

January 27, 2012

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 2509- Storm Contingency Fund
October 2011 Snow Event Report**

Dear Ms. Massaro:

In accordance with Order No. 15360 (August 19, 1997) in Docket 2509 and paragraph 4(b) of the Settlement approved by the Commission in that docket, I have enclosed one original and ten copies of National Grid's¹ summary report on the planning and restoration activities associated with the October 2011 snowstorm (the "October Storm" or "storm") that occurred on October 29, 2011, which will likely qualify for inclusion in the Company's Storm Contingency Fund. Paragraph 4(b) of the Settlement requires the Company to file with the Commission within 90 days after the storm a report providing a description of the storm along with a summary of the extent of the damage to the Company's system, including the number of outages and length of the outages.

A supplemental report detailing the incremental restoration costs caused by the October Storm will be submitted to the Commission once the total costs have been accumulated by the Company.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (401) 784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid ("the Company").

National Grid

The Narragansett Electric Company

**Report on
October 2011 Snow Event,
Damage Assessment and
Service Restoration Efforts**

January 27, 2012

Docket No. _____

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:
The logo for National Grid, featuring the word "national" in a standard blue font and "grid" in a bold, blue, sans-serif font.

I. EXECUTIVE SUMMARY

Narragansett Electric Company d/b/a National Grid (“National Grid” or “Company”) presents the following report on the planning and restoration activities associated with the October 29, 2011 snowstorm (the “October Storm” or “storm”) which affected the Rhode Island, the rest of New England, and several states along the Eastern seaboard. The October Storm, which was the second Level 5 emergency event experienced by the Company in a nine-week period, brought heavy, wet snow at a time of year when leaves were still on trees, causing power interruptions to approximately 39,000 of the Company’s customers. Overall, 92 percent of the Company’s 38 communities in Rhode Island experienced outages. In two of the communities, more than ninety percent of customers lost power, and in four of the communities, more than fifty percent of customers lost power (Figure 2).

The Company began preparing for the October Storm on Wednesday, October 26. The Company followed its Emergency Response Plan (“EEP”) and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. As part of its preparation efforts, the Company also contacted contractors from outside the Company’s service territory to secure resources to help with restoration and contacted other utilities to request additional resources. However, as the weather for the Rhode Island area became more definitive, the Company determined that only additional tree crews and transmission crews were necessary to provide assistance. Utilizing its own Rhode Island distribution line crews, the Company restored power to 70 percent of its Rhode Island customers by early afternoon on Sunday, October 30, and 90 percent were restored by mid-morning on Monday, October 31.

The Company is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the October Storm and were an integral part of the Company’s restoration efforts.

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The System Emergency Operations Center (“EOC”) and Regional EOC were located in Northborough, MA. The System Incident Commander was primarily responsible for establishing the projected and actual Incident Classification level for the snow storm.

Factors considered in initially establishing or revising the expected incident classification level included:

- Expected number of customers without service;
- Expected duration of the restoration event;
- Recommendations of the Planning Section Chief, Transmission and Distribution Control Centers, and other key staff;

- Current operational situation (number of outages, resources, supplies, etc.);
- Current weather conditions;
- Damage appraisals;
- Forecasted weather conditions;
- Restoration priorities;
- Forecasted resource requirements; and
- Forecasted scheduling and pace of restoration work crews.

The System Incident Commander communicated the incident classification to Company leadership and organizations anticipated to be engaged in restoration or support activities via the system and operations storm conference calls. There was a Branch Director in charge of Rhode Island restoration, located in Providence.

B. Activation of Incident Command System (“ICS”)

On Wednesday, October 26, at 5:00 p.m., prior to activation of the ICS, an operational call was held among operations management personnel to discuss the weather forecast and planning efforts for the possibility of an as yet unclassified storm event. The following day, October 27, a follow-up call was held at 10:30 a.m. As a result of these calls, by the evening of October 27, Company personnel with operational responsibilities began notifying operations personnel of the possibility they would be needed for storm duty.

