

April 3, 2018

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
January 4, 2018 Storm Summary Report

Dear Ms. Massaro:

In accordance with Rhode Island Public Utilities Commission (PUC) Order No. 15360 (August 19, 1997) and paragraph 4(a) of the Joint Proposal and Settlement in Lieu of Comments Submitted by The Narragansett Electric Company¹ and the Division of Public Utilities and Carriers (the Settlement) approved by the PUC in Docket No. 2509, I have enclosed 10 copies of National Grid's summary report on the planning and restoration activities associated with the January 4, 2018 Winter Storm Grayson (Winter Storm Grayson or the Storm), 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 PUC 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 Winter Storm Grayson will be submitted to the PUC once the total costs have been accumulated by the Company, and final accounting of storm costs has been completed.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-784-7415.

Very truly yours,



Robert J. Humm

cc: Docket 2509 Service List
Docket D-11-94 Service List
Leo Wold, Esq.
John Bell, Division
Al Mancini, Division

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

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Joanne M. Scanlon

April 3, 2018
Date

**Docket No. 2509 – National Grid – Storm Fund
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Docket D-11-94 Review of National Grid's Storm Reports

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National Grid

The Narragansett Electric Company

**Report on
January 4, 2018 Event, Damage
Assessment, and Service
Restoration**

April 3, 2018

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:

nationalgrid

Table of Contents

I.	EXECUTIVE SUMMARY	2
II.	INCIDENT ANTICIPATION	2
	A. Determination of Incident Classification	2
	B. Activation of Incident Command System (ICS)	2
	C. Determination of Crew Needs and Pre-Staging	3
III.	THE STORM AND ITS IMPACT	3
	A. Forecast	3
	B. Impact	4
IV.	RESTORATION	7
	A. Timing and Priority of Service	7
	B. Restoration Coordination	7
	C. Personnel Resources	7
	D. Safe Work Practices	8
V.	COMMUNICATIONS DURING AND AFTER THE EVENT	8
	A. Communication Regarding Estimated Times for Restoration (ETRs)	8
	B. Intra-Company	8
	C. Public Officials	9
	D. Customers	10
	E. Media	10
VI.	CONCLUSION	10

**REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID
ON THE JANUARY 4, 2018 STORM DAMAGE ASSESSMENT AND SERVICE
RESTORATION EFFORTS**

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a National Grid (National Grid or the Company) presents the following report on the planning and restoration activities associated with the January 4, 2018 winter storm Grayson (Winter Storm Grayson or the Storm), which affected Rhode Island and other states along the Eastern Seaboard. For pre-planning purposes, the Company classified the Storm as a National Grid Type 3 emergency event, meaning that the Company estimated that restoration activities would generally be accomplished within a 72 hour period and the event would typically result in up to nine percent of customers interrupted. Winter Storm Grayson was projected to bring hazardous winds, heavy snowfall, and coastal flooding that could potentially cause significant damage to the Company's electric infrastructure. Ultimately, Winter Storm Grayson brought widespread winter storm conditions, with a foot or more of snow received throughout areas between Virginia and Maine. Providence experienced more than 14 inches of snow on January 4, 2018, its heaviest day of snowfall since Winter Storm Juno in January 2015. Providence also experienced wind gusts between 47 and 55 miles per hour (mph) for a six hour period on January 4, while wind gusts higher than 70 mph were reported on Block Island. Although Winter Storm Grayson brought more than a foot of snowfall to many areas of the Company's service territory, the power outages were less than anticipated in Rhode Island, impacting 2,685 (approximately 1,018 at peak) of the Company's customers. Overall, less than one percent of the Company's customers in Rhode Island experienced outages, with 26 of the 38 communities served in Rhode Island impacted.

The Company began preparing for Winter Storm Grayson on Monday, January 1, 2018 by reviewing potential contractor counts in the event a storm would occur, and held an operational planning call the afternoon of Tuesday, January 2. To prepare for the Storm, the Company held its first operations storm conference call the morning of Wednesday, January 3, and opened a Storm Room in Providence at 6:00 a.m. on January 4. The Company followed its Emergency Response Plan 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. Using its own crews and contractor resources, the Company initially restored power to all but 14 customers impacted by approximately 5:30 p.m. on January 4. Additional outages from this dynamic and prolonged storm continued throughout the evening of January 4 into January 5, and the Company restored power to all customers impacted by 2:49 a.m. on January 6.

