NYSEG RG&E

Gas Emergency Plan

New York State Electric & Gas and Rochester Gas and Electric

Revised April 1, 2017

GUIDING PRINCIPLES

Safe, reliable gas service is vital to the welfare and comfort of both NYSEG and RG&E's (collectively referred to as the "Companies") customers. The Companies consider providing customers with reliable service to be a responsibility of the highest order. The procedures and policies described in the Gas Emergency Plan (Plan) illustrate the Companies' readiness to handle emergencies. When emergencies interrupt service to customers, employees are mobilized to enable a safe, organized, and efficient response.

For all classes of emergency, the main objective of the Companies' Plan is to ensure the safe, fast, and reliable restoration of gas service to the customers in our franchises with the priority on safety to the public and then property. While this Plan emphasizes the role played by Corporate and Division/Regional personnel during major emergencies, the Plan also supports day to day minor emergencies. By coordinating communications and repair efforts, the Companies are able to monitor and address customers' concerns effectively.

The Companies are committed to having a trained work force available at all times to implement necessary emergency procedures. Given that restoration work can be dangerous, it is critical that everyone continue to put safety first and to look out for one another during these challenging events.

Each emergency, by its very nature, is unique and offers opportunities to learn from the experience. The Companies will continue to evaluate its response to each emergency and to amend or modify these procedures, as appropriate. The Companies' goal will continue to be safe and efficient restoration of service to its customers during these challenging events.

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1. OVERVIEW

This document refers to emergency plans in place at both NYSEG and RG&E (collectively referred to as the "Companies"). The Gas Emergency Plan (Plan) is intended to ensure adequate response for all emergencies. However, the tenets of the Incident Command System (ICS), as incorporated into this Plan, apply to all types of unplanned events and will be used accordingly.

The objectives of this Plan are to:

- Provide prompt and efficient response to emergencies to facilitate maximum public safety
- Establish procedures that facilitate prompt and efficient service restoration utilizing the Incident Command System (ICS) concepts;
- Be applicable to variety of unplanned emergency situations which may occur, including but not limited to:
  - Natural disasters such as flooding or earthquakes.
  - Emergency shutdown or pressure reduction in part of the gas system to protect life or property.
  - Gas supply interruption.
  - Equipment or component failure.
  - Fire or explosion.
- Minimize service interruption time and the resulting impacts to customers;
- Provide information to customers and officials on restoration and overall emergency response; and
- Provide a measure for evaluating the Companies' recovery from emergencies.

This section provides an overview of the Companies' Plan. Included are discussions of the Companies' safety philosophy, annual training program, and a mechanism for keeping this Plan current. Section 2 describes the Incident Command System (ICS) and the separation of responsibilities between corporate and Division/Regional (referring to division or district) functions. The Companies' classification of emergency levels is explained in Section 3. System alert and outage reporting procedures are discussed in Section 4. Service restoration procedures are documented in Section 5, and customer contact procedures are explained in Section 6. Section 7 details the Supply Chain emergency plan, and Section 8 includes a discussion of post-emergency procedures used to critique and improve the emergency procedures.

Additional detail is provided in the appendices that describe: Abnormal Operating Conditions (AOCs) (Appendix A), emergency accounting procedures (Appendix B), pre-printed forms useful to supporting the ICS Structure (Appendix C), Gas Outage Report (Appendix D), Mutual Aid (Appendix E), Pressure Test Procedure (Appendix F), Digital Photography Requirements (Appendix G), Witness Log (Appendix H), Flooding Guidelines (Appendix I), ICS Organizational Charts (Appendix J).

Note: The Emergency Pipe and Fittings List is maintained within the Companies' Operating & Maintenance Manual Procedure 8.900 (Pre-Tested Steel Pipe).

1.1 Introduction

The Companies provide gas service to more than a half million customers throughout New York State. The majority of gas is purchased from transmission pipelines and then received at city gate stations where the gas is metered and regulated. Here the ownership/custody of the gas transfers from the delivering pipeline to the Companies. Gas is odorized at these facilities. The city gate station also offers protection against system over pressurization.

The Companies' transmission system transports gas from the city gate stations to district regulator stations and field regulators. District regulator stations reduce, control and monitor pressures to meet customer needs. This is also where distribution systems are protected against over pressurization. Service laterals connect the local distribution system to the customer's meter. The Companies also receive gas from local well production at various locations within the system.

For local emergencies, channels of communication and field operations are coordinated from a local emergency command center. For emergencies of wider company impact, the system Emergency Operations Center (EOC) may be activated. This structure ensures that priorities are based on system-wide needs and that Division/Regional operations are consistent with corporate responsibilities.

The Companies deploy as many crews as it believes are necessary to safely and quickly restore service in each affected area. The number of crews that can be used, in response to a particular event, may be limited due to geographic constraints and because of the nature of the damage, including closed roads. Injecting more crews than can be used productively under those circumstances will generally complicate coordination and slow restoration. The Companies have a process for supplementing their local workforces with resources from other unaffected areas, as well as Mutual Aid – External (other utilities and contractors). A number of variables, including the number and type of crews needed, the time to determine the availability of, and to acquire resources, proximity and projected response times of resources, are considered in the determination. In general, if Company crews are readily available, using them first contributes to quick and safe restoration. There is no question of worker qualifications, or the familiarity with tools, materials, or work practices, with the use of Company crews. However, the Companies do not hesitate to call for crews from other Utilities or Contractors whenever they believe it is necessary or would contribute to rapid and safe restoration. Also note that as an event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change. All resource movements of this nature are coordinated through the EOC.

Work hours and schedules are structured to support the maximum restoration effectiveness while still fostering safe working conditions. Although the needs of each emergency are unique, during the initial period it may be necessary to work around-the-clock until the area(s) and hazardous situations are made safe and the gas facilities repaired or replaced. After this initial period, restoration efforts will be maximized during daylight hours. During the rest period for these crews, management and support

personnel assess work completed, new outages, and damage, while planning restoration activities for the next operational period(s).

The Companies recognize that communications with customers, local and state government agencies, and with the media are paramount to effective emergency recovery coordination. This Plan provides guidelines and requirements to be fulfilled at the local and corporate levels regarding communications. These guidelines and related requirements are expanded, as necessary, on the local level to ensure that customer requirements unique to specific areas can be effectively fulfilled.

The Plan is designed to be flexible and to be scaled to provide the appropriate response in order to effectively respond to the circumstances surrounding each emergency. The Companies' Plan complies with PSC Code section 255.615. Costs associated with emergency restoration shall be classified as either major or minor events. Refer to Appendix B for more information regarding cost accounting for emergency events.

1.2 Safety Philosophy

An emergency is a situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate action to minimize potential hazards to people and/or property.

This emergency plan is designed to facilitate quick and proper reaction to emergency situations, with a priority toward protecting human life first and then property. First, the Companies shall make safe any hazardous condition related to the gas system and coordinate activities with public safety organizations. Once the repairs have been completed and the gas system is energized, service restoration can begin.

At this point, the focus should be restoring gas service to customers affected by the emergency and to minimize any additional interruption of service caused by repair activities. The current restoration policy utilizes the parameters contained in Operating & Maintenance Manual Procedure 7.500, Section 9.4 and listed below.

The maximum number of customers allowed within a valve section can be determined from the equation below:

- Customers within valve section = crews available x number of relights/hour x restoration period
- Crews available = number of qualified/trained employees available for relights that are readily available during an emergency
  NOTE: This calculation is based on 80 percent of the available crews within a division area.
- Number of relights/hour = up to 4
- Restoration period = 12 hours (begins after gas main has been re-energized)
  NOTE: At no time shall a valve section exceed 1,000 customers.

1.2.1 Notifications

Notifications to public safety organizations shall be made as needed. The PSC and other critical governmental organizations shall be notified in accordance with Operating &

Maintenance Manual Procedure 9.250 (Notification of Incidents, Outages and Other Reporting).

The public, news media, municipal emergency responders, and governmental officials shall be informed of the emergency situation and the Companies' response actions.

The Companies shall comply with all standards and regulations relevant to gas emergency operations set by the U.S. Department of Transportation and by the PSC.

1.3 Annual Gas Emergency Drill

Annually the Companies develop a gas emergency drill scenario to be used in the various Divisions/Regions of the company. The scenario used for the drill is defined based upon lessons learned and identified needs in order to maximize the educational opportunity. As part of the drill scenario, benchmark criteria defining a successful drill shall be developed before the first drill is conducted. Drill participant's actions and the simulated response effort shall in turn be critiqued against the benchmark criteria developed.

Appropriate external stakeholders should be identified during scenario development and invited to each emergency drill to increase outreach communication. Groups invited would include parties that the Companies would interact with during an actual gas emergency including representatives from public safety agencies (police and fire) and public officials defined in section 6.3.1 of the Plan.

Training used to support the Gas Emergency Plan includes nationally developed training covering use of the Incident Command System (ICS) during emergencies:

- IS-700 NIMS, an Introduction
- ICS-100 Introduction to the Incident Command System
- ICS-200 ICS for Single Resources and Initial Action Incidents
- ICS-300 Intermediate ICS for Expanding Incidents
- ICS-400 Advanced ICS

1.4 Update and Availability of the Plan

Gas Engineering Technical Services is responsible for reviewing and revising the Plan with the Gas Emergency Plan committee, then filing the Gas Emergency Plan with the PSC. This filing with the PSC is completed by April 1st of each year**.** Revisions to the Plan shall include a review of lessons learned from emergency drills or post-emergency assessments conducted in accordance with Section 8 of this plan. This review process includes reviewing and revising the Emergency Pipe and Fittings lists with Supply Chain.

The revised Plan is available on the gas business page of the Companies' Storm Center intranet site at:
http://iusaintranet/mycompany/ee/IUSA_StormCenter/Site%20Pages/Gas.aspx

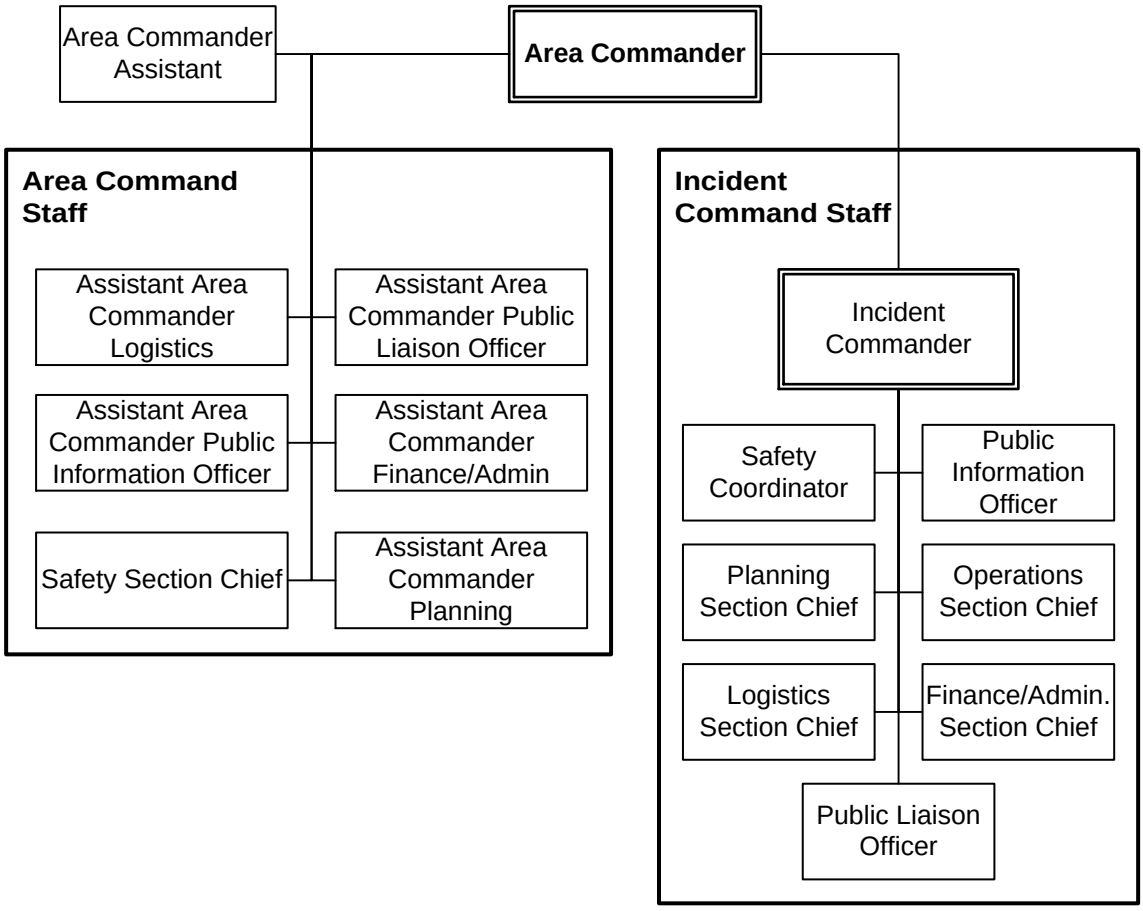
Division Gas Supervisors should maintain a local copy of the most current Plan in the Division Office. The local copies may be maintained either as a printed document, or

digital document that is not stored on a corporate network or server so they are available during a network outage.

The Companies use the Automated Roster Callout System (ARCOS) to maintain continuously updated lists of immediately available personnel available to respond to both after-hours trouble and emergencies covered under this Plan.

2. INCIDENT COMMAND SYSTEM AND RESPONSIBILITIES

The Companies' emergency management structure and responsibilities are outlined in this section. This structure is based upon the Incident Command System (ICS) framework promulgated by in the Department of Homeland Security's National Incident Management System. The Companies' ICS organizational structure has been modified to accommodate the utilities sector while maintaining commonality to promote liaison with public safety agencies and government officials. The ICS framework is intended to be flexible and expand or contract as a situation warrants. Additionally, there is capability to activate an area command to coordinate the resources and priorities of multiple restoration efforts. Depending upon the scope of an emergency, the Area Commander or Incident Commander has the option of activating whichever positions will add value to management of the current event. This supports the key ICS concept of maintaining a manageable span of control; typically with three to seven subordinates to each position. As an event escalates, the number of involved personnel will also grow and the ICS will expand in order to maintain a manageable span of control. The relationship between Area Command and the ICS is shown below:



The following subsections describe the roles and responsibilities for each of the positions shown in the above diagram. The duties for individuals reporting to each of these positions are also discussed in this section. Appendix C contains sample ICS forms that are useful to individuals in these positions to help track and document activities.

2.1 Area Commander and Area Command Staff

During an emergency that involves multiple geographic areas or a combined electric and gas response, the Companies' area command system would be activated. The area command system ensures coordination across the organization and reporting up to executive management at the Companies.

At the core of Area Command are two concepts. During an emergency that involves electric and gas businesses, a single area command organization is activated to provide unified management. Then the Area Command organization is staffed with Assistant Area Commanders that coordinate all activated ICS Command Staffs. To accomplish these goals the Area Command organization has oversight regarding;

- Reporting of emergency response progress across both gas and electric that is communicated to executive management
- Internal and mutual aid personnel resources are allocated in a way that achieves fast restoration of service in an efficient manner
- Allocation of materials and logistical resources is similarly allocated in an efficient manner
- Outreach to public officials and the media is coordinated to ensure consistent timely communications by the Companies

More information regarding specific positions in the Area Command organization is contained in the Companies' Incident Command System Position Guide available at:
http://iusaintranet/mycompany/ee/IUSA_StormCenter/Incident%20Command%20System/IUSA%20ICS%20Position%20Guide.pdf

2.2 Incident Commander and Command Staff

The Incident Commander role includes leading all aspects of response and restoration for a specified geographic area (Division/Region, or part within a Division/Region) to which he/she is assigned. To accomplish this, the Incident Commander establishes priorities and manages a Command and General Staff explained below.

The Command Staff (Public Liaison Officer, Public Information Officer, and Safety Officer) reports directly to the Incident Commander. The General Staff (Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Financial/Administrative Section Chief) also reports to the Incident Commander. A Deputy Incident Commander may also be named to assist the Incident Commander with his/her responsibilities.

The responsibilities of the Incident Commander and of the Command Staff are discussed in this section. The duties of the General Staff are discussed in the following sections.

2.2.1 Incident Commander

The Incident Commander is responsible for the overall management of the incident by:

- Establishing and communicating immediate priorities
- Determining and communicating the incident objectives and strategy
- Assessing the situation and staffing the ICS organization based upon skills and abilities of personnel to ensure an effective and efficient restoration effort. Continue to review the ICS organization and make adjustments as necessary

- Approving and implementing an appropriate Incident Action Plan (IAP)
- Providing for the safety and security of restoration personnel
- Directing the activities of the Command and General Staff
- Approving requests for external resources (personnel, equipment, and materials) before they are sent outside the local incident command structure
- Ordering demobilization when appropriate
- Ensuring that the appropriate tracking and reporting activities are being performed
- Ensuring that the appropriate information is being communicated to the Customer Relations Center (CRC) and to the Emergency Operations Center (EOC)
- Communicating restoration status and progress to key individuals within the organization
- Ensuring that adequate relief personnel are available for emergencies requiring extended restoration time

2.2.2 Command Staff: Public Liaison Officer

The Public Liaison Officer ensures communication and coordination with other agencies or entities that have also been activated in response to the same emergency event. This may include, but is not limited to, State and Local agencies, police, fire, county emergency offices, etc.

