Emergency Operations Procedure (EOP)
Post-Storm Reporting

EOP No. 039
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Approved by:
Contact:
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Reviewed and Agreed By:

NYSEG

Auburn ☑	Binghamton ☑	Brewster ☑	Elmira ☑	Geneva ☑	Hornell ☑	Ithaca ☑
Lancaster ☑	Liberty ☑	Lockport ☑	Mechanicville ☑	Oneonta ☑	Plattsburgh ☑	

RG&E: ☑

EOP Objectives

- To ensure compliance with the anticipated PSC Case 13-E-0140 requirement that data required to complete an Emergency Response Performance Measures Scorecard be provided within 30 days after the completion of restoration in an emergency where the restoration period exceeds three days (see *Attachment A* and *Attachment B*, as published by the Public Service Commission in a Notice Soliciting Comments in Case 13-E-0140 on August 19, 2013).
- To ensure compliance with 16 NYCRR §105.4(c), which requires that "Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance." (Part 105 Report)
- To further comply with the Part 105 Report guidance provided to Gene Jensen by Michael Worden of DPS Staff on August 29, 2012 (see *Attachment C* and *Attachment D*).

- To provide any additional information necessary to demonstrate compliance with the emergency plan, if a PSL §66 subdivision 21(c) investigation occurs.[1]

Readiness

1) Changes to requirements
   a) **Electric Operations** is responsible for informing **Regulatory Administration** of any informal or direct communications from DPS Staff that may lead to changes in the Scorecard or Part 105 Report requirements, or that direct the utilities to make such changes. **Regulatory Administration** will inform the **Area Command Documentation Section Chief (ACDSC)** group[2] of any (b) regulatory proceedings or DPS Staff communications that may result in future changes to the Scorecard or Part 105 Report requirements, and (b) any such changes that are final and ready for implementation.
   b) The **ACDSC** group will promptly update this EOP as appropriate and review the changes with the **Storm Documentation Coordinator (SDC)** group.
2) At least once a year, no later than two months before the filing of the annual Emergency Plan with the NYPSC, the **ACDSC** group will review this EOP, update it as appropriate, and review the changes with the **SDC** group.
   a) This review will confirm the data sources identified in *Attachment F*, including alignment between the reports and their contents identified in EOP 027, and alignment between the individuals held accountable for providing information in those attachments and their position descriptions and checklists in the IPG.

[1] "The commission is authorized to open an investigation to review the performance of any corporation in restoring service or otherwise meeting the requirements of the emergency response plan during an emergency event. If, after evidentiary hearings or other investigatory proceedings, the commission finds that the corporation failed to reason ably implement its emergency response plan or the length of such corporation's outages were materially longer than they would have been, because of such corporation's failure to reasonably implement its emergency response plan, the commission may deny the recovery of any part of the service restoration costs caused by such failure, commensurate with the degree and impact of the service outage…"

[2] The "ACDSC group" consists of all people assigned to ACDSC roles, not a the ACDSC for a particular event. Similarly, the "SDC group" consists of all people assigned to SDC roles, not the SDC for a particular event.

Pre-Storm and Storm

1) As soon as it is determined that the restoration period for an event may exceed three days (72 hours) [3] for one or more divisions, the **ACDSC** will assign responsibility for post-storm reporting to an **SDC**.
2) The **SDC** will review all pre-storm and storm call notes and be invited to all remaining pre-storm and storm calls. The **SDC** will also monitor all pre-storm and storm reports as they are made available, to ensure that the data necessary to complete the Scorecard and Part 105 Report are being captured. Unless critical data is not being captured prior to or during an event, the **SDC** will remain an observer prior to and during an event.
3) If the **SDC** has not previously performed this role, the **ACDSC** will, if practical, assign an experienced **SDC** as a coach and advisor.
4) The **SDC** will obtain a copy in Word format of the most recent Scorecard package and Part 105 Report previously filed by NYSEG and/or RG&E with the PSC.

Post-Storm

1) The **SDC** will develop a draft schedule to produce, review, and file the Scorecard and Part 105 Report.
   a) The schedule will ensure that the Scorecard will be filed 30 calendar days following the end of restoration, and the Part 105 Report will be filed 60 calendar days following the end of restoration. The schedule will take into account all necessary internal reviews and approvals.
      - No later than two business days after restoration is complete, the **Assistant Area Commander (Support) (AACS)** will provide a plan and schedule to produce the self-assessment section of the Part 105 Report as described in EOP 038 and provide that plan and schedule to the **SDC**.
   b) No later than three business days after restoration is complete, the **SDC** will review and finalize the schedule with the **ACDSC**. If necessary, the **SDC** and **ACDSC** will work with the **AACS** to ensure that the plan and schedule to produce the self-assessment section of the Part 105 Report and the overall schedule to produce the two required filings are

[3] If the storm duration that triggers a Scorecard or Part 105 Report changes, this triggering duration should change accordingly.

compatible. The final schedules will allow appropriate time for technical, executive, and regulatory reviews prior to filing.

c) The schedule will be promptly communicated to all personnel who will contribute to and review the filings, together with a reminder of their individual responsibilities and deadlines.

2) Scorecard
   a) Sources of information are specified in *Attachment F*.
   b) No later than the day after restoration is complete, the **SDC** will consult with the **ACDSC** and others as appropriate (including other utilities) to clarify the information to be provided for scorecard purposes, and to make whatever modifications in the *Attachment F* responsibility assignments as are necessary to accurately describe the event planning, restoration, and communications.
   c) The **SDC** will work with the **ACDSC** and others as appropriate, including **Regulatory Administration**, to determine how best to provide materials that are especially voluminous (e.g., copies of all communications with the public, media, and government; hourly or half-hour IVR and manual call data), in order to manage the size of the scorecard package file.
   d) The submittal letter will be drafted and signed by the Vice President, Electric Operations, unless otherwise specified.
   e) A copy of the scorecard package will be provided immediately to the **Director of Risk Management**.
3) Part 105 Report
   a) The **SDC** will consult with the **ACDSC** and the author of the most recent previous Part 105 Report to determine whether any changes should be made in the structure or content of the new report based on lessons learned from the prior report, questions or interrogatories from DPS Staff concerning the prior report, differences between the prior and current emergency event, and recent regulatory guidance.
   b) Sources of information are specified in *Attachment F*.
   c) The **SDC** will work with the **ACDSC** and others as appropriate, including **Regulatory Administration**, to determine how best to provide materials that are especially voluminous (e.g., copies of all communications with the public, media, and government; hourly or half-hour IVR and manual call data), in order to manage the size of the Part 105 Report file.
   d) The filing letter will be drafted and signed by the Vice President, Rates and Regulatory Economics, unless otherwise specified.

e) The final Part 105 Report will be assembled and converted to a *searchable* pdf by the **SDC**, and provided to the Regulatory Affairs Executive Administrative Assistant no later than 2:30 pm on the filing date.
f) A copy of the Part 105 Report will be provided immediately to the **Director of Risk Management**.