In accordance with the EEP and System Incident Command System, National Grid activated the System Incident Commander, the New England Regional Incident Commander and Branch Directors on Friday, October 28 at approximately 12:00 p.m. Thereafter, a number of positions were activated by the System Incident Commander, at his discretion, and in consideration of the level of response likely required for the event. Throughout the day on Saturday, October 29, and throughout the restoration effort, additional ICS positions were activated as operating conditions changed.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the October Storm, the Company secured crews in advance from its alliance vendors and other outside contractors to support restoration efforts for all of New England as part of its regional preparation for the storm consistent with its EEP. However, during the event, the Company used its own Rhode Island distribution line crews to restore service to customers in Rhode Island. The Company had 95 Rhode Island distribution line personnel working on the morning of Sunday, October 30, and 117 distribution line personnel on Monday, October 31. The Company also deployed 32 contractor vegetation management personnel in Rhode Island. Transmission line crews were available for the entire New England region. Prior to the storm, the Company had pre-staged 108 transmission line workers in hotels. Sixteen transmission line workers were later deployed in Rhode Island during the storm, along with 3 internal transmission line personnel.

III. THE STORM AND ITS IMPACT

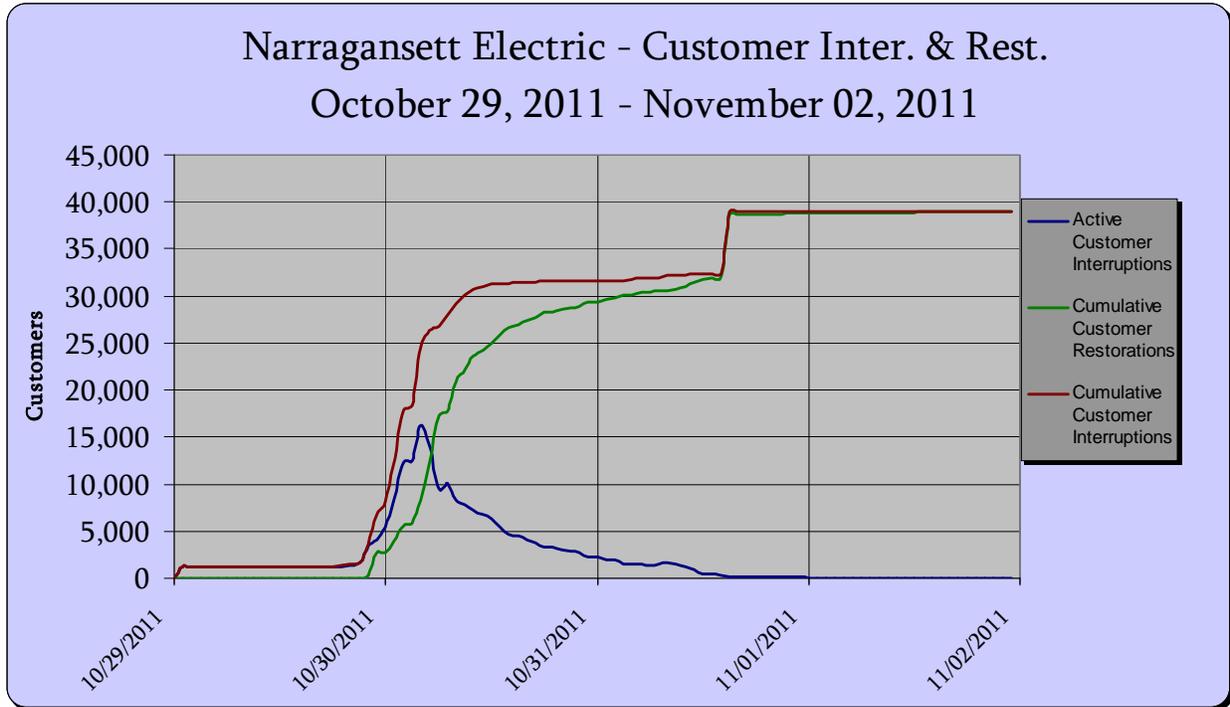
The October Storm brought heavy, wet snow at a time of year when leaves were still on the trees causing widespread power outages across New England and several states along the Eastern seaboard, including Rhode Island.

