

May 9, 2016

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
February 8, 2016 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 2509, I have enclosed ten (10) copies of National Grid's summary report on the planning and restoration activities associated with the February 8, 2016 Winter storm (Storm Mars 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 Storm Mars 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 transmittal. If you have any questions regarding this filing, please contact me at (781) 907-2153.

Very truly yours,



Celia B. O'Brien

cc: Docket 2509 Service List
Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid (referred to herein as 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.

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

May, 2016

Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 5/15/15**

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National Grid

The Narragansett Electric Company

**Report on
February 8, 2016 Event,
Damage Assessment and
Service Restoration Efforts**

May 9, 2016

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:

nationalgrid

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**REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID
ON THE FEBRUARY 8, 2016 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 February 8, 2016 Winter storm (Storm Mars) that was forecasted to impact Rhode Island and the New England region immediately following Storm Lexi, which first impacted the Company's service territory on Friday, February 5, 2016. Winter Storm Mars was a quick-hitting winter storm that mainly affected New England on Monday, February 8, 2016. Extreme southeast Massachusetts saw the worst conditions from Storm Mars, with blizzard conditions and coastal flooding both observed. The snow and strong winds that moved through New England were from a strong area of low pressure passing well off the East Coast. Despite the far offshore track of the strong low pressure, Storm Mars still had a major impact on eastern New England due to its very large area of precipitation and strong winds.

Blizzard conditions were officially verified in Massachusetts on Monday, February 8 in Chatham, Hyannis, Falmouth, Nantucket, Plymouth, and on Martha's Vineyard. Wind gusts peaked at 65 mph on Nantucket Island on Monday. Coastal flooding was reported in several locations along the Massachusetts coast, and even as far south as the Jersey Shore. Despite the powerful intensity of the storm, Rhode Island was largely spared any of the devastating effects that other areas experienced from Storm Mars.

The Company began monitoring the weather forecast for Storm Mars several days in advance of the storm while still restoring power to customers from the damage caused by Storm Lexi. For pre-planning purposes, the Company declared the storm to be a Level 3 emergency event (i.e., up to nine percent of customers impacted, up to 1000 lines of Trouble, and a 72-hour restoration effort). The Company opened the New England Emergency Operations Center in Worcester, Massachusetts, a storm room in Providence, and a staging area at the Community College of Rhode Island in Warwick. The Company followed its Emergency Response Plan (ERP), 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. Many of these crews were secured for Storm Lexi and were intentionally held by the Company to continue with the restoration efforts of Storm Mars.

The Company ultimately had more than 140 line crews, 87 tree and cut and clear crews, and nine wires down crews working in Rhode Island to restore service to customers.

The impact of the storm caused damage to the Company's electric infrastructure. The power outages impacted approximately 1,000 of the Company's customers. Using its own crews and contractor resources, the Company restored power to 70 percent of its Rhode Island

customers by approximately 10:30 a.m. on Monday, February 8, 2016. The final customer was restored at approximately 1:00 p.m. on Monday, February 8, 2016.

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

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The Regional Emergency Operations Center (EOC) was located in Worcester, Massachusetts, and opened at approximately 7:00 a.m., Monday, February 8, 2016. A branch EOC was established in Providence at approximately midnight on Monday, February 8, 2016. As noted below, a New England Incident Commander was named, and was primarily responsible for establishing the projected and actual Incident Classification level for the 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 the pace of restoration work crews.

Through the system and operation 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 Regional System Commander was located in Worcester, Massachusetts. A Branch Director who was in charge of Rhode Island restoration was located in Providence, Rhode Island.

B. Activation of Incident Command System (ICS)

In accordance with the ERP and ICS, National Grid activated the System Incident Commander and the New England Regional Incident Commander on Thursday morning, February 4, 2016, during Storm Lexi. The New England Regional Incident Commander then activated the Rhode Island Branch Director and several other Branch Directors in Massachusetts.

Thereafter, all the Incident Commanders activated a number of positions at their discretion, considering the level of response likely required for the event. Throughout the day on Friday, February 5, 2016, and throughout the restoration effort in response to Storm Lexi, the Company activated additional ICS positions as operating conditions warranted. The same ICS structure remained in effect for Storm Mars.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of Storm Mars, the Company intentionally held crews that were secured for Storm Lexi to support restoration efforts for all of New England as part of its regional preparation for the storm consistent with its ERP. In total, the Company ultimately had more than 140 line crews, 87 tree and cut and clear crews, and nine wires-down crews working in Rhode Island to restore service to customers throughout the event.

III. THE STORM AND ITS IMPACT

A. Forecast

On Sunday, February 7, 2016, the weather forecast called for an ocean storm to pass to the east of the region, bringing snow to portions of Rhode Island and eastern Massachusetts. Snow was forecast to potentially be heavier close to the coast if the storm tracked inland. Hazard wind gusts were expected to impact coastal Rhode Island, Nantucket and immediate coastal South Shore. The timing of the hazard wind was forecast to occur from 7:00 a.m. to 2:00 p.m., on Monday February 8, 2016, with peak gusts of 55-60 mph. The snow timing was expected to occur between 8:00 a.m. on Monday, February 8 to 6:00 a.m. on Tuesday, February 9, with the heaviest accumulations expected between 9:00 a.m and 2:00 p.m. on Monday.