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

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The Regional Emergency Operations Center was located in Worcester, Massachusetts, and opened at approximately 7:00 a.m. on Thursday, January 4, 2018. Additionally, on January 4 at 6:00 a.m., the Company established a Branch Storm Room in Providence. As explained below, the Company named a New England Incident Commander, who was primarily responsible for establishing the projected and actual incident classification level for Winter Storm Grayson.

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

- Expected number of customers without service;
- Expected duration of the restoration event;
- Recommendations of the State Planning Section Chief, Transmission and Distribution Control Centers, and other key staff;
- Current operational situation (such as number of outages, resources, and supplies);
- Current weather conditions;
- Damage appraisals;
- Forecasted weather conditions;
- Restoration priorities;
- Forecasted resource requirements; and
- Forecasted scheduling and pace of restoration work crews.

Through the system and operations storm conference calls, the New England Incident Commander communicated the incident classification to Company leadership and organizations that the Company expected to engage in restoration or support activities. The New England Incident Commander classified the event as a Type 3 event.

B. Activation of Incident Command System (ICS)

The Company utilizes the Incident Command System, a component of the National Incident Management System, which is a comprehensive national approach to incident management applicable at all levels of the Company's Emergency Response Organization and addresses the operation of Company Emergency Operation Centers.

In the days leading up to Winter Storm Grayson, prior to activation of the Incident Command System, the Company's Operations management personnel held several operational calls to discuss planning efforts for the possibility of a severe wind and snow storm forecasted to bring hazardous conditions to New England. As a result of these calls, and in accordance with the Company's Emergency Response Plan and anticipated Type 3 event, the Company activated the Branch Level Emergency Response Organization in Rhode Island prior to the first operations storm call, the Pre-Event Stage Briefing Call, scheduled for Wednesday, January 3 at 10:00 a.m.

At that time, the Company planned to open its Rhode Island Storm Room in Providence at approximately 6:00 a.m. on Thursday, January 4 to support Rhode Island restoration. The New England Incident Commander activated the Rhode Island Branch Director, who would be in charge of Rhode Island restoration and located in the Providence Storm Room, as well as several other Branch Directors in Massachusetts. Thereafter, the Company activated a number of other positions at the discretion of the Incident Commander and Branch Directors, considering the level of response expected for the Storm in their respective areas. The Regional Emergency Operation Center, located in Worcester, Massachusetts, was also planned to open at 7:00 a.m. on January 4, supported by a Regional Emergency Response Organization structure for that location.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of Winter Storm Grayson and forecast of hazardous winds and heavy snowfall, the Company secured crews in advance from its contractors of choice 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 Emergency Response Plan. As of January 3, 2018 at 5:00 p.m., the Company had 60 internal overhead line crews, 101 external overhead line crews, 55 forestry crews (external), 10 internal underground crews, 40 internal substation resources, 3 internal transmission crews, and 63 internal wires down crews at its disposal to respond to the Storm. The Company also had an additional 34 external overhead line crews to support Massachusetts and Rhode Island as needed. By January 4 at 8:00 a.m., the Company had increased the number of resources available to respond to the event to 68 internal overhead line crews, 149 external overhead line crews, 56 forestry crews, 10 underground crews, 40 substation resources, 3 transmission crews, and 76 wires down crews. The Company also had 40 Damage Assessment crews available at that time, ready to be deployed to Massachusetts and Rhode Island as needed. In addition, the Company had reached out to external contractors and secured an additional 77 overhead line crews that could be made available to the Company if needed, to support restoration efforts in both Rhode Island and Massachusetts.