On Wednesday, October 26, the Company's meteorology service anticipated a storm system that would lead to a rain/snow mix, to some light snowfall accumulation across New England. Early on Thursday, October 27, forecasters began including mix of snow and rain and light accumulations over eastern New England. Late in the afternoon of Thursday, October 27, forecasters stated that snow accumulation could be significant if the storm track drifted eastward, and could even result in a "blockbuster" storm. By early morning on Friday, October 28, the Company's forecasts were indicating 2-4 inches of wet snowfall across northern Rhode Island and expected wind gusts up to 45 mph. By Friday afternoon, forecasters were calling for a major Nor'easter. At that time, the rain-to-snow changeover forecast was uncertain, and the amount of snowfall that was forecasted for northern Rhode Island was increased to 2-6 inches of heavy wet snow and 1-2 inches in southern Rhode Island. The forecast for Rhode Island remained largely unchanged throughout the day Saturday.

In Rhode Island, the highest total reported snowfall was approximately 7 inches in West Gloucester. In North Kingstown, maximum sustained winds of 28 mph and maximum wind gusts of 45 mph were recorded on Saturday, October 29th at approximately 7:00 p.m. By Sunday morning, October 30, snow tapered off across much of southern New England.

The storm started in the evening of Saturday, October 29. The storm impacted a total of approximately 39,000 customers in the Company's service territory; approximately 17,300 customers at its peak, which occurred on Sunday, October 30 at approximately 5:00 a.m. Figure 1 below shows the customers interrupted and restored, by hour, from Saturday, October 29 to Monday, October 31.

Figure 1



The Company experienced interruptions in 35 of the 38 communities it serves in Rhode Island. The storm affected four transmission lines, four sub-transmission lines, and 95 distribution feeders. The outages on the transmission and sub-transmission lines did not have a significant impact on customers, except for a small number of customers who are served directly from the sub-transmission system. Wind and snow, and subsequent tree damage did have an impact on the electrical system with the damage primarily to the Company's distribution system in the form of wires down, including primary, secondary, and services. There was minimal damage to poles and transformers.

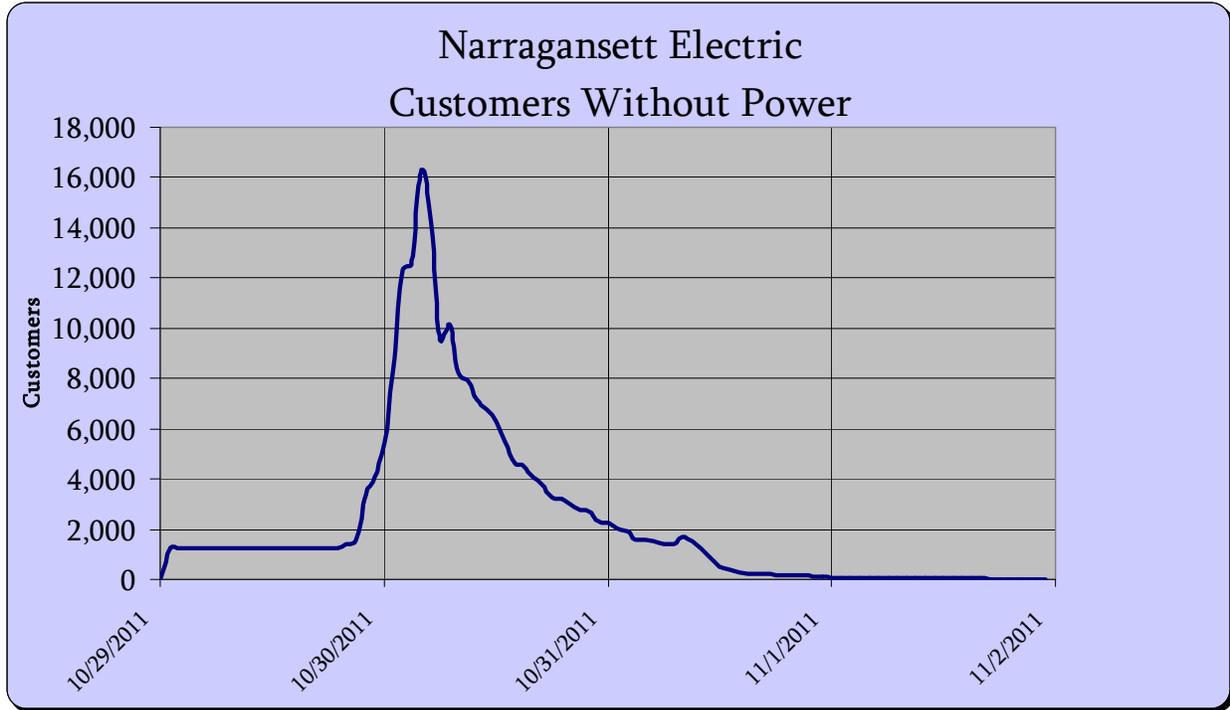
All towns that had interruptions are shown in Figure 2 below.

