

November 5, 2020

**VIA ELECTRONIC MAIL**

Luly E. Massaro, Division Clerk  
Rhode Island Division of Public Utilities and Carriers  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket D-11-94 - Review of Preparedness and Restoration Efforts by the State's Electric Utility Companies Related to Tropical Storm Irene August 4, 2020 Storm Summary Report (Tropical Storm Isaias)**

Dear Ms. Massaro:

In accordance with Order No. 20814 (November 20, 2012) in Docket D-11-94, I have enclosed an electronic version<sup>1</sup> of National Grid's<sup>2</sup> summary report on the planning and restoration activities associated with the August 4, 2020 storm event (Tropical Storm Isaias). Order No. 20814 directs National Grid to file a final written report with the Division within 90 days following major storm events. The Company is providing Appendices C, D, and E to the storm summary report in Excel format.

The August 4, 2020 storm event likely will qualify for inclusion in the Company's Storm Contingency Fund. Accordingly, the Company is filing this storm summary report simultaneously with the Rhode Island Public Utilities Commission in Docket No. 2509.

Thank you for your attention to this transmittal. If you have any questions, please contact me at 401-784-4263.

Very truly yours,



Andrew S. Marcaccio

Enclosures

cc: Linda George, Division  
John Bell, Division  
Greg Booth, Division  
John Spirito, Esq.  
Christy Hetherington, Esq.  
Leo Wold, Esq.

<sup>1</sup> Per Commission counsel's update on October 2, 2020, concerning the COVID-19 emergency period, the Company is submitting an electronic version of this filing. The Company will provide the Commission Clerk with five (5) hard copies of the enclosures.

<sup>2</sup> The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

National Grid

The Narragansett Electric Company

**Report on  
August 4, 2020 Event,  
Tropical Storm Isaias,  
Damage Assessment and  
Service Restoration**

November 5, 2020

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 TROPICAL STORM ISAIAS STORM DAMAGE ASSESSMENT AND SERVICE  
RESTORATION EFFORTS**

**I. EXECUTIVE SUMMARY**

The Narragansett Electric Company d/b/a National Grid (the “Company”) presents the following report on the planning and restoration activities associated with the August 4, 2020 Tropical Storm Isaias (“Tropical Storm Isaias” or the “Storm”), which impacted Rhode Island and other states in the northeast. For pre-planning purposes, the Company classified the Storm as a National Grid Type 3 emergency event for Rhode Island, meaning that the Company estimated that restoration activities generally would be accomplished within a 72-hour period and the event typically would result in up to 28 percent of customers interrupted at peak. The Storm was projected to bring heavy rain, strong winds, and thunderstorm activity, which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought damaging winds across the state, with substantial rain accumulation. Maximum wind gusts were in the 50 to 60 mph range, along with almost an inch of rain in the Lincoln area. The Storm interrupted power to 134,363 (approximately 115,339 at peak) of the Company’s customers. Overall, all 38 communities served in Rhode Island were impacted.

The Company began monitoring Tropical Storm Isaias on Thursday, July 30, 2020, as it tracked toward the United States, just south of Puerto Rico, as a newly developed tropical storm and began preparing for the Storm on Friday, July 31, 2020. The first Pre-Event Stage Briefing Call was conducted on Monday, August 3, at 2:00 p.m., to review the most current forecast and finalize plans to respond to the event. As part of its preparation for the Storm, the Company opened Branch Storm Rooms in Providence and North Kingstown at approximately 3:00 p.m. on Tuesday afternoon, August 4. Also, as planned, the Company opened its wires-down room at 11:30 p.m. on August 4.

The Company conducted its first Restoration Stage Briefing Call on Wednesday, August 5, at 7:00 a.m., and continued these calls throughout the event twice daily, until the final call on August 7, 2020, at 7:00 p.m. The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience from previous storms. As part of its preparation efforts, the Company also utilized contractors from outside the Company’s service territory to help with restoration. Using its own crews and contractor resources, the Company restored power to 100 percent of its customers impacted in 71 hours from the time of the first customer impacted and in 53 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on August 6, 2020, at approximately 11:40 p.m.

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

As set forth in the Company’s Emergency Response Plan, 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.

The New England Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for the Tropical Storm Isaias Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	August 3, 2020; 2:00 p.m.
Initial Event Classification Type - 3	August 3, 2020; 2:00 p.m.

### B. Activation of Incident Command System

The Company utilizes the Incident Command System (“ICS”), 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 (“ERO”) and addresses the operation of Company Emergency Operation Centers (“EOCs”).

The ERO shall be activated to the level required to manage the event efficiently and effectively. The ERO required to implement the emergency procedures is activated employing a standardized process using chain of command to maximize response efficiency and consistency. Upon declaration of an emergency, the required EOCs are staffed accordingly. Briefings are conducted with the ERO at the System, State, and Branch Level to maintain situational awareness and relay the specifics of the emergency.

See Table 2 below for the Tropical Storm Isaias ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
First Pre-Event Stage Briefing Call	August 3, 2020; 2:00 p.m.
Second Pre-Event Stage Briefing Call	August 4, 2020; 7:00 a.m.
Branch Storm Rooms opened in Providence and North Kingstown	August 4, 2020; 3:00 p.m.
State Emergency Operations Center opens	August 4, 2020; 8:00 p.m.
Branch Wires Down Room opened in Providence	August 4, 2020; 11:30 p.m.
First Restoration Stage Briefing Call	August 5, 2020; 7:00 a.m.
Second Restoration Stage Briefing Call	August 5, 2020; 7:00 p.m.
Third Restoration Stage Briefing Call	August 6, 2020; 7:00 a.m.
Fourth Restoration Stage Briefing Call	August 6, 2020; 7:00 p.m.
Fifth Restoration Stage Briefing Call	August 7, 2020; 7:00 a.m.
Final Restoration Stage Briefing Call	August 7, 2020; 7:00 p.m.

See Appendix A for copies of all briefing minutes.

### **C. Determination of Crew Needs and Pre-Staging**

Given the potential magnitude of the Storm and forecast of rain and hazardous winds, the Company secured crews in advance from its contractors of choice and other outside contractors to support restoration efforts for all New England as part of its regional preparation for the Storm, consistent with its Emergency Response Plan.

See Appendix B for a daily accounting of resource staffing levels from pre-event through complete restoration. Appendix B indicates the number, type, and location of planned resources (in accordance with the ERP designated Event Type), and the number, type, and location of actual resources secured. Appendix B also specifies whether the resources are internal, external contractors, or resources acquired through a mutual assistance agreement.

## **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 Thursday, July 30, 2020, the forecast first indicated the possibility that Hurricane Isaias could impact New England between Tuesday, August 4, and Wednesday, August 5. At that time, a great deal of uncertainty remained regarding the storm track, strength, and timing. There was some confidence that the system would bring significant rainfall and possibly strong wind gusts as it passed through or near the region.

Early on Friday, July 31, confidence was growing that Rhode Island would be impacted by Hurricane Isaias on Tuesday, August 4, 2020, with the main threat being strong winds, locally heavy rain, and a few thunderstorms. There was a chance for wind gusts greater than 35 mph, with significant uncertainty regarding the actual track and intensity of the storm as it approached the region. Later that evening, the forecast indicated that Hurricane Isaias was expected to weaken and become a tropical storm before impacting the Company's service territory. Weather model guidance suggested a more westward storm track, which could bring impacts farther inland than previously anticipated. Uncertainty remained high regarding the actual track and intensity of the storm.

On Saturday, August 1, the forecast indicated that strong winds, locally heavy rain, and thunderstorms were still likely because of Tropical Storm Isaias. Some uncertainty remained regarding the actual track of the Storm, which could significantly affect where the greatest impacts would be experienced across the state. The strongest wind gusts of 60 mph were possible on the coast, with only a slight chance that capital regions of the state could see wind gusts up to 50 mph.

The forecast remained essentially the same early on Sunday, August 2. Later that afternoon, the forecast indicated that the storm track for Tropical Storm Isaias was shifting westward, now taking it through western Long Island and north through western Connecticut and central Massachusetts. The highest risks for impacts were still expected across the southeastern and coastal portions of the Company's service territory. The shift in track introduced hazard gust possibilities across more of the state overall, but the western track also indicated that Tropical Storm Isaias would be weaker, reducing the risk of widespread high wind gusts. The timing of peak impacts was still expected to be Tuesday evening and overnight.

On Monday, August 3, the weather forecast continued to indicate that Tropical Storm Isaias would move into western Massachusetts and north into New Hampshire on Tuesday evening. The greatest impacts continued to be strong sustained winds and wind gusts late in the day and into the evening hours for most areas, with coastal areas and higher elevations expected to receive the more significant winds and wind gusts. Wind gust forecasts remained the same for most of the state, but there was now a slight possibility that capital regions could see wind gusts up to 50 mph. Tropical Storm Isaias was forecast to exit the region on Wednesday morning with showers lingering through the day.

On Tuesday morning, August 4, Tropical Storm Isaias remained on track to move quickly through New England that afternoon and evening. It was expected to produce a period of strong winds and thunderstorms, some of which could be capable of producing tornadoes, before moving northward and out of the area later that night. Wind gust forecasts remained the same as previously forecast for most of the state.