III. THE STORM AND ITS IMPACT

A. Forecast

The Company monitors the weather forecast obtained from its weather provider, DTN, through detailed emails received three times daily. Throughout the day, the Company also monitors the forecast from various weather websites. On Sunday, December 31, 2017, the weather models indicated a chance for a strong low pressure system to graze the region, bringing heavy snow and breezy conditions to the service territory. At that time, the forecast indicated wind gusts greater than 45 mph and snowfall greater than 6 inches would be likely for eastern Massachusetts and Rhode Island. Throughout the day on Monday, January 1, 2018, the forecast's confidence increased that a strong winter storm system would likely bring hazard snow and winds to impact the Company's Rhode Island service territory on January 4, with an expected snowfall of 3-7 inches and peak gusts of 40-45 mph in the state.

On Tuesday, January 2, the forecast escalated to indicate that a major winter storm system would pass offshore, bringing 6-8 inches of snow to Rhode Island, with a possible worst case scenario of 9-12 inches, but also noting that snow amounts could trend 1-3 inches lower than expected. Wind gusts were forecast to be 30-40 mph, with peak gusts remaining at 40-45 mph, expected to take place on January 4 from 10:00 a.m. through 10:00 p.m. Gusty winds were projected to last into Friday, January 5. Throughout the day on January 2, forecasted snow amounts and peak wind gusts increased to 5-10 inches and 45-50 mph, respectively, and confidence in the forecast remained high. The forecast also indicated that Rhode Island would experience extreme cold temperatures for multiple days immediately following the Storm.

By Wednesday, January 3, the forecast had further intensified with a major winter storm forecast to bring heavy snow and strong, gusty winds to the region. Projected snow totals rose again, with 10-14 inches of snow expected in Rhode Island, and a worst case forecast calling for 15-20 inches in the state. Projected wind gusts also rose to 35-45 mph and peak gusts of 47-55 mph, with the timing remaining the same. Gusty winds were expected to continue through Friday, January 5. By this point, the forecast also projected moderate coastal flooding for east-facing shores. Confidence in the forecast remained high.

The 6:00 a.m. forecast on Thursday, January 4 called for a major Nor'easter to occur that day. The forecast and timing for winds and wind gusts remained the same as the previous day, but projected snow totals rose again, with 12-16 inches of snow now predicted in Rhode Island. Further, the snow consistency was now forecast to be wetter than previously projected. The forecast continued to expect moderate coastal flooding. Throughout the day on January 4, the forecast remained unchanged, with only the projected snow type changing back to a more normal consistency mid-day. Peak gusts on Friday, January 5 were projected to reach 40-45 mph. Additionally, the forecast continued to indicate that Rhode Island would experience extreme cold temperatures for multiple days immediately following the Storm.

B. Impact

Winter Storm Grayson was a severe weather event and had the potential to result in significant damage to the Company's electrical system. The Storm brought strong, hazardous wind gusts, icing, and snowfall across much of the Eastern Seaboard. The center of the Storm passed close to the New England area, and brought heavy snowfall and strong wind gusts to Rhode Island. More than 14 inches of snow fell in Providence – the most since Winter Storm Juno in January 2015 – and the city saw wind gusts between 47 and 55 mph for a 6 hour period mid-day on Thursday, January 4. Wind gusts greater than 70 mph were reported on Block Island. Coastal areas experienced the highest gusts, mostly during mid-day hours, with lesser gusts reported further inland. Much of the state received approximately a foot of snow. Wind gusts between 35 and 45 mph were also experienced across much of the state during the day on Friday, January 5.

The overall snowfall for Rhode Island was within the projected 12-16 inch forecast. The actual wind gusts experienced were also in line with the forecast range of 47-55 mph, although the gusts occurred mostly in the coastal areas and did not affect the entire state for the forecasted 12-hour timeframe. As a result, despite the substantial amount of snowfall, Winter Storm

Grayson impacted a total of 2,685 customers in the Company’s service territory in Rhode Island, which was less than projected. Winter Storm Grayson continued to impact customers, although to a lesser extent, through Friday, January 5 as wind gusts remained elevated. At its peak, Winter Storm Grayson impacted approximately 1,018 customers, which occurred on Thursday, January 4 at approximately 2:30 p.m. The Company experienced interruptions in 26 of the 38 communities it serves in Rhode Island, with a total of 29 distribution feeders affected. By 5:30 p.m. on January 4, the Company had restored power to all but 14 customers impacted at that time. Additional outages from this dynamic and prolonged storm continued throughout the evening of January 4 into January 5, and the Company restored power to all customers by Saturday, January 6 at 2:49 a.m.

Figure 1 below shows the customers interrupted and restored, by hour, from Thursday, January 4, 2018 through Saturday, January 6, 2018.

Figure 1

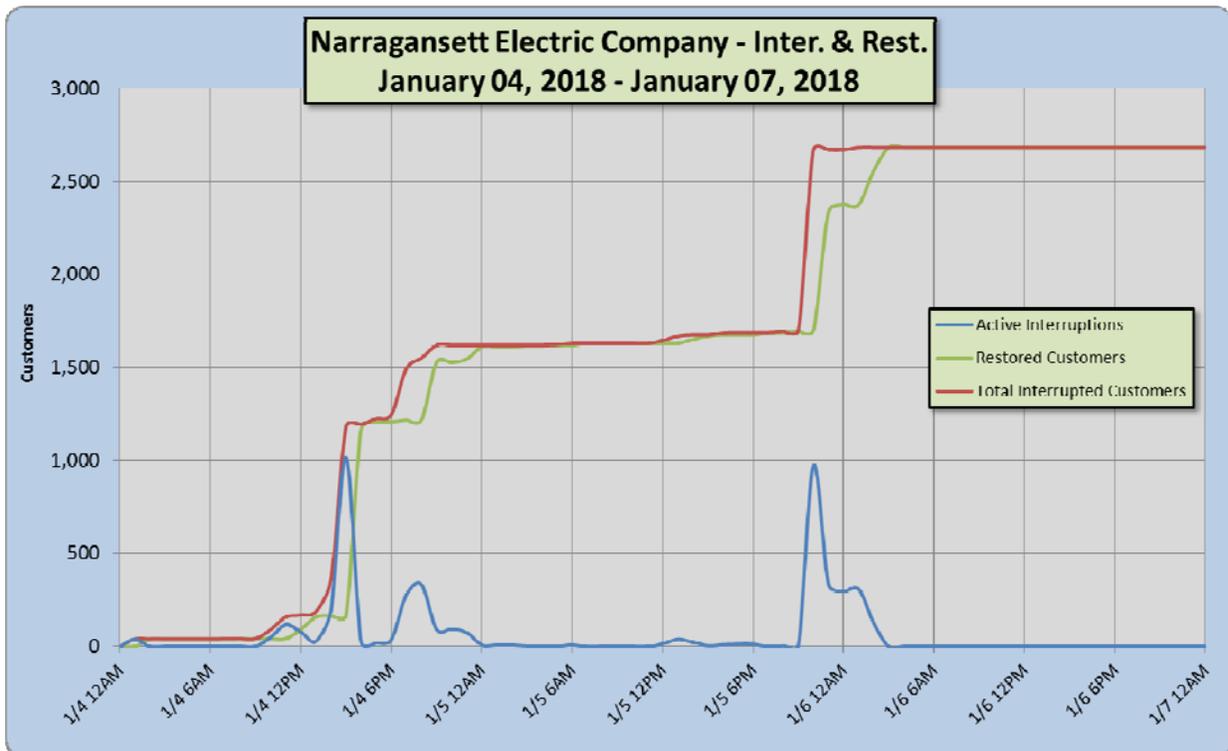


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Total Customers Interrupted	Customers Served	Percent of Total
BARRINGTON	23	6,857	0.34%
BRISTOL	73	10,401	0.70%
BURRILLVILLE	9	2,613	0.34%
CENTRAL FALLS	593	7,345	8.07%
COVENTRY	99	13,764	0.72%
CRANSTON	127	31,691	0.40%
EAST GREENWICH	285	6,112	4.66%
EAST PROVIDENCE	1	22,114	0.00%
EXETER	15	3,012	0.50%
FOSTER	495	2,023	24.47%
GLOCESTER	343	4,560	7.52%
JOHNSTON	3	13,661	0.02%
LITTLE COMPTON	4	2,565	0.16%
NORTH PROVIDENCE	1	16,033	0.01%
PAWTUCKET	228	33,402	0.68%
PORTSMOUTH	7	9,199	0.08%
PROVIDENCE	290	71,944	0.40%
RICHMOND	1	3,413	0.03%
SCITUATE	61	4,547	1.34%
SMITHFIELD	32	8,824	0.36%
SOUTH KINGSTOWN	30	14,701	0.20%
TIVERTON	12	8,234	0.15%
WARWICK	16	40,335	0.04%
WEST GREENWICH	15	2,605	0.58%
WEST WARWICK	7	13,510	0.05%
WESTERLY	64	14,443	0.44%

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 its Emergency Response Plan, focusing first on public safety, and then on customer restoration that maximized restoration when lines were energized. The Company gave priority and consideration to critical facilities and concentrated efforts to restore service to its life support customers as quickly as conditions warranted, also as set forth in the Emergency Response Plan.

With the expected extreme cold temperatures for multiple days immediately following the Storm, the Company worked diligently to restore its customers as quickly as possible.

B. Restoration Coordination

Outages were dispatched out of the Providence Storm Room beginning on Thursday, January 4, 2018 at approximately 6:00 a.m. through the end of the Storm. The Company activated Police and Fire Coordinators for the event. These employees reported to the Storm Room Leads and were responsible for communicating the estimated times for restoration on all police and fire calls, with a standby condition noted. The Company also activated and coordinated Task Force teams, in accordance with the Emergency Response Plan, consisting of Company and municipal personnel who are utilized to clear roads during emergencies.

On January 4 at 7:00 a.m., the Company also mobilized the Providence wires-down room, with approximately 76 crews available, including wires-down appraisers, cut and clear restoration crews, and stand-by crews.

C. Personnel Resources

As part of the planning process, the Company prepared for a Type 3 event in Rhode Island based on the forecasts. The Company's plan remained consistent throughout the Pre-Event Stage Briefing Call on Thursday, January 3, 2018, as well as both Restoration Stage Briefing Calls on Thursday, January 4.

The Company had initially secured 332 field crews¹ to restore power to customers in Rhode Island, with an additional 34 external overhead line crews to support Rhode Island and Massachusetts as needed. By January 4 at 8:00 a.m., the Company had increased this number to approximately 402 field crews to restore power to customers in Rhode Island, including approximately 205 external crews and 197 internal crews. This would be the peak number of

¹ Crews typically include two or three people, although there are some one-person crews in damage assessment, wires down, distribution line (troubleshooters), and substation personnel. Transmission crews typically include 6-10 people.

field resources the Company had available to support restoration. The field crew numbers of external and internal crews include transmission and distribution overhead line, forestry, wires down, substation, and underground personnel. The Company had also reached out to external contractors and secured an additional 77 overhead line crews that could be made available to the Company, if needed, to support restoration efforts in both Rhode Island and Massachusetts.

D. Safe Work Practices

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

As with any storm, for Winter Storm Grayson 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 Storm, safety personnel visited work sites to advise Company personnel and contractors of safety issues and practices. In addition, prior to the start of each new job, the work was reviewed by assigned crews, with a focus on safe working conditions for the specific job. These safety efforts helped the Company experience no injuries during Winter Storm Grayson.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times for Restoration (ETRs)

The Company posted ETRs on its website during Winter Storm Grayson using Outage Central, which provided real time ETR updates approximately every 15 minutes.

As crews were assigned and reported ETR updates based on their actual findings in the field, the Company uploaded the updated ETRs into Outage Central. The Company continued to update ETRs throughout the restoration process as information became available to the Company.

B. Intra-Company

The Company began preparing for Winter Storm Grayson on Tuesday, January 2, at 1:00 p.m. by conducting an operational planning call, during which the Company reviewed the weather forecast and began planning efforts for the possibility that the Storm would impact the Company's electric distribution system in New England. The Company conducted two additional planning calls on January 3, at 9:00 a.m. and 4:00 p.m.

The Company held its Pre-Event Stage Briefing Call on Wednesday, January 3 at 10:00 a.m. On Thursday, January 4, the Company held Restoration Stage Briefing Calls at both 8:00 a.m. and 5:00 p.m.

Additionally, the Company issued communications to field crews with both restoration and safety information.

C. Public Officials

1. Governor's Office

The Company's Jurisdictional President communicated regularly with the Governor's office during Winter Storm Grayson. Additionally, the Company's Director of Government Relations communicated with Rhode Island's legislative leadership leading up to and during the Storm.

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

During the event, the Company's Jurisdictional President was in regular communication with RIEMA regarding the Company's Storm preparation, and also participated in the State's planning call facilitated by RIEMA and attended by the Governor's staff. On Tuesday, January 2, 2018, the Company's Director of Regulatory Affairs reached out to the Division regarding the Company's Storm preparation, and regular updates were provided through Friday, January 5. Additionally, the Company activated its RIEMA liaisons and began to staff the RIEMA Emergency Operations Center (EOC) on Thursday, January 4 at 6:00 a.m. The Company utilized RIEMA's WebEOC to facilitate communications with Emergency Support personnel.

3. Municipalities

The Company opened a Municipal Room in Providence on Thursday, January 4, 2018 at 7:00 a.m. The purpose of the Company's Municipal Room was to effectively manage and communicate with any potentially impacted communities in Rhode Island. The Municipal Room was co-located with the Company's Branch Emergency Response Organization personnel. This arrangement afforded efficient access to key restoration personnel in researching and communicating the priorities of the municipalities, including critical customers such as hospitals, nursing homes, and schools. The Company deactivated the municipal room on Friday, January 5 at 8:00 a.m.

The Company assigned National Grid Community Liaisons to work with each Rhode Island city or town's emergency, Department of Public Works, and/or public officials as a dedicated liaison. The Company's Community Liaisons served as full-time resources supporting impacted communities, and enabled direct communications back into the Company's branch municipal rooms, public information coordinators, and Branch operations personnel. Throughout the duration of Winter Storm Grayson, the Community Liaisons contacted each of

the communities in the Company's Rhode Island's service territory a minimum of three times each day, and were deployed in the field for the communities impacted the most.

D. Customers

On Wednesday, January 3, 2018 at 2:00 p.m., the Company made an out-bound call to all life-support customers to notify them of the upcoming weather and to recommend taking necessary precautions and preparations to ensure their wellbeing in the event of an outage. The message also informed life-support customers to contact 911 or their local public safety officials in the event of an emergency. The Company's Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well as additional staff to support an expected high call volume. Outages from Winter Storm Grayson affected a total of one life-support customer. The Company continued proactive calls to this customer until power was restored.

E. Media

The Public Information Officer and related support staff were activated for the event, and participated in the Pre-Event and Restoration Stage Briefing Calls conducted by Company Operations. The Company distributed one Storm-related news release on January 3, 2018 to all Rhode Island news media outlets. The Company engaged both traditional and social media channels to distribute the news release, as well as additional Storm, restoration, and safety-related information. The Company's Strategic Communications Department fielded 15 media requests for information and interviews related to Winter Storm Grayson in Rhode Island. Overall sentiment was generally positive as feedback and comments from media outlets and social media were received and regularly monitored.

VI. CONCLUSION

Based on the weather forecasts received by the Company, Winter Storm Grayson had the potential to result in significant damage to the Company's electrical system. Despite receiving approximately a foot of snowfall throughout most of the state, Winter Storm Grayson's impact to the Company's electrical system was not as severe as forecasted. Nonetheless, the Storm caused interruptions to thousands of Rhode Island customers, mostly as a result of damage to the Company's distribution infrastructure. The Company was fully prepared to respond, having secured all necessary resources and outside contractors to aid in the restoration effort required for the forecast predicted. The Company understands the impact that electrical outages have on its customers. Through use of the Company's own distribution line resources and transmission line crews, contractor distribution and transmission line crews, and contractor tree crews, the Company restored service to its customers in the wake of Winter Storm Grayson in a safe and expeditious manner.

The Company is proud of the restoration work that was accomplished during Winter Storm Grayson, and is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of this Storm and were an integral part of the Company's restoration efforts.