The Public Liaison Officer is responsible for:

- Acting as the point of contact for outside response agencies
- Coordinating with outside agencies, where required, to support restoration activities
- Sharing appropriate information from other agencies with the appropriate ICS personnel
- Appointing a liaison to each county emergency operations center that is activated
- Performing other duties as directed by the Incident Commander

2.2.3 Command Staff: Safety Coordinator

The Safety Coordinator's duties include the management and development of personnel safety practices and safety measures and procedures.

The Safety Coordinator is responsible for:

- Advising the Incident Commander of unique or special emergency hazards
- Overseeing and monitors emergency procedures to ensure safe practices
- Making suggestions regarding improvements necessary to ensure safe procedures and practices
- Working with the Human Resources Branch Director in the Finance/Administration Section to accurately document all accidents or injuries
- Ensuring tailboards are held
- Performing other duties as directed by the Incident Commander

2.2.4 Command Staff: Public Information Officer

The Public Information Officer is responsible for the development and release of timely and accurate information to the media, once approved by the Incident Commander.

The Public Information Officer is responsible for:

- Working closely with the Assistant Area Commander Public Information Officer to ensure consistent messaging is released across the organization during an emergency
- Coordinating with the Public Liaison Office to provide information to local officials, state and local agencies, and other outside agencies
- Establishing a timely schedule for the communication of restoration information to the public and communicate this schedule throughout the ICS organization
- Keeping television, radio, and newspaper representatives informed of restoration progress, special safety measures, recommended actions, and all other pertinent information
- Coordinating the flow of restoration and safety information internally among all personnel involved in the restoration effort
- Notifying the Incident Commander of any important public contacts that should be established
- Performing other duties as directed by the Incident Commander

2.3 Operations Section Chief

The Operations Section Chief is a member of the General Staff and reports to the Incident Commander. The Operations Section Chief is responsible for all operations activities that are focused on the restoration of gas service to the customer. This individual appoints subordinates and expands the Operations Section ICS organization, as appropriate, to achieve a manageable span of control in order to support an effective and efficient restoration effort.

The Operations Section Chief is responsible for:

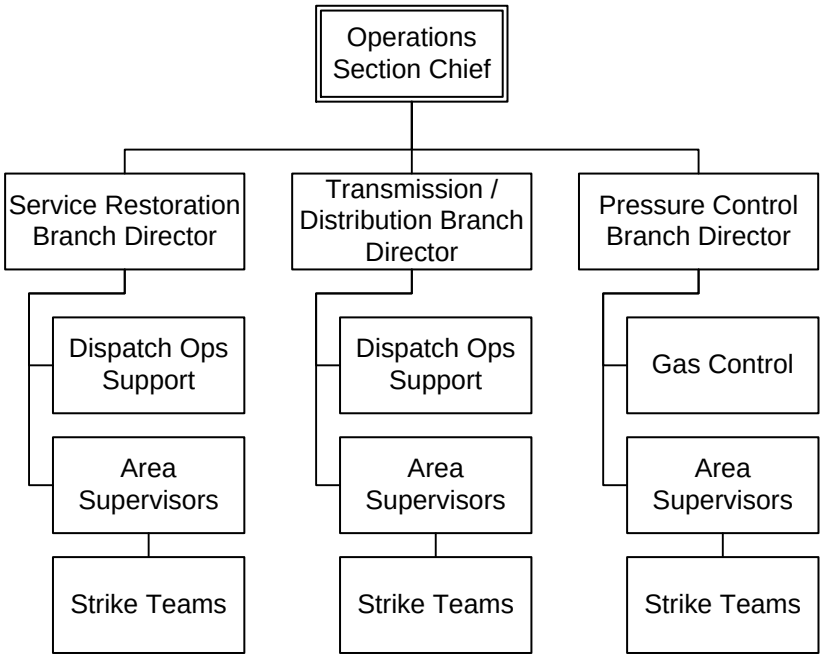
- Keeping the Incident Commander, Public Information Officer, and EOC apprised of restoration progress
- Preparing the tactics worksheet to communicate restoration priorities to the Planning Section Chief and other Branch Directors
- Staffing the Operations Section as appropriate to complete:
    - Assigned tasks from the Planning Section
    - Immediate actions required to protect life and property
- Managing and directing activities regarding the restoration of gas facilities
- Briefing Operations Section personnel at the beginning of the operational period
- Scheduling work, rest, and meal periods for work crews
- Performing other duties as directed by the Incident Commander
- Documenting requests for resources needed in order accomplish objectives

The following objectives are managed and performed within the Operations Section:

- Management of restoration and repair of the gas system including:
    - Transmission pipelines
    - Gate and district regulator stations
    - Distribution pipelines
    - Individual services
- Environmental and spill cleanup

2.3.1 Operations Section

To achieve these objectives, the Operations Section may be staffed with the positions defined in this section. Positions activated are dependent on the scope and size of the emergency.



Service Restoration Branch Director is responsible for:

- Keeping the appropriate Branch Directors/Section Chiefs informed of progress
- Directing gas service restoration efforts
- Forming strike teams to restore gas service in identified geographic areas. Make sure that each strike team has the necessary equipment
- Maintaining records of all gas shutoffs and turn-ons supporting accurate outage reporting
- Informing the appropriate Branch Directors/Section Chiefs if additional crews are needed
- Tracking and maintaining summary totals for all warning tags issued and cleared

Pressure Control & Odorization Branch Director is responsible for:

- Checking regulators and relief valves for proper operation
- Taking qualitative and quantitative odorant reads
- Operating critical valves and maintaining gas system pressure as needed
- Working with Gas Control to maintain and operate the gas system as needed
- Monitoring system pressures and stations along with reporting status to the Operations Section Chief

Transmission / Distribution Branch Director is responsible for:

- Assessing damage in the transmission and distribution system so that the Planning Section can create repair plans

- Liaising with the Customer Relations Center to respond to calls reported to the company's gas emergency phone number
- Performing construction for main and service repairs
- Performing gate or district regulator damage repair
- Following the necessary procedures for reporting work times
- Responding to emergency leaks reported by 911
- Responding to odor complaints and leaks
- Tracking the number of open leak tickets

2.4 Planning Section Chief

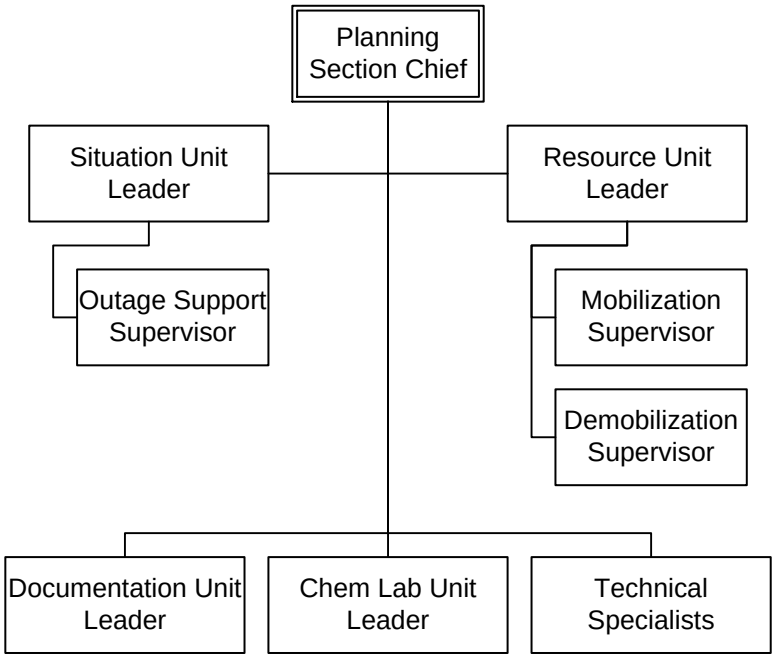
The Planning Section Chief is a member of the General Staff and reports to the Incident Commander. The Planning Section Chief is responsible for all planning activities necessary to support restoration activities. This individual appoints subordinates and expands the Planning Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient restoration effort.

The Planning Section Chief is responsible for:

- Providing situational awareness (restoration time and response progress) to the ICS organization
- Providing plans and resources necessary to:
    - Repairing damage to the transmission and distribution system
    - Restoring gas service to customers
- Coordinating the demobilization of resources once they are no longer required to support restoration
- Maintaining documentation, related to restoration activities, to comply with legal, regulatory, and post-event assessment requirements
- Scheduling and conducting planning meetings
- Drafting the Incident Action Plan (IAP). The ICS 202 form, Incident Objectives in Appendix C should be used as a template
- Performing other duties as directed by the Incident Commander

2.4.1 Planning Section

To achieve these objectives, the Planning Section must be staffed to manage the following activities:



Situation Unit Leader is responsible for:

- Working with the Outage Support Team to maintain gas outage statistics by:
  - Creating the Gas Outage Tracking Report to summarize response statistics
  - Estimating time of restoration
- Documenting and tracking damage assessment results
- Generating custom reports as requested
- Preparing an incident action plan using the outage data and damage assessment to prioritize restoration in a manner that restores the most customers in the least amount of time
- Generating response maps using the company's GIS mapping system
- Monitoring ongoing weather and other factors that may affect restoration

Resource Unit Leader is responsible for:

- Working closely with the Operations and Logistics Sections to deliver and assign response personnel
  - Appointing and utilizing mobilization and demobilization supervisors to accomplish this work
- Determining resource requirements
- Tracking assigned resources and documents resource types by assigning responders to response tasks. The ICS-204 form, Assignment List in Appendix C should be used as a template.
- Providing a safety briefing to reporting personnel
- Coordinating mobilization and demobilization of resources with the Area Command
- Implementing demobilization activities when appropriate by:
  - Ensuring that demobilizing personnel have proper rest and serviceable vehicles before release
  - Recovering any company tools, equipment, or materials from departing personnel

Documentation Unit Leader is responsible for:

- Maintaining event incident files
- Collecting and storing the written records and necessary documentation to comply with all legal and regulatory requirements
    - Lists of meters shut off and completed leak survey maps
    - Any other Operating and Maintenance Procedures Manual forms completed during the incident
- Providing copy services so that Operations Section has meter shutoff lists, leak survey maps, and incident action plans
- Writing the post-event assessment

Technical Specialists Group is responsible for:

- Completing network analysis to provide predicted gas system flows in mains and regulator stations
- Helping predict likely outage area from shutdown of a regulator station or transmission main
- Providing engineering design for projects to repair the transmission and distribution system

Chem Lab Unit Leader is responsible for:

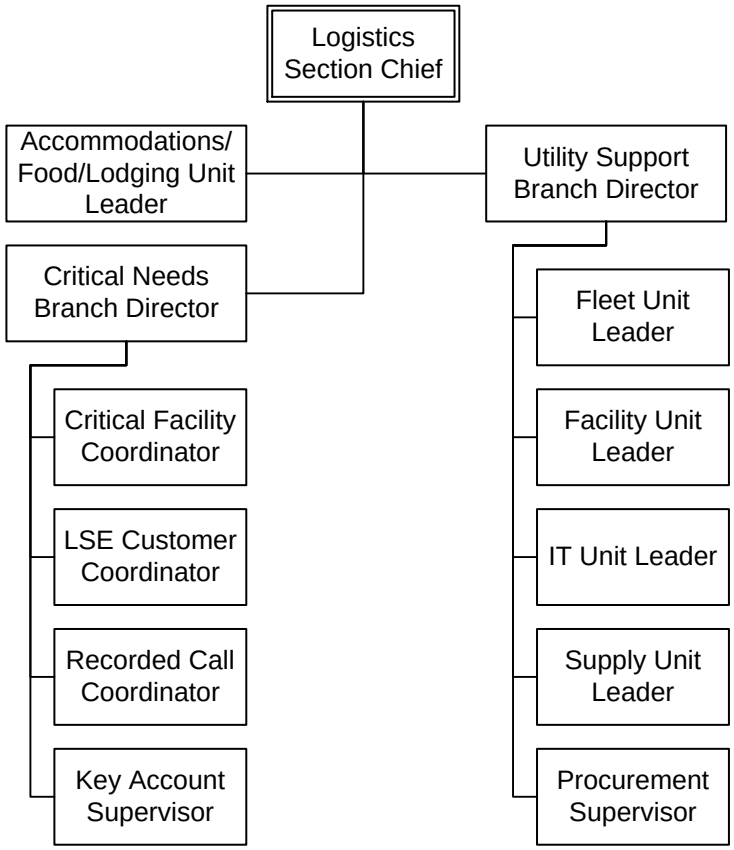
- Taking gas samples
- Analyzing gas samples

2.5 Logistics Section Chief

The Logistics Section Chief is a member of the General Staff and reports to the Incident Commander. The Logistics Section Chief is responsible for procuring, supporting, and tracking all resources necessary to support restoration activities. This individual appoints subordinates and expands the Logistics Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient restoration effort.

2.5.1 Logistics Section

To achieve these objectives, the Logistics Section is staffed to manage the following activities:



Critical Needs Branch Director is responsible for:

- Reporting to the Logistics Section Chief
- Supervising various coordinators and supervisors to manage the interface with gas customers
- Coordinating and interfacing with the Companies customer service call centers
- In a combined electric and gas emergency event, the Critical Needs Branch can be consolidated into one organization for each geographic area
- Implementing the Emergency Operating Procedure for Critical Care Customers (Gas) that can be found at: http://iusaintranet/mycompany/ee/IUSA_StormCenter/Gas Emergency Operating Procedures/EOP_Critical_Care_Customers.docx

Critical Facility Coordinator is responsible for:

- Reporting to the Critical Needs Branch Director
- Providing outreach to hospitals, nursing homes, or locations serving as shelters during an emergency

Life Support Equipment Customer Coordinator is responsible for:

- Reporting to the Critical Needs Branch Director
- Providing outreach to customers coded as needing life support equipment in SAP

Recorded Call Coordinator is responsible for:

- Reporting to the Critical Needs Branch Director

- Working with other coordinators in the Critical Needs Branch and the customer service call center to implement outbound calling campaigns if required

Key Account Coordinator is responsible for:

- Reporting to the Critical Needs Branch Director
- Ensuring that contact with commercial and industrial customers is established as necessary
- Assembling a contact team and assigning contacts to be made

Accommodations / Food / Lodging Unit Leader is responsible for:

- Reporting to the Logistics Section Chief
- Providing the check in location and process for personnel responding to the emergency
- Preparing motel room accommodations, individual crew and master crew log sheets for all foreign crew personnel while they are working in the Division/Region based on fax sheets received. Updates restaurants and lodging lists
- Arranging for delivery of motel room assignments information to all foreign crew line supervisors (give them a copy of log sheets)
- Keeping Operations Section Chief and Logistics Section Chief informed of lodging and food arrangements
- Coordinating the feeding of emergency office personnel
- If necessary, arranging for noon meal deliveries for crews and/or identifies convenient locations for crews to get noon meals
- Coordinating buffet breakfasts in service center

Utility Support Branch Director is responsible for:

- Reporting to the Logistics Section Chief
- Developing and implementing logistics plans in support of the IAP
- Reviewing the Incident Action Plan (IAP)
- Supervising unit leaders for fleet, facilities, IT, and supplies.

Fleet Unit Leader is responsible for:

- Reporting to the Utility Support Branch Director
- Scheduling work, rest and meal periods for Fleet Services personnel
- Making necessary arrangements for fueling
- Coordinating vehicle and equipment repairs with the Operations Section Chief or Service/Support Director
- Interacting with the Operations Section Chief and Logistics Section Chiefs to obtain mutual aid information to determine Fleet staffing levels
- Coordinating vehicle or construction equipment rental for company or mutual aid responders who do not arrive at the emergency with transportation.