B. Impact

A winter storm impacted Rhode Island, on Monday, February 8, 2016, causing power outages to approximately 1,000 customers in the Company's service territory. Seventy percent of all outages were restored by approximately 10:30 a.m. on Monday, February 8, 2016. The final customer was restored at approximately 1:00 p.m. on Monday, February 8, 2016.

Figure 1 below shows the number of customers interrupted and restored, during the first 24 hours of the storm.

Figure 1

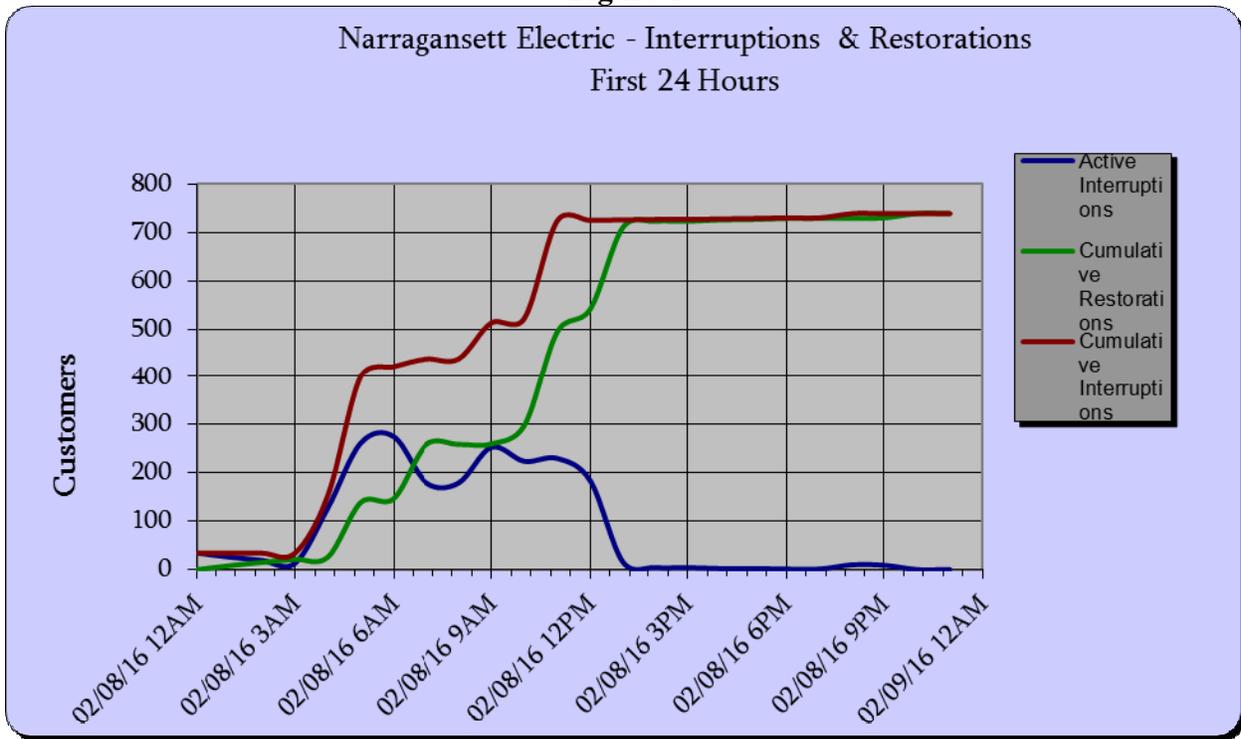
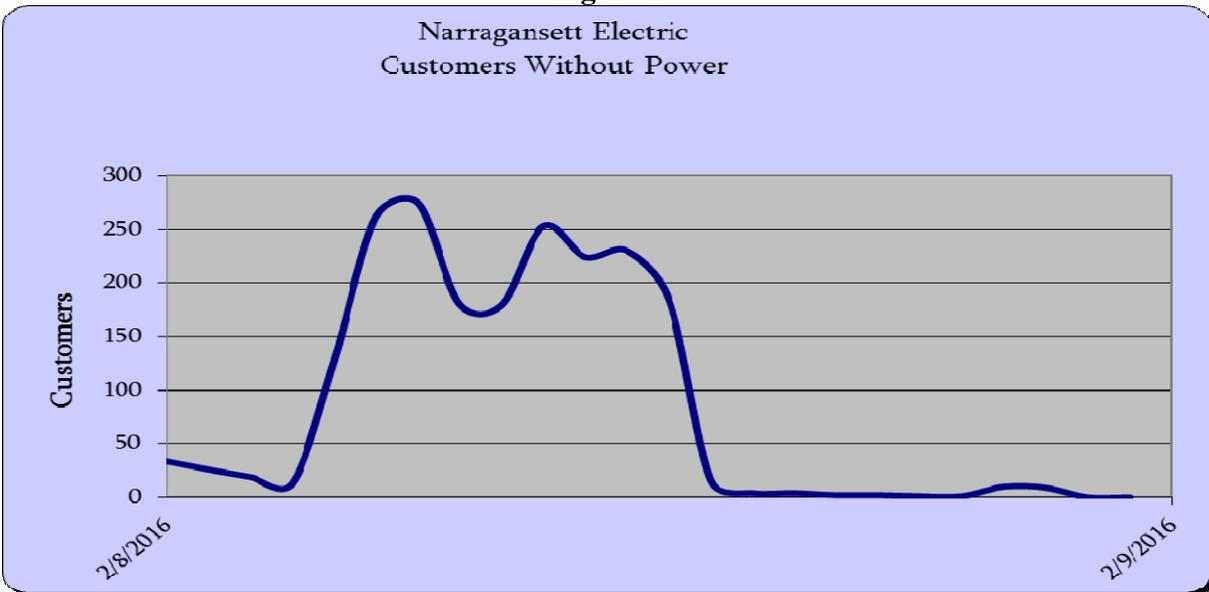