Figure 2

Town	Customers Interrupted	Customers Served	Percent of Customers Interrupted
CUMBERLAND	6128	14890	41
GLOCESTER	4851	4498	108
NORTH SMITHFIELD	3746	5670	66
COVENTRY	3570	15185	24
LINCOLN	3398	9829	35
WOONSOCKET	2977	18358	16
SCITUATE	2659	4598	58
FOSTER	2400	2020	119
NARRAGANSETT	1952	10486	19
JOHNSTON	1861	13190	14
SMITHFIELD	1051	8630	12
CRANSTON	821	35308	2
LITTLE COMPTON	715	2551	28
TIVERTON	443	8107	5
BURRILLVILLE	429	2573	17
JAMESTOWN	355	3276	11
WARWICK	270	40575	1
BRISTOL	160	10288	2
MIDDLETOWN	138	7934	2
NORTH KINGSTOWN	118	13004	1
NEWPORT	95	14957	1
BARRINGTON	84	6816	1
WEST GREENWICH	44	2682	2
PORTSMOUTH	36	9047	0
RICHMOND	24	3282	1
SOUTH KINGSTOWN	15	14326	0
WEST WARWICK	13	14804	0
PAWTUCKET	12	32419	0
HOPKINTON	10	3830	0
EAST PROVIDENCE	8	21937	0
EAST GREENWICH	6	5996	0
NORTH PROVIDENCE	5	15917	0
EXETER	3	2901	0
PROVIDENCE	1	68911	0
WESTERLY	1	14142	0

Figure 3 below shows a timeline of the number of customers without power from Saturday, October 29 through Monday, October 31.

Figure 3



The following sections contain additional details and context regarding the Company's storm restoration efforts.

IV. RESTORATION

A. Timing and Priority of Service

The Company implemented the system of prioritization for restoration found in the EEP, focusing first on public safety and then with the overall goal of maximizing customer restoration when lines were energized. The Company gave priority and consideration to critical facilities, and made efforts to restore service to its life support customers as quickly as conditions warranted, also as set forth in the EEP.

B. Restoration Coordination

The Company's Northborough, MA control center maintained control of service restoration for communities in Rhode Island for the entire storm. The Company established a "wires down" room in Providence. The Company handled priority one wires down calls from public safety officials from Northborough, and the Providence wires down room handled calls from non-public safety officials. Call back activities and the communication of ETAs were also performed from these rooms.

The employees assigned to staff the wires down room were scheduled for 12-hour shifts, providing 24-hour coverage for the duration of the event. A wires-down coordinator, who was responsible for the overall operation of the wires-down function for the area, was assigned to the wires down room. The Providence wires down room was mobilized on Saturday, October 29 and de-mobilized on Monday, October 31.

C. Personnel Resources

The Company's resources during and after the October Storm are provided in Attachment A. At the peak of restoration, approximately 249 field resources were used to restore power to customers, including approximately 27 external personnel and 222 internal personnel. This peak number of resources includes Transmission and Distribution Line, Vegetation Management, Wires Down, and Substation personnel.