Facilities (Security) Unit Leader is responsible for:

- Reporting to the Utility Support Branch Director
- Providing staffing to support security and building facilities maintenance at buildings being used to support the emergency response

IT Support Unit Leader is responsible for:

- Reporting to the Utility Support Branch Director
- Maintaining availability to IT applications and physical computing infrastructure to support the emergency response
- Providing telecommunications resources to the emergency response

Supply (Stores) Unit Leader is responsible for:

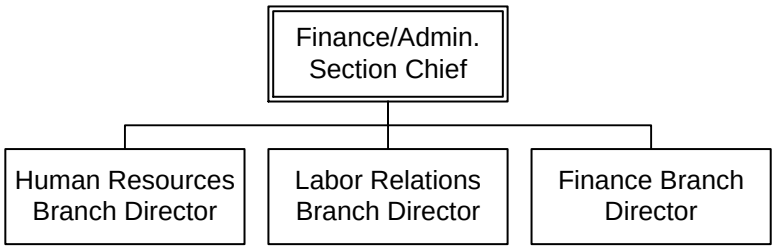
- Reporting to the Utility Support Branch Director
- Scheduling work, rest, and meal periods for stores personnel
- Controlling the distribution of materials and tools
- Working with the Operations Section Chief and the Logistics Section Chief to supply proper materials to outside crews. Ensuring that all materials are accounted for prior to mutual aid crews' departure
- Keeping accurate records of materials distributed during the emergency
- Following the necessary procedures for reporting work times
- Establishing blanket purchase orders with local businesses for emergency purchases
- Preparing storm emergency kits for mutual aid crews as necessary
- Coordinating with the Facilities Unit Leader to control storeroom access
- Identifying alternative locations for material distribution
- Coordinating timely delivery of storm emergency trailers from material supplier

2.6 Financial / Administrative Section

The Finance/ Administrative Section Chief is a member of the General Staff and reports to the Incident Commander. The Finance / Administrative Section Chief is responsible for tracking and documenting costs, risk, and HR issues related to restoration activities. This individual appoints subordinates and expands the Financial / Administrative Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient restoration effort.

This Section is responsible for the following areas:

- Cost (Tracking)
- Risk Management
- Human Resources



2.7 Interaction Between Sections and the Operational Planning Cycle

Class I, II or III emergencies that span multiple days may require a more formal organization, documentation and establishment of ICS as determined by the Incident Commander. The forms contained in Appendix C of this plan provide the tools necessary

to plan and execute the emergency response and operational planning cycle. The formal operational planning cycle happens in the following sequence:

- The Incident Commander identifies the overall objectives of the emergency response which are documented by the Planning Section.
- The Operations Section develops the tactics and resources necessary to accomplish the objectives already established, the ICS 215 Operational Planning Worksheet should be used to document the tactics and required resources.
- The Planning Section prepares the Incident Action Plan (IAP) package; the IAP package should contain the following elements:
    - ICS 202 Incident Objectives
    - ICS 203 Organization Assignment List
    - ICS 204 Crew Assignment List(s)
    - ICS 205 Communications Plan
    - Job Briefing - Gas Operations
- The IAP package shall be distributed as follows:
    - All Operations Section field crew leaders shall be presented the IAP, preferably hardcopy distribution should be made.
    - A printed copy of the IAP should be posted in the Incident Command Post so personnel there may view it.
    - A copy of the IAP should be available online for viewing by personnel stationed at offsite locations such as the corporate offices.

On a complex multi-day emergency, the requirement for conducting daily briefings with emergency response personnel shall be identified. This briefing is most effective when coinciding with distribution of the IAP package to the responders. The briefing shall also serves as a platform to address any concerns the ICS command staff has about the ongoing response effort. If the response effort involves mutual aid or contractor resources, then special attention shall be paid to ensure that any NYSEG and RG&E specific policies are communicated clearly.

When emergencies span multiple days and large numbers of Operations Section personnel are working, consideration shall be given to the scheduling of working hours in the ICS organization. ICS section Chiefs shall consider the appropriate work schedule for damage assessment and service restoration. For example; prior experiences have shown that planning in order to schedule the next day's restoration activities is best accomplished during the nighttime hours. The following work hours are suggested starting point for achieving efficient service restoration:

- Operations Section 0800-2200 hours so that the majority of customer contact driven work happens during daylight and evening hours.
- Planning Section 1700-1000 hours so that preparation for upcoming planning cycles occurs before the operations section arrives.

3. GAS EVENT CLASSIFICATIONS

The Companies use three classifications to categorize the level of damage an event may cause to the system and the level of response required to make safe and restore service. An event classification is based on the resources required to restore service, which is normally based on the extent of damage and the estimated time needed to restore service. Consequently, an emergency's classification level may change if warranted by changing field conditions.

This section contains a listing of information and guidelines to be used by the Companies during emergency situations. These actions are directed at protecting the public first, then property.

Specifically, the categories of events that can potentially affect gas facilities or pipelines include:

- Natural Disasters
- Gas Leaks
- Fire/Explosions
- Supply Interruption
- Other Emergency Events Related to Gas Operations

3.1 Emergency Assessment and Classification

The Companies have established an Emergency Classification System that consists of three classes for categorizing reported gas incidents and emergency events. This system is designed to:

- Provide a formalized means to systematically classify the severity of a gas incident.
- Facilitate a prompt assessment of a gas incident.
- Assist in the determination of the need to mobilize additional emergency response personnel, equipment, and Mutual Aid – External/Internal.
- Provide a means for the affected Division/Region to gauge the seriousness of the emergency and to prioritize repair and recovery to the gas system.

The event will be considered over when the gas has been turned on for all affected customers where the Companies have access to the premises. If the Companies have made an attempt but cannot gain access, a note or message will be left to contact the Company when access will be available. Once the Companies have completed these steps the outage is considered over.

3.1.1 Classification Procedure and Stipulations

Classifications for the Companies are determined through consensus of Gas Control and Division/Region personnel using the guidelines established in the Emergency Classification Table.

Class I and II emergencies are handled by the affected Division/Region and its local personnel. These types of emergencies ***may*** require a Corporate-level response.

Class III emergencies require notification to the Corporate Incident Command Team who will then determine whether to activate the Emergency Operations Center (EOC). The respective functions will be determined based on the nature and severity of the emergency.

3.1.2 Emergency Classification Table Overview

The Emergency Classification Table will be used to determine the appropriate class of emergency and response. The table illustrates guidelines for gas incidents affecting gas transmission and distribution systems. The table groups emergencies into several common event categories (listed on the left side of the table) that are graduated by level of significance (across the top of the table).

Essentially, Class I and Class II emergency classifications provide for heightened awareness of the situation by Division/Region personnel. A Class III classification requires the activation of the Corporate Incident Command Team and may require activation of the EOC.

3.1.3 Emergency Classification Definitions

Class I:	**Any incident requiring Special Notifications**
Class II:	**Incident that presents a potential public safety hazard or major interruption of service**
Class III:	**An emergency event that requires the activation of Division/Region Operations equipment, notification of the Corporate Incident Command Team and may require activation of the EOC.**

3.1.4 Emergency Classification Table

EMERGENCY CLASSIFICATION TABLE			
Classifications ⇒ ***Event Categories ⇓***	**CLASS I*** **(Any incident requiring *special notifications*)**	**CLASS II*** **(Potential public safety hazard or major interruption of service)**	**CLASS III** **(Requires the activation of Division/Region Operations Emergency Plan & notification of the Corporate Incident Command Team)**
Fire/Explosion **(with or without a continuing gas leak)**	**Non gas-related fire/explosion affecting NYSEG/RG&E gas facilities**	**Gas-related fire/explosion causing:** **Damage less than $50K** **Evacuation of buildings that may cause media or government inquiry**	**Gas-related fire/explosion causing:** **Damage more than $50K** **2) Injury/death that may cause media or government inquiry**
Gas Leak	**Continuing gas leak potentially causing public concern** **Abnormal number of Gas Odor Calls**	**Continuing gas leak potentially affecting structures and facilities** **Gas leak prompting the evacuation of buildings which may cause media or government inquiry** **All available Division/Regional personnel responding to Gas Odor Calls**	**Gas Leak resulting in injury/death** 2) Unplanned shutdown of transmission facility 3) Unplanned shutdown of a distribution facility, greater than 100 services affected **4) Division/Regional personnel unable to maintain an acceptable response to high volume of Gas Odor Calls in an appropriate time frame.**
Natural Disasters or Unplanned Supply Interruption **(actual or impending loss of supply)**	**1) Less than 10 services affected**	**1) 10 to 100 services affected** **2) Critical facility affected such as gate stations**	**1) Greater than 100 services affected**
Other	**1) Unconfirmed bomb threat, vandalism** **2) Release of reportable quantity of fluid or hazardous material from a gas facility.** **3) Carbon monoxide poisoning symptoms due to natural gas equipment** **4) Earthquake or Ground Movement** **5) Flooding**	**1) Confirmed bomb threat on The Companies property** **2) Odorant release affecting the public** **3) Media or government inquiry** **4) Notification of a blackout**	**1) Confirmed bomb threat on The Companies property potentially affecting the public** **2) Event causing significant media or governmental attention**

***Class m*ay* be escalated at the discretion of the operating personnel on the scene.**

3.1.5 Emergency Operations Center Activation

The Gas Control System Operator will coordinate the gas emergency responses with the Planning Section Chief.

The EOC will be activated based on the level and severity of the incident and the Companies' resources necessary to facilitate a prompt, efficient response.

If the primary site is not functional for any reason, a secondary site will be activated immediately.

3.2 Aids to Respond and React to Classified Emergencies

The appendices attached to this plan contain resources available for responding to classified emergencies.

3.2.1 Abnormal Operating Conditions Checklists

Appendix A contains checklists to record when specific tasks were completed in response to possible abnormal operating conditions which could occur.

3.2.2 Response Guides

Appendices B, F, G, and I serve as guides to help explain specific situations which may come up during an emergency:

- Appendix B describes cost accountings for major emergencies
- Appendix F describes the process for pressure tests after a fire or explosion where natural gas is a suspected cause
- Appendix G describes how digital photos shall be handled
- Appendix I describes the response process for flooding events

4. SYSTEM ALERT AND OUTAGE REPORTING

4.1 Program Description

The System Alert program alerts designated Divisions/Regions and corporate personnel of imminent and severe conditions such as flooding or earthquakes that are a threat to the transmission and distribution systems. At all times, corporate and field management will be operating in one of four conditions:

NORMAL	No severe weather hazards are being experienced nor are they imminent. Division/Region and field management is operating under normal conditions.
ALERT	Severe conditions are imminent and pose a significant threat to one or more parts of the transmission and distribution system. An alert is issued to raise awareness to the likelihood of severe weather. This is a recommendation for increased awareness and planning in order to mitigate damage or prepare for restoration. Additional management directives may be issued depending upon the specific nature of the weather threat.
RESTORE and ENERGIZE	Make safe, make repair, purge and energize the line, etc.
RESTORATION	Corporate and Division/Region management have activated the ICS structure and are actively engaged in restoration activities throughout one or more areas of the Companies.

In addition to the formal System Alert program, Operations may also issue more frequent weather statements and bulletins to provide awareness of potential weather conditions that have the potential to adversely impact the system. The intent of these statements is to provide awareness to Division/Regional management that a potentially severe weather situation is possible and that monitoring and advance preparations may be warranted.

4.2 Notification Procedure

4.2.1 General Statements and Bulletins

General statements and bulletins are generally issued by Operations Management using electronic delivery and sent to a wide distribution of personnel throughout corporate, Division/Regional management.

4.2.2 System Alerts

System alerts are issued when there is an operational concern. Alerts are targeted to specific Divisions/Regions which will be impacted. Alerts require a two-way communication. An alert is issued by the EOC to each Division/Region in the threat area. Each Division/Region that receives an alert returns an acknowledgement to the EOC. Often specific preparatory action is advised in the body of the alert.

An alert is issued using the procedures described in this section.

4.2.2.1 During Normal Business

Notifications of the potential for severe weather or adverse operational conditions will be made by appropriate personnel to designated management staff and to the PSC staff. Divisions/Regions may make notifications to local media and civic authorities depending on the nature of the situation.

Notifications will be made by email to:

- EOC Personnel
- Corporate Communications
- Customer Relations Center(s)
- Gas Control Mailbox
- Designated Managers and Executives
- PSC Staff

4.2.2.2 Outside of Normal Business Hours

Alerts may be initiated by any of the following:

- Operations Management (to any or all Divisions/Regions)
- EOC Manager (to any or all Divisions/Regions)
- Dispatchers - Gas Control
- Division/Regional Management (own division or region)

Any party that issues an alert shall do so after consultation with Operations Management or the EOC Manager. Notifications will be made via phone and/or the appropriate messaging systems.

The Gas Control System Operator(s) will consult with the EOC Manager. Notifications will be made by the appropriate EOC or System Operations-ECC Management. Divisions/Regions may also make notifications to local media and civic authorities. Notifications will be made by phone to:

- Regional Operating Management (affected division only)
- EOC Support Personnel
- Corporate Communications
- Customer Relations Center(s) (CRC) (if open)
- Executive Management

4.3 Gas Outage Reporting to PSC

Refer to Operating & Maintenance Manual Procedure 9.250 (Notification of Incidents, Outages and Other Reporting) and the PSC Notification flowcharts in Appendix 3 of the Operating & Maintenance Manual.

During any type of event, the frequency of reporting gas outage data will depend on the severity of the event or as requested by the PSC.

5. SERVICE RESTORATION PROCEDURES

Although each emergency affects the Companies' facilities in a unique way, ICS procedures are consistently applied. Restoration is generally a three-step process. The first phase involves notifying emergency personnel that damage to the Companies' facilities has occurred or is likely to occur. Key emergency personnel report to their assigned emergency work location. Measures are taken to respond to emergencies identify damaged facilities that are a safety risk.

The next phase is to continue the immediate repair efforts and to make longer term plans to manage the restoration process. Communications with emergency contacts and with the public, as necessary, are instituted. During this phase, work crews receive initial assignments. The Companies' ICS organizational structure is also formalized, to the extent required, and the appropriate planning and procedures are instituted. A large-scale event that spans several operational periods may require that objectives and planning be revisited several times during the event.

The final phase, which is initiated when the Companies recover from major damages or outages, involves identifying customers still without service and addressing individual customer special concerns or problems. The event will be considered over when the gas has been turned on for all affected customers where the Companies have access to the premises. If an attempt is made but access cannot be gained, a note or message will be left to contact the Company when access will be available. Once the Companies have completed these steps the outage is considered over.

The Planning Section Chief should determine when demobilization can begin.

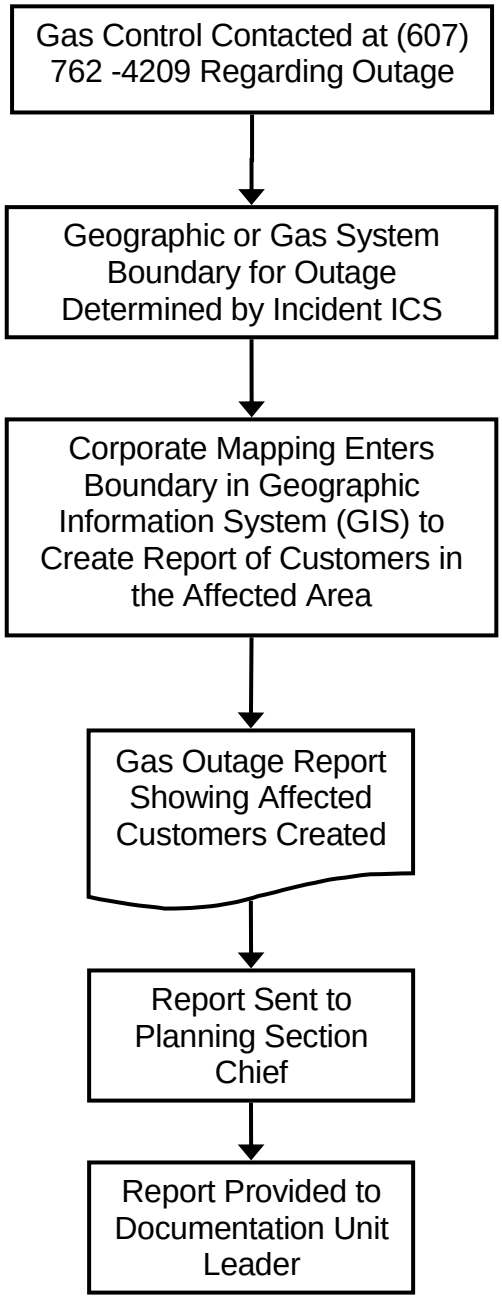
The following sections of the Plan outline specific steps necessary to support restoration of service. Each emergency will not necessarily require full enactment of the procedures described here.

5.1 Assessment Phase

The extent of any outage shall be developed as soon as possible during an emergency. Initially during emergencies, the extent of an outage may be determined by customer calls to the Call Center, reviewing gas system maps, dispatching crews to assess the damage, and utilizing the Stoner Network Analysis tool. During Class III outage emergencies, the Gas Outage Report shown in Appendix D should be used by the Planning and Operations Sections to track each affected customer and the extent of work completed. Key emergency personnel not already working may be contacted using the ARCOS callout system in order to provide additional resources for the assessment phase.

Where creation of the Gas Outage Report is required, the Incident Commander or Planning Section Chief is responsible for requesting the report. The Geographic Information System (GIS) used for mapping the Companies' gas facilities should be used to create the list of affected customers by tracing the gas piping network or creating a geographic boundary for the trouble area. GIS queries should also be used in cases where the size of the affected area necessitates the usage of digital mapping and GPS locating.