4) Interrogatories and 21(c) investigations
   a) The **SDC** may be asked to coordinate responses to, and in some cases, to respond to, interrogatories or data requests concerning the Scorecard and/or the Part 105 Report. If so, the **SDC** will be guided in this regard by the **ACDSC** and **Regulatory Administration.**
   b) The **SDC** may be asked to gather information or otherwise support the Company's participation in a PSL §66 subdivision 21(c) investigation. If so, the **SDC** will be guided in this regard by the **General Counsel's Office** and/or the assigned Company leadership for the investigation.

The **ACDSC** will review the Scorecards and Part 105 Reports, if any, filed by other New York utilities in response to the emergency event and identify potential improvements for Company consideration.

Revision History

Rev. No.	Date	Reason(s)
1	08/22/13	Finalization of attachments

Attachments

A: Scorecard
B: Scorecard Guidance
C: DPS Staff Part 105 Report Guidance
D: DPS Staff Part 105 Report Data Guidelines
E: Example Part 105 Report Table of Contents
F: Scorecard and Part 105 Report Information and Data Sources

DRAFT EMERGENCY RESPONSE PERFORMANCE MEASURES

PREPARATION (10% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
1. Event Anticipation	Complete steps to provide timely and accurate emergency event preparation following an alert from NWS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.	1.1 Employees/Contractors planning	10
		1.2 Press Releases issued / text messages / emails sent	15
		1.3 Municipal Conference Calls held and highly effective	15
		Municipal Conference Calls held and effective	10
		1.4 LSE customers alerted	10
		1.5 Critical Customers notified	10
		1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan	10
		1.7 Participation in all pre-event NYMAG calls	10
		1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours	20
		TOTAL	100

OPERATIONAL RESPONSE (60% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
2. Down Wires	Response to downed wires reported by Municipal Emergency Official.	< 18 hours (3-5 day restoration) < 36 hours (> 5 day restoration)	60
3. Preliminary Damage Assessment	Completion of preliminary damage assessment	< 24 hours from start of restoration	30
4. Crewing	80% of the forecast crewing committed to the utility	< 48 hours from the start of restoration	30
5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc)	Publication of Global ETR in accordance with guidelines	Exceeds expectation: < 24 hrs (3-5 day restoration) < 36 hrs (> 5 day restoration)	60
		Meets expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	30
	Publication of Regional/County ETRs in accordance with guidelines	Exceeds expectation: < 24 hrs (regions with 3-5 day restoration) < 36 hrs (regions with > 5 day restoration)	60
		Meets expectation: < 36 hrs (regions with 3-5 day restoration) < 48 hrs (regions with > 5 day restoration)	30
	Publication of Local/ Municipal ETRs in accordance with guidelines	Exceeds expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	60
		Meets expectation: < 48 hrs (3-5 day restoration) < 72 hrs (> 5 day restoration)	30

OPERATIONAL RESPONSE (continued)

Area of Interest	Definition of Measure	Measurement Criteria	Points
6. ETR Accuracy	Global ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 24 hours	40
	Regional ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours (3-5 day restoration) Accurate within +/- 24 hours (> 5 day restoration)	40
	Local ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours	40
7. Municipality Coordination	Coordination w/ Municipalities regarding road clearing, down wires, critical customers, etc.	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
8. County EOC Coordination	Coordination with County EOCs	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
9. Utility Coordination	Electric Utility Coordination with other Utilities (Electric, gas, communications, water)	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
10. Safety	Measure of any employee or contractor injured doing hazard work during storm/ outage and restoration.	Zero injuries	100
11. Mutual Assistance	Crew requests made through all sources of mutual assistance	Crew requests made within: 36 hrs (3-5 day restoration) 48 hrs (> 5 day restoration)	20
12. Restoration Times	Time it takes utility to restore power to 90% of customers affected	TBD	---
		TOTAL	600

COMMUNICATION (30% of Total)

Area of Interest	Definition of Measure	Method of Measurement Criteria	Points
13. Call Answer Rates	Customer calls answered by properly staffing call centers	90%+ calls answered within 90 sec.	30
		80% to <90% calls answered within 90 sec.	20
14. Municipal Calls	Municipal call must be properly managed and provide, at minimum, baseline information (outages, ETRs, contact information, etc.), road clearing activities, and allow for Q&A.	Municipal calls held and highly effective	30
		Municipal calls held and effective	20
		Successful implementation of an operator assisted calling system	10
15. Web Availability	Company's web site must be available around the clock, and must be updated at least hourly, until restoration is complete.	Websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.	40
16. LSE Customers	LSE customer contact	80% affected LSE customers contacted within 12 hours	15
		LSE customers that were unable to be contacted had at least two attempts made within 12 hours	15
		100% affected LSE customers contacted or referred to an emergency services agency within 24 hours	20

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COMMUNICATION (continued)

17. PSC Reporting	Provide storm event information to PSC in accordance with Electric Outage Reporting System (EORS) guideline requirements	All reporting on time, including at a minimum information required by existing EORS guidelines	40
18. Customer Communications	Press releases / text messaging / email / social media	Issue daily messages through the stated communications vehicles for each day of the utility restoration which must include baseline information (outages, ETRs, contact information, etc.)	60
19. Outgoing message on telephone line	Recorded message providing callers with outage information is updated within two hours of communication releases.	Message must coincide with communication releases	20
20. PSC Complaints	Number of storm/outage related PSC complaints received	≤ 20 per 100,000 customers affected	20
		≤ 40 per 100,000 customers affected	10
		TOTAL	300

Attachment B: Scorecard Guidance

The residents and businesses of New York have become increasingly dependent on electricity in recent decades. When outages occur, customers want to know that the electric utility is working to restore their service and customers are best served if they receive an accurate and timely estimate of when they will have service restored. Staff developed a scorecard that will measure each utility's ability to restore power to customers after an outage.

This scorecard will be applied to any event during which the outage duration, as defined below, lasts more than three days. The Commission may require the scorecard to be applied to assess company performance for other events in which the Commission determines to be necessary.

The scorecard has been divided into three categories:

1.	Preparation	100 points
2.	Operational Response	600 points
3.	Communication	300 points
	Maximum Available Points	1000

Each utility will be required to provide data with which the scorecard can be completed on a per event basis within 30 days of the completion of customer restoration. Department of Public Service (DPS) staff (Staff) will use the information provided by the utility in its review and determine a score for each event for each utility. Electric companies will continue to be required to file a Part 105 report within 60 days as set forth in the Rules and Regulations of the State of New York (NYCRR).

COMMON DEFINITIONS:

Start of Event – The time when more than 5,000 customers are interrupted within a division for more than 30 minutes or more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or start of utility restoration.