D. Safe Work Practices

Safety is always at the forefront of Company operations, including and especially during activities associated with storm restoration. Both the System and Regional ICS structure designate a lead position for a Safety, Health and Environment Officer. Safety messages are delivered on all calls to heighten awareness during pre-storm preparation.

As with any storm, prior to the October Storm's arrival, National Grid assembled a safety team with area responsibilities, established the reporting hierarchy, and prepared and communicated organization charts. The safety team prepared safety notices and delivered them Company-wide to all employees through corporate communications. Safety personnel were deployed to assist in specific geographic areas, and delivered on-site safety orientations to National Grid workers and contractors prior to the start of each day. During the October Snow Event, safety personnel were regularly assigned to work sites to advise Company personnel and contractors of safety issues and practices. In addition, prior to the start of each new job, the assigned crews reviewed the work ahead, with a focus on safe working conditions for the specific job.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times for Restoration ("ETR")

The Company posted ETRs on its website during the October Storm, using Outage Central page which provided real time ETR updates approximately every 15 minutes. In addition, the Company communicated ETRs through media outlets.

As ETRs changed National Grid waited until all the updated restoration information had been entered into the system before communicating the new dates. Throughout the restoration, National Grid's media relations team provided local news media with ETRs for their communities and continually reinforced to reporters the 24/7 availability of Outage Central for the most current ETRs. The Company attempted to reinforce when communicating ETRs that restoration times were estimated, and may be different in certain areas where damage was

particularly extensive or where customers needed to make repairs to customer equipment so power could be safely restored.

Although the Outage Central page performed better during the October Storm than during Tropical Storm Irene, Outage Central experienced some issues updating the status of ETRs. The issues were traced to performance issues with the Company's IDS database which feeds Outage Central. Additional resources were added to the database server to improve performance of the refresh of the Outage Central data. This change proved to be successful and helped performance on IDS, significantly resolving the Outage Central issue.

B. Intra-Company

System-level storm calls were held twice daily beginning on Sunday, October 30 at 9:30 a.m. through the end of restoration.

Internal communications were issued to all employees via email, a 1-800# telephone line, and the internal intranet twice daily throughout the duration of the event. Communications were issued each day to field crews with both restoration and safety information.

C. Public Officials

1. Governor's Office

In preparation for the storm in Rhode Island, communications to the Governor's Chief of Staff, Rhode Island Legislators, and local offices for the Congressional Delegation were initiated by the Company's Vice President of Government Affairs – Rhode Island during Friday and Saturday, October 28 and October 29. The Company informed the Governor's office of the Company's planning and preparation. After the event, the Company informed the Governor's office of the storm impact and the timing of restoration. The Company's Jurisdiction President also spoke directly with the Governor regarding the Company's storm preparation and restoration efforts.

2. Division of Public Utilities and Carriers ("Division") and Rhode Island Emergency Management Agency ("RIEMA")

A National Grid representative was present in the RIEMA operations center from Saturday, October 29 until the end of the storm and the closing of the RIEMA operations. In addition, the Company participated in multi-agency meetings and calls both prior to and during the storm. A call was held each day with the local emergency management agencies.

National Grid also provided information throughout each day of the storm to the Division. Outage information was reported multiple times each day through phone calls and email reports.

3. Municipalities

The Company began communicating regarding storm preparations and planning to the municipalities on Friday, October 28. On Saturday, October 29, the Company communicated its intention to the municipalities to open a municipal room the following day. The Company opened a municipal room on October 30 at 7 a.m. in Providence. The room was opened to effectively manage and communicate with the number of communities in Rhode Island. This municipal room was co-located with the Company's branch operations response personnel. This arrangement afforded efficient access to key restoration personnel in researching and communicating the priorities of the municipalities. Prior to the storm on Saturday, October 29 the Company sent out information concerning a scheduled municipal call for Sunday, October 30, which was a "lesson learned" from Tropical Storm Irene. This pre-storm notification ensured better communication planning with municipalities, specifically for the National Grid municipal call, prior to the impacts of the weather event. Due to the minimal impact of outages from the October Storm, the municipal calls were stopped after the initial call in Rhode Island on Sunday, October 30.