Gas Outage Report Creation



5.2 Outage Tracking

For Class III outage emergencies, a formal tracking system should be maintained to track restoration progress. Tracking should be updated each operational period during the emergency; the Situation Unit should use the Gas Outage Tracking form contained in Appendix D to track restoration progress. The Planning Section tracks emergency restoration progress based on reports from the Operations Section. Metrics tracked for the emergency span the areas of response safety, customer numbers affected, damages found, and number of personnel onsite responding.

5.3 Tools and Equipment for Emergency Response

Resources used to complete damage assessment, system repair, and service restoration are available to the Incident Commander from three major sources. Local division office resources are available for commonly used tools and equipment. With large magnitude events, locally maintained resources may be moved around between offices to provide additional support while maintaining operations at the office sending equipment. Centrally located specialty equipment owned by the Company is also available. Where the Company is unable to practically maintain certain emergency response equipment, contractor resources are available for use. The table below describes the location of tools and equipment most likely to be needed during an emergency.

Type	Tool or Equipment Resource	Location
Local Division	Plastic Squeeze Off and Fusion Tools	Each Local Division Office
	Backhoes and Small Dump Trucks	Each Local Division Office
	Crew Trucks and Service Vans	Each Local Division Office
Corporate	Drip Pumping Trailer	Rochester
	Steel Tapping and Stopping	Binghamton (TD Williamson) Geneva (Mueller) Rochester (Mueller)
	Pre Tested Steel Pipe	Binghamton Geneva Rochester
	Service Regulators and Meters	Geneva
Contractor	Helicopter Services	Current Outline Agreement Contractor(s) for Helicopter Services
	Additional Excavation Equipment	Current Outline Agreement Contractor(s) for Gas Construction
	Environmental Remediation	Current Outline Agreement Contractor(s) for Environmental Services

Equipment and resources shall be requested through emergency's ICS structure and corporate EOC. Requests for corporate resources, or to move resources between local division offices will be managed through the EOC.

5.4 Damage Assessment

Damage assessments are an essential component of effective response and restoration. The purpose of a damage assessment is to provide a rapid and reliable method of assessing the nature and extent of damage to the gas delivery system and number of outages. This assessment will be used to determine if additional resources are necessary to restore service to customers in a reasonable amount of time. Damage assessments should be conducted as soon as it is safe and practical.

The responsibilities of the Planning Section Chief and the Damage Assessment Branch Director/Unit Leader (if assigned) are summarized in the following table:

Position	During Emergency	Post-Emergency
Planning Section Chief	• Implement program. • Identify the area targeted for assessment. • Provide deadline when results are needed. • Review and approve the analysis and communicate throughout the ICS. • Determine if additional resources are needed.	• Assess the effectiveness of the recent assessment and implement required changes.
Damage Assessment Branch Director/Unit Leader	• Implement the program when directed. • Activate the appropriate number of damage assessors (or request more if needed). • Coordinate the assessment effort, complete the analysis, and provide recommendations to the Planning Section Chief.	

Each Division/Region may name a Damage Assessment Branch Director/Unit Leader, if one is necessary based on incident need. The Damage Assessment program may be initiated by the Planning Section Chief (or Incident Commander). The Damage Assessment Branch Director/Unit Leader will be instructed regarding how much of the system to assess and the time period in which the analysis is required to be completed.

Each Division/Region should assign operator qualified personnel to perform the damage assessment function for all events. If this is not possible, or if a more comprehensive assessment is required, then procedures should be in place within each Division/Region to request additional outside assistance working through the EOC. Individuals completing damage assessment patrols should have access to the Companies' GIS mapping data through GPS devices, laptop computers, or printed hardcopy in order to make an accurate report of damages.

An initial patrol may be followed up with a more thorough second patrol to obtain a complete damage assessment of an area, identify specific material requirements, engineer a repair or replacement, or to satisfy other objectives.

Each Division/Region should develop procedures describing: forms and job aids to be used, the method and frequency of communication, instructions for reporting emergency situations, and other pertinent information.

Following a widespread event, the Incident Commander (or Planning Section Chief) may make a determination that a more detailed field damage assessment is necessary. The decision whether to perform a detailed assessment and when to begin is based on many factors such as the nature of the event, the time of day and the weather conditions. Depending on the scope and severity of the event, the initial damage assessment could be a rough assessment to determine the extent of the damage to the Companies' facilities and to determine what resources will be required to work on the restoration of service.

The decision of how many people to use in a team will be made by the Damage Assessment Branch Director/Unit Leader. Various factors will be taken into account,

including: the geography of the area to be surveyed, time of year, time of day, current weather conditions, and other factors. The effectiveness of the patrol can be maximized if done during daylight hours. If additional work crews have already been requested, the completion of the patrol and the analysis of the results should be timed with the arrival of the additional crews. The Damage Assessment Branch Director/Unit Leader will recalculate the restoration time and report to the Planning Section Chief who will report the information to the Incident Commander.

5.5 Restoration Phase

The Incident Action Plan (IAP) is formulated to develop and communicate the restoration objectives over each Operational Period. The IAP is developed jointly with contributions from the Incident Commander, Command Staff, and General Staff. The result is a coordinated IAP that communicates common objectives and identifies any resource gaps.

The Operations Section manages restoration activities while the Planning Section develops the appropriate tactics, analyzes status, and identifies resource needs. Resources (and gaps) are managed through the Logistics Section. During an event, the Logistics Section actively communicates with both the Operations and Planning Sections to determine and supply resources necessary to meet the objectives stated in the IAP. As the event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change.

Gas maps and network analysis tools are used to analyze trouble incidents and to classify incoming trouble calls. Incidents are analyzed and classified according to the location and extent of trouble. Such analysis ensures that the Operations Section receives the information necessary to effectively dispatch crews.

Repair crews are dispatched from within the Operations Section. Appropriate Branch Directors and supervisors should be named within the Operations Section to effectively manage the number of repair crews required. A three to seven unit span of control should be maintained, if possible. The Operations Section organization will be expanded as necessary to maintain effective management. Depending upon the nature of an emergency, a Division/Region may be subdivided into small geographic areas and managed under a local Branch Director as designated by the Operations Section Chief.

The Operations Section shall follow the restoration priority guidelines below based on the severity of the emergency. It may be necessary to re-evaluate service restoration priorities as the restoration progresses.

- Gate Stations
- Transmission Pipeline
- District Regulator Stations
- Distribution Piping
- Critical customers such as those serving as shelter locations or caring for the infirm:
    - Hospital/Nursing Home/Clinic
    - Fire Department
    - Police Department
    - Schools

  - All Other Critical Customers Shown in the SAP CCS System
- Individual Services

5.6 Communications Between Responding Personnel

During the emergency response, three communication methods are available for use. They include company mobile radio, cellular telephones, and the ICS Incident Action Plan and ICS 204 Crew Assignment List. The method of communication used shall be selected based on urgency and available communication equipment.

The Company mobile radio shall be used for dispatch of customer initiated odor or emergency calls requiring immediate response. Only personnel with access to a mobile radio shall be assigned to immediate responder roles. In the event of a radio outage, cell phones shall be used for backup dispatch of immediate response calls.

Damages found in the field requiring an immediate additional response to protect life and property, shall be reported using Company mobile radio where possible. In the event the person onsite does not have access to the mobile radio, the emergency shall be reported by cell phone to the Operations Section using contacts provided in the Incident Action Plan.

Routine emergency response such as crew assignments for operational periods and reporting of work completed should be made using the ICS 204 Crew Assignment List form. Where necessary, communications between responders and crew leaders shall be made via cell phone in order to prevent excessive mobile radio traffic. Crew leaders should also establish a centralized in-person emergency reporting location in the event that communications cannot be established through other means.

6. EXTERNAL COMMUNICATION PROCEDURES

Establishing communication with customers, governments, and the general public is an important part of the Companies' Gas Emergency Plan. Customers will be provided information regarding outage details, including areas affected, and a schedule for expected service restoration. Such contact is generally initiated by customers who call to report trouble. In addition, the Companies establish a liaison with county emergency management offices, municipalities, and public officials in order to coordinate emergency response. This section outlines general procedures for establishing and maintaining external communications during emergencies.

6.1 Customer Service Office Procedures

If customers call during normal business hours, they are routed to Customer Relations Center personnel.

If customers call after business hours, they are routed to System Operations in the Energy Control Center(s). System Operations contacts Division/Regional crews with instructions to make necessary repairs. If the call volume warrants, System Operations contacts Customer Relations Center Supervisors to open the Customer Relations Center to handle incoming calls.

Customer Relations Center Supervisors assign personnel to answer trouble calls. A reasonable balance will be maintained between personnel assigned to handle trouble calls and personnel assigned to handle normal business calls. If necessary, the Customer Relations Center will remain open 24 hours/day until the emergency is cleared.

Division/Regional Special Contact Coordinators will ensure telephone contact with nursing homes, hospitals, fire departments, and other emergency contacts (updated lists of contacts are included in each Division/Regional Emergency Plan). Additional contacts are made to municipalities, commercial and industrial customers, including critical farm customers. If there are any special customer concerns, they will inform the Customer Services Emergency Supervisor. These Coordinators perform all follow-up calls to the above when restoration is complete.

6.2 Telephone Answering Procedures

If the customer is reporting an outage or trouble, verify and gather the following information and enter a Gas Trouble Notification:

- Customer or caller name, street address, town or village, and telephone number.
- Location of trouble: Address, town or village, and nearest main road or intersection, ask if neighbors are affected.
- Type of trouble and description.
- If damages have occurred, ask for description of damages and let the customer know that their call will be returned after restoration is complete.
- Provide additional information as necessary.
- Thank customer for calling.

If the customer is asking about emergency information, the customer representative will provide names and telephone numbers of government agencies to obtain food, shelter,

water, or other emergency assistance. An updated agency listing will be provided by the Customer Relations Center Support Coordinators. Listings are developed in consultation with local governments.

Information about restoration status, number of customers affected and an estimation of expected restoration is available through the Planning Section Chief.

If media contacts are made, customer representatives provide them with the appropriate telephone number to call for detailed information. If customers call with specific questions that should be addressed by a special Company representative (i.e.- a Special Needs customer should be referred to the local Customer Advocate, or a farming customer to the local Agricultural Rep.), write the caller's name, telephone number, and nature of the caller's concern on a piece of paper and give it to a Customer Relations Support Center Coordinator to refer to the appropriate person. In this way, individuals' concerns can be addressed quickly by qualified personnel without tying up emergency telephone lines.

6.3 Public and Emergency Management Officials and Media Contact Procedures

Much of the response work during an emergency will require collaboration with emergency management officials, local governments, law enforcement and fire services. The Companies' communication protocols are targeted at providing these entities with a mechanism for receiving and providing information during the response process. Additionally, the Companies will maintain communications with the media throughout a major event.

During the year when emergencies are not in progress, the Companies outreach personnel and other Company representatives have contact with public officials to discuss emergency procedures, response methods and restoration priorities and to exchange contact information.

The Division/Region Public Liaison Information Officer (PLO) and/or Public Information Officer (PIO) are responsible for establishing and maintaining communications with public and emergency management officials and the media in the affected areas during an emergency. These Public officials and media contacts are given an unlisted telephone number to reach the Division/Region Public Information Officer directly.

6.3.1 Public and Emergency Management Officials Contact:

The following public officials will be contacted by the PLO or his/her designee as soon as possible after the Incident Commander determines that an emergency will extend 48 hours or more:

- State Senators and Assemblymen
- County Public Works Directors
- County Executives
- Highway Superintendents
- Chairman of County Boards of Legislators/Supervisors
- City/Village Mayors
- Town Supervisors
- State Emergency Management Office
- County Emergency Management Directors
- Law Enforcement Officials
- Fire Department Officials

Regular updates to public officials on the status of the restoration efforts will be performed by the Public Liaison Officer. The Incident Commander will ensure all inquiries by public officials are addressed. All contacts with public officials will be documented. Depending on the severity and the estimated duration of the event, the Companies may conduct conference calls with emergency management officials in areas that are severely impacted.

The following Emergency Management offices, Fire and Police agency phone numbers shall be primarily utilized prior to, during and following an emergency event as necessary and at the discretion of the Incident Commander. Additional comprehensive public official and emergency response personnel contact information is kept current by the Companies' Public Affairs Department and will be made immediately available and ready for use at the time of an emergency event through the implementation of the Incident Command System.

EMERGENCY MANAGEMENT, FIRE AND POLICE CONTACTS BY DIVISION

COUNTY EMERGENCY MANAGEMENT - AUBURN & GENEVA

Cayuga Emergency Management	Office: 315-255-1161
Ontario Emergency Management	Office: 585-396-4310
Onondaga Emergency Management	Office: 315-435-2525
Seneca Emergency Management	Office: 315-539-1756
Wayne Emergency Management	Office: 315-946-5663
Yates Emergency Management	Office: 315-536-3000

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT – BINGHAMTON & ITHACA

Broome Emergency Management	Office: 607-778-2170
Chemung Emergency Management	Office: 607-737-2096
Cortland Emergency Management	Office: 607-753-5064
Tioga Emergency Management	Office: 607-687-2023
Tompkins Emergency Management	Office: 607-257-3888

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT - BREWSTER

Dutchess Emergency Management	Office: 845-486-2080
Putnam Emergency Management	Office: 845-808-4000
	845-225-4860 (after hours)

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT – ELMIRA & HORNELL

Cattaraugus Emergency Management	Office: 716-938-2213
Chemung Emergency Management	Office: 607-737-2096
Livingston Emergency Management	Office: 585-243-7160
Schuyler Emergency Management	Office: 607-535-8200
Steuben Emergency Management	Office: 607-664-2700
Wyoming Emergency Management	Office: 585-786-8866
Yates Emergency Management	Office: 315-536-3000

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT - GOSHEN

Orange Emergency Management	Office: 845-615-0879

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT - LOCKPORT

Niagara Emergency Management	Office: 716-438-3171
Orleans Emergency Management	Office: 585-589-4414

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT – ONEONTA

Chenango Emergency Management	Office: 607-334-3728
Delaware Emergency Management	Office: 607-832-6901
Herkimer Emergency Management	Office: 315-867-1212
Lewis Emergency Management	Office: 315-376-5305
Madison Emergency Management	Office: 315-366-2258
Oneida Emergency Management	Office: 315-798-5604
Otsego Emergency Management	Office: 607-547-5351
Schoharie County Emergency Management	Office: 518-295-2276

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT - PLATTSBURGH

Clinton Emergency Management	Office: 518-565-4791

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT - MECHANICVILLE

Rensselaer Emergency Management	Office: 518-266-7676
Saratoga Emergency Management	Office: 518-885-2232

FIRE, POLICE – Call 911

COUNTY EMERGENCY MANAGEMENT – RG&E

Genesee Emergency Management	Office: 585-344-0078
Livingston Emergency Management	Office: 585-243-7160
Monroe Emergency Management	Office: 585-753-3810
Ontario Emergency Management	Office: 585-396-4310
Orleans Emergency Management	Office: 585-589-4414
Wayne Emergency Management	Office: 315-946-5663
Wyoming Emergency Management	Office: 585-786-8866

FIRE, POLICE – Call 911

6.3.2 Annual Update

RG&E and NYSEG send annual letters to the public officials in their franchise areas containing the names and contact information of individuals they can call in the event of a gas emergency.

Refer to Operating & Maintenance Manual Procedure 9.150 (Liaison with Public Service Commission and Public Officials).

6.3.3 Media Contacts

Establishing effective communications with radio stations, television stations, and newspapers is crucial to restoration efforts. Every effort is made to provide media contacts with accurate, detailed information. Communications concerning restoration of service will be handled by a company spokesperson at the company office most affected by the emergency. These functions are the responsibility of the Public Information Officer (PIO).

News releases will be distributed as necessary. In addition, media inquiries will be handled as received and proactive calls may be made, as warranted. All contacts with the media will be documented.

During emergencies, appropriate information is passed on to the media. This may include information on the following topics:

- Safety precautions pertaining to gas leaks and odor complaints.
- A request that calls be limited to odor complaints, service interruptions, or safety concerns.
- Estimated outage times.
- A statement explaining that service is being restored systematically, following a priority restoration procedure.
- Information directed towards the company's gas customers about how to reestablish service and any special requirements to reestablish service.
- The names of any other utilities that are providing assistance.
- Lists of areas where progress is being made and where service has been restored and what special difficulties are being faced.
- Information about emergency shelter locations.
- Information about frozen pipes and dangers of hypothermia.
- Dangers of using gas ranges as space heaters and carbon monoxide poisoning.

- Safeguards and protections when using portable electric generators.
- Information about conserving gas usage to help maintain the system.
- A statement thanking customers for their patience and support during the emergency.

6.3.4 Website and Social Media

The Companies' website can be accessed via computer, tablet or mobile phone with web access and is an additional resource for event information. Users of these technologies may receive information on restoration progress and safety information as well as view news releases, alert customers to additional information that is available on the website, bottled water locations and shelter locations for people and pets, etc. Use of the website is promoted through news releases during major events.