## **B. Impact**

Tropical Storm Isaias was a significant weather event that resulted in significant damage to the Company's electrical system. The Storm brought widespread rain and hazardous winds to

the Company’s service territory. The Towns of Exeter and Coventry were affected most heavily with approximately 96 and 79 percent of their customers impacted, respectively, by the event.

See Table 3 below for the Storm impact.

Table 3. Storm Impact

Total Customers Impacted	134,636
Peak Customers Impacted	115,339
Date and Time of Peak	August 4, 2020; 6:49 p.m.
Date and Time Final Customer Was Restored	August 6, 2020; 11:40 p.m.
Number of Municipalities That Experienced Interruptions	38
Number of Distribution Feeders That Experienced Interruptions	196

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of August 4, 2020, through August 7, 2020.

Figure 1

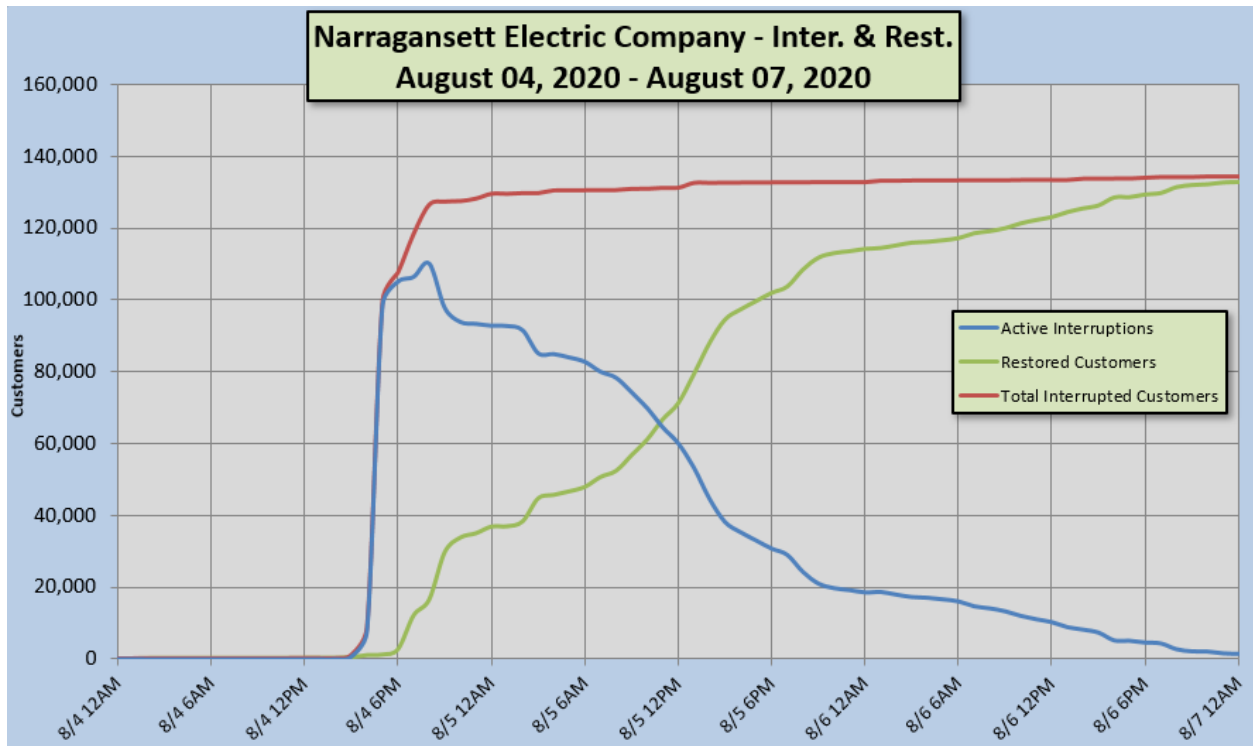




Figure 2 below shows all municipalities that experienced interruptions during the Storm.

**Figure 2**

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,876	4,050	58.9%
BRISTOL	10,450	43	0.4%
BURRILLVILLE	2,626	1,043	39.7%
CENTRAL FALLS	7,490	1,264	16.9%
CHARLESTOWN	5,829	1,084	18.6%
COVENTRY	14,337	11,283	78.7%
CRANSTON	31,767	17,228	54.2%
CUMBERLAND	15,425	6,715	43.5%
EAST GREENWICH	6,167	2,100	34.1%
EAST PROVIDENCE	22,270	9,382	42.1%
EXETER	3,036	2,910	95.8%
FOSTER	2,038	713	35.0%
GLOCESTER	4,660	3,579	76.8%
HOPKINTON	3,946	518	13.1%
JAMESTOWN	3,330	269	8.1%
JOHNSTON	13,818	2,218	16.1%
LINCOLN	10,261	7,288	71.0%
LITTLE COMPTON	2,591	119	4.6%
MIDDLETOWN	8,339	4,895	58.7%
NARRAGANSETT	10,613	2,871	27.1%
NEWPORT	14,927	3,882	26.0%
NORTH KINGSTOWN	13,675	3,191	23.3%
NORTH PROVIDENCE	16,158	4,596	28.4%
NORTH SMITHFIELD	5,836	4,109	70.4%
PAWTUCKET	34,016	4,399	12.9%
PORTSMOUTH	9,237	1,513	16.4%
PROVIDENCE	74,068	8,746	11.8%
RICHMOND	3,558	1,010	28.4%
SCITUATE	4,613	2,158	46.8%
SMITHFIELD	9,040	1,182	13.1%
SOUTH KINGSTOWN	14,827	2,359	15.9%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
TIVERTON	8,274	155	1.9%
WARREN	6,077	402	6.6%
WARWICK	40,317	2,658	6.6%
WEST GREENWICH	2,736	1,809	66.1%
WEST WARWICK	14,203	4,625	32.6%
WESTERLY	14,522	391	2.7%
WOONSOCKET	18,942	4,755	25.1%

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 any life support customers the Company was aware of who were impacted by the Storm as quickly as conditions warranted.

See Appendix C for a timeline of the storm progression, including the hour and date that constitutes the start of restoration, and the hour and date that constitutes complete restoration. Hourly chronological restoration assessment in this appendix includes number of customers out (in executable format) for the Company’s Capital and Coastal regions, the total system, and each feeder affected.

See Appendix D for a summary of number of customer outages at peak and customer outage minutes, by cause, for the Company’s Capital and Coastal regions.

See Appendix E for a specific list of all outages, in executable format, that includes detailed information for each outage. Also included in Appendix E is a listing of all outages caused by tree conditions as well as data regarding asset replacements for this event.

##### **B. Restoration Coordination**

The Company dispatched crews to respond to outages from the Branch Storm Rooms in Providence and North Kingstown as soon as they opened (see Table 2 above), through the end of the Storm. Consistent with the Emergency Response Plan, the Company activated Police and

Fire Coordinators for the Storm. These employees reported to the Storm Room Leads and were responsible for communicating the estimated times of arrival on all police and fire calls, with a standby condition noted.

The Company also established Staging Sites to support restoration across the state, as shown in Table 4 below.

Table 4. Staging Sites

<u>Staging Site Locations</u>
CCRI
Twin River Casino

The Company prepared the Task Force teams for this event and utilized the eight teams during the response to Tropical Storm Isaias.

### C. Personnel Resources

The Company secured 372 internal and external field crews<sup>1</sup> to restore power to customers in Rhode Island, consisting of approximately 186 external crews and 186 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, wires-down, and underground personnel.

See Appendix B for a daily accounting of resource staffing levels from pre-storm through complete restoration.

The State Incident Commander for National Grid’s Rhode Island and Massachusetts electric distribution operating companies requested mutual assistance from companies in the North Atlantic Mutual Assistance Group (“NAMAG”) to support restoration for this event. Resources requested through mutual assistance are based on anticipated needs across all the National Grid’s service territory in both Rhode Island and Massachusetts; total resources received then are allocated across the service territory and may be reallocated as restoration progresses depending on resource needs. In addition, mutual assistance resources allocated to one area may free up local or external contractor crews to be allocated to other areas. See Table 5 below for mutual assistance efforts and resulting resource allocations for this event. See Appendix B for mutual assistance resource allocations to the Company for this event.

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<sup>1</sup> Crews typically include two or three people, although there may be some one-person crews in damage assessment, wires down, distribution line (troubleshooters), and substation personnel. Transmission crews typically include six to ten resources.

Table 5. Mutual Assistance Efforts and Acquisitions

<u>Date and time of NAMAG Call</u>	<u>Resources Requested</u>		<u>Resources Acquired</u>	
	<u>Number</u>	<u>Type</u>	<u>Number</u>	<u>Type</u>
July 31, 2020; 3:00 p.m.	100	OH Line	0	
August 2, 2020; 3:30 p.m.	100	OH Line	0	
August 3, 2020; 12:30 p.m.	100	OH Line	0	
August 4, 2020; 8:00 a.m.	100	OH Line	0	
August 4, 2020; 8:00 p.m.	1,200	OH Line	12	OH Line
	1,200	Forestry	12	Forestry
	50	T-Line	0	
August 5, 2020; 8:00 a.m.	1,100	OH Line	0	
	900	Forestry	0	
August 5, 2020; 6:00 p.m.	100	OH Line	0	
Other calls continued into the event, but National Grid did not request resources after the August 5, 6:00 p.m. call				

**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, 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 Tropical Storm Isaias, the Company 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 to all Company employees through corporate communications. Safety personnel were deployed to assist in specific geographic areas and delivered on-site safety orientations to Company 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 best 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 the response to Tropical Storm Isaias.