Customer Restoration – For the purposes of the scorecard, customer restoration will be considered complete when for each customer service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

Outage Duration – The time period between the start of the event and customer restoration for all customers affected by the storm.

Start of Utility Restoration – The start of utility restoration will be considered the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Estimated Time of Restoration – The time within which the utility estimates restoration will be

completed. The Department's ETR protocols are shown below.

Life Support Equipment Customers (LSE customer) – A customer who had documented their need for essential electricity for medical needs (i.e., a customer or a resident of the customer's premises who suffers from a medical condition requiring utility service to operate a life- sustaining device with certification by a medical doctor or qualified official of a local board of health). Every utility shall maintain a special file on such residential customers and an appropriate identification on the meters of such customers.

Critical Customer – A customer that provides critical care and/or services that are needed in times of emergency, including hospitals, police, and fire departments.

Baseline Information – The following list of information to be included in communications: safety tips associated with downed wires, geographic areas impacted, number of customers out of service, number of crews activated, how to report an outage and check for outage status, estimated times of restoration per operational guidelines, and means available to contact the company (phone, web, e-mail, social media, text messaging, etc.).

Electric Outage Reporting System (EORS) – EORS is a mapping and reporting system that allows DPS Staff to receive, process, analyze, and report outage data quickly and in a uniform format. EORS is used to process data automatically submitted by utility companies and generate a range of maps illustrating the geographical extent of impact and customer outages outage by municipality, county, and company boundaries. The system can also estimate the affected population for each outage level.

PREPARTION

The preparation measures are intended to score utility performance with respect to activities and communications performed prior to forecasted storms and in response to alerts from the National Weather Service or a utility's private weather service. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those measures will be evenly distributed among the remaining measures.

EMPLOYEE CONTRACTOR PLANNING

Measure: Appropriate planning for Employees/Contractors

Criterion: Evaluation of compliance will include the review of steps taken to comply with emergency plans and communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements.

PRESS RELEASES/TEXT MESSAGING/EMAIL/SOCIAL MEDIA

Measure: Pre-storm communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the

communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.).

MUNICIPAL CONFERENCE CALL

Measure: Pre-storm call held and determined to be highly effective or effective

Criterion: Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether the call allowed for sufficient Q&A and how the Company responded to questions posed.

LSE CUSTOMERS ALERTED

Measure: All LSE customers alerted

Criterion: Utilities must make contact with all customers who the utility knows are LSE customers prior to the expected onset of an outage event. The alerts are to be made by phone and by text messages/emails for those customers who have provided contact information.

CRITICAL CUSTOMERS NOTIFIED

Measure: All critical customers notified

Criterion: Utilities must make contact with all critical customers prior to the onset of an outage event. The alerts are to be made by phone and by text messages/emails for those critical customers who have provided contact information.

TRAINING

Measure: Compliance with training program as specified in approved emergency plans.

Criterion: All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum.

MUTUAL ASSISTANCE CALLS

Measure: Participate in all pre-event NYMAG calls

Criterion: Utilities are required to have at least one employee participate in all pre-event NYMAG calls.

MATERIALS/STOCKPILES

Measure: Insufficient material levels restocked within 24 hours of assessment.

Criterion: Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation

OPERATIONAL RESPONSE

The operational response measures are intended to score utility performance with respect to its response and ability to effectively mobilize personnel. Accurate and timely Estimated Time of Restoration (ETRs) continues to be an area in which the utilities need to improve. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle; e.g., ETRs in press releases should reflect the area where press release is distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held.

DOWN WIRES

Measure: Response to downed wires that are reported by municipal emergency officials in less than 18 hours for events with 3 to 5 days customer restoration or less or in less than 36 hours for events with customer restoration over 5 days.

Criterion: For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel). Response time will be measured from when the call is taken by the utility until time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

DAMAGE ASSESSMENT

Measure: Completion of preliminary damage assessment completed within 24 hours

Criterion: For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs.

CREWING

Measure: 80% of the forecast crewing committed to the utility within 48 hours from the start of restoration.

Criterion: For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. Utilities

will not be penalized for acquiring additional resources to assist the restoration as they are released by other utilities.

PUBLICATION OF ESTIMATED TIMES OF RESTORATION

Measure: Publication of ETRs in accordance with guidelines.

Criterion: Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

ACCURACY OF ESTIMATED TIMES OF RESTORATION

Measure: Accuracy of ETRs published in accordance with guidelines.

Criterion: Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county and point will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points).

MUNICIPAL COORDINATION

Measure: Coordinate with municipalities regarding road clearing, down wires, critical customers, etc. in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[2]

COUNTY EOC COORDINATION

Measure: Coordinate with County EOCs regarding road clearing, down wires, critical customers, etc. in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[4]

UTILITY COORDINATION

Measure: Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[1]

SAFETY

Measure: Avoidance of any employee or contactor injury occurring during hazard storm/outage and restoration work.

[4] Integration of concerns may or may not result in the utility needing reprioritize repairs.

Criterion: For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities.

MUTUAL ASSISTANCE

Measure: Request made though all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days.

Criterion: Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements.

RESTORATION TIMES

Measure: Time it takes utility to restore power to 90% of customers affected

Criterion: Measurement criteria is still being determined

COMMUNICATIONS

The communications measures are intended to score utility performance with respect to its ability to receive and disseminate information related to the impact of the storm/outage and restoration activities. The need for communicating with customers, general public, news media and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.). During an extended power outage, it is important that timely and accurate information be provided as widely as possible. Periodic reports, whether through press releases, e-mails, text messages or on social media websites should be accurate and timely, and avoid misleading the public with optimistic or unrealistic statements.

CALL ANSWER RATES

Measure: Percent of customer calls answered within 90 seconds.

Criterion: By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. Additional points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event though customer restoration. Performance points will be issued on a pro-rated basis.

MUNICIPAL CALLS

Measure: Municipal calls are held daily and determined to be highly effective or effective.

Criterion: Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at the utilities discretion but must be held within the first 36 hours from the start of the utility restoration. To determine call effectiveness, consideration will be given to

whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

WEB AVAILABILITY

Measure: Websites are accessible and contain appropriate storm related information

Criterion: During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.

LSE CUSTOMERS

Measure: Percent of affected LSE customers contacted within 12 hours, if at least two attempts were made within 12 hours for those unable to be contacted, and whether all of the affected LSE customers were contacted or referred to an emergency service agency within 24 hours.

Criterion: Utilities will be evaluated on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether 100% of the affected LSE customers contacted or referred to an emergency service agency was done within 24 hours. Utilities must make at least one additional attempt, within the same 12 hour period, to contact any LSE customer who was not contacted on the first attempt. Partial scoring will be awarded for the initial attempt, provided all customers had received at least one phone call. Within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility, or (b) referred to an emergency services agency (*e.g.*, police or fire department) for emergency assistance. Utilities must maintain records of LSE customer contacts, including any customers who the utility was unable to reach.