The Companies' official Twitter accounts may be used as an outreach communication tool during emergencies. The types of information released are meant to supplement official media releases. The following information could typically be distributed by social media:

- Hyperlinks to official media releases by the Companies.
- The Companies' 1-800 telephone number used to report outages.
- Safety information.
- Restoration progress.
- Re-tweets from elected officials, emergency operations centers and the media.
- It is important to bear in mind that only official social media accounts under the Public Information Officer (PIO) shall be used to release information about the Companies' response to an emergency.

7. SUPPLY CHAIN EMERGENCY PROCEDURES

7.1 Introduction

The Supply Chain is responsible for the maintenance of vehicles and equipment, supplying materials, and procuring services and materials required by the Companies during non-emergency and emergency events. During emergency events, Supply Chain operates as part of the Logistics Section. This plan provides guidance for Supply Chain personnel during an emergency event; Supply Chain personnel include both Iberdrola USA and Company employees.

The objective of this plan is to establish procedures that will identify the roles and responsibilities of various functions within the Supply Chain and facilitate the prompt response of Operations' requests before, during, and after an emergency.

7.2 Advance Preparedness

The following are required action items to be performed annually by the Supply Chain to prepare for emergency events:

- Confirm and update lists of contact people with titles and contact information. This should be done each April. Contact changes should be communicated to applicable Company Incident Commanders (Emergency Managers)
- Update Roles and Responsibilities
- Review the Emergency Pipe and Fittings Lists with Engineering prior to April 1st of each year. The Emergency Pipe and Fittings List will be maintained within the Operating & Maintenance Manual. Refer to procedure 8.900 (Pre-Tested Steel Pipe)
- Update the Emergency Plan with any modifications identified in the above actions.
- Ensure all Supply Chain personnel have an Emergency Duty

7.3 Supply Chain Emergency Response

In the event of an impending or actual emergency, the Logistics Section Chief (Operations personnel) at the individual Company will make the "contacts" to Supply Chain personnel as described below ("Contact" is all inclusive including communication of the impending emergency, class of emergency, needs of the Company, wrap up phase, and post-outage phase). The following procedures will ensure services requested by the Company will be delivered/supplied in a timely manner and that the Supply Chain personnel are notified and on alert.

7.3.1 Ground Support Unit (Fleet)

Logistics Section Chief (Operations personnel) will contact:

- NYSEG and RG&E – Ground Support Unit (Regional Fleet Manager)

The Ground Support Unit (Regional Fleet Manager) will assess the situation and implement their emergency plan including:

- Contacting the Garage Supervisor
- Opening garage
- Staffing mechanics as appropriate
- Alerting vendors of parts, supplies and services of emergency and potential off-hour needs of the Companies and mutual aid vehicles and equipment

- Alert outside garages of emergency and potential service requirements of Companies and mutual aid vehicles and equipment

The Ground Support Unit (Regional Fleet Manager) is responsible for notifying the Ground Support Unit Leader (Director of Fleet Services) with emergency information.

Throughout the emergency, the Ground Support Unit (Garage Supervisor) is responsible for keeping the Regional Fleet Manager abreast of status, resource requirements, key issues, etc. The Regional Fleet Manager is responsible for passing that information to the Ground Support Unit Leader (Director of Fleet Services).

7.3.2 Supply Unit (Materials Management (MM))

Operations personnel will contact the Stores Team Lead:

- NYSEG and RG&E –Supply Unit (MM) Regional Stores Manager

The Team Lead will assess the situation and implement their emergency plan including:

- Contacting the Regional Stores Manager
- Opening warehouse
- Issuing stock
- Notifying stock keepers for the region as necessary
- Contacting additional staff as necessary
- Assessing any material deficiencies
- Contact Meter Lab as necessary

The Supply Unit (Regional Stores Manager) is responsible for notifying the Supply Unit Leader (Director of Materials Management) with emergency information.

Throughout the emergency, the Team Lead is responsible for keeping the Supply Unit (Regional Stores Manager) abreast of status, key issues, resource needs, etc. Also, the Supply Unit (Regional Stores Manager) is responsible for passing that information on to the Supply Unit Leader (Director of Materials Management).

7.3.3 Procurement

The Supply Unit Leader (Director of Materials Management) will contact the:

- Support Branch Director (Manager Tactical Procurement)

The Manager Tactical Procurement will assess the situation and implement their plan as appropriate including:

- Staffing
- Notifying vendors/suppliers
- Notifying the Director of Procurement

As the emergency progresses, the Supply Unit Leader (Director of Materials Management) will keep in contact with Procurement to ensure materials/supplies are obtained, as necessary.

7.4 Pre-Planning

7.4.1 Holidays
Availability of staff shall be identified for upcoming holidays.

7.4.2 Vacations
Primary contacts should always assign a contact and ensure they are available for times the primary contacts will be on an extended vacation (> 3 days).

7.4.3 Required Documentation
Completion of the Unit Log is required by all participants for all drills and actual emergency events.

8. POST-EMERGENCY PROCEDURES

Once restoration has been completed, each affected Division/Region conducts a post-emergency assessment. For a Class I or II event, this may be done on an informal basis. For a Class III event, a formal assessment shall be conducted and documented. The purpose of the assessment is to discuss activities and to identify areas for possible improvement. It is suggested that the following questions be addressed as a part of each assessment:

- What went well?
- What didn't go well?
- What wasn't done that should have been done?
- What was done that shouldn't have been done?
- Where did gas system configuration issues such as sectionalizing valve locations, system MAOP, or meter/relief height affect damage severity or impede response?

Based upon the results, policies or procedures may be revised in order to improve performance during future events. This section summarizes the post-emergency assessment and plan review and assessment policies.

Following complete service restoration, Management evaluates the Companies' response to the emergency by reviewing work crews' efforts, any noteworthy customer reactions or comments, and any unusual expenses incurred during the restoration process. The Companies' management will determine the effectiveness of procedures and gauge the need for revisions to the Companies' Plan as a result of these post-emergency assessments. Any revisions to the Plan will be filed with the PSC every year by April 1, or any other date prescribed by the PSC.

Based on the assessment findings, the Companies' Gas Emergency Plan and the Operating & Maintenance Manual will be evaluated and changes will be made if required. Additionally, physical hardening of the gas system should be prioritized based on safety improvements and response cost reduction in the event of future emergencies.

Appendix A

Abnormal Operating Conditions Checklists

- Component Failure
- Earthquake
- Escaping Gas
- Excessive Pressure
- Explosion
- Fire
- Flooding
- Gas Outages
- Improper Odorization
- Inadequate Pressure
- Submerged Pipe

Appendix B

Storm Damage Accounting Procedures

Appendix C

ICS Forms

- ICS 202 – Incident Objectives
- ICS 203 – Organization Assignment List
- ICS 204 – Assignment List
- ICS 205 – Communications Plan
- ICS 215 – Operational Planning Worksheet
- ICS 221 – Demobilization Checklist
- Job Briefing – Gas Operations Tailboard Form

Appendix D

Outage Tracking

- Gas Outage Report
- Gas Outage Tracking

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Mutual Aid

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Pressure Test Procedure

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Appendix B

Storm Damage Accounting Procedures

Appendix C

ICS Forms

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Appendix D

Outage Tracking

- Gas Outage Report
- Gas Outage Tracking

Appendix E

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Appendix A
Abnormal Operating Conditions Checklist
Component Failure

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
Component Failure - any failure of a pipeline component that occurs during the routine performance of a covered task.							
Field Operations and Engineering							
1.	Protect life and property (including yourself).						
2.	Evaluate the severity of the incident.						
3.	If gas has ignited, refer to **Fire Checklist.**						
4.	If the gas is escaping for reasons other than a relief valve blowing, refer to **Gas Escaping Checklist.**						
5.	Formulate a plan to safely address the situation in conjunction with the planning section by:						
	Shutting down the system;						
	Isolating the affected component by valving, squeeze off, or by using flame suits and respirators to work the gas live.						
6.	Control static (plastic).						
7.	Make repairs or get replacement component.						
8.	Notify appropriate personnel. Stand by and await further instructions and/or assistance.						
9.	Notify the gas supervisor when all work is complete.						

Appendix A
Abnormal Operating Conditions Checklist
Earthquake

	EARTHQUAKE CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
NOTIFICATIONS							
1.	Gas Control/ECC						
2.	Corporate Operations.						
3.	Corporate Engineering.						
4.	Regional Director (implement Gas Emergency Plan, as needed).						
5.	Call Center (tell customers not to shut off gas unless they detect strong odor or hear gas blowing).						
6.	Media/Government Relations (Gas Control/ECC).						
7.	PSC (Gas Control/ECC).						
8.	DOT (Gas Control/ECC).						
9.	Facility Services to assess company buildings before reoccupying.						
10.	Contact police, fire departments and/or emergency medical assistance, as needed.						
11.	Contact Emergency Operations Manager for support from other divisions and mutual aid, as needed.						
ASSESS DAMAGE							
1.	Is gas blowing? Where?						
2.	Are lines ruptured? Where? (Pay special attention to areas with cast iron mains)						
3.	What geographical areas are customer calls coming from?						
4.	Does area need to be isolated?						
5.	How many customers are affected?						
6.	How long will the isolation last?						
7.	Can buildings be occupied safely?						
8.	Do you have the help you need?						
9.	Has Gas Supply been notified?						

Appendix A
Abnormal Operating Conditions Checklist
Earthquake

	EARTHQUAKE CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
HANDLE MAJOR DAMAGE FIRST							
1.	Determine area(s) of major damage (reports of fires, gas blowing, line ruptures).						
2.	Develop action plan.						
3.	Set up field command post.						
4.	Set up uniform emergency radio frequency, if needed.						
5.	Activate local Call Center.						
6.	Establish secondary reporting center.						
7.	Determine manpower and call out availability.						
8.	Isolate major damage areas.						
9.	Obtain gas maps, customer lists, regulator station detail drawings.						
10.	For main shutdowns, utilize critical valves or secondary valves, if accessible.						
11.	Identify shutdown zones on maps.						
12.	Make pressure and supply adjustments to balance affected systems.						
13.	Establish location for radio vehicle.						
14.	Assign personnel to specific coverage areas.						
15.	Dispatch field personnel to assigned areas with procedures to follow and all necessary emergency equipment, including:						
	- Vehicles						
	- Safety equipment						
	- Leak survey equipment						
	- Map of area and customer list						
	- Flamepacks						
	- Combustible gas indicators						

Appendix A
Abnormal Operating Conditions Checklist
Earthquake

	EARTHQUAKE CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
REPORTS							
1.	PSC, as applicable (255.801).						
2.	DOT, as needed.						
3.	Refer to Section 9 of the O&M Procedure Manual for guidance on notifications and reporting.						
REMEMBER							
1.	When requesting manpower, verify that the individuals are Operator Qualified to perform the covered tasks that they will be performing, without direct supervision, and that leak surveyors are fully qualified to work in local environment (urban, rural, etc.).						
2.	Make lodging arrangements for emergency support.						

Appendix A
Abnormal Operating Conditions Checklist
Escaping Gas

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
Escaping Gas - any unplanned, uncontrolled release of gas.							
Field Operations and Engineering							
1.	Contact Gas Control/Dispatch to obtain additional help or supervision as needed.						
2.	Evaluate the severity of the incident by:						
	Determining extent of abovegrade gas cloud in relation to buildings, homes;						
	Determining extent of gas migration underground by checking nearby buildings, catch basins, vaults, manholes;						
	Identifying potential sources of ignition.						
3.	Secure area - keep public a safe distance away.						
4.	Protect life and property (including yourself). If necessary, evacuate people from residences or other buildings.						
5.	If media on-site, follow Notification Procedure 9.200.						
6.	Stand by and await further instructions and/or assistance.						
7.	Evaluate options and requirements to eliminate blowing gas.						
8.	Follow APM, which includes:						
	Ensuring the fire extinguisher is upwind;						
	Eliminating potential ignition sources.						
9.	Appropriate action may include stopping the flow of gas by:						
	Valving off (sectionalizing);						
	Digging remote holes for squeeze off;						
	Using steel or cast iron stoppers;						
	Shutting down regulator stations (last resort).						
	Utilize flame suits and respirators per PPE Matrix Gas O&M Section 11.150.						
10.	After shut-down has occurred, contact Gas Control with number of customers interrupted.						
11.	Run a Gas Outage Report.						

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
Excessive pressure - gas pressure exceeding the normal operating limits of the gas system.							
Field Operations and Engineering							
1.	Protect life and property (including yourself). If necessary, evacuate people from residences or other buildings.						
2.	Evaluate the severity of the incident.						
3.	If the system MAOP has not been exceeded (1 PSIG for low pressure), the pressure is not increasing, and no component failures occurred, no further action is required. Charts should be marked indicating the cause of pressure increase to explain the cause for end of month chart review and future reference.						
4.	If MAOP was exceeded, notify the PSC in accordance with Gas O&M Procedure 9.200.						
5.	Stop the flow of gas, if applicable.						
6.	Check nearby buildings for gas migration if applicable.						
7.	Call/Request emergency agencies, if appropriate.						
8.	Stand by and await further instructions and/or assistance.						
Low Pressure Main							
1.	Determine the extent of overpressurization by checking charts/SCADA and component makeup of system:						
	Gas mains cast iron/steel/plastic;						
	Services.						
Is the system back to Normal Pressure?							
NO							
1.	Is system between 1 and 2 psig? Integrity of customer fuel line/appliance may be compromised by excessive pressure? Possible excessive appliance pilot height. If yes, immediately bleed system to maintain **Normal Pressure**.						
2.	Determine the cause of overpressurization and take appropriate action.						
3.	Isolate affected component from service.						
4.	Make necessary corrections.						
5.	Check system relief valves to determine if they have fully reset.						
6.	Spot check affected customer appliances for proper operation.						
7.	Complete FI or RMLD leakage survey of affected system main and services.						

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
1.	Is system over 2 psig? Integrity or customer fuel line/appliance may be compromised by excessive pressure? Possible excessive appliance pilot height. If yes:						
2.	Immediately shut down system or take necessary action to immediately reduce pressure.						
3.	Isolate affected component from service.						
4.	Make necessary corrections.						
5.	Reenergize main after all customers have been isolated and meters locked off.						
6.	Check system relief valves to determine if they have reset.						
7.	Begin FI or RMLD leakage survey of affected system main and services.						
8.	Begin process of dial testing, customer relight and inspection of appliances for proper operation.						
Is the system back to Normal Pressure?							
YES							
1.	Was system between 1 and 2 psig? Integrity or customer fuel line/appliance may have been compromised by excessive pressure? Possible excessive appliance pilot height.						
2.	Determine the cause of overpressurization and take appropriate action.						
3.	Isolate affected component from service.						
4.	Make necessary corrections.						
5.	Check system relief valves to determine if they have fully reset.						
6.	Complete FI or RMLD leakage survey of affected system main and services.						
1.	Was system over 2 psig? Integrity or customer fuel line/appliance may have been compromised by excessive pressure? Possible excessive appliance pilot height. If yes:						
2.	Take necessary steps to determine the station, valve, etc. that caused the overpressurization and take appropriate action.						
3.	Isolate affected component from service.						
4.	Make corrections.						
5.	Check system relief valves to determine if they have reset.						
6.	Begin FI or RMLD leakage survey of affected system main and services.						
7.	Begin process of inspection of customer appliances for proper operation.						

ABNORMAL OPERATING CONDITIONS CHECKLIST		YES	NO	N/A	DATE	TIME	COMMENTS
Excessive Pressure **Medium Pressure Main**							
1.	Determine the extent of overpressurization by checking charts/SCADA and component makeup of system:						
2.	Take necessary steps to determine the station, valve, etc. causing the overpressurization and send crew/supervisor to location.						
3.	Upon arrival, determine if system integrity is/was compromised (system over relief valve setting). If so, isolate system and reduce pressure to normal operating pressure.						
4.	Isolate affected component from service or close valve.						
5.	Check system relief valves to determine if they have reset.						
6.	Repair/correct cause of overpressurization.						
If pressure was above relief settings:							
1.	Begin FI or RMLD leakage survey of affected system main and services.						
2.	Classify all leaks found and repair all hazardous leaks (Type 1) immediately.						
3.	If system pressure exceeded design pressure of house regulator, inspect house regulator for proper operation and leakage.						
If pressure was above relief settings and piping failure occurred due to overpressurization:							
1.	Identify, isolate and repair areas within sysstem that were severely affected by overpressurization.						
2.	Begin FI or RMLD leakage survey of affected system main and services.						
3.	Classify all leaks found and repair all hazardous leaks (Type 1) immediately.						

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	TIME RECORDED	COMMENTS
GAS CONTROL/ECC					
1.	Gas Control/ECC declares level of emergency and opens command center, as needed.				
2.	Gas Control/ECC - notify Call List/QA/Agencies (PSC, DOT, etc.).				
3.	Gas Control/ECC makes appropriate incident reports.				
4.	Gas Control/ECC to review pressures, alarms in incident area.				
5.	Consider drug & alcohol testing.				
6.	Gas Control/ECC record incident time line.				
7.	Every time someone communciates with Gas Control/ECC, the last thing communicated should be the time and name.				