**V. COMMUNICATIONS DURING AND AFTER THE EVENT**

**A. Communication Regarding Estimated Times of Restoration**

The Company posted Estimated Times of Restoration (“ETRs”) on its website during the Storm 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 Tropical Storm Isaias on Thursday, July 30, closely monitoring weather forecasts. See Table 2 above for a listing of all Planning and Briefing calls conducted for this event. Additionally, the Company issued communications to field crews with both restoration and safety information throughout the Storm.

**C. Public Officials**

1. Governor’s Office

Prior to and during the Storm, the Company’s Jurisdictional President provided updates to the Governor’s Office and the Director of the Rhode Island Emergency Management Agency.

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

The Company’s Manager of Regulatory Affairs contacted the Division and the Office of Energy Resources (“OER”) to provide updates throughout the Storm. See Table 6 below for a listing of updates along with a summary of the update provided.

Table 6. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
July 31, 2020; at approximately 10:26 a.m.	Initial notification of possible event; weather forecast
August 2, 2020; at approximately 10:07 a.m.	Notification of possible impact; weather forecast; initial resource plans
August 3, 2020; at approximately 10:57 a.m.	Weather forecast update; Confirmation of Storm Rooms and Wires Down Room opening; Life Support and Critical Facility customer notifications confirmation; resource update

August 3, 2020; at approximately 4:55 p.m.	Weather forecast update; Event Classification to a Type 3 Event, Storm Rooms and Wires Down Room opening; resource update
August 4, 2020; at approximately 10:22 a.m.	Weather forecast update; Re-confirming plans described in previous updates remain unchanged
August 4, 2020; at approximately 7:35 p.m.	Impacts from the Storm described, Customer Outages Update, Restoration Focus over the next reporting period, IVR (Police & Fire Calls) telephony system interruptions notice
August 5, 2020; at approximately 8:11 a.m.	Customer Outages Update, IVR telephony system issues resolved, Confirmation of Event Type Classification, Restoration Progress and Focus over the next reporting period, ETR focus and goals
August 5, 2020; at approximately 7:33 p.m.	Customer Outages Update and Restoration Progress, Storm Rooms Status Updates, ETR Progress and Access Details
August 6, 2020; at approximately 7:38 a.m.	Customer Outages Update and Restoration Progress, Storm Rooms Status Updates, Communities Impacted Update
August 6, 2020; at approximately 7:32 p.m.	Customer Outages Update and Restoration Progress, Storm Rooms Status Updates, Communities Impacted Update, ETR Updates and Access Details
August 7, 2020; at approximately 7:41 a.m.	Customer Outages Update and Restoration Progress, Storm Rooms Status Updates, Communities Impacted Update, ETR Updates and Access Details
August 7, 2020; at approximately 7:40 p.m.	Customer Outages Update and Restoration Progress, Demobilization Plans

During the event, the Company’s Jurisdictional President provided updates to RIEMA regarding the Company’s storm preparations and restoration efforts. The Company also utilized its RIEMA Liaisons to post outage number updates virtually on RIEMA’s WebEOC and send direct emails to RIEMA staff to answer questions throughout the event.

3. Municipalities

Based on the impact from this event, the Company did open a Municipal Room, but in a virtual capacity considering the COVID-19 pandemic safety precautions. Also, virtually, the Company utilized its Area Community Liaison Coordinators 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 Area Community Liaison Coordinators served as full-time resources supporting impacted communities and enabled direct communications back into the Company’s public information coordinators and Branch operations personnel.

## D. Customers

The Company communicated with customers during the Storm through its Customer Contact Center, email, website, and social media. 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.

On Tuesday, August 4, 2020, at approximately 9:00 a.m., the Company made an outbound call to all life-support customers to notify them of the upcoming weather and to recommend taking necessary precautions and preparations to ensure their well-being in the event of an outage. The outbound call also informed life-support customers to contact 911 or their local public safety officials in the event of an emergency.

See Table 7 below for a detailed listing of each method of communication utilized throughout the Storm.

Table 7. Communication Details

<b><u>Method of Communication</u></b>	<b><u>Purpose of Interaction</u></b>	<b><u>Level of Interaction</u></b>
<b><u>Report Outage/Outage Follow-up</u></b>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	10,514
Number of Customer Calls Received by Interactive Voice Response	Customer reports outage or issue	12,843
Number of Customer Calls Received by 21 <sup>st</sup> Century	Customer reports outage or issue	5,155
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	6,877
<b><u>Automated Outage Updates</u></b>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	37,404
Number of emails sent	Outage notification, update, or update request from customer	43,429
Number of outbound calls made	Outage notification, update, or update request from customer	7
<b><u>Web and Social Media</u></b>		

Number of customer hits on Company website during preparation for and response to the event	Customers seeking information	105,791
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	5
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	46

**E. Media**

The Company activated its Public Information Officer (“PIO”) who participated in the Restoration Stage Briefing Calls conducted by Company Operations, along with additional PIO support staff for the Storm. The Company engaged both traditional and social media channels to distribute Storm and safety-related information. The Company’s Strategic Communications Department received twelve media requests for information related to the Storm in Rhode Island. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

**VI. TECHNOLOGY ISSUES**

On August 4, 2020, the Police and Fire priority calls experienced longer than normal hold times during the beginning of the Storm. As background, Police and Fire priority calls are forwarded to the Northborough telephony infrastructure as standard procedure for the Company during emergency events. The longer than normal hold times were attributed to an issue experienced with a secondary IVR that receives customer outage calls. The Company directs certain types of customer outage calls to this secondary IVR to be answered by automated means. Because of an issue with the secondary IVR, these customer outage calls were re-routed and returned to the Company’s Northborough telephony infrastructure and incorrectly configured to be placed in the same queue as Fire and Police priority calls. This incorrect configuration sent additional call traffic out over the Police and Fire trunks, which busied out the telephony trunks. There was also a coincident secondary infrastructure incident that resulted in calls being dropped in queue requiring callers to call back, further exacerbating the volume of calls and lengthening hold times. While these issues were being experienced, Municipal Rooms and Community Liaisons were in contact with their municipalities, providing alternate methods for the Company to receive priority calls.

Once the incorrect configuration issue was identified, the Company’s network supplier corrected the configuration and call traffic normalized. The secondary issue with dropped calls in queue was caused by an infrastructure component in one of the two redundant data centers that support the telephony solution. This issue was remediated by immediately shutting down the



defective device. The device has since been replaced and the platform reinstated to normal operations.

To prevent this condition from recurring in the future, the Company's network supplier has reviewed the telephony infrastructure configurations to ensure no incorrect configurations remain. In addition, improved coordination across the technology and business management teams and a disciplined change management process will be followed to avoid conflicting call routing updates.

## **VII. CONCLUSION**

Tropical Storm Isaias significantly impacted the Company's electrical system, resulting in power outages to 134,363 of the Company's customers. Damage was caused primarily by falling trees and limbs coming into contact with the Company's poles and wires. The Company followed its Emergency Response Plan and was fully prepared to respond to the Storm, having secured all necessary resources and outside contractors to aid in the restoration effort required for the forecast predicted, and maintained communications with stakeholders through a variety of channels throughout the Storm.

The Company utilized its own distribution line resources and transmission line crews, contractor distribution line crews, and contractor tree crews to restore power to its customers. Power was restored to 95 percent of customers impacted in 45 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in just over 71 hours from the time of the first customer impacted and in 53 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on August 6, 2020, at approximately 11:40 p.m.

The Company understands the impact that electrical outages have on its customers. The Company is proud of the restoration work that it accomplished during the Storm and 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.