PSC REPORTING

Measure: Reports to the PSC are complete and submitted on time.

Criterion: Evaluation will consist of a review and the content of reports provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff.[5] Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en- route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

[5] The utilities are reminded that additional reporting may be requested based on the severity of the event.

Customer Communications

Measure: Daily communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue daily messages through the stated communications vehicles for each day of the utility restoration. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the communications should include all baseline restoration information whenever possible and the character limitations of some communication vehicles will be taken into account when reviewed for content.

OUTGOING MESSAGE

Measure: Outgoing messages on telephone line must be updated within two hours following communication releases

Criterion: Evaluation for compliance will be determined based on whether messages were updated within two hours following communication release and the new message coincides with information contained in the releases.

PSC COMPLAINTS

Measure: Number of storm/outage related PSC complaints received per 100,000 customers affected.

Criterion: Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

ESTIMATED TIME OF RESTORATION PROTOCOL

The following protocol states the Department of Public Service (DPS or the Department) expectations of when information will be available and/or provided in response to storms or storm-like electric emergencies when more than 5,000 customers are interrupted for more than 30 minutes within a division or more than 20,000 customers are interrupted companywide for more than 30 minutes. The tables shown below have been established to clarify the necessary actions to be taken by the involved utilities within the outage period for the specific event. Utility procedures and practices that require actions prior to those identified should continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites in a timely manner (at least every six hours). The utilities shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public

officials in affected areas. Additionally, utilities shall issue at least one press release daily for all events with an expected restoration period longer than 48 hours.
ETRs provided should be applicable to at least 90% of the affected customers in the reported level (global, local, etc.).

The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Initial notification to the Department should follow the guidelines contained in Appendix B of Case 04-M-0159 (EIRS/telephone). Any additional information which is available at this point in time should be included in this notification even though notification may be required prior to the start of restoration. For widespread events, company-wide outage statistics should also be provided as part of the initial notification.

Reporting is required at 7:00 AM, 11:00 AM, 3:00 PM, and 7:00 PM unless otherwise specified. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities. Report submissions may qualify as a notification to DPS Staff (provided they contain the required information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS staff in addition to the reports submitted early in an event to satisfy the guidelines.

EVENT EXPECTED TO LAST 48 HOURS OR LESS[6]

Within the first 6 hours of the restoration period
Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS). Provide available information to the public via customer representatives, IVR systems, and web sites. In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
Provide DPS Staff with a global ETR and any available regional ETRs. Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).
Within the first 18 hours of the restoration period
Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.
Within the first 24 hours of the restoration period
Consider issuing a press release in time for the upcoming news cycle based on conditions.
Reporting requirements during the event
Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff. Notify DPS Staff when all storm related interruptions have been restored.

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

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Within the first 6 hours of the restoration period
The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period. Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites. In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below.
Within the first 12 hours of the restoration period
Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).
Within the first 18 hours of the restoration period
Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours.
Within the first 24 hours of the restoration period
Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis. Issue a press release(s) in time for upcoming news cycles with the information described in previous bullet.

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS (continued)

Within the first 36 hours of the restoration period
For storms with expected restoration periods five days or less, provide DPS Staff a global ETR. Establish regional/county ETRs for areas expected to be restored in five days, even if the restoration period for the total company is expected to be more than five days. Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days. Completion of the first scheduled municipal conference call. Make ETR information available to the public via customer representatives, IVR systems, and web sites.
Within the first 48 hours of the restoration period
For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality. Provide DPS Staff with a global ETR. (as stated above, when outages are expected to less than five days, this is required within 36 hours)**.** Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days. Make ETR information available to the public via customer representatives, IVR systems, and web sites.
Beyond the first 48 hours of the restoration period
For storms with expected restoration periods more than five days, provide estimated restoration times for each locality affected and make the information available via customer representatives, IVR systems, and web sites.
Reporting requirements during the event
Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM), which shall continue until otherwise directed by Staff. Notify DPS Staff when all storm related interruptions have been restored.

Attachment C: DPS Staff Part 105 Report Guidance

The purpose of the self-assessment reports following a significant emergency as required by Part 105 is for a company to demonstrate that it took appropriate actions prior to and following an emergency; and to identify self-assessment to enhance performance in future emergency events. Lack of information and specifics about a recent storm or event gives the false impression that not much effort was involved. Regardless of how well the Emergency Plan was followed and how successful the restoration the report should interpret events and discuss decisions. The report should identify the impact of major events on facilities and equipment, and illustrate the effort taken to restore service as quickly as possible. Incomplete and overly general reports are not helpful.

Self-assessments and the resulting recommendations need to be specific enough that all utilities can learn from them. The background for each recommendation should be introduced and discussed in the body of the report. Negative or positive differences between expectations and actual events should also be discussed. The recommendations should state future activities that should be taken to avoid the problem or repeat the success.

Finally, the, reports should discuss all areas of storm preparedness and response listed below.

Preparation Activities

- What was done in preparation of the storm and why were these activities performed
- Description of unique activities performed based on the type of storm
- Description of who was used to accomplish the tasks
- Mutual aid requests (including basis for request) and other crew supplement arrangements
- Rationale behind pre-staging of crews (or lack of prestaging)
- Arrival time and first availability of supplemental crews

Damage Assessment

- Number of damage assessors used and if outside assistance was used
- Details on the plan for performing damage assessment (which areas targeted and why, etc)
- Summary of accomplishments by day
- Identify areas where additional support brought in to support timely damage assessment
- Details regarding damage identified

Wires Down

- How you managed and responded to wires down calls
- Staff used to guard wires and their availability
- How you determined if enough staff was on hand and what adjustments were made
- Identify and describe incidents regarding down wires (shocks or fatalities, towns unhappy, etc)

Crewing/Restoration

- Summary of crews used and how it was determined if crew count was sufficient
- Description of crew movements and why they were done
- Specific key priorities during the restoration and how they were managed
- Description of how any temporary facilities were used (portable subs, generators, etc)
- Details regarding unique or prolonged jobs
- Interaction with customers requiring electrical inspections or other repairs prior to restoration

ETRs

- Description of when ETR were established
- How often ETRs changed and reasons behind changes
- Level of information known at time ETRs were developed
- Document compliance with the ETR guidelines

Communications

- Describe activities taken to communicate with public, municipalities and government offices
- Call center performance
- Changes in call center staffing
- Dry ice, bottled water, and other humanitarian efforts

Life Support Equipment and Critical Care Facilities

- Notifications to customers prior to an event
- Describe the Company's actions to keep in touch with these customers
- What steps were taken if personal contact with a LSE customer during the event was not made
- Summarize restoration activities for these customers

Attachment D: DPS Staff Part 105 Report Data Guidelines

MUTUAL AID CALLS (NYMAG, MAMA, NEMAG, or Others)

1. Provide a detailed list identifying when external conference calls relating to mutual aid were held and participated in by the Company prior to and throughout the duration of the storm event.
2. Provide a description of what actions, requests, or calls for mutual aid your Company made or responded to.

DAMAGE ASSESSMENT

1. Provide the total number of trained damage assessors available for deployment companywide and by operating division.
2. Provide in table form the number of damage assessors working each day (by shifts) throughout the duration of the restoration period. Break the information down by Operating Division and indicate why, where, and when additional damage assessors were required.

ELECTRIC WIRES DOWN

1. Provide the total number of trained wire guards available for deployment companywide and by operating division.
2. Provide a table indicating the number of wires down management personnel working on each day (by shifts) throughout the duration of this storm event. Break down this information by division.
3. Indicate the number of reports of wires down on a companywide and division basis for each day of the restoration.

CREWING - ELECTRIC

1. Provide the total individuals and crews available by operating division for each shift of each day of the restoration
    - Company linemen (local division)
    - Company linemen (moved in from other divisions)
    - Contractor linemen (specify by Company)
    - Mutual Aid linemen (specify by Company)
    - Forestry crews
    - Company service (local division)
    - Company service (moved in from other divisions)
    - Contractor service (specify by Company)
    - Mutual Aid service (by Company)

EQUIPMENT - ELECTRIC

1. Number of feeder lockouts
2. Number of broken poles replaced
3. Number of transformers damaged/replaced

4. Miles or spans of primary conductor down and/or replaced
5. Miles or spans of secondary conductor down and/or replaced

ETRs GLOBAL, COUNTY, AND LOCAL

1. Provide a table of ETRs by region, municipality, and/or area. Include the date and time of the initial ETR and the date and time of all updates and refinements.

ELECTRIC OUTAGES

1. Provide the following information regarding interruptions resulting from the storm on an hourly basis for each day of the restoration in an Excel table:
    - Number of electric interruptions (events);
    - Number of electric customers affected;
    - Number of electric customers served in area;
    - Percent of electric customers affected;
    - Percent of electric customers restored from storm peak.

    The information should be provided for the entire Company and separately for each operating division affected by the storm.

COMMUNICATIONS WITH THE PUBLIC, MEDIA, AND GOVERNMENT

1. Provide copies of all written statements, flyers/handouts, press releases, recorded messages on telephone lines, media speaking point summaries, customer call backs, email, web site postings, etc. used to keep customers informed of the restoration times and progress, and related outage and customer safety information provided throughout the event.
2. How many Municipal Conference calls, if any, were conducted during this event? Provide dates, times and copies of the minutes from the calls.

LIFE SUPPORT EQUIPMENT AND CRITICAL CARE FACILITIES

1. Provide the total number of Life Support Equipment and Elderly/Blind/and Disabled customers in the Company's service territory, and the total number of each category impacted during the storm event.
2. Identify the critical care facilities without power during the storm event, and restoration times for each.

INTERACTIVE VOICE RESPONSE (IVR) AND MANUAL CALLS

1. How many affected customers did the Company attempt to contact via its automated IVR during the event? Of these customers, how many were reached by the Company?
2. Provide the following data about the Call Center. This information should be provided by the hour or half-hour from the time of the first outage report until service was restored. Also, provide the average for the following data during the entire duration of the event.
    a. Staffing levels;
    b. Call load;
    c. Level of calls that the IVR can handle;

d. Number of calls queued;
e. Number of calls answered;
f. Average speed of answer;
g. The Company's service level objective (Percent of calls that must be answered within 30 seconds)?
h. The Company's percent of calls that were answered within 30 seconds?
i. Number of calls abandoned while in queue and the average abandoned time;
j. Number of calls abandoned within the first 30 seconds within the IVR;

DRY ICE

1. Provide a list of locations where dry ice was available to customers.
2. How many pounds of dry ice were distributed?

Attachment E: Example Part 105 Report Table of Contents

From the January 2, 2013 Hurricane Sandy Part 105 Report:

Table of Contents

Attachment F: Scorecard and Part 105 Report Information and Data Sources

Notes:

- The table is organized by lead responsibility, by Area Command, Incident Command, and Other.
- Formal reports are as specified in EOP 027, and may be manual or automated. No formal reports currently exist to provide ad hoc information.
- The table identifies only the report content required for the Scorecard and Part 105 Report. Additional report content required for internal purposes may be specified in EOP 027.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Area Command					
Area Command Critical Facilities Coordinator	See Area Command Critical Facilities and Life Support Coordinators	--	--	--	--
Area Command Critical Facilities and Life Support Coordinators Formal Report: Key Account Outage Template	*LIFE SUPPORT EQUIPMENT AND CRITICAL CARE FACILITIES* 2. *Identify the critical care facilities without power during the storm event, and restoration times for each.*	Communications and Customer Support	N/A	N/A	N/A

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Area Command Critical Facilities and Life Support Coordinators Formal Report: LSE and Critical Care Outage Contact Logs	*Life Support Equipment and Critical Care Facilities* • *Describe the Company's actions to keep in touch with these customers* • *Summarize restoration activities for these customers* *LIFE SUPPORT EQUIPMENT AND CRITICAL CARE FACILITIES* 1. *Provide the total number of Life Support Equipment and Elderly/Blind/and Disabled customers[7] in the Company's service territory, and the total number of each category impacted during the storm event.*	Communications and Customer Support	LSE customer contact[8]	15 pts: 80% affected LSE customers contacted within 12 hours *And* 15 pts: LSE customers that were unable to be contacted had at least two attempts made within 12 hours *And* 20 pts: 100% affected LSE customers contacted or referred to an emergency services agency within 24 hours	Communication: LSE Customers
Area Command Critical Facilities and Life Support Coordinator Ad Hoc	*Life Support Equipment and Critical Care Facilities* • *Notifications to customers prior to an event* • *What steps were taken if personal contact with a LSE customer*	Communications and Customer Support	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private	10 pts: LSE customers alerted *And* 10 pts: Critical Customers notified	Preparation: Event Anticipation

[7] Not historically provided for EBD customers.

[8] Attachment B: Utilities will be evaluated on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether 100% of the affected LSE customers contacted or referred to an emergency service agency was done within 24 hours. Utilities must make at least one additional attempt, within the same 12 hour period, to contact any LSE customer who was not contacted on the first attempt. Partial scoring will be awarded for the initial attempt, provided all customers had received at least one phone call. Within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility, or (b) referred to an emergency services agency (*e.g.*, police or fire department) for emergency assistance. Utilities must maintain records of LSE customer contacts, including any customers who the utility was unable to reach. See common definitions (LSE customer) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	during the event was not made [Information required by guidelines concerning LSE and EBD customers that is not provided in an existing report identified above.]		weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[9]		
Area Command Documentation Section Chief Formal Report: Crew Assignment by Division (PSC)	*Crewing/Restoration* • *Summary of crews used* • *Description of crew movements* *CREWING – ELECTRIC* *Provide the total individuals and crews available by operating division for each shift of each day of the restoration* • *Company linemen (local division)* • *Company linemen (moved in from other divisions)* • *Contractor linemen (specify by Company)* • *Mutual Aid linemen (specify by Company)*	System Restoration	80% of the forecast crewing committed to the utility[10]	30 pts: <48 hours from the start of restoration	Operational Response: Crewing

[9] Attachment B: Utilities must make contact with all customers who the utility knows are LSE customers prior to the expected onset of an outage event. The alerts are to be made by phone and by text messages/emails for those customers who have provided contact information. Utilities must make contact with all critical customers prior to the onset of an outage event. The alerts are to be made by phone and by text messages/emails for those critical customers who have provided contact information. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.See common definitions (LSE customer, critical customer) in Attachment B.

[10] Attachment B: For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. Utilities will not be penalized for acquiring additional resources to assist the restoration as they are released by other utilities. See common definitions (start of utility restoration) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	• *Forestry crews* • *Company service (local division)* • *Company service (moved in from other divisions)* • *Contractor service (specify by Company)* • *Mutual Aid service (by Company)*				
Area Command Documentation Section Chief Formal Report: Damage Summary Report	*Wires Down* • *Staff used to guard wires and their availability* *ELECTRIC WIRES DOWN* *3. Indicate the number of reports of wires down on a companywide and division basis for each day of the restoration.* *Damage Assessment* • *Number of damage assessors used* • *Identify areas where additional support brought in to support timely damage assessment* *DAMAGE ASSESSMENT* *2. Provide in table form the number of damage assessors working each day (by shifts) throughout the duration of the restoration period. Break the information down by Operating Division and indicate why, where, and when*	System Restoration	N/A	N/A	N/A

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	additional damage assessors were required. *EQUIPMENT - ELECTRIC* *2. Number of broken poles replaced*				
Area Command Documentation Section Chief Formal Report: EORS (PSC) Report	*ELECTRIC OUTAGES* *Provide the following information regarding interruptions resulting from the storm on an hourly basis for each day of the restoration in an Excel table:* • *Number of electric customers affected;* • *Number of electric customers served in area;* • *Percent of electric customers affected;* • *Percent of electric customers restored from storm peak.* *The information should be provided for the entire Company and separately for each operating division affected by the storm.*	System Restoration	Time utility to restore power to 90% of customers affected[11] Provide storm event information to PSC in accordance with Electric Outage Reporting System (EORS) guideline requirements[12]	TBD pts: TBD 40 pts: All reporting on time, including at a minimum information required by existing EORS guidelines	Operational Response: Restoration Time Communication: PSC Reporting
Area Command Documentation	*ELECTRIC OUTAGES* *Provide the following information regarding*	System Restoration	N/A	N/A	N/A

[11] Attachment B: Measurement criteria is still being determined.

[12] Attachment B: Evaluation will consist of a review and the content of reports provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff. (Additional reporting may be requested based on the severity of the event.) Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en- route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities. See common definitions (EORS) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Section Chief Ad Hoc	*interruptions resulting from the storm on an hourly basis for each day of the restoration in an Excel table:* • *Number of electric interruptions (events);*[13] *The information should be provided for the entire Company and separately for each operating division affected by the storm.*				
Area Command Documentation Section Chief Ad Hoc	*N/A*	N/A	Global ETR accuracy as published in accordance with ETR requirement time Regional ETR accuracy as published in accordance with ETR requirement time Regional [Local] ETR accuracy as published in accordance with ETR requirement time	40 pts: Accurate within +/- 24 hours 40 pts: Accurate within +/- 12 hours (3-5 day restoration) Accurate within +/- 24 hours (>5 day restoration) 40 pts: Accurate within +/- 12 hours	Operational Response: ETR[14] Accuracy

[13] Company information available; division data approximated.

[14] Attachment B: Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county and point will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points). ETR guidelines also provided in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Area Command Dry Ice/Bottled Water Coordinator Formal Report: Dry Ice and Bottled Water Report	*Communications* • *Dry ice, bottled water* *DRY ICE* 1. *Provide a list of locations where dry ice was available to customers.*	Communications and Customer Support	N/A	N/A	N/A
Area Command Dry Ice/Bottled Water Coordinator Formal Report: Dry Ice Log	*DRY ICE* 2. *How many pounds of dry ice were distributed?*	Communications and Customer Support	N/A	N/A	N/A
Area Command Life Support Coordinator	See Area Command Critical Facilities and Life Support Coordinators	Communications and Customer Support			
Area Command NYMAG Liaison Ad Hoc	*Preparation Activities* • *Mutual aid requests (including basis for request) and other crew supplement arrangements* *MUTUAL AID CALLS (NYMAG, MAMA, NEMAG, or Others)* 1. *Provide a detailed list identifying when external conference calls relating to mutual aid were held and participated in by the Company prior to and throughout the duration of the storm*	Planning and Preparation	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[15]	10 pts: Participation in all pre-event NYMAG calls	Preparation: Event Anticipation

[15] Attachment B: Utilities are required to have at least one employee participate in all pre-event NYMAG calls. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	event. 2. *Provide a description of what actions, requests, or calls for mutual aid your Company made or responded to.*		Crew requests made through all sources of mutual assistance[16]	20 pts: Crew requests made within: 36 hrs (3-5 day restoration), 48 hrs (>5 day restoration)	Operational Response: Mutual Assistance
Area Command Planning Section Chief Formal Report: Weather Report	Weather data[17]	Planning and Preparation	N/A	N/A	N/A
Area Command Planning Section Chief Formal Report: Wind Speed Report	Wind speed data by division[18]	Planning and Preparation	N/A	N/A	N/A
Area Command Planning Section Chief	*Preparation Activities* • *What was done in preparation of the storm and why were these activities performed*	Planning and Preparation	Complete steps to provide timely and accurate emergency event preparation following an	10 pts: Employees/ Contractors planning	Preparation: Event Anticipation

[16] Attachment B: Request made though all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days. Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements. See common definitions (start of utility restoration) in Attachment B.

[17] Historically provided but not required by guidelines.

[18] Historically provided but not required by guidelines.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Ad Hoc	• *Arrival time and first availability of supplemental crews*[19] • *Description of unique activities performed based on the type of storm* • *Description of who was used to accomplish the tasks* • *Rationale behind pre-staging of crews (or lack of prestaging)*		alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[20]		
Area Command Public Information Officer	See also Area Command Public Information and Liaison Officers	--	--	--	--
Area Command Public Information Officer Ad Hoc	N/A	N/A	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to	15 pts: Press Releases issued/ text messages/ emails sent	Preparation: Event Anticipation

[19] Will be obtained from ARCOS report when available.

[20] Attachment B: Evaluation of compliance will include the review of steps taken to comply with emergency plans and communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
			impact the company's service territory.[21]		
			Press releases / text messaging / email / social media[22]	60 pts: Issue daily messages through the stated communications vehicles for each day of the utility restoration which must include baseline information (outages, ETRs, contact information, etc.).	Communication: Customer Communications
			Company's web site must be available around the clock, and must be updated at least hourly,	40 pts: Websites should include the baseline restoration information, all press releases issued during the event, a complete list of	Communication: Web Availability

[21] Attachment B: Companies are required to issue pre-storm messages through the stated communications vehicles (press releases, text messages, email, social media) to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.).

[22] Attachment B: Companies are required to issue daily messages through the stated communications vehicles for each day of the utility restoration. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the communications should include all baseline restoration information whenever possible and the character limitations of some communication vehicles will be taken into account when reviewed for content. See also common definitions (baseline information) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
			until restoration is complete[23]	safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution	
Area Command Public Information and Liaison Officers Ad Hoc	*Communications* • *Describe activities taken to communicate with public, municipalities and government offices* *COMMUNICATIONS WITH THE PUBLIC, MEDIA, AND GOVERNMENT* *1. Provide copies of all written statements, flyers/handouts, press releases, media speaking point summaries, web site postings, etc. used to keep customers informed of the restoration times and progress, and related outage and customer safety information provided throughout the event.*	Communications and Customer Support	N/A	N/A	N/A
Area Command Public Liaison Officer	See also Area Command Public Information and Liaison Officers	--	--	--	--

[23] Attachment B: During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution. See also common definitions (baseline information) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Area Command Public Liaison Officer Ad Hoc	*Wires Down* • *Identify and describe incidents regarding down wires (towns unhappy)*	System Restoration	N/A	N/A	N/A
Area Command Public Liaison Officer Ad Hoc	*COMMUNICATIONS WITH THE PUBLIC, MEDIA, AND GOVERNMENT* *2. How many Municipal Conference calls, if any, were conducted during this event? Provide dates, times and copies of the minutes from the calls.*	Communications and Customer Support	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[24] Coordination w/ Municipalities regarding	15 pts: Municipal Conference Calls held and highly effective *Or* 10 pts: Municipal Conference Calls held and effective 20 pts: Execution of Coordination Protocols	Preparation: Event Anticipation Operational Response:

[24] Attachment B: Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether the call allowed for sufficient Q&A and how the Company responded to questions posed. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
			road clearing, down wires, critical customers, etc.[25]	pursuant to Commission Approved Emergency Plan	Municipality Coordination
			Coordination with County EOCs[26]	20 pts: Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	Operational Response: County EOC Coordination
			Municipal call must be properly managed and provide, at minimum, baseline information (outages, ETRs, contact information, etc.), road clearing activities, and allow for Q&A[27]	30 pts: Municipal calls held and highly effective *Or* 20 pts: Municipal calls held and effective *And* 10 pts: Successful	Communication: Municipal Calls

[25] Attachment B: Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities. (Integration of concerns may or may not result in the utility needing to reprioritize repairs.)

[26] Attachment B: Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities. (Integration of concerns may or may not result in the utility needing to reprioritize repairs.)

[27] Attachment B: Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at the utilities discretion but must be held within the first 36 hours from the start of the utility restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
				implementation of an operator assisted calling system	
Area Command Pumping/Generator Coordinator Ad Hoc	*Crewing/Restoration* • *Description of how any temporary facilities were used (generators)*	System Restoration	N/A	N/A	N/A
Area Command Safety Officer Ad Hoc	Safety issues	Safety	Measure of any employee or contractor injury occurring doing hazard work during storm/ outage and restoration[28]	100 pts: Zero injuries	Operational Response: Safety
Area Command Stores/Supply Coordinator Ad Hoc	*EQUIPMENT - ELECTRIC* *2. Number of transformers damaged/replaced* *4. Miles or spans of primary conductor down and/or replaced* 5. *Miles or spans of secondary conductor down and/or replaced*	System Restoration	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[29]	20 pts: Verify Materials/ Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours	Preparation: Event Anticipation

[28] Attachment B: For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities.

[29] Attachment B: Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Area Commander Ad Hoc	*Crewing/Restoration* • *Specific key priorities during the restoration*	System Restoration	Complete steps to provide timely and accurate emergency event preparation following an alert from NYS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.[30]	10 pts: Company compliance with Training Program as specified in Commission Approved Emergency Plan	Preparation: Event Anticipation
Assistant Area Commander (Support) Formal Report: Daily Outage Report (Storm Update) (PSC)	From Attachment B: The utilities shall provide a summary of the situation, activities, and spreadsheets related to crewing, critical customers affected, LSE customers affected, and dry ice/bottled water. The reports are due from each utility to Staff at 7am, 11am, 3pm, and 7pm or as defined by Staff. The utilities are reminded that additional reporting may be requested based on the severity of the event.	System Restoration	N/A	N/A	N/A
Assistant Area Commander (Support) See EOP 038	*Self-assessments and the resulting recommendations need to be specific enough that all utilities can learn from them. The background for each recommendation should be introduced and*	Self Assessment	N/A	N/A	N/A

[30] Attachment B: All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those preparation measures will be evenly distributed among the remaining measures.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	discussed in the body of the report. Negative or positive differences between expectations and actual events should also be discussed. The recommendations should state future activities that should be taken to avoid the problem or repeat the success.				
Incident Command					
Incident Commander Ad Hoc	*Crewing/Restoration* • *How it was determined if crew count was sufficient* (see Crew Count by Division Report above for data) • *Description why crew movements were done* (see Crew Count by Division Report above for data) • *How key priorities were managed* (see Critical Customer Outage Priority List above for data) • Details regarding unique or prolonged jobs	System Restoration	Electric Utility Coordination with other Utilities (Electric, gas, communications, water)[31]	20 pts: Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	Operational Response: Utility Coordination
Incident Command Damage Assessment Branch Director	*Damage Assessment* • *Summary of accomplishments by day*	System Restoration	Completion of preliminary damage assessment [33]	30 pts: <24 hours from start of restoration	Operational Response: Preliminary Damage

[31] Attachment B: Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans, Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities. (Integration of concerns may or may not result in the utility needing to reprioritize repairs.)

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Formal Report: Division Damage Assessment Report[32]	• *Details regarding damage identified*				Assessment
Incident Command Damage Assessment Branch Director Ad Hoc	*Damage Assessment* • *If outside assistance was used* • *Details on the plan for performing damage assessment (which areas targeted and why, etc)* [Information required by guidelines concerning damage assessment that is not provided in an existing report identified above.]	System Restoration	N/A	N/A	N/A
Incident Command Distribution and Transmission Branch Coordinators Ad Hoc	*EQUIPMENT - ELECTRIC* *1. Number of feeder lockouts*	System Restoration	N/A	N/A	N/A
Incident Command Estimated Time of Restoration Unit	*ETRs GLOBAL, COUNTY, AND LOCAL* *Provide a table of ETRs by region, municipality, and/or area. Include the date*	System Restoration	Publication of Global ETR in accordance with guidelines	60 pts: Exceeds expectation: < 24 hrs (3-5 day restoration) <36 hrs (>5 day restoration)	Operational Response: Estimated Time of

[33] Attachment B: For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs. See also common definitions (start of utility restoration) in Attachment B.

[32] This is normally a real-time report. For post-storm reporting purposes, the last report of each day must be retained.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Leader Ad Hoc	*and time of the initial ETR and the date and time of all updates and refinements*[34] *ETRs* • *Description of when ETR were established* • *How often ETRs changed and reasons behind changes* • *Level of information known at time ETRs were developed* • *Document compliance with the ETR guidelines* See also Area Command Documentation Section Chief		Publication of Regional ETRs in accordance with guidelines Publication of Local ETRs in accordance with guidelines	*Or* 30 pts: Meets expectation: <36 hrs (3-5 day restoration) <48 hrs (>5 day restoration) 60 pts: Exceeds expectation: < 24 hrs (3-5 day restoration) <36 hrs (>5 day restoration) *Or* 30 pts: Meets expectation: <36 hrs (3-5 day restoration) <48 hrs (>5 day restoration) 60 pts: Exceeds expectation: < 36 hrs (3-5 day restoration) <48 hrs (>5 day restoration) *Or* 30 pts: Meets expectation: <48 hrs (3-5 day restoration) <72 hrs (>5 day restoration)	Restoration (Made available by utility on web, IVR, to CSR's, etc) [35]
Incident Command Transmission Branch Coordinator	See Incident Command Distribution and Transmission Branch Coordinators	--	--	--	--

[34] Only regional ETRs by division historically reported.

[35] Attachment B: Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle; e.g., ETRs in press releases should reflect the area where press release is distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held. Common definitions (start of utility restoration) and ETR protocol also provided in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Incident Command Wires Down Branch Director Ad Hoc	*Wires Down* • *How you managed and responded to wires down calls* • *How you determined if enough staff was on hand and what adjustments were made* • *Identify and describe incidents regarding down wires (other than shocks/fatalities, towns unhappy)* *ELECTRIC WIRES DOWN* *2. Provide a table indicating the number of wires down management personnel working on each day (by shifts) throughout the duration of this storm event. Break down this information by division.* [Also information required by guidelines concerning wires down that is not provided in an existing report identified above.]	System Restoration	Response to downed wires reported by Municipal Emergency Official[36]	60 pts: < 18 hours (3-5 day restoration) <36 hours (>5 day restoration)	Operational Response: Down Wires
Others					
Energy Control Center Ad Hoc	*Wires Down* • *Identify and describe incidents regarding down wires (shocks or fatalities)*	System Restoration	N/A	N/A	N/A

[36] Attachment B: For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel). Response time will be measured from when the call is taken by the utility until time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Managers, Customer Relations Centers (Formal Reports: NYSEG_CC_01_ ElecEmer_CCS RGE_CC_05_ General)	*Communications* • *Call center performance* *INTERACTIVE VOICE RESPONSE (IVR) AND MANUAL CALLS* 2. *Provide the following data about the Call Center. This information should be provided by the hour or half-hour from the time of the first outage report until service was restored. Also, provide the average for the following data during the entire duration of the event.* *b. Call load;* *c. Level of calls that the IVR can handle;* *d. Number of calls queued;* *e. Number of calls answered;* *f. Average speed of answer;* *g. The Company's service level objective (Percent of calls that must be answered within 30 seconds)?* *h. The Company's percent of calls that were answered within 30 seconds?*	Communications and Customer Support	Customer calls answered by properly staffing call centers[37]	30 pts: 90%+ calls answered within 90 sec. *Or* 20 pts: 80% to <90% calls answered within 90 sec.	Communication: Call Answer Rates

[37] Attachment B: By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. Additional points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event though customer restoration. Performance points will be issued on a pro-rated basis. See also common definitions (start of event) in Attachment B.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	i. Number of calls abandoned while in queue and the average abandoned time; *j. Number of calls abandoned within the first 30 seconds within the IVR*				
Managers, Customer Relations Centers (Formal Report: CRC Staffing Report)	*Communications* • *Changes in call center staffing* *INTERACTIVE VOICE RESPONSE (IVR) AND MANUAL CALLS* *2. Provide the following data about the Call Center. This information should be provided by the hour or half-hour from the time of the first outage report until service was restored. Also, provide the average for the following data during the entire duration of the event.* *a. Staffing levels;*	Communications and Customer Support	N/A	N/A	N/A
Managers, Customer Relations Centers Ad Hoc	*COMMUNICATIONS WITH THE PUBLIC, MEDIA, AND GOVERNMENT* *1. Provide copies of all recorded messages on telephone lines, customer call backs, email. used to keep customers informed of the restoration times and progress, and related outage and customer safety information*	Communications and Customer Support	Recorded message providing callers with outage information is updated within two hours of communication releases[38]	20 pts: Message must always coincide with communication releases	Communications: Outgoing message on telephone line

[38] Attachment B: Evaluation for compliance will be determined based on whether messages were updated within two hours following communication release and the new message coincides with information contained in the releases.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
	provided throughout the event. *INTERACTIVE VOICE RESPONSE (IVR) AND MANUAL CALLS* 1. *How many affected customers did the Company attempt to contact via its automated IVR during the event? Of these customers, how many were reached by the Company?*				
Manager, Customer Service Performance Ad Hoc	*N/A*	N/A	Number of storm/outage related PSC complaints received[39]	20 pts: ≤ 20 per 100,000 customers affected *Or* 10 pts: ≤ 40 per 100,000 customers affected	Communications: PSC Complaints
Manager, Customer Service Transition Ad Hoc	*Crewing/Restoration* • *Interaction with customers requiring electrical inspections or other repairs prior to restoration*	System Restoration	N/A	N/A	N/A
Manager, Master Data & Engineering Records Ad Hoc	Maps[40]	Introduction	N/A	N/A	N/A
Manager, Public	Photos[41]	Various	N/A	N/A	N/a

[39] Attachment B: Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

[40] Historically provided but not required by guidelines.

Lead Responsibility	Part 105 Report Content	Part 105 Report Section	Scorecard Definition of Measure	Scorecard Measurement Criteria	Scorecard Section
Affairs Ad Hoc					
Manager, Training Ad Hoc	*DAMAGE ASSESSMENT* 1. *Provide the total number of trained damage assessors available for deployment companywide and by operating division.* *ELECTRIC WIRES DOWN* 1. *Provide the total number of trained wire guards available for deployment companywide and by operating division.*	System Restoration	N/A	N/A	N/A
Substations (UC&M) Ad Hoc	*Crewing/Restoration* • *Description of how any temporary facilities were used (portable subs)*	System Restoration	N/A	N/A	N/A

[41] Historically provided but not required by guidelines.