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
FIELD OPERATIONS							
1.	Protect Life and Property (evacuate if conditions warrant).						
2.	Evacuate buildings/area if necessary. Use care not to evacuate people to another potentially unsafe building or area. Do not under any circumstances re-enter or allow anyone else to re-enter any unsafe structure until the hazard has been eliminated from outside the structure.						
3.	Did the first responder request supervision and /or additional help?						
4.	Have sources of ignition been eliminated? Never pull electric meter with a house that has any gas readings inside. Disconnect electric at pole or pad mount transformer.						
5.	Did you notify the line department? If yes what time?						
6.	Supervisor/additional help arrives on scene to assess the situation.						
7.	Make barhole (CGI) checks over the service and main and inside at the service or fuel line entrance and any open conduits, cracks, or floor drains at the affected buildings. Document all readings.						
8.	Barhole (CGI) checks at the outside foundation wall around the entire perimeter of the affected building. Document all readings.						
9.	Check manholes and catch basins with CGI. If any reading found, must check adjoining manholes in all directions until zero and inside all buildings adjoining manholes with readings. Document all readings.						
10.	Establish the gas migration perimeter.						
11.	Call for emergency stakeouts if necessary.						
12.	Evaluate extent of outage, if necessary, and communicate back to Gas Control. The supervisor will call Gas Control to implement emergency plan.						
13.	Establish a Command Post with the fire department. (Request additional supervisor at Command Post, contact internal communications.)						
14.	Supervisor obtains information from Fire Chief such as names of injured, etc.						
15.	Gas personnel continue to evaluate gas migration. All information quantified shall be located on a map, including time, reading, person, day, manhole readings, etc.						
16.	Company has a service/inside person continuously monitoring surrounding homes. Provide name(s) to Incident Command.						
17.	Create a list of all meter sets (make, model, reading, manufacturer number) affected. Do this for both electric and gas meters.						
18.	Look for signs of third-party excavation/ look & listen.						
19.	Ensure the sniff test is taken and is witnessed by fire department and PSC if possible. (Obtain gas samples to analyze at laboratory.)						

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
20.	Request Special FI Survey if conditions warrant at the direction of Quality Assurance.						
21.	Record service regulator inlet and outlet pressure at the direction of Quality Assurance.						
22.	Check all exposed company fittings from the service valve to the outlet of the meter bar(s) for external gas leakage, using leak detection equipment and/or fluid and document at the direction of Quality Assurance.						
23.	Clock gas meter to determine any fuel line leakage and document at the direction of Quality Assurance.						
24.	Pressure test service line at normal operating pressure at the direction of the investigation team.						
25.	Document customer violations/red tags and condition of piping and appliances.						
26.	Supervisor to ensure site is photographed. Reference Appendix J for Digital Photo Requirements.						
27.	Ensure all gas detection and other equipment meets O&M calibration requirements (Please refer to Section 8.925 in O&M Manual).						
28.	Test all equipment immediately after the investigation.						
29.	Consider drug and/or alcohol testing.						
30.	Do not remove any evidence from scene unless directed by our Legal department. (Jeff Rosenbloom can be reached at 585.314.4307) The AEGIS experts will determine timing, soil gas sampling, elevation surveys and other items.						
31.	Look and listen for any information pertaining to incident. Document any information on Witness Log in Command Post (Appendix H). This would include any information heard from neighbors, reporters, family member, etc.						

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	TIME RECORDED	COMMENTS
INCIDENT COMMAND					
1.	Establish a Command Post with fire department command site on scene. (Request additional supervisor at Command Post, contact internal communications.)				
2.	Evacuate buildings/area if necessary. Use care not to evacuate people to another potentially unsafe building or area. Do not under any circumstances re-enter or allow anyone else to re-enter any unsafe structure until the hazard has been eliminated.				
3.	Establish a safe zone around the perimeter of the incident.				
4.	Create list of persons injured and name of hospital transported to and forward information to Corporate Gas Emergency Director.				
5.	Document names and addresses of witnesses and emergency fire and medical personnel. Document any information stated by the injured party or anyone who may have recently been inside the affected structure.				
6.	Turn gas/electric off as necessary. Disconnect electric at pole or pad mount transformer.				
7.	Supervisor request others [crews, record keeper, engineer (provide map and assistance).				
8.	Do not disturb the physical evidence. AEGIS experts will determine timing, soil gas sampling , elevation surveys and other items.				
9.	Ensure sniff test is taken and witnessed by fire department and PSC. (Obtain gas samples to analyze at laboratory.)				
10.	Maintain control/security of scene. If not a crime scene, do not disturb facilities until investigators arrive.				
11.	If it is a crime scene, follow the the direction given by the lead agency.				
12.	Look and listen for any information pertaining to incident. Document any information on Witness Log in Command Post (Appendix H). This would include any information heard from neighbors, reporters, family member, etc.				
13.	Supervisors on scene to keep in close communications.				
14.	Communicate with Corp. command post/Gas Control.				

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	TIME RECORDED	COMMENTS
CORPORATE					
1.	Request specialized equipment as required: distribution and gas control area maps, hip boots (flooding), portable radios, pumps, cell phones, safety equipment, fly over, etc. Set up command center if necessary.				
2.	List of persons injured and name of hospital transported to.				
3.	Support division engineering staff.				
4.	Inform Senior Management as needed.				
5.	Ensure AEGIS is notified.				
6.	Communications between Corporate Gas Emergency Director & Division Emergency Manager.				
7.	Look and listen for any information pertaining to incident. Document any information on Witness Log in Command Post (Appendix H). This would include any information heard from neighbors, reporters, family member, etc.				
8.	Provide press release info to Media/Government Relations.				

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	TIME RECORDED	COMMENTS
OPERATIONS OFFICE					
1.	Records search, recent excavations, Dig Safely New York Tickets, leak survey, network analysis studies, service, main,meter and regulator information and inspections, recording charts and SCADA information.				
2.	Document third-party activity or recent excavations in area.				
3.	Restoration Plan.				
4.	Print maps from affected area.				
5.	Ensures on-site supervisor for command post.				
6.	Call for emergency stakeouts.				
7.	Look and listen for any information pertaining to incident. Document any information on Witness Log in Command Post (Appendix H). This would include any information heard from neighbors, reporters, family member, etc.				
8.	Tailboard meetings.				
9.	Daily progress meeting.				
10.	Review safety procedures.				

Appendix A
Abnormal Operating Conditions Checklist
Explosion

	EXPLOSION CHECKLIST	YES	NO	TIME RECORDED	COMMENTS
QUALITY ASSURANCE					
1.	Document any flammable materials or chemicals present.				
2.	Document any indication of unusual discoveries or behavior.				
3.	Ensure that site is photographed.				
4.	Document names and addresses of witnesses and emergency fire and medical personnel. Document any information stated by the injured party or anyone who may have recently been inside the affected structure.				
5.	Document serial numbers and calibration dates of gas instruments.				
6.	Complete DOT/PSC Report within 30 days as needed.				
7.	Complete all applicable forms as required.				
8.	Consider drug and/or alcohol testing.				
9.	Ensure records search, recent excavations, Dig Safely New York Tickets, leak survey, network analysis studies, service, main,meter and regulator information and inspections, recording charts and SCADA information.				
10.	Create a list of all meter sets (make, model, reading, manufacture number) affected. Do this for both electric and gas meters.				
11.	Review Gas Control/ECC log, notifications and records.				
12.	Complete all applicable forms as required. Secure evidence, bag and tag. Use Chain of Custody forms. Transport evidence to secure area as needed. (Form 9200)				
13.	Obtain atmospheric data (temperature, dead vegetation, wet, dry, frozen).				
14.	Look for signs of third-party excavation.				
15.	Look and listen for any information pertaining to incident. Document any information on Witness Log in Command Post (Appendix H). This would include any information heard from neighbors, reporters, family member, etc.				
16.	Mobilize company Quality Assurance team, outside expert and AEGIS.				
17.	Witness sniff test and gas samples.				
18.	Liaison to PSC.				

Appendix A
Abnormal Operating Conditions Checklist
Fire

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
Fire - any unplanned or uncontrolled ignition of gas.							
Field Operations and Engineering							
1.	Protect life and property (including yourself). If necessary, evacuate people from residences or other buildings.						
2.	Keep the public at a safe distance.						
3.	Evaluate the severity of the incident.						
4.	Man the fire extinguisher.						
5.	If flame can easily be extinguished, do so, otherwise let the fire burn if there is NO threat to life or property.						
6.	Stop the flow of gas, if applicable.						
7.	Check nearby buildings for gas migration.						
8.	Call/Request emergency agencies, if appropriate.						
9.	Stand by and await further instructions and/or assistance.						
10.	Sniff test & a bag sample shall be taken when there is any fire that may be natural gas related.						
11.	Sniff test should also be performed by a third party (PSC, Fire Chief, Police Officer) and names documented.						

Appendix A
Abnormal Operating Conditions Checklist
Flooding Checklist

	FLOODING CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
GAS CONTROL/ECC - Please see Appendix J for Flooding Guidelines							
1.	Gas Control/ECC declares level of emergency and opens command center, as needed.						
2.	Gas Control/ECC - notify Call Out Lists/QA/Agencies (PSC, DOT, etc.).						
3.	Gas Control/ECC makes appropriate incident reports.						
4.	Gas Control/ECC to review pressures, alarms in incident area.						
5.	Gas Control/ECC record incident time line.						
FIELD OPERATIONS							
1.	Responder/Supervisor arrives on scene to assess the situation.						
2.	Supervisor calls Gas Control/ECC - implement Emergency Plan.						
3.	Establish a Command Post with the fire department. (Request additional supervisor at Command Post, contact internal communications.)						
4.	Supervisor obtains information from Fire Chief.						
5.	Tailboard meetings.						
6.	Establish a safe zone around the flooding area or area determined to become flooded.						
7.	Protect life and property (evacuation).						
8.	Evacuate buildings/area if necessary. Use care not to evacuate people to another potentially unsafe building or area. Do not under any circumstances re-enter or allow anyone else to re-enter any unsafe structure or area until the hazardous condition has been eliminated.						
9.	Prior to flooding, shut off gas and electric services as needed.						
10.	Determine extent of outage and personnel required to relight.						
11.	If necessary, de-engergize gas system by isolating area by closing valves, shuting down regulator stations, or using stopper feeding.						
12.	Determine if regulator stations and relief valves/stacks were affected by flood. Tear down if needed.						
13.	Determine the number of meters affected by flood that need replacement, and contact the Meter Lab.						
14.	Once flood recedes, conduct leak survey.						
15.	Once flood recedes, shut off and lock remaining gas services.						
16.	Re-activate electric primary, secondary, and services.						
17.	Re-activate gas system.						
18.	Re-activate gas services.						

Appendix A
Abnormal Operating Conditions Checklist
Flooding Checklist

	FLOODING CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
INCIDENT COMMAND							
1.	Establish a Command Post with fire department command site on scene. (Request additional supervisor at Command Post, contact internal communications.)						
2.	Have person in charge wearing incident command vest.						
3.	Tailboard meetings.						
4.	Establish a safe zone around the flooding area.						
5.	Supervisor request others [crews, record keeper, engineer (provide map and assistance) take pictures.]						
6.	Supervisors on scene to keep in close communications.						
7.	Maintain communications between Emergency Managers & Emergency Directors.						
8.	Daily progress meeting.						
9.	Establish Restoration Plan.						
CORPORATE							
1.	Look and listen.						
2.	Determine extent of outage and personnel required to relight.						
3.	Request backup personnel.						
4.	Request specialized equipment as required: distribution and gas control area maps, hip boots (flooding), portable radios, pumps, cell phones, safety equipment, fly over, etc. Set up command center if necessary.						
5.	Support division engineering staff.						
6.	Meter Lab to check availability of replacement meters.						
7.	Communications between Corporate Emergency Manager & Division Emergency Manager.						
8.	Provide press release information to Media/Government Relations.						
9.	Ensure lodging & food for work force.						
OPERATIONS OFFICE							
1.	Look and listen.						
2.	Dispatches responder and responder supervisor - Gas crew and Electric crew.						
3.	Print maps from affected area.						
4.	After completion of incident, update flood maps within division.						
QUALITY ASSURANCE							
1.	Liaison to PSC.						

Appendix A
Abnormal Operating Conditions Checklist
Gas Outages

	Gas Outages Checklist	YES	NO	N/A	DATE	TIME	COMMENTS
Reportable Incident							
1.	Ensure ECC has been notified.						
2.	Notify Gas MRO's.						
3.	MRO to notify DRO.						
4.	Is there Media on site?						
5.	Is there Police on site?						
6.	Is there Fire on site?						
7.	Identify a supervisor in charge and if a command post is required.						
8.	Establish streets without service.						
9.	Call in outage clerical pool to get address listing.						
10.	Calculate the re-light time.						
11.	Establish how long the outage will last.						
12.	Call for mutual aid if needed.						
13.	Call for emergency services if needed.						
14.	Turn off affected services.						
15.	Re-establish gas in the affected area.						
16.	Confirm 100% gas in gas main.						
17.	Turn on and re-light affected customers.						
18.	Notify ECC that interruption is over. Indicate to ECC any straggler customers out due to no one home.						
19.	Notify the MRO the interruption is over.						
20.	MRO notifies the DRO the outage is over.						
21.	Complete and turn in all completed paperwork to the supervisor in charge.						
22.	Supervisor reviews all paperwork for completeness.						

Appendix A
Abnormal Operating Conditions Checklist
Inproper Odorization

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
Improper Odorization (Excessive) - excessive odorization of the gas.							
Field Operations and Engineering							
1.	Refer to O&M procedure 8.200. Readings greater than .50% gas in air must be immediately reported to the Gas Supervisor.						
2.	Contact Gas Control/ECC Gas Operator to obtain additional help as needed.						
3.	Determine possible malfunctioning odorizer locations.						
4.	Determine current odorization levels as directed by Engineering and verify with SCADA.						
5.	Send personnel to odorizer location to determine if operating correctly.						
6.	Take sniff test at odorizer injection point.						
7.	If needed, send second person to take sniff test.						
8.	Take natural gas samples for Laboratory Services per Section 4.17.						
9.	Send personnel to take sniff tests (Quantitative) at endpoints of system.						
10.	Repair or adjust odorizer as directed and qualified to perform.						
11.	Notify appropriate personnel.						
12.	Stand by and await further instructions and/or assistance.						
Improper Odorization (Inadequate) - inadequate odorization of gas.							
1.	Refer to O&M procedure 8.200. Readings less than .41 gas in air must be immediately reported to the Gas Supervisor.						
2.	Contact Gas Control/ECC to obtain additional help as needed.						
3.	Determine possible malfunctioning odorizer locations.						
4.	Determine current odorization levels as directed by Engineering and verify with SCADA.						
5.	Send personnel to odorizer location to determine if operating correctly.						
6.	If needed, take sniff test at odorizer injection point.						
7.	If needed, send second person to take sniff test.						
8.	If needed, send Laboratory Services to take samples.						
9.	If needed, send personnel to take sniff tests at endpoints of system.						

Appendix A
Abnormal Operating Conditions Checklist
Inproper Odorization

ABNORMAL OPERATING CONDITIONS CHECKLIST		YES	NO	N/A	DATE	TIME	COMMENTS
For YZ and Wick Odorizers, check:							
1.	Stroke Count						
2.	Injection rate						
3.	Pump Displacement						
4.	Battery Voltage						
5.	Stroke Interval						
6.	Odorant Tank Level						
7.	Verometer						
8.	Supply Pressure						
9.	Pump Operation						
10.	Actuation Pump Pressure						
11.	Solenoids						
12.	Bulk Tank Pressure						
13.	Back Pressure Regulator						
14.	Sight Glass						
15.	Wick Inspection						
For Zeck Odorizers, check:							
1.	Injection rate						
2.	Odorant Tank Level						
3.	Approximate Time Between Drops						
4.	Valve Position						
5.	Pipeline Pressure						
6.	Cylinder Pressure						
7.	Outlet Cylinder Pressure						

Appendix A
Abnormal Operating Conditions Checklist
Inproper Odorization

	ABNORMAL OPERATING CONDITIONS CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
8.	Blanket Pressure						
9.	Safety Shut-off Pressure						
10.	Sight Glass Inspection						
11.	Repair or adjust odorizer as directed and qualified to perform.						
12.	Notify appropriate personnel.						
13.	Stand by and await further instructions and/or assistance.						