# National Grid Briefings Appendix A.

## MEETING INFORMATION – Pre-Event

<b>Date:</b>	08/03/20	<b>Time:</b>	2:00 pm
<b>Call Details:</b>	MS TEAMS Call		

## KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsey	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/ Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Chris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St. Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item																																				
1	<p><b>Safety Message – State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ <b>Provide Safety Message relevant to the Briefing Call Attendees</b></li> </ul> <p style="margin-left: 40px;">COVID-19 Safe Working Protocols: Follow all company procedure for a safe working environment in our facilities, offices, and Storm Rooms.</p> <p style="margin-left: 40px;">Look out for each other and support your work space to be as safe as possible.</p>																																				
2	<p><b>Weather Forecast – State Incident Commander/DTN Representative</b></p> <p>WIND IMPACT TUESDAY/WEDNESDAY:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 25%;">REGION</th> <th style="width: 20%;">TIMING</th> <th style="width: 20%;">SUSTAINED WINDS</th> <th style="width: 15%;">EEI-2 SUSTAINED CHANCES</th> <th style="width: 15%;">WIND GUSTS</th> <th style="width: 15%;">EEI-2/3 GUST CHANCES</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>5pm Tue-5am Wed</td> <td>SE-SW 35-45 mph</td> <td>60%</td> <td>50-60 mph</td> <td>90%/40%</td> </tr> <tr> <td>RI/Southeast(southern)/South Shore</td> <td>6pm Tue-4am Wed</td> <td>SE-SW 30-42 mph</td> <td>50%</td> <td>45-60 mph</td> <td>80%/40%</td> </tr> <tr> <td>North Shore/Merrimack Valley</td> <td>8pm Tue-6am Wed</td> <td>SE-SW 25-40 mph</td> <td>40%</td> <td>40-55 mph</td> <td>70%/30%</td> </tr> <tr> <td>Southeast(northern)/Central/Salem</td> <td>9pm Tue-5am Wed</td> <td>SE-SW 22-32 mph</td> <td>30%</td> <td>38-52 mph</td> <td>60%/20%</td> </tr> <tr> <td>Western/NH</td> <td>8pm Tue-5am Wed</td> <td>SE-W 15-25 mph</td> <td>20%</td> <td>30-45 mph</td> <td>40%/%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	EEI-2 SUSTAINED CHANCES	WIND GUSTS	EEI-2/3 GUST CHANCES	Nantucket	5pm Tue-5am Wed	SE-SW 35-45 mph	60%	50-60 mph	90%/40%	RI/Southeast(southern)/South Shore	6pm Tue-4am Wed	SE-SW 30-42 mph	50%	45-60 mph	80%/40%	North Shore/Merrimack Valley	8pm Tue-6am Wed	SE-SW 25-40 mph	40%	40-55 mph	70%/30%	Southeast(northern)/Central/Salem	9pm Tue-5am Wed	SE-SW 22-32 mph	30%	38-52 mph	60%/20%	Western/NH	8pm Tue-5am Wed	SE-W 15-25 mph	20%	30-45 mph	40%/%
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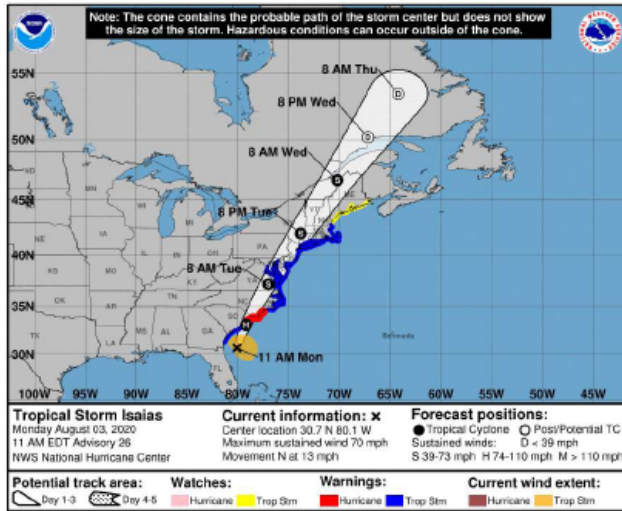
# National Grid Briefings Appendix A.

## Situation Overview

Tropical Storm Isaias



Boston/Norton MA  
WEATHER FORECAST OFFICE



**NOTE:** Do not focus on the exact track. Impacts can occur well outside the area enclosed by the cone.

### New Information

- Tropical Storm Warning issued for all of southern New England and coastal waters

### Concerns

- Potential for 3-4" heavy rain with localized 6" in Western MA and Northern CT, especially over the Berkshires
- Strong winds, sustained 25-35 mph with gusts 40-50 mph. Low risk of 60 mph gusts. Could lead to downed trees and power outages
- Dangerous rip currents and minor coastal flooding, especially for South-facing beaches.

3

### NE State Incident Commander

- **Define the Operational Period**
  - 1<sup>st</sup> OP, Tuesday 8:00pm to Wednesday 7:00am
- **Provide overview of the Emergency activities; current size and complexity**
  - High winds and Heavy rain
- **Declare Event Level for both MA and RI**
  - TYPE 3 for Ma and RI
- **Identify Branches affected**
  - All
- **Identify State EOC status and position activation**
  - State EOC Open at 8:00pm Tuesday
- **Establish Emergency Objectives (1-6)**
  1. Zero Safety Incidents during the incident.
    - Zero injuries, switching incidents and RTC's for all employees and contractors. Zero injuries to the Members of Public
  2. Successfully on-board all external resources by 8:00 pm, Tuesday
  3. Establish and maintain effective communications with all customers and regulators prior to, and during the incident
  4. Ensure all Incident Management Team staffing is finalized by 8:00 am, Tuesday
  5. Ensure readiness to deploy Police/Fire and Wires Down by 8:00 pm, Tuesday
  6. Ensure readiness of Emergency Response Information Systems prior to 8:00 pm, Tuesday

4

### State Operations Section Chief (NOT activated at this time)

- Review resources available/required to meet objectives
  - Overhead
    - Internal
    - Contractor
  - Forestry
    - Internal
    - Contractor
  - Underground
- Review Decentralized Substations activities
- Provide update on Emergency Response at the Branch Level

# National Grid Briefings

## Appendix A.

➤ **Make requests for State Level assistance with resource, facility, and specialty equipment needs**

**5 Branch Directors**

- **MA South Shore Branch –Brockton & Hopedale**
  - Brockton and Hopedale Storm Rooms will be opening tomorrow afternoon
  - ICS staffing plan in place
  - Successful securing Gas workers to support Wires Down Room
  - 5 OH line and 2 Tree crews landed on Nantucket ahead of the event
  - Damage Assessment being setup with Elton
  - Muni Room will be opening mostly virtual
  - Engaged with the local Police & Fire Chiefs
  
- **MA Southeast Branch – Hopedale**
  - See above
  
- **MA North Shore Branch – North Andover & Malden**
  - North Andover Storm Room will be opening tomorrow afternoon
  - Malden will be dispatched by Northboro
  - ICS staffing is complete
  - The Muni and Wires Down Rooms will also be opening
  
- **MA Merrimack Valley Branch – Malden**
  - See above
  
- **MA Central/West Branch – Worcester**
  - Worcester Storm Room opening tomorrow afternoon
  - Western MA regions will be dispatched by Northboro
  - ICS staffing is complete
  - Muni Room and Wires Down Rooms opening
  
- **Rhode Island Branch – Providence**
  - Providence Storm Room opening by 3 pm tomorrow
  - Wires Down Room opens at 11:30 pm tomorrow
  - Muni Room opens at 7 am Wednesday
  - Task Force resources identified (8 resources total)
  - Staging Sites being prepared at CCRI and Twin River

**6 External Line Resource Lead**

- **375 external line crews secured for the event**
- **328 will be arriving on the properties tonight**
- **Remaining 47 will be arriving Wednesday morning ready to work**

**7 SERP Lead, Forestry**

- **273 Forestry crews secured**
- **All will be arriving in 2 waves, tonight and tomorrow morning ready to work**

**8 Transmission Restoration Lead**

- **Transmission Line Storm Room will be opening 8:00 pm tomorrow**
- **T-Line crews have been secured and will be deployed across the region ready to respond**
- **3 helicopters are ready to response for damage assessment (2 Plymouth MA, 1 Carver MA)**

**9 Substation Lead**

- **Warren Substation in RI is being watched for flood warnings due to storm surge, mitigation plans will be executed as monitored.**

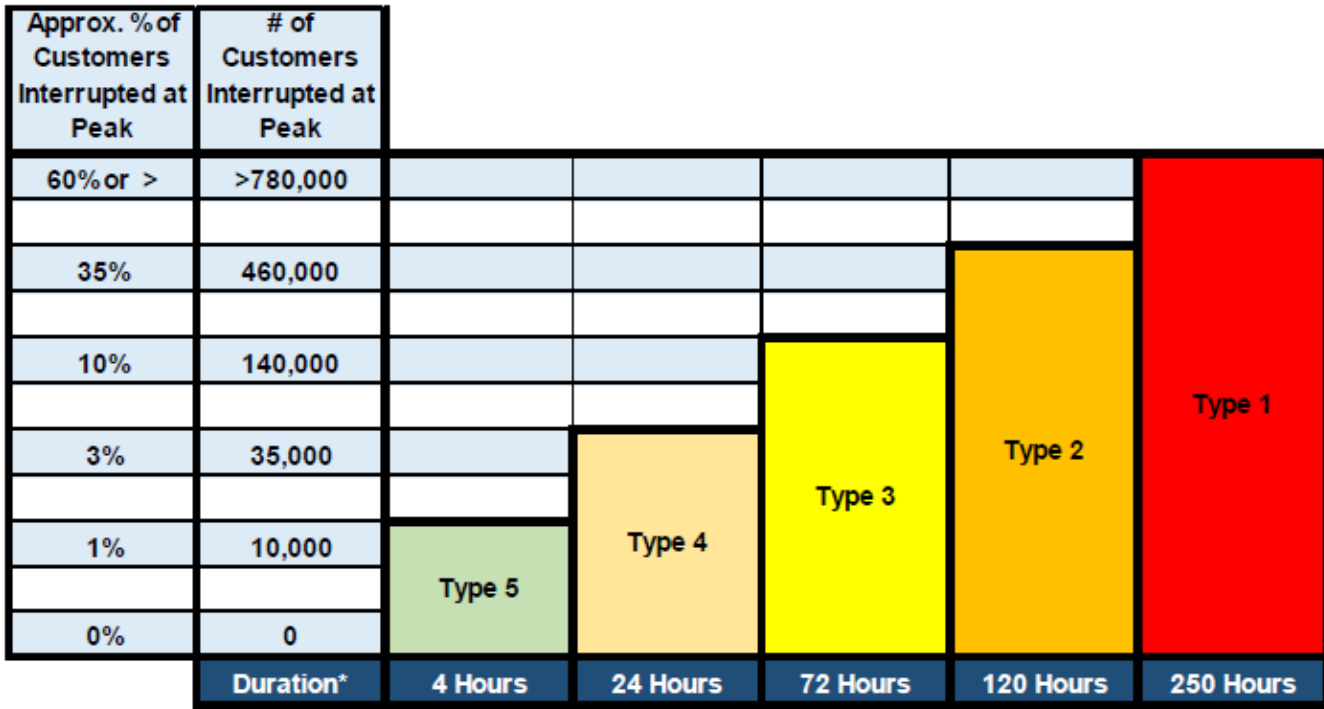
## National Grid Briefings Appendix A.