In addition to the municipal call, the Company maintained contact with the individual communities that were impacted by the October Storm via Community Liaisons, to provide an update on its activities and to work closely with town and city officials to properly prioritize public safety concerns, critical facilities, and important town functions.

The Company also provided information on estimated restoration times for each town, which was posted on the Company's website, beginning Sunday, October 30 and refreshed every 12 hours.

D. Customers

The Company communicated with customers during and after the October Storm through its call center, its website, and social media. Life support customers who lost power during the event were manually monitored. The Company continued to attempt to contact all customers daily and after the event. Well-being field visit checks were conducted for life support customers who either had no answering machines or phone service. Once restoration efforts were complete another outbound call was made to ensure all life support customers had power.

E. Media

The Company began media relations activities in support of National Grid's restoration efforts on Saturday, October 29, as the storm began bearing down on New England, and continued its media relations activities until the final customers were restored.

On Sunday, October 30, a member of the Company's Media Relations staff reported to the Providence office while other Media Relations representatives were dispatched to the Northborough, MA EOC at 7:00 a.m. Media Relations staffed the Melrose Street office and EOC until late in the evening with at least four personnel beginning Sunday, October 30. Media

Relations staffing continued at the Melrose Street office until all Rhode Island customers were restored.

VI. CONCLUSION

The October Storm hit the Company's service territory just nine weeks after another Level 5 event, Tropical Storm Irene, causing significant interruptions to Rhode Island customers as a result of wires down including primary, secondary, and services. However, the Company successfully utilized its own distribution line resources to restore service to its customers in the wake of the October Storm in a safe and expeditious manner.

The Company attempts to improve its restoration efforts each time after an emergency event affects the Company's service territory and the October Storm was certainly no exception. The Company continues to develop lessons learned from both Tropical Storm Irene and the October Storm in order to flesh out improvements that it can implement during future emergency events.

October 2011 Snow Storm - Rhode Island Resources

Data	Date Time											
	10/29				10/30				10/31			
	600	1200	1800	2400	600	1200	1800	2400	600	1200	1800	2400
Number of Company Line Personnel				37.0	95.0	103.0	37.0	37.0	117.0	94.0	60.0	32.0
Number of Company Tree Personnel												
Number of Company Wire Down Personnel			38.0	38.0	37.0	37.0	48.0	48.0	82.0	82.0	34.0	34.0
Number of Company Damage Appraiser Personnel												
Number of Company Substation/Transmission Personnel			11.0		3.0	10.0			23.0	23.0	19.0	1.0
Total Company	-	-	49.0	75.0	135.0	150.0	85.0	85.0	222.0	199.0	113.0	67.0
Number of Contractor Line Personnel												
Number of Contractor Tree Personnel					32.0				21.0			
Number of Contractor Wire Down Personnel												
Number of Contractor Damage Appraiser Personnel												
Number of Contractor Substation/Transmission Personnel			22.0		16.0				6.0			
Total Contractor	-	-	22.0	-	48.0	-	-	-	27.0	-	-	-
Number of In-State Mutual Aid Line Personnel												
Number of In-State Mutual Aid Tree Personnel												
Number of In-State Mutual Aid Wire Down Personnel												
Number of In-State Mutual Aid Damage Appraiser Personnel												
In-State Mutual Aid Substation/Transmission Personnel												
Total In-State Mutual Aid	-	-	-	-	-	-	-	-	-	-	-	-
Number of Out-of-State Mutual Aid Line Personnel												
Number of Out-of-State Mutual Aid Tree Personnel												
Number of Out-of-State Mutual Aid Wire Down Personnel												
Number of Out-of-State Mutual Aid Damage Appraiser Personnel												
Out-of- State Mutual Aid Substation/Transmission Personnel												
Total Out-of-State Mutual Aid	-	-	-	-	-	-	-	-	-	-	-	-
Total # of Personnel Working		-	71.0	75.0	183.0	150.0	85.0	85.0	249.0	199.0	113.0	67.0