Appendix A
Abnormal Operating Conditions Checklist
Inadequate Pressure

ABNORMAL OPERATING CONDITIONS CHECKLIST		YES	NO	N/A	DATE	TIME	COMMENTS
Inadequate Pressure/No Gas - gas pressure that falls below the normal operating requirements of the system causing pilot problems and other operational outages.							
Field Operations and Engineering							
1.	Evaluate the severity of the incident.						
2.	Determine the station, valve, etc. causing the inadequate pressure or no gas condition and take appropriate action.						
Is there any pressure on the system by observing temporary gauge, terminal gauge/SCADA?							
YES							
1.	Notify Supervisor or Gas Control/ECC Gas Operator.						
2.	Make appropriate notifications when 10 or more customers are interrupted or media is on site as required by O&M Procedure 9.200.						
3.	Take appropriate action - stabilize and re-pressure systems.						
4.	Check each customer line to determine if all appliances are lit. Relight as necessary.						
NO							
1.	Notify Supervisor or Gas Control/ECC Gas Operator.						
2.	Shut down affected area.						
3.	Shut down affected services.						
4.	Make appropriate notifications when 10 or more customers are interrupted or media is on site as required by O&M Procedure 9.200.						
5.	Reenergize after all customers have been isolated.						
6.	Begin process of dial testing, customer relight and inspection.						

Appendix A
Abnormal Operating Conditions Checklist
Submerged Pipe

	SUBMERGED PIPE CHECKLIST	YES	NO	N/A	DATE	TIME	COMMENTS
NOTIFICATIONS							
1.	Gas Control/ECC						
2.	Corporate Operations						
3.	Corporate Engineering						
4.	Regional Director (implement Gas Emergency Plan, as needed)						
5.	Call DEC, as needed						
6.	Call Center						
7.	Media/Government Relations (Gas Control/ECC)						
8.	PSC (Gas Control/ECC)						
9.	DOT (Gas Control/ECC)						
10.	Contact police and fire departments, as needed						
11.	Contact Director of Operations for support from other divisions, as needed						
12.	Contact contractor to de-water affected area						
13.	DDS - Sean Donohoe, 45 Hendrix Rd., West Henrietta, NY 14586						
14.	585.359.7540 office; 585.359.7541 fax; sdonohoe@ddscompanies.com						
RECORDS/MAPPING							
1.	Create maps (GIS) that display known areas of submerged pipe (wetlands, river crossings, etc.).						
2.	Identify valves to isolate the area, if possible.						
ASSESS DAMAGE							
1.	Is gas blowing?						
2.	Are lines ruptured?						
3.	Is pressure > 20%SMYS? (for reporting purposes)						
4.	Does the area need to be isolated? If so, are any system configuration changes or pressure adjustments necessary?						
5.	How many customers are affected?						
6.	How long will the isolation last?						
7.	If no immediate action is necessary, is a cut out or repair required?						
8.	Can area be de-watered for repair?						
SURVEY FOR GAS LEAKS							
1.	Refer to O&M Procedure 7.150: Leak Surveys.						
REPORTS							
1.	PSC, as applicable (255.801)						
2.	DOT (191.3 - .9)						
3.	Refer to Section 9 of the O&M Procedure Manual for guidance on notifications and reporting.						

Appendix B

Storm Damage Accounting Procedures

Appendix B
Storm Damage Accounting Procedures

1.0 SCOPE

1.1. This appendix is a brief overview of Storm Damage Accounting Procedures.

2.0 WBS NUMBERING

2.1. NYSEG and RG&E maintain separate emergency accounting entries. Accounting is captured in the SAP system under a Work Breakdown Structure (WBS) hierarchy. Major and Minor WBS numbers are created in advance.

2.2. Use a minor WBS if less than 10% of the customer base is affected.

2.3. Corporate will issue a major WBS if more than 10% of the customer base is affected, or if outages are longer than 24 hours.

2.3.1. RG&E has additional cost targets that must be met before you can use a major WBS number.

2.4. Wait before a Major/Minor determination before you enter charges.

3.0 LEVEL NUMBERING

3.1. Each major storm WBS has charging elements.

3.2. You should capture Division charges against the Division/Region Level 2 account. These Level 2 charges are automatically included as part of the Level 1 event.

Appendix C

ICS Forms

- ICS 202 – Incident Objectives
- ICS 203 – Organization Assignment List
- ICS 204 – Assignment List
- ICS 205 – Communications Plan
- ICS 215 – Operational Planning Worksheet
- ICS 221 – Demobilization Checklist
- Safety Briefing and Tailboard

INCIDENT OBJECTIVES

1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED

4. OPERATIONAL PERIOD (DATE/TIME)

5. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (INCLUDE ALTERNATIVES)

6. WEATHER FORECAST FOR OPERATIONAL PERIOD

7. GENERAL SAFETY MESSAGE

8. ATTACHMENTS (√ IF ATTACHED)

☐ ORGANIZATION LIST (ICS 203)	☐ SAFETY BRIEFING/ TAILBOARD	☐ _____
☐ ASSIGNMENT LIST (ICS 204)	☐ INCIDENT OR GAS MAPS	☐ _____
☐ COMMUNICATIONS PLAN (ICS 205)	☐ _____	☐ _____

9. PREPARED BY (PLANNING SECTION CHIEF)	10. APPROVED BY (INCIDENT COMMANDER)

ORGANIZATION ASSIGNMENT LIST

1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED

POSITION NAME

4. OPERATIONAL PERIOD (DATE/TIME)

5. INCIDENT COMMANDER AND STAFF

INCIDENT COMMANDER	
DEPUTY	
SAFETY OFFICER	
INFORMATION OFFICER	
LIAISON OFFICER	

6. OUTSIDE AGENCY REPRESENTATIVES

AGENCY	NAME

7. PLANNING SECTION

CHIEF	
DEPUTY	
DAMAGE ASSESSMENT UNIT	
DOCUMENTATION UNIT	
RESOURCE UNIT	
DEMOBILIZATION UNIT	
SITUATION UNIT	
NETWORK ANALYSIS UNIT	
CHEM LAB UNIT	

8. LOGISTICS SECTION

CHIEF	
DEPUTY	
a. SUPPORT BRANCH	
DIRECTOR	
SUPPLY UNIT	
FACILITIES UNIT	
GROUND SUPPORT UNIT	
b. SERVICE BRANCH	
DIRECTOR	
COMMUNICATIONS UNIT	
MEDICAL UNIT	
FOOD UNIT	

9. OPERATIONS SECTION

CHIEF		
DEPUTY		
a. TRANSMISSION & DISTRIBUTION REPAIR BRANCH		
BRANCH DIRECTOR		
DEPUTY		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
b. PRESSURE CONTROL & ODORIZATION BRANCH		
BRANCH DIRECTOR		
DEPUTY		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
c. SERVICE RESTORATION BRANCH		
BRANCH DIRECTOR		
DEPUTY		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
d. BRANCH DIRECTOR		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		
DIVISION/GROUP		

10 FINANCE/ADMINISTRATION SECTION

CHIEF	
DEPUTY	
TIME UNIT	
COST UNIT	
RISK MANAGEMENT UNIT	
HUMAN RESOURCES UNIT	

PREPARED BY (RESOURCES UNIT)

1. BRANCH	2. DIVISION/GROUP	ASSIGNMENT LIST

3. INCIDENT NAME	4. OPERATIONAL PERIOD DATE _____ TIME _____

5. OPERATIONAL PERSONNEL

OPERATIONS CHIEF _____ DIVISION/GROUP SUPERVISOR _____

BRANCH DIRECTOR _____

6. RESOURCES ASSIGNED THIS PERIOD

NAME	RESOURCE TYPE	CELL PHONE OR RADIO NUMBER (COMPLETED BY CREW SUPERVISOR)

7. CREW SPECIFIC OPERATIONS ASSIGNMENT

8. CREW DELIVERABLES

PREPARED BY (RESOURCE UNIT LEADER)	APPROVED BY (PLANNING SECTION)	DATE	TIME

INCIDENT COMMUNICATIONS PLAN			Operational Period (Date and Time)		
Home Division, Mutual Aid Utility, or Contractor	**Name**	**Position**	**Office Phone**	**Cell Phone**	**Radio**

Home Division, Mutual Aid Utility, or Contractor	Name	Position	Office Phone	Cell Phone	Radio

OPERATIONAL PLANNING WORKSHEET

OPERATIONAL PLANNING WORKSHEET		1. INCIDENT NAME				2. DATE PREPARED TIME PREPARED		3. OPERATIONAL PERIOD (DATE/TIME)		
4. DIVISION OR OTHER LOCATION	5. MAJOR WORK ASSIGNMENTS ↓	6. RESOURCES BY TYPE AND ASSIGNMENT RESOURCE TYPE →							7. REPORTING LOCATION	8. REQUESTED ARRIVAL TIME
		REQUIRED								
		HAVE								
		NEED								
		REQUIRED								
		HAVE								
		NEED								
		REQUIRED								
		HAVE								
		NEED								
		REQUIRED								
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		HAVE								
		NEED								
		REQUIRED								
		HAVE								
		NEED								
		REQUIRED								
		HAVE								
		NEED								
	9. TOTAL RESOURCES REQUIRED								10. PREPARED BY (NAME AND POSITION)	
	TOTAL RESOURCES ON HAND									
	TOTAL RESOURCES NEEDED									

DEMOBILIZATION CHECKOUT

1. INCIDENT NAME/NUMBER	2. DATE/TIME	3. DEMOB NO.

4. UNIT/PERSONNEL RELEASED

5. TRANSPORTATION TYPE/NO.

6. ACTUAL RELEASE DATE/TIME

7. DESTINATION

8. CREW HOME OFFICE NOTIFIED

NAME _____

DATE _____

9. UNIT LEADER RESPONSIBLE FOR COLLECTING PERFORMANCE RATING

10. UNIT/PERSONNEL YOU AND YOUR RESOURCES HAVE BEEN RELEASED SUBJECT TO SIGNOFF FROM THE FOLLOWING:

(DEMOBILIZATION UNIT LEADER CHECK √ THE APPROPRIATE BOX)

LOGISTICS SECTION

☐ SUPPLY UNIT _____

☐ COMMUNICATIONS UNIT _____

☐ FACILITIES UNIT _____

☐ GROUND SUPPORT UNIT LEADER _____

PLANNING SECTION

☐ DOCUMENTATION UNIT _____

FINANCE/ADMINISTRATION SECTION

☐ TIME UNIT _____

OTHER

☐ _____

☐ _____

11. REMARKS

_____

_____

INSTRUCTIONS FOR COMPLETING THE DEMOBILIZATION CHECKOUT
(ICS FORM 221)

Prior to actual demobilization, Planning Section (Demobilization Unit) should check with the Command Staff (Liaison Officer) to determine any specific mutual aid needs related to demobilization and release. If any, add to line Number 11.

Item Number	Item Title	Instructions
1.	Incident Name/No.	Print Name and/or Number of incident.
2.	Date/Time	Enter Date and Time prepared.
3.	Demob No.	Enter Agency Request Number, Order Number, or Agency Demobilization Number if applicable.
4.	Unit/Personnel Released	Enter appropriate vehicle or Strike Team/Task Force I.D. Number(s) and Leader's name or individual over-head or staff personnel being released.
5.	Transportation Type/No	Method and vehicle I.D. Number for transportation back to home unit. Enter N/A if own transportation is provided. *Additional specific details should be included in Remarks, block #12.
6.	Actual Release Date/time	To be completed at conclusion of demobilization at time of actual release from incident. Would normally be last item of form to be completed.
7.	Destination	Location to which Unit or personnel have been released, i.e., Area, Region, Home base, Airport, Mobilization Center, etc.
8.	Home Office Notified	Identify home office of crew notified and enter date & time of notification.
9.	Unit Leader Responsible for Collecting Performance Ratings	Self-explanatory. Note, not all agencies require these ratings.
10.	Unit/Personnel	Demobilization Unit Leader will identify with a check in the box to the left of those units requiring check-out. Identified Unit Leaders are to initial to the right to indicate release. Blank boxes are provided for any additional check (unit requirements as needed), i.e., Safety Officer, Agency Representative, etc.
11.	Remarks	Any additional information pertaining to demobilization or release.

Job Briefing – Gas Operations

Work Location / Address:_____City/Town:_____
Date:_____ Time:_____ Weather - Temperature:_____Wind:_____Conditions:_____
Nearest Intersection:_____ Landmark (to assist 911 in case of emergency):_____
Gas Pressure:_____ ☐ In the Road ☐ Behind the Curb Vehicle Number(s):_____

JOB DESCRIPTION

_____
_____
_____

HAZARDS AND MITIGATION STEPS

Job Hazards	Yes	No	Mitigation Steps
Animal contact			
Assault			
Caught in/under/between			
Ergonomics (overexertion, positioning, repetitive motion)			
Exposure to chemical agent			
Exposure to extreme heat/cold			
Exposure to vibration			
Exposure to mental stress factors			
Exposure to noise			
Exposure to pressure variation			
Exposure to oxygen deficiency			
Fall from height			
Fall on same level			
Landslide, collapse, cave-in			
Striking/Struck by/Line of Fire			
Traffic			
Visibility			
Weather			
Other (Describe)			

PROTECTIVE EQUIPMENT: Check all that apply

PPE:

☐ Eye Protection ☐ Ear Protection ☐ Head Protection ☐ Hands Protection ☐ Appropriate Footwear
☐ Fall Protection ☐ High Visibility Clothing ☐ FR Clothing ☐ Class 2 Rubber Gloves ☐ Respiratory Protection

Other PPE:_____

Others:

☐ Work zone traffic control (vehicle placement, cones, signs, flaggers, sidewalks, lighting)
Other equipment:_____

PROCEDURES: Check all that apply

☐ Standard Operating Procedures (SOP's):_____
☐ O&M Procedures/Construction Standards:_____
☐ Work Permits:_____
☐ Communications:_____
☐ Underground facilities located ☐ Spoil back 2 ft ☐ Ladder in trench deeper than 4 ft ☐ Shoring in trench deeper than 5 ft
☐ Trench/Confined Space Monitoring: CGI/Monitor Serial #:_____ ☐ Calibration Due Date:_____
☐ Readings: LEL:_____ CO:_____ O2:_____ H2S:_____ Safe to Enter Vault/Trench: ☐ Yes ☐ No

Job Briefing – Gas Operations

MULTIPLE CREWS/DEPARTMENTS IMPACTING THE JOB?

Where multiple crews/departments may be present and tasks may overlap or impact one another's safety, each group must discuss and understand the potential hazards/risks and sign each other's job brief.

☐ Not Applicable for this job
☐ Job discussion has been completed
☐ Gas System Operating Rules (GSOR) applicable

Person(s) in charge of work (Name):_____

SPECIFIC ISSUES/SPECIAL PRECAUTIONS/NOTES

_____
_____
_____
_____
_____
_____
_____

ENVIRONMENTAL COMPLIANCE

☐ Sensitive Areas ☐ Sensitive Species ☐ Invasive Species ☐ Containment of Sediment ☐ Vehicle Wash Zone
☐ Condition of BMPs (check daily) ☐ Petroleum Product Contaminants ☐ Environmental Control Plans
☐ Environmental Testing (PCB, Lead, etc.)

Other Environmental Items:_____

JOB BRIEF SHALL BE REVIEWED AFTER SIGNIFICANT DELAYS OR A CHANGE IN JOB SCOPE, PERSONNEL, OR LOCATION

Any significant changes? ☐ Yes ☐ No	Job Brief reviewed w/crew members? ☐ Yes ☐ No	Crew Lead :_____ Time: _____

Note Changes:_____
_____
_____
_____
_____
_____
_____

My commitment to the safety of myself and my co-workers is reinforced below. We are signing off that we understand the potential hazards of the job.

Discussion conducted by : _____

Employee Name and Number (Print)	Initials	Employee Name and Number (Print)	Initials
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

DEBRIEF SHALL BE COMPLETED TO IMPROVE SAFETY. WHAT WENT WELL? WHAT COULD BE IMPROVED?