10	<b>Control Center Lead</b> <ul style="list-style-type: none"> <li>➤ Dispatching the MA West, North Shore, and Nantucket locations.</li> <li>➤ Reminder to ensure the correct tracking of ETA's and Blue Sheet protocol compliance.</li> </ul>
11	<b>SERP Lead, Storm Rooms</b> <ul style="list-style-type: none"> <li>➤ Working with Branch Directors for all Rooms being opened. No issues with staffing expected.</li> </ul>
12	<b>IS Event Lead</b> <ul style="list-style-type: none"> <li>➤ Internal IS event notifications are out</li> <li>➤ Canceled maintenance of equipment has been executed until the event passes</li> <li>➤ Desktop support both virtual and limited on-site is being prepared</li> </ul>
13	<b>SERP Lead, Wires Down</b> <ul style="list-style-type: none"> <li>➤ Have received all request from Branch Directors, no staffing issues expected</li> <li>➤ Northboro will be dispatching WD resources in MA West and North Shore</li> </ul>
14	<b>SERP Lead, Damage Assessment</b> <ul style="list-style-type: none"> <li>➤ Provide Damage Assessment update <ul style="list-style-type: none"> <li>▪ 100 external DA resources have been secured</li> <li>▪ 7 am start time on Wednesday is planned for the assessment process</li> <li>▪ 150 internal DA FTEs are ready to respond</li> </ul> </li> </ul>
15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ ETR and Data Center Team Leads and staff have been activated</li> <li>➤ Still deciding on the start time for regulatory reporting cycle</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>➤ Single rooms secured for all external resources to support COVID safe practices</li> <li>➤ Staging Sites will be opening in CCRI and Twin River for RI, Quincy, Foxboro, and Milford in MA</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ Staffing of the NE State EOC is complete</li> <li>➤ MEMA and RIEMA staffing plans are in place as activated or requested</li> <li>➤ Regulatory Liaisons are activated (Lynne Nadeau MA / Kate Grant RI)</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ Several Media Requests for information have been received so far</li> <li>➤ Press Release planned for 12 pm tomorrow</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ 9 am tomorrow Life Support and Critical Customer notifications will go out</li> <li>➤ Staffing plans are in place for both increased volume and alternate work site as needed</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ Accounting Memo has been distributed earlier today</li> <li>➤ A post-event memo is being prepared</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ On boarding safety support is in place and ready to respond as external crews arrive</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>➤ Branch Environmental Coordinators have been activated and information packs have been provided to support on-boarding process</li> </ul>

## National Grid Briefings Appendix A.

24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ Security support staff are being planned for each staging site with an anticipated start of 6 pm tomorrow</li> </ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"> <li>➤ Please use the following link to locate your Key-Position Checklists (at the bottom of the page) <a href="https://nationalgridplc.sharepoint.com/sites/GRP-INT-US-EmergencyPlanningandBRandC">https://nationalgridplc.sharepoint.com/sites/GRP-INT-US-EmergencyPlanningandBRandC</a></li> <li>➤ These are mandatory for this Type 3 event, contact Steve Parenteau for questions 508-326-6951</li> </ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"> <li>➤ Closing Remarks           <ul style="list-style-type: none"> <li>• Continue with your actions to support the objectives provided for this operational period</li> <li>• Remain vigilant of the COVID-19 safety protocol</li> </ul> </li> </ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"> <li>• 7:00 am Tuesday</li> </ul>

### Massachusetts Simplified Event Classification Index



**\*95% of customers restored**

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Rhode Island Simplified Event Classification Index

% of Customers Interrupted at Peak	# of Customers Interrupted at Peak						
100%	496,000					Type 1	
50%	248,000				Type 2		
28%	140,000			Type 3			
7%	35,000		Type 4		Type 5		
2%	10,000	Type 5					
0%	0						
<b>Duration*</b>		<b>4 Hours</b>	<b>24 Hours</b>	<b>72 Hours</b>	<b>120 Hours</b>		<b>250 Hours</b>

\*95% of customers restored

# National Grid Briefings Appendix A.

## MEETING INFORMATION- Pre-Event

<b>Date:</b>	08/04/20	<b>Time:</b>	7:00 am
<b>Call Details:</b>	MS TEAMS Call		

### KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsey	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/ Diana Rivera	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Chris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St. Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item																								
1	<p><b>Safety Message – State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ <b>Provide Safety Message relevant to the Briefing Call Attendees</b></li> </ul> <p>During a long duration event, maintain communications with crews and all our field employees and contractors. Make sure good information is given, and there is an opportunity for Q&amp;A. Key to our safety success is also out COVID-19 safety and health protocol. Proper PPE and social distance – We need to follow these protocols and look out for each other while executing them.</p>																								
2	<p><b>Weather Forecast – State Incident Commander/DTN Representative</b></p> <p>WIND IMPACT: Winds will increase late this afternoon/evening and decrease early Wednesday morning. The highest risks for impacts will still likely be across southeastern/coastal parts of the operations. This western track does introduce hazard gust chances across more of the operations overall, but a western track also means that Isaias is weaker, so higher peak winds will be more limited. Timing of peak impacts is still expected this evening/overnight.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 25%;">REGION</th> <th style="width: 15%;">TIMING</th> <th style="width: 15%;">SUSTAINED WINDS</th> <th style="width: 10%;">EEI-2 SUSTAINED CHANCES</th> <th style="width: 10%;">WIND GUSTS</th> <th style="width: 25%;">EEI-2/3 GUST CHANCES</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>3pm Tue-6am Wed</td> <td>SE-SW 35-45 mph</td> <td>70%</td> <td>50-60 mph</td> <td>100%/40%</td> </tr> <tr> <td>RI/Southeast(southern)/South Shore</td> <td>4pm Tue-3am Wed</td> <td>SE-SW 30-42 mph</td> <td>50%</td> <td>45-60 mph</td> <td>90%/30%</td> </tr> <tr> <td>North Shore/Merrimack Valley</td> <td>8pm Tue-5am Wed</td> <td>SE-SW 25-40 mph</td> <td>40%</td> <td>43-58 mph</td> <td>80%/20%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	EEI-2 SUSTAINED CHANCES	WIND GUSTS	EEI-2/3 GUST CHANCES	Nantucket	3pm Tue-6am Wed	SE-SW 35-45 mph	70%	50-60 mph	100%/40%	RI/Southeast(southern)/South Shore	4pm Tue-3am Wed	SE-SW 30-42 mph	50%	45-60 mph	90%/30%	North Shore/Merrimack Valley	8pm Tue-5am Wed	SE-SW 25-40 mph	40%	43-58 mph	80%/20%
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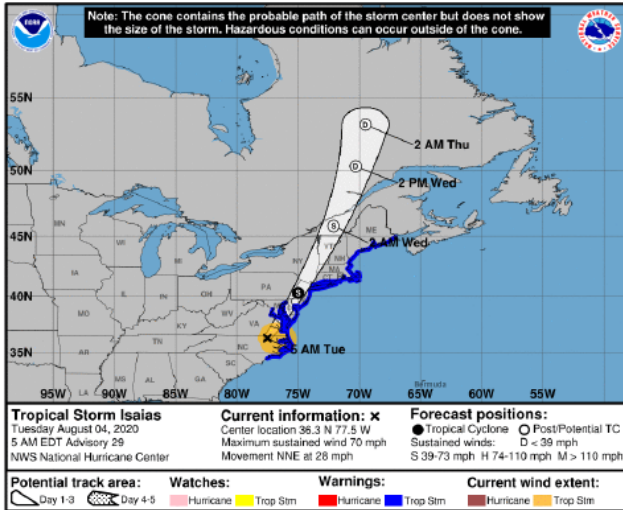
# National Grid Briefings Appendix A.

Southeast(northern)/Central/Salem	9pm Tue-4am Wed	SE-SW 22-36 mph	30%	40-55 mph	70%/10%
Western/NH	7pm Tue-2am Wed	SE-W 15-30 mph	10%	35-50 mph	50%/5%

## Situation Overview

Tropical Storm Isaias

**Boston/Norton MA**  
WEATHER FORECAST OFFICE



**NOTE:** Do not focus on the exact track. Impacts can occur well outside the area enclosed by the cone.

### New Information

- Reduced rainfall totals. Greater potential for a few tornadoes.

### Concerns

- Strong winds, sustained 25-35 mph with gusts 40-50 mph. Low risk of 60 mph gusts. Could lead to downed trees and power outages
- Heavy rain, 1-3" totals with localized 4" in Western MA and Northern CT, especially over the Berkshires.
- Potential for a few tornadoes, especially Western MA and Northern CT.
- Dangerous rip currents and minor coastal flooding, especially for South-facing beaches.

