLANNING			
DIRECTOR, NEW YORK EMERGENCY PLANNING			
	Office		
	Home		
	Cell		

PROGRAM MANAGER, EMERGENCY PLANNING		
	Office	
	Home	
	Cell	
PRGRAM MANAGER, EMERGENCY PLANNING		
	Office	
	Home	
	Cell	
PROGRAM MANAGER, EMERGENCY PLANNING		
	Office	
	Home	
	Cell	
PROGRAM MANAGER, EMERGENCY PLANNING		
	Office	
	Home	
	Cell	

32.6. NATIONAL GRID AVIATION DEPARTMENT

Normal business hours:

Call hangar number during normal business hours (M-F 8:00 a.m. - 5:00 p.m.). If no answer, please leave a message. If you don't receive a response, try alternate phone numbers indicated below.

Syracuse Hancock Airport
813 Malden Road
(Hangar)

Make: Bell
Model: 429
Capacity: Pilot + up to 7 PAX
Reg: N713NG

Hangar Main Landline [REDACTED]

Hangar Fax Machine [REDACTED]

Outside normal business hours:

Please call the following persons in the order listed below. If they are available, one of them will either answer or call you back. (Please leave message with full outside phone number).

1. Adam Wiediger (Pilot)
[REDACTED]
2. Matt Gulliver (Pilot)
[REDACTED]
3. Michael Capucilli (Manager)
[REDACTED]

IN AN EMERGENCY: to communicate with the Helicopter via telephone: [REDACTED]
(Satellite Global Network) - Wait for Message then Dial: [REDACTED]

Contractor Helicopter Services

NEW YORK SPECIAL & EMERGENCY PATROLS (IN CALL OUT ORDER)

Potsdam/Watertown

Syracuse

Albany

Buffalo

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Company and Type of Service

[REDACTED]

Various Make and Model helicopters

[REDACTED]

[REDACTED]

Various Make and Model helicopters

*JBI is available for lift work

CBH

[REDACTED]
[REDACTED] E
[REDACTED]
[REDACTED]

Various Make and Model helicopters

32.7. CONTACTS - EMERGENCY SPARE SUBSTATION EQUIPMENT

Spare substation equipment is inventoried in AIMMS

(The Substation Maintenance Management System)

SUBSTATION O&M SERVICES

Last Name	First Name	Job Title	Work Location	Office Phone	Cell Phone
		Director	Albany		
		Acting Director	Syracuse		
		Senior Engineer	Waltham		
		Senior Coord.	Syracuse		
		Coordinator	Waltham		
		Senior Engineer	Syracuse		
		Senior Engineer	Syracuse		
		Senior Engineer	Waltham		
		Senior Analyst	Waltham		
		Senior Engineer	Albany		
		Contractor	Waltham		
		Contractor	Waltham		
		Acting Manager	Syracuse		
		Senior Coord.	Waltham		
		Senior Coord.	Waltham		
		Senior Engineer	Albany		
		Engineer	Syracuse		
		Prin. Engineer	Waltham		
		Engineer	Buffalo		
		Coordinator	Waltham		
		Lead Analyst	Syracuse		
		Assoc. Engineer	Waltham		
		Analyst	Waltham		

32.8. OIL HANDLING EQUIPMENT

<u>Division</u>	<u>Normal Location</u>	<u>Trailer Number</u>	<u>Capacity (Storage)</u>	<u>Hauling (Gallons)</u>	<u>Rating (GPM)</u>	<u>Filter Press</u>
Western	Dewey	05486	600	600	35	Yes
	Dewey	05564	600	600	35	Yes
	Dewey	05303	-	-	-	-
	Fredonia	05414	600	100	35	Yes
	Batavia	05372	600	100	35	Yes
	Olean	05248	-	-	-	-
Central	Syracuse	05495	-	-	-	-
	Syracuse	05340	-	-	-	-
	Syracuse	05377	-	-	-	-
	Syracuse	05546	-	-	-	-
	Syracuse	05776	550	550	16	Yes
	Syracuse	05777	550	550	16	Yes
	Syracuse	05778	750	750	16	Yes
	Syracuse	05582	-	-	-	-
	Volney	05632	-	-	-	-
	Utica	05566	600	600	16	Yes
	Watertown	05584	-	-	-	-
	Watertown	05367	-	-	-	-
	Potsdam	05583	-	-	-	-
	Potsdam	05579	1200	0		No
Eastern	Gloversville	13327	600	0	35	Yes
	North Albany	05252	-	-	-	-
	North Albany	05461	6000	6000	75	Yes
	North Albany	05462	6000	6000	75	Yes
	North Albany	05513	600	600	35	Yes
	North Albany	05514	600	600	35	Yes
	North Albany	05528	600	600	35	Yes
	North Albany	06040	600	600	35	Yes
	North Albany	05241	-	-	-	-
	Glens Falls	05585	-	-	-	-
	Glens Falls	05386	600	0	35	Yes
	Glens Falls	05387	600	0	35	Yes