Post Job Discussion and Review

Notes:_____
_____
_____
_____
_____

Appendix D

Outage Tracking

- Gas Outage Report
- Gas Outage Tracking

Appendix D
Gas Outage Report

HOUSE NUMBER	STREET	CITY	GAS METER	TIME CHKD OK	DATE/TIME SHUT OFF	LOCATION SHUT OFF (Riser, Curb, Meter)	CGI (Y/N)	LOCK SMITH REQD (Y/N)	DATE/TIME TURNED ON	DIAL TEST (Y/N)	MATCH TEST (Y/N)	WARNING TAG (Y/N)	ADDITIONAL INFORMATION	RECHECK TIME

Appendix D
Gas Outage Tracking

IBERDROLA USA

GAS OUTAGE TRACKING REPORT

(TO BE COMPLETED BY THE PLANNING SECTION SITUATION UNIT)

Event Name:		
Operational Period :	Date:	Time:

Data Category	Group Which Provides Information	NYSEG (Modify Headings & Columns as Needed)													RG&E	NY Total
		Auburn	Binghamton	Brewster	Elmira	Geneva	Goshen	Hornell	Ithaca	Lockport	Mechanicville	Oneonta	Plattsburgh	Subtotal	Central	Totals
Safety Injuries, Total for Event	Safety Officer													0		0
Safety MVA, Total for Event	Safety Officer													0		0
No. of Customers Affected (from Cust. Outage List)	Planning Section													0		0
Current Number Customers Turned Off / Made Safe	Planning Section													0		0
Current Number of Customers Restored (Turned On)	Planning Section													0		0
Warning Tags Issued, Total for Event	Operations Section													0		0
Warning Tags Cleared, Total for Event	Operations Section													0		0
Leaks Found, Total for Event	Operations Section													0		0
Leaks Cleared, Total for Event	Operations Section													0		0
Number of Company Employees Onsite	Planning Section													0		0
Number of Contractor Employees Onsite	Planning Section													0		0
Number of Utility Mutual Aid Workers Onsite	Planning Section													0		0

Appendix E

Mutual Aid

Company Name	24 Hour Emergency Dispatch or Control Center	Primary Contact	Phone Number	Cell Phone	Home Phone	E-mail
Northeast Gas Association						
Algonquin Gas Transmission Co	(800) 231-7794 or (800) 726-8383					
Columbia Gas of Massachusetts	(800) 572-0038 or (800) 842-6847					
Bath Electric, Gas & Water Systems						
Bangor Gas Company	877-427-7991					
Berkshire Gas Company	(800) 292-5012					
Blackstone Gas Company	(508) 883-9516					
Central Hudson G & E Corp.	(845) 486-5600 or (845) 486-5604					
Connecticut Natural Gas Corp.	(860) 246-5325					
Consolidated Edison	(718) 319-2310					
Corning Natural Gas Corp.	(800) 834-2134					
Distrigas Of Massachusetts LLC	(617) 381-8536					
Iroquois Pipeline Operating Co.	1-800-888-3982					
Maritimes & Northeast Pipeline	(800) 726-8383					
Middleborough G&E Dept.	(508) 947-1535					
National Fuel Gas	(800) 526-2608					
National Grid US	(718) 403-2920					
New England Gas Company	(508) 324-7808					
New Jersey Natural Gas Co.	(732) 938-1211					

Company Name	24 Hour Emergency Dispatch or Control Center	Primary Contact	Phone Number	Cell Phone	Home Phone	E-mail
NYS Electric and Gas	(607) 762-4291	[redacted]				
NSTAR Gas Company	(781) 441-8000 or (781) 441-8406					
Orange & Rockland Utilities	(845) 577-3094 or (845) 577-3880					
Portland Natural Gas Transmission System						
Public Service Electric & Gas Company, NJ	(973) 430-5075					
Rochester Gas and Electric	(607) 762-4291					
Southern CT Gas Co.	(800) 513-8898					
South Jersey Gas	(800) 624-3307					
St. Lawrence Gas Company	(800) 673-3301 or (315) 769-3511					
Tennessee Gas Pipeline Company / El Paso Corporation	(800) 231-2800					
Unitil/Northern Utilities NH	(603) 294-5158					
Unitil/Northern Utilities Maine	(603) 294-5158					
Unitil/Fitchburg	(603) 294-5158					
Unitil/Director Gas Operations	(603) 294-5158					
Vermont Gas Systems, Inc.	(802) 863-4511 or (800) 639-2112					
Wakefield Municipal Gas and Light Department	781-246-6363					
Westfield Gas & Electric	(413) 572-0000					
Yankee Gas Services Co.	(203) 236-9100 or (800) 942-7529					

Appendix F

Pressure Test Procedure

Appendix F
Gas Incident Pressure Test Procedure

1.0 SCOPE

1.1. Use these procedures to conduct a pressure test after an incident such as a fire or explosion where natural gas could have been a cause.

2.0 TESTING

2.1. The process to conduct the test shall be determined at the incident site based on the field condition and the ability to safely gain access to the facilities.

2.1.1. In no case shall the test be detrimental to life safety of company personnel, other first responders, or the general public.

2.1.2. The test shall not interfere with incident evidence.

- For example: Pipline elements damaged by vandalism shall not be modified in order to carry out a pressure test.

2.1.3. The test shall be scheduled as soon as practical and in the presence of a witness from the Public Service Commission.

2.1.4. The test shall be performed at the operating pressure of the pipeline at the time of the incident.

3.0 GAUGES

3.1. A calibrated gauge shall be used.

3.2. The gauge shall be calibrated in the presence of a witness from the Public Service Commission or documentation of the last calibration date shall be provided.

Appendix G

Digital Photo Requirements

Appendix G
Digital Photo Requirements

1.0 SCOPE

1.1. Use these procedures to collect and document digital photographs taken at the scene of a gas emergency including fire or explosion.

2.0 CAMERA DEVICE SETUP

2.1. Check that the camera device has the correct date and time. If you can set the camera device to display the date and time in the image, you shall do so.

2.2. You shall not delete any photos within the sequence, either at the scene or after the fact. Even if you take a bad photo (out of focus, finger in shot, needs flash, etc), do not delete the photo.

3.0 PHOTOGRAPHING THE INCIDENT SCENE

3.1. Shoot a few frames to establish the incident location and overall scene:

3.1.1. mailboxes, house numbers, other houses

3.1.2. visual landmarks, company facilities including transformers or utility poles, regulator stations, vent stacks, etc

3.2. Continue taking pictures that document what the incident was or why the incident may have occurred.

4.0 DOCUMENTING AND RETAINING DIGITAL PHOTO FILES

4.1. As soon as practical, the pictures shall be saved onto a secondary device or media including a CD, memory card, USB flash drive, laptop, etc.

4.2. A Digital Photo Log, Appendix 14 Attachment 1, shall be filled out and kept with the pictures.

4.3. The picture files shall remain in the original state and not be enhanced, cropped, or otherwise changed unless directed by the Legal Department.

4.4. The picture files and Photo Log shall be retained as long as the Legal or Claims Department deems necessary.

Digital Photo Log

Entered By	Incident Name

Line	File Name	Photo Date	Photo Time	Scene Location	Scene Description	Line
1						1
2						2
3						3
4						4
5						5
6						6
7						7
8						8
9						9
10						10

Appendix H

Witness Log

Appendix H
Witness Log

Witness Log

Incident: _____ **Date:** _____

Reported By: _____

Name (please print)	Name of Organization/ Relationship	Time of Arrival	Time of Departure	Comments/Thoughts/Unusual Activities

Appendix I

Flooding Guidelines

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Flooding Guidelines

1.0 GENERAL

1.1 These guidelines are to be followed when it is anticipated that gas facilities are in danger of being flooded or a request is received from an outside agency to shut off gas facilities due to anticipated wide-spread flooding.

1.2 The guidelines shall be used in conjunction with the “Flooding Checklist” found in the Gas Emergency Plan, Appendix A.

1.3 Planning leading up to the event.

- Conduct continuous monitoring of weather through NOAA webinars and conference calls
- Participate in County Emergency management meetings
- Conduct continuous canvassing of flash flood prone areas and major river flood prone areas
- ICS command staff are identified and notified of the situation by incident commander
- Local ICS Commander conducts informational conference calls for ICS Command Staff and for company wide readiness alert
- Monitor conditions on the ground from field reports to determine where the water is
- Monitor weather service predictions – they can change hourly
- Request maps and customer outage report lists for suspected flood areas
- Work closely with county and local emergency management
- Identify a location for the company’s command center outside of the planned flood area
- Consider sending liaisons to the county EOC
- Staff fire station command posts upon request from emergency services
- Consider working with safety to set up tetanus shots for employees

1.4 Initiating the ICS Plan – Who to call

- Director of Gas Operations and VP of Gas Operations
- Gas Control to declare Level III
- Executives – for corporate notification
- ICS Command staff to activate the full Gas Emergency Plan

1.5 Emergency / Supply List:

- Traffic control flags
- Boots and waders
- Rain gear
- Personnel protective equipment (PPE) (safety glasses, hard hats, etc.)
- First aid and CPR kits
- Dust masks (3M – N95) and nitrile gloves
- Hand sanitizer
- Traffic flares
- Flash lights
- Preloaded weather seal barrel locks

- Order warning tags
- Tyvec suits

2.0 ACTION STEPS TO CONSIDER FOR FLOOD RESPONSE

2.1 Turn off customers before flood waters prevent action

- Work in cooperation with emergency services (turn off service in mandatory evacuation areas)
- Consider the effects of probable road/bridge closures and washouts when staging field personel

2.2 Respond to leaks and monitor system for public safety

- Low pressure systems
- Broken and damaged services in homes
- Foundation cave-ins from hydraulic pressure
- Explosions
- Respond to leak calls

2.2.1 Crews may need to stand by at designated valves, above the flood zone, in the event it is necessary to shut down a valve section or bridge crossing.

2.2.2 If appropriate, regulator station vent lines and relief valve stacks shall be checked to be sure that they are above the flood level.

2.2.3 If appropriate, above ground and exposed field and district regulator stations should be sand bagged to prevent damage from floating debris.

2.2.4 Regulator stations which will become completely submerged, should be shut down.

2.3 Leak survey system after flood waters recede

2.4 Repair all critical leaks

2.5 Restore service to customers

3.0 DEACTIVATING GAS SERVICES (PRIOR TO AND DURING FLOODING)

3.1 Turn off customers before flood waters prevent action

- Under the direction of county and local emergency services, gas and electric crews should attempt to shut off as many gas and electric meters as possible in the mandatory evacuation zones prior to flood waters overtaking the area. If time permits, lock gas services at the riser valves with preloaded flood cap barrel locks. Work in cooperation with emergency services (mandatory evacuations) or local municipalities.
  - Break groups into zones
  - Lock off meters where possible

3.2 Re-entry teams – After flood waters recede

- Turn off remaining electric and gas customers effected and lock gas meters
- Leak survey all mains and services identified on the flood maps plus 100 feet back
- Re-energize electric circuits once gas system is deemed safe

3.3 De-activation of services shall be logged on the Gas Outage Report (Gas Emergency Plan, Appendix D).

3.4 Shut off all services at the riser to buildings being evacuated or that may become flooded.
3.5 Request that electric service be shut off by de-energizing the primary circuits, transformers or booting the meter.
3.6 Obtain flood area maps and customer records to coordinate and manage the flood.
3.7 Obtain CEDAR (code enforcement disaster assistance response) maps if available.

4.0 PROCEDURE AFTER FLOODING – return to the same zones

4.1 When the flooded area is accessible, conduct a leak survey over all affected mains and services in the flood zone identified on the maps plus 100' back to identify any leaks.
4.2 Shut off all gas services that were not previously shut off prior to the flooding and lock at the riser valves using barrel locks.
4.3 Conduct a visual inspection of all bridge crossings and exposed mains and facilities to identify any damage or hazardous conditions. If flash flooding damage (road/bridge washouts or stream bank realignments) occurred outside the flooding area, the company's gas facilities in these areas should be surveyed for flash flooding damage.
4.4 Communication to the company's customers about how to and the requirements for reestablishing gas service should be developed using flyers or media releases.

5.0 REACTIVATING ELECTRIC SERVICES

5.1 Electric services shall not be reactivated until notification is received that the gas has been shut off.
5.2 If electric services and meters are isolated, re-energize primary after confirmation that areas and basements are no longer flooded.
5.3 Conduct a visual inspection of all electric facilities (service, meter, main, disconnect, breaker/fuse panel).
5.4 Have customer/agent sign a Service Re-connection Form only if the panel box has not been flooded. Refer to Attachment 1 for the form.
5.5 If the electric panel or a breaker has been submersed, individual breakers and/or the panel may need to be replaced to insure they will operate safely, as designed, in the future. The customer needs to hire an electrician or call an electric inspection agency for their area for current regulations regarding flooded panel boxes.

5.5.1 Meter intact- not booted

- Remove the meter and perform a visual inspection (proceed if OK)
- Make sure the main disconnect in the house is turned off
- Perform a short circuit test
- Install the meter and reseal

5.5.2 Meter booted

- Perform a visual inspection (proceed if OK)
- Make sure the main disconnect in the house is turned off

- Remove the meter boot
- Perform a short circuit test
- Install a meter and reseal

5.5.3 Meter previously removed

- Perform a visual inspection (proceed if OK)
- Make sure the main disconnect in the house is turned off
- Perform a short circuit test
- Install a meter and reseal

6.0 REACTIVATING GAS SERVICES

Note: Canvass flood effected neighborhoods door – to – door in the same zones identified above.

6.1 Do not reconnect the gas service unless the electric service has been restored and the basement is no longer flooded (NO STANDING WATER). Exception: Standing pilot type appliances e.g. stoves and water heaters not affected by the flood can be relit prior to the electric being restored providing there is no standing water in the basement.

6.2 The customer or a representative shall be present for the crew to reconnect the gas service.

6.3 At least one natural gas appliance must be ready to light. Appliances shall only be turned on if they were not affected by the flood. Appliances that were submerged in water need to be inspected and serviced by a heating contractor and will be tagged with a B violation.

6.4 Company crews will verify the condition of company equipment.

6.5 Re-activation of services shall be logged on the Gas Outage Report.

6.6 Disconnect the vent line for inside medium pressure services and check for water.

6.7 Check for water in the regulator and meter.

6.8 If needed, replace regulator.

6.9 Check fuel lines for water.

6.10 Guidelines for inspecting and replacing meters

6.10.1 If the Register or Index is unreadable and/or shows mud and debris on the inside of the cover, replace the meter.

6.10.2 Any meter that was submerged shall be replaced, either at this time or at a time before the heating season.

6.10.3 Using discretion, attempt to change any of the meters if they are in question

- Any tin case meter
- Any non-TC meter
- Any meter in the remediation program
  - Rockwell 175, #1, #3, 3,000, 10,000
  - Sprague 175, 1A, 240, 250, 1,000
  - Superior 250
  - Universal 250

6.11 Turn on the gas and check for leaks.

6.11.1 If gas was shut off at the curb valve, the service line shall be checked with a Flame Ionization (FI) unit up to the meter

6.11.2 The fuel lines shall be checked for leaks in accordance with procedure 10.200 (Meter Turn On)

6.11.3 Relight appliances in accordance with procedure 10.200 (Meter Turn On). Be sure to check safety switches for proper operation.

7.0 FLOOD MAPS/RECORDS

7.1 Each district is responsible for maintaining flood maps/records for its area. The flood maps/records identify potential flooding areas due to past flooding or closeness to bodies of water.

7.2 Division engineering is responsible for creating, maintenance, and storing the flood maps/records. Flood maps shall be reviewed annually and if needed, updated.

8.0 ATTACHMENTS

8.1 The following Attachment 1 is included for crews to be aware of the Electric Service Re-connection Form distributed by the NYSEG/RGE electric department to customers for service restoration after flooding.

8.2 The following Attachment 2 is included as the typical notice that shall be distributed to the affected customers to alert them of their responsibilities prior to having their gas service turned back on.

Attachment 1, Electric Form for reference
Service Reconnection Form and Release

1. I hereby authorize New York State Electric & Gas Corporation ("NYSEG") to temporarily reconnect my electric service up to my main disconnect switch ("reconnection").

___ **[Check if Applicable]** The electrical panel box was damaged and has been replaced, however, an electrical inspection has not yet been performed.

___ **[Check if Applicable]** There has been flood and water damage in my basement, but the main disconnect and breakers have not been damaged. An electrical inspection has not yet been performed.

I acknowledge that I am required to and will secure an electrical inspection certificate from an approved agency within thirty (30) days from the date of my signature on this release.

2. I forever waive, release and discharge NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns from any and all claims, suits, causes of action or liability whatsoever, which I or my successors or assigns may now or hereafter have against NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns, by reason of any matter arising out of or relating to the reconnection.

3. I agree to indemnify, defend and hold NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns, harmless from and against any and all liability, losses, claims, damages or costs, including reasonable attorneys' fees ("Claims"), for bodily injury (including death) or damage to property, or otherwise, arising out of or in any way connected with the reconnection.

4. In case any provision of this release should be held contrary to, or invalid, under the laws of the State of New York, such illegality or invalidity, shall not affect in any way, any other provisions hereof, all which shall continue, nevertheless, in full force and effect.

I have reviewed this document in full and certify that I am authorized to sign it, and I hereby agree to all terms. Customer and an electrician must sign this form.

Address_____

Address_____

Customer_____
(Print Name)

Customer_____ Date _____
(Signature)

Electrician_____
(Print Name)

Electrician_____ Date _____
(Signature)

Re-Connected By: _____

Employee Name: _____

Attachment 2, Gas Form for reference

FOR GAS SERVICE TURN ON AFTER FLOODING:

- Customer must meet the following requirements prior to requesting gas turn on:
  - The Electric Service **SHALL** Be Restored unless they have a non electric appliance not effected by the flood ready to light, e.g. gas stove or water heater.
  - The Basement **SHALL** Be Drained of Water.
  - There **SHALL** Be At Least One Appliance Ready To Light That Was Not Affected By The Flood.
  - Any Appliances That Were Submerged Under Water **SHALL** Be Inspected By A Plumber.
  - There **SHALL** Be Someone Home To Give Us Access.

  (Any gas meters and/or regulators submerged in water SHALL be inspected by NYSEG/RGE prior to turn on.)

- **Please call NYSEG/RGE at 1-800-XXX-XXX once conditions have been met.**

To be able to continue to provide emergency services to our customers, please **DO NOT** call NYSEG/RGE emergency line for turning on your service.