- 3 **NE State Incident Commander**
- Define the Operational Period
    - 1<sup>st</sup> OP, Tuesday 8:00pm to Wednesday 7:00am
  - Provide overview of the Emergency activities; current size and complexity
    - High winds and Heavy rain
  - Declare Event Level for both MA and RI
    - TYPE 3 for Ma and RI
  - Identify Branches affected
    - All
  - Identify State EOC status and position activation
    - State EOC Open at 8:00pm Tuesday
  - Establish Emergency Objectives
    7. Zero Safety Incidents during the incident.
      - Zero injuries, switching incidents and RTC's for all employees and contractors. Zero injuries to the Members of Public.
    8. Successfully on-board all external resources by 8:00pm, Tuesday.
    9. Establish and maintain effective communications with all customers and regulators prior to, and during the incident.
    10. Ensure all Incident Management Team staffing is finalized by 8:00 am, Tuesday.
    11. Ensure readiness to deploy Police/Fire and Wires Down by 8:00 pm, Tuesday.
    12. Ensure readiness of Emergency Response Information Systems prior to 8:00 pm, Tuesday.
- 4 **State Operations Section Chief (when activated)**
- Review resources available/required to meet objectives
    - Overhead
      - Internal
      - Contractor
    - Forestry
      - Internal

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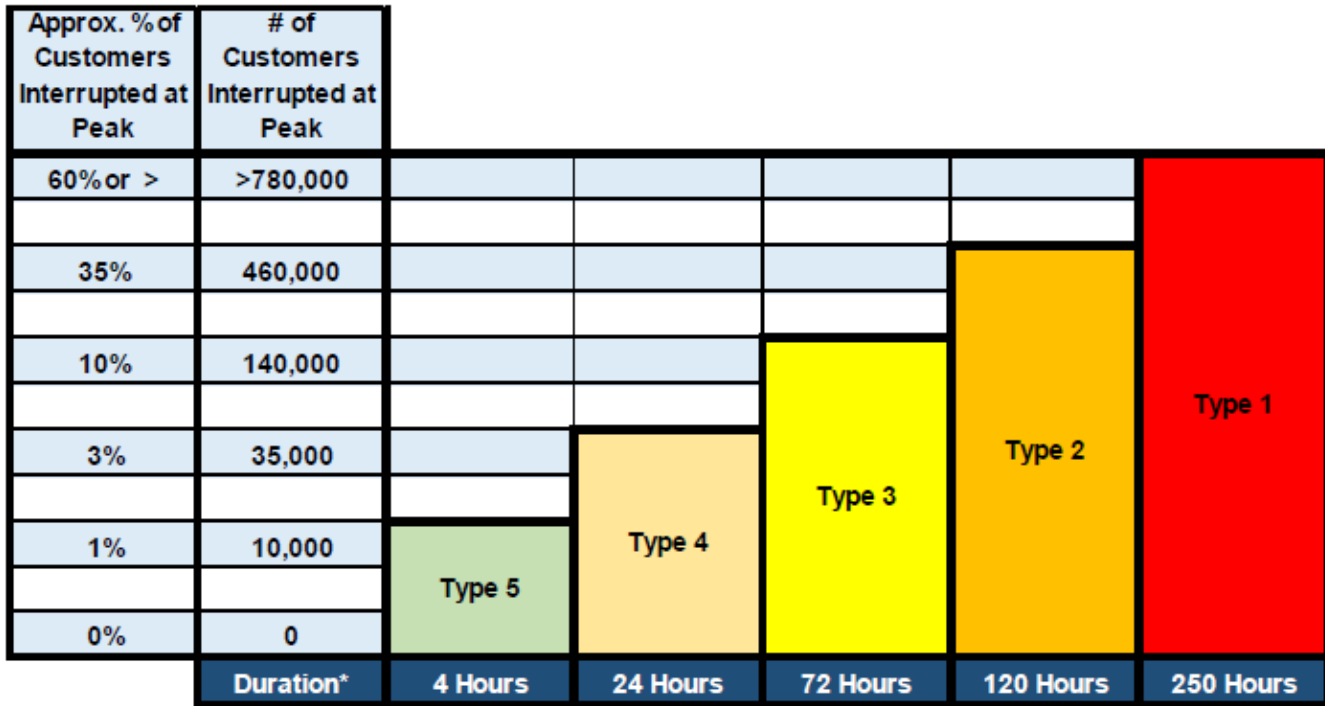
	<ul style="list-style-type: none"> <li>• Contractor <ul style="list-style-type: none"> <li>▪ Underground</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>➤ Review Decentralized Substations activities</li> <li>➤ Provide update on Emergency Response at the Branch Level</li> <li>➤ Make requests for State Level assistance with resource, facility, and specialty equipment needs</li> </ul>
5	<p><b>Branch Directors</b></p> <ul style="list-style-type: none"> <li>• <b>MA South Shore Branch –Brockton</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> <li>• <b>MA Southeast Branch – Hopedale</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> <li>• <b>MA North Shore Branch – Malden</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> <li>• <b>MA Merrimack Valley Branch – North Andover</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> <li>• <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> <li>• <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li> </ul>
6	<p><b>External Line Resource Lead</b></p> <ul style="list-style-type: none"> <li>➤ Small change in the total of external line crews secured, down slightly to 360 total crews</li> </ul>
7	<p><b>SERP Lead, Forestry</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
8	<p><b>Transmission Restoration Lead</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
9	<p><b>Substation Lead</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
10	<p><b>Control Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ The center will be expanding its operations to include the Lincoln, RI Control Center to support dual operations with Northboro. No contact number changes, users will not experience a difference in service or support while contacting Northboro as normally.</li> </ul>
11	<p><b>SERP Lead, Storm Rooms</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
12	<p><b>IS Event Lead</b></p> <ul style="list-style-type: none"> <li>➤ Continue to prepare Desktop Support coverage for all Branches starting this afternoon. No issues anticipated.</li> </ul>
13	<p><b>SERP Lead, Wires Down</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
14	<p><b>SERP Lead, Damage Assessment</b></p> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>

## National Grid Briefings Appendix A.

15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ MA Regulatory Reporting will begin tonight at 8 pm.</li> <li>➤</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ Update due to MA DPU today by 10am with any changes to our plans.</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ COVID-19 “Plan Forward” update will be going out today. Please review and share with your teams as necessary.</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ 9 am LSC and Crit. Customer notifications going out this morning.</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ Updates accounting memo going out today.</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ On-boarding support is prepared to deliver as crews arrive to the property and reporting locations.</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ Officers are prepared to arrive at the 5 staging sites tonight by 6pm to provide security.</li> </ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"> <li>➤ Checklists are mandatory for all Type 3 events. Please follow the link below for access to all Key-Position roles , download and follow if you are identified as a Key-Position.</li> <li>➤</li> </ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"> <li>➤ Closing Remarks <ul style="list-style-type: none"> <li>• COVID-19 health and safety adherence are the only new steps for us during an emergency response like this. We have proven to ourselves and our customers we can execute a restoration like this before. Let’s continue to provide a safe restoration for all of our customer in the territory, but also maintain a healthy working environment for our employees and contractors.</li> </ul> </li> </ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"> <li>• 7:00 am Wednesday</li> </ul>

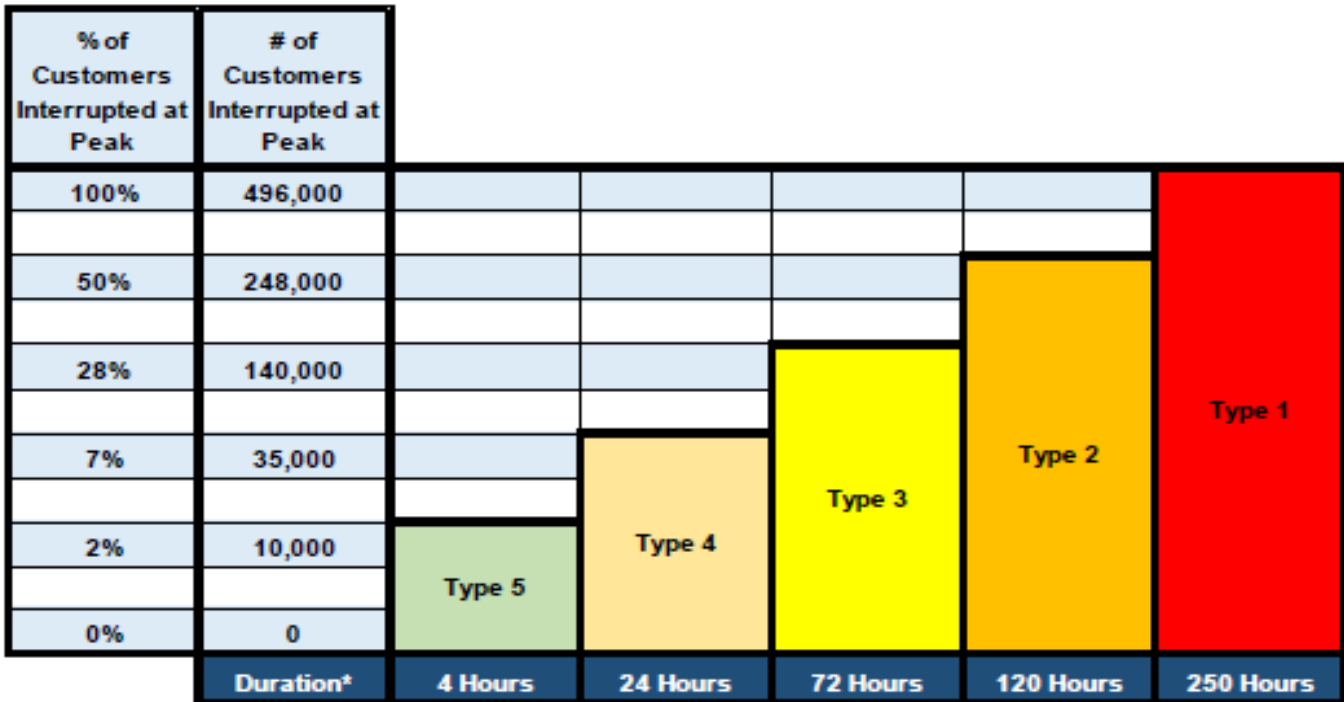
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**Massachusetts Simplified Event Classification Index**