Note: The Tree Personnel, Company Transmission Personnel and Contractor Transmission Personnel are peak numbers for the day

October 2011 Snow Storm - Rhode Island Resources

Data	Date				Time					
	11/1	600	1200	1800	2400	11/2	600	1200	1800	2400
Number of Company Line Personnel	78.0	54.0	34.0	8.0	16.0	36.0	5.0	5.0		
Number of Company Tree Personnel										
Number of Company Wire Down Personnel										
Number of Company Damage Appraiser Personnel										
Number of Company Substation/Transmission Personnel	1.0	1.0	1.0	-	1.0	14.0	1.0	1.0		
Total Company	79.0	55.0	35.0	8.0	17.0	50.0	6.0	6.0		
Number of Contractor Line Personnel										
Number of Contractor Tree Personnel	14.0				18.0					
Number of Contractor Wire Down Personnel										
Number of Contractor Damage Appraiser Personnel										
Number of Contractor Substation/Transmission Personnel										
Total Contractor	14.0	-	-	-	18.0	-	-	-		
Number of In-State Mutual Aid Line Personnel										
Number of In-State Mutual Aid Tree Personnel										
Number of In-State Mutual Aid Wire Down Personnel										
Number of In-State Mutual Aid Damage Appraiser Personnel										
In-State Mutual Aid Substation/Transmission Personnel										
Total In-State Mutual Aid	-	-	-	-	-	-	-	-		
Number of Out-of-State Mutual Aid Line Personnel										
Number of Out-of-State Mutual Aid Tree Personnel										
Number of Out-of-State Mutual Aid Wire Down Personnel										
Number of Out-of-State Mutual Aid Damage Appraiser Personnel										
Out-of- State Mutual Aid Substation/Transmission Personnel										
Total Out-of-State Mutual Aid	-	-	-	-	-	-	-	-		
Total # of Personnel Working	93.0	55.0	35.0	8.0	35.0	50.0	6.0	6.0		

Note: The Tree Personnel, Company Transmission Personnel and Cor

October 2011 Snow Storm - Rhode Island Resources

Data	11/3				Date Time			
	600	1200	1800	2400	11/4			
	600	1200	1800	2400	600	1200	1800	2400
Number of Company Line Personnel	34.0	30.0	11.0	6.0	28.0	29.0	11.0	6.0
Number of Company Tree Personnel								
Number of Company Wire Down Personnel								
Number of Company Damage Appraiser Personnel								
Number of Company Substation/Transmission Personnel	14.0	30.0	7.0	1.0	27.0	30.0	7.0	1.0
Total Company	48.0	60.0	18.0	7.0	55.0	59.0	18.0	7.0
Number of Contractor Line Personnel								
Number of Contractor Tree Personnel	10.0				10.0			
Number of Contractor Wire Down Personnel								
Number of Contractor Damage Appraiser Personnel								
Number of Contractor Substation/Transmission Personnel								
Total Contractor	10.0	-	-	-	10.0	-	-	-
Number of In-State Mutual Aid Line Personnel								
Number of In-State Mutual Aid Tree Personnel								
Number of In-State Mutual Aid Wire Down Personnel								
Number of In-State Mutual Aid Damage Appraiser Personnel								
In-State Mutual Aid Substation/Transmission Personnel								
Total In-State Mutual Aid	-	-	-	-	-	-	-	-
Number of Out-of-State Mutual Aid Line Personnel								
Number of Out-of-State Mutual Aid Tree Personnel								
Number of Out-of-State Mutual Aid Wire Down Personnel								
Number of Out-of-State Mutual Aid Damage Appraiser Personnel								
Out-of- State Mutual Aid Substation/Transmission Personnel								
Total Out-of-State Mutual Aid	-	-	-	-	-	-	-	-
Total # of Personnel Working	58.0	60.0	18.0	7.0	65.0	59.0	18.0	7.0

Note: The Tree Personnel, Company Transmission Personnel and Cor