Figure 2 below shows a timeline of the number of customers without power during the storm from midnight, February 8, 2016 through midnight, February 9, 2016.

Figure 2



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 ERP, 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 concentrated its efforts to restore service to its life support customers as quickly as conditions warranted, also as set forth in the ERP.

B. Restoration Coordination

Outages were dispatched out of the Providence storm room beginning on Monday, February 8, 2016, at approximately midnight 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 ETAs on all police and fire calls, with a standby condition noted.

The Company mobilized the Providence wires-down room on Monday, February 8, 2016, at 7:00 a.m., with nine crews available (including wires-down appraisers and cut and clear crews) and five office-based employees. The Company continued coverage until 6:00 p.m. that evening when, based on activity, the wires-down room was de-mobilized. At that point, any wires-down issues were handled out of the local Providence storm room.

C. Personnel Resources

Given the potential magnitude of Storm Mars, the Company secured supplemental contractor crews who would be strategically placed throughout New England. The deployment plan allowed for the greatest degree of flexibility to move the resources to where they were needed, especially if the storm track or intensity changed. Pre-staging crews and equipment in key locations throughout the region enabled the Company to restore service to customers as quickly and safely as possible. Many of these crews were secured for Storm Lexi and were intentionally held by the Company to continue with the restoration efforts of Storm Mars.

The Company ultimately had more than 140 line crews, 87 tree and cut and clear crews, and nine wires-down crews working in Rhode Island to restore service to customers during Storm Mars.

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, for Storm Mars, 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 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 work was reviewed by assigned crews, 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 Storm Mars using Outage Central, which provided real time ETR updates approximately every 15 minutes.

As ETRs changed, the updated restoration information was entered into the system and reflected on Outage Central. Throughout the event, the ETRs for each outage were revised to show the most accurate restoration information.

B. Intra-Company

System-level and Operations-level storm calls were held, beginning on Monday morning, February 8, 2016 through the end of restoration.

Communications were issued to field crews with both restoration and safety information. Communication updates on restoration efforts were also sent to all employees via Company email.

C. Public Officials

1. Governor's Office

The Company did not have any communications with the Governor's office during Storm Mars.

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

The Company did not have any communication with the PUC or Division during Storm Mars. The Company activated its RIEMA liaisons, who were staffed at RIEMA's Emergency Operation Center until the EOC closed at approximately 6:00 p.m. on Monday, February 8, 2016.

3. Municipalities

The Company opened a municipal room on Monday, February 8 at approximately 6:00 a.m. in Providence. The municipal room was opened to effectively manage and communicate with impacted communities in Rhode Island. The 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.

The Company deployed National Grid community liaisons to work with the city or town's emergency, safety, and public officials as a dedicated liaison. These community liaisons were full-time resources supporting specific communities, and enabled direct communications back into the Company's branch municipal rooms, public information coordinators and branch operations personnel.

D. Customers

At approximately 7:00 a.m. on Monday, February 8, 2016, the Company conducted an outbound call to all life support customers advising them of the upcoming weather. The Company's Call Center in Northborough, Massachusetts secured additional staffing to respond to incoming life-support calls for those affected by outages.

E. Media

The Company distributed a storm-related news release on February 8, 2016, which was distributed to all Rhode Island news media including local Patches. The Company also distributed the news release via social media channels and through individual National Grid employee accounts.

Periodic field updates with restoration information were also distributed via social media channels during the restoration.

VI. CONCLUSION

Storm Mars brought heavy, wet snow and strong winds to the New England area. In preparation, the Company had monitored the storm for several days prior to its arrival, taking the necessary steps to secure and retain all available resources to aid in the restoration efforts. Rhode Island, however, was largely spared any of the devastating effects that other areas experienced.

The Company is proud of all the work that was accomplished during Storm Mars 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.