**\*95% of customers restored**

**Rhode Island Simplified Event Classification Index**



**\*95% of customers restored**

## National Grid Briefings Appendix A.

### MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/5/2020	<b>Time:</b>	7:00 am
<b>Call Details:</b>	MS TEAMS		


### KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	<b>Safety Message – State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Careful about fatigue as we proceed into what will be a busy day today</li> <li>➤ Ensure yourself a safe working location both at home or in the office with proper ergonomics and posture to remain efficient and healthy today.</li> <li>➤ COVID-19, no one is exempt from the protocol for distance and face coverings. Be aware and be compliant always.</li> </ul>
2	<b>Weather Forecast – State Incident Commander/DTN Representative</b>

# National Grid Briefings Appendix A.

 <b>Today</b> Intervals of clouds and sun	<b>High 88°</b>
 <b>Tonight</b> Mainly clear	<b>Low 60°</b>
 <b>Thursday</b> Partly sunny and less humid	<b>High 83°</b> <b>Low 63°</b>
 <b>Friday</b> Times of clouds and sun	<b>High 78°</b> <b>Low 62°</b>
 <b>Saturday</b> Times of clouds and sun	<b>High 82°</b> <b>Low 62°</b>
 <b>Sunday</b> Some sunshine	<b>High 89°</b> <b>Low 66°</b>

**3 NE State Incident Commander**

- Define the Operational Period
  - **Wednesday 7:00am to Thursday 7:00 am**
- Provide overview of the Emergency activities; current size and complexity

[6:32] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls	Total Critical Customers Out	Total Life Support Customers Out
<a href="#">Massachusetts</a>	189,810	106,188	121,660	227,848	308	300	1,604	2,212	551	48,641	3,051	51,692	912	276
<a href="#">Rhode Island</a>	127,852	90,662	50,425	141,087	73	58	1,066	1,197	653	30,602	1,592	32,194	388	3
		<b>196,850</b>	<b>172,085</b>	<b>368,935</b>	<b>381</b>	<b>358</b>	<b>2,670</b>	<b>3,409</b>		<b>79,243</b>	<b>4,643</b>	<b>83,886</b>	<b>1,300</b>	<b>279</b>

- Declare Event Level for both MA and RI
  - **Type 3 for both MA and RI**
- Identify Branches affected
  - **All**
- Identify State EOC status and position activation
  - **National Grid NE State EOC is open, but large majority remote for COVID19 safety.**
- Establish Emergency Objectives
  1. Zero Safety Incidents during the event.
    - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  2. Respond to all Wires Down with Police and Fire Standing by 7:00pm.
  3. Ensure all Hospitals and nursing homes are restored by 7:00pm.
  4. Successfully on-board all new external resources prior to assigning work.
  5. Establish and maintain effective communications with all customers and regulators during the event.
  6. Establish Global ETR's by branch by 3:00pm.

**4 State Operations Section Chief (not activated)**

# National Grid Briefings

## Appendix A.

5	<p><b>Branch Directors</b></p> <ul style="list-style-type: none"> <li>• <b>MA South Shore Branch –Brockton</b> <ul style="list-style-type: none"> <li>▪ Zero safety incidents yesterday and last night</li> <li>▪ No trouble in Nantucket, those contractor crews will be headed to Hopedale today</li> <li>▪ Hull H1 H2 line outage, small limbs, few poles to set not too bad</li> <li>▪ 49 contractor crews will be moving to Hopedale Branch today</li> </ul> </li> <li>• <b>MA Southeast Branch – Hopedale</b> <ul style="list-style-type: none"> <li>▪ Zero safety incidents yesterday and last night</li> <li>▪ 911 PF Standby call are the safety focus in this morning</li> <li>▪ Supporting the Global ETR being set by 3pm</li> </ul> </li> <li>• <b>MA North Shore Branch – Malden</b></li> <li>• <b>MA Merrimack Valley Branch – North Andover and North Shore Branch - Malden</b> <ul style="list-style-type: none"> <li>▪ Released 25 contractor crews to go West from NS</li> <li>▪ MV under 2k outages</li> <li>▪ No safety incidents</li> <li>▪ All remaining contractors are assigned and engaged this morning</li> <li>▪ 94 Sub T line back up and cleared</li> </ul> </li> <li>• <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ 72k customer outages in Central and West</li> <li>▪ 2 hospitals still require attention from last night and this am</li> <li>▪ 51 Police &amp; Fire calls being assigned this AM</li> <li>▪ Opening and clearing streets and roads working with Branch Liaison Coordinator and Towns</li> <li>▪ Contractors working on assigned restoration</li> <li>▪ Zero safety incidents</li> </ul> </li> <li>• <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ Zero incidents</li> <li>▪ Main priority continues to be safety and Police / Fire 911 calls</li> <li>▪ 3 Hospitals still require attention – Also Supporting nursing home and critical care facilities</li> <li>▪ 9 sub-T lines out, working with Tline to assist</li> <li>▪ DA patrols ongoing – damage appears to be widespread</li> <li>▪</li> </ul> </li> </ul>
6	<p><b>External Line Resource Lead</b></p> <ul style="list-style-type: none"> <li>➤ Secured an additional 26 crews to be allocated to RI</li> <li>➤ 380 Crews total</li> <li>➤ More outreach ongoing to secure additional resources</li> <li>➤ 71 crews being mobilized today across division areas of most need</li> </ul>
7	<p><b>SERP Lead, Forestry</b></p> <ul style="list-style-type: none"> <li>➤ 291 crews</li> <li>➤ 116 more crews secured last night</li> <li>➤ 407 totals</li> <li>➤ Crews able to redeploy to areas of need</li> </ul>
8	<p><b>Transmission Restoration Lead</b></p> <ul style="list-style-type: none"> <li>➤ 11 T-Line Lock Out, 5 back 6 remain</li> <li>➤ East Longmeadow sub, only Lock Out with customer outages associated, targeting restoration later today</li> <li>➤ Helicopters ready to go out this morning for patrol</li> <li>➤ Able to support sub T as needed today</li> </ul>
9	<p><b>Substation Lead</b></p> <ul style="list-style-type: none"> <li>➤ Rich: sub sweeps ongoing</li> <li>➤ Steve: no issues looking to get East Longmeadow back</li> </ul>
10	<p><b>Control Center Lead</b></p>

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	<ul style="list-style-type: none"> <li>➤ 9 Sub-T lock outs in RI , 7 in MA</li> <li>➤ 150 Police and Fire calls in MA and RI</li> <li>➤ Work on peak ID to provide to Mike M.</li> </ul>
11	<p><b>SERP Lead, Storm Rooms</b></p> <ul style="list-style-type: none"> <li>➤ Focus on P/F and safety of employees in the Storm Rooms under COVID protocol</li> <li>➤ Rooms remain open in lesser impacted Branches to support others</li> </ul>
12	<p><b>IT Event Lead</b></p> <ul style="list-style-type: none"> <li>➤ telephone system issues yesterday but stabilized to support consistent PF 911 call lines</li> <li>➤ review today the issues from last night</li> <li>➤ Verizon engaged to ID causes</li> </ul>
13	<p><b>SERP Lead, Wires Down</b></p> <ul style="list-style-type: none"> <li>➤ Police and Fire 911 focused today</li> <li>➤ Supervisor involved early morning RTC</li> </ul>
14	<p><b>SERP Lead, Damage Assessment</b></p> <ul style="list-style-type: none"> <li>➤ 5 rooms up and running</li> <li>➤ Relocating external crews to the west and providence areas</li> </ul>
15	<p><b>State Planning Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ Regulatory reporting continues to comply</li> <li>➤ Global ETR by 3pm today is the target</li> <li>➤ Manage ETRs to not expire and as accurate as possible</li> </ul>
16	<p><b>State Logistics Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ Secured Storm Services to setup 2 sites Sturbridge and CCRI, to go meals setup support</li> <li>➤ Start Thursday AM with these services</li> <li>➤ Lodging teams IDed 1,700 rooms in total available for external crews</li> <li>➤ Best Western Marlboro available if needed as a staging site</li> </ul>
17	<p><b>State Liaison Officer</b></p> <ul style="list-style-type: none"> <li>➤ MEMA priority list remains the Warren police station that is out</li> <li>➤ Focus on covid testing sites and hospitals</li> <li>➤ MEMA asking what damage types we are seeing</li> <li>➤ Possible MEMA may request an update call sometime today</li> </ul>
18	<p><b>State Public Information Officer</b></p> <ul style="list-style-type: none"> <li>➤ 20 media inquiry calls in total</li> <li>➤ Low activity overnight</li> <li>➤ Media interest today will be on damage and the storm, expected shift as the day progress to restoration progress</li> <li>➤ Updating web message</li> <li>➤ Press Release planned to go out mid day</li> </ul>
19	<p><b>Customer Contact Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ Phone issues impacting out ability to support calls</li> <li>➤ Yesterday 5pm, surge in incoming calls, system stable around 8-830pm but queue was still very high</li> <li>➤ 3k calls received so far</li> <li>➤ More resources secured for today's volume</li> <li>➤ Police and fire support</li> <li>➤ Worcester Facility: electric issue at workstations, seeking support from on-site facilities staff</li> </ul>
20	<p><b>State HR Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<p><b>State Finance Section Chief</b></p>



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	<ul style="list-style-type: none"> <li>➤ Updated Accounting memo to be sent later today after receipt of Peak outage metrics</li> </ul>
22	<p><b>State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ Supporting on-boarding of external crews</li> </ul>
23	<p><b>State Environmental Officer</b></p> <ul style="list-style-type: none"> <li>➤ 8 oil spills - 6 MA 2 RI</li> <li>➤ 6 were dist. pole top xfmr from damage</li> <li>➤ Working with T line to support enviro ROW restoration efforts</li> </ul>
24	<p><b>State Security Officer</b></p> <ul style="list-style-type: none"> <li>➤ Security staff all reported at staging sites yesterday</li> <li>➤ Staff will remain until site closing</li> </ul>
25	<p><b>Emergency Planning Support</b></p> <ul style="list-style-type: none"> <li>➤ Consider this event will require a Final Event Report, be sure to secure relevant details of your efforts and trimline for critical actions to support data requests.</li> <li>➤ Continue to support Checklists entries for Key-Positions</li> </ul>
26	<p><b>NE States Incident Commander</b></p> <ul style="list-style-type: none"> <li>➤ <b>Closing Remarks</b> <ul style="list-style-type: none"> <li>• Chris Kelly, Great start to the restoration efforts yesterday, expect customers to be sensitive to power loss under COVID safety guidance. Stay focused on the task at hand and above all act and think safely as we execute a strong restoration effort today.</li> </ul> </li> </ul>
27	<p><b>Next Scheduled Call-Date &amp; Time</b></p> <ul style="list-style-type: none"> <li>• Wednesday 8/5 @ 7pm</li> </ul>

## National Grid Briefings Appendix A.

### MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/5/2020	<b>Time:</b>	7:00 pm
<b>Call Details:</b>	MS TEAMS		

### KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item
1	<b>Safety Message – State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Customers are reported to coming out during the day and approaching field crews.</li> <li>➤ It is critical that the work zone in not entered and is well defined.</li> </ul>
2	<b>Weather Forecast – State Incident Commander/DTN Representative</b>

# National Grid Briefings Appendix A.

 <b>Today</b> Intervals of clouds and sun	<b>High 88°</b>
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### 3 NE State Incident Commander

- Define the Operational Period
  - **Wednesday 7:00am to Thursday 7:00 am**
- Provide overview of the Emergency activities; current size and complexity

[6:39] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls	Total Critical Customers Out	Total Life Support Customers Out
<a href="#">Massachusetts</a>	180,313	56,188	172,791	228,979	936	322	1,510	2,768	773	59,679	4,726	64,405	481	176
<a href="#">Rhode Island</a>	124,290	40,917	106,104	147,021	199	66	1,699	1,964	907	37,334	2,386	39,720	127	2
		<b>97,105</b>	<b>278,895</b>	<b>376,000</b>	<b>1,135</b>	<b>388</b>	<b>3,209</b>	<b>4,732</b>		<b>97,013</b>	<b>7,112</b>	<b>104,125</b>	<b>608</b>	<b>178</b>

- Declare Event Level for both MA and RI
  - **Type 3 for both MA and RI**
- Identify Branches affected
  - **All**
- Identify State EOC status and position activation
  - **National Grid NE State EOC is open, but large majority remote for COVID19 safety.**
- Establish Emergency Objectives
  - 7. Zero Safety Incidents during the event.**
    - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  - 8. Respond to all Wires Down with Police and Fire Standing by 7:00pm.**
  - 9. Ensure all Hospitals and nursing homes are restored by 7:00pm.**
  - 10. Successfully on-board all new external resources prior to assigning work.**
  - 11. Establish and maintain effective communications with all customers and regulators during the event.**
  - 12. Establish Global ETR's by branch by 3:00pm.**

#### Tomorrow's Objectives

1. Zero Safety Incidents during the event.
  - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
  - b. Zero injuries to the Members of Public.
2. Verify all hospitals, nursing homes and Covid testing sites are restored by 12 noon.

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	<ol style="list-style-type: none"> <li>3. Successfully on-board all new external resources prior to assigning work.</li> <li>4. Establish and maintain effective communications with all customers and regulators during the event.</li> <li>5. Continue to refine and update ETR's throughout the day.</li> </ol>
4	<p><b>State Operations Section Chief (not activated)</b></p>
5	<p><b>Branch Directors</b></p> <ul style="list-style-type: none"> <li>• <b>MA South Shore Branch –Brockton</b> <ul style="list-style-type: none"> <li>▪ Zero Safety Incidents</li> <li>▪ Police &amp; Fire calls all resolved, hospitals are back as well as COVID Testing Sites</li> <li>▪ Sent Crews to the South East and Central/West today and more tomorrow</li> </ul> </li> <li>• <b>MA Southeast Branch – Hopedale</b> <ul style="list-style-type: none"> <li>▪ Zero safety incidents</li> <li>▪ Great day of restoration</li> <li>▪ Continue to address community priorities and restoring facilities</li> </ul> </li> <li>• <b>MA North Shore Branch – Malden (not activated)</b></li> <li>• <b>MA Merrimack Valley Branch – North Andover and North Shore Branch - Malden</b> <ul style="list-style-type: none"> <li>▪ Zero Safety Incidents</li> <li>▪ Sent Tree Crews to West MA today</li> <li>▪ Sending Contractor Crews in the morning to West MA</li> <li>▪ Supervisors also sent to support West MA</li> </ul> </li> <li>• <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ Zero Safety Incidents</li> <li>▪ All Hospitals and Assisted Living Facilities back on today</li> <li>▪ ETRs updated</li> <li>▪ TLS helping in Western MA</li> <li>▪ Some Police and Fire calls remain open but are new calls and being addressed</li> </ul> </li> <li>• <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ Zero Safety Incidents</li> <li>▪ All Police &amp; Fire calls were cleared by 3pm</li> <li>▪ Last of the Hospitals were back early in the day</li> <li>▪ No covid sites affected</li> <li>▪ 4 Long Term Care Facilities remain impacted, 2 assigned to crews now, 2 are restored to be verified</li> <li>▪ ETRs updated earlier and current</li> <li>▪ 5 sub t lines out still</li> </ul> </li> </ul>
6	<p><b>External Line Resource Lead</b></p> <ul style="list-style-type: none"> <li>➤ Secured address arrive tomorrow am</li> <li>➤ 378 crews</li> <li>➤ Coordinating with lodging and meals, all contractors notified of hotel assignments for tonight</li> </ul>

## National Grid Briefings Appendix A.

7	<p><b>SERP Lead, Forestry</b></p> <ul style="list-style-type: none"> <li>➤ 300 crews on prop and working</li> <li>➤ 150 in route to arrive tomorrow ready to work Friday</li> </ul>
8	<p><b>Transmission Restoration Lead</b></p> <ul style="list-style-type: none"> <li>➤ Zero Safety Incidents</li> <li>➤ T system back to normal today with no customer impacts</li> <li>➤ Mostly sub T repairs this PM</li> <li>➤ Crews working across MA &amp; RI</li> <li>➤ Goal is to get Sub T cleared up tonight</li> <li>➤ Heli patrols of all Tx system, minor issues remained</li> <li>➤ Sub-T also patrolled in West, tomorrow the remaining MA regions will be flown</li> </ul>
9	<p><b>Substation Lead</b></p> <ul style="list-style-type: none"> <li>➤ Rich: No exceptions</li> <li>➤ Steve: No exceptions</li> </ul>
10	<p><b>Control Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ 5 sub t still out in RI, 4 in MA</li> <li>➤ 19 feeders in RI are still impacted, 15 in MA</li> <li>➤ Send blue sheets to correct mailboxes</li> </ul>
11	<p><b>SERP Lead, Storm Rooms</b></p> <ul style="list-style-type: none"> <li>➤ Focused on inter-office COVID safety in the Rooms</li> <li>➤ OMS Clean up efforts are significant, and will be the focus tonight and tomorrow</li> </ul>
12	<p><b>IT Event Lead</b></p> <ul style="list-style-type: none"> <li>➤ Teams still working on analyses of the impacts yesterday</li> </ul>
13	<p><b>SERP Lead, Wires Down</b></p> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
14	<p><b>SERP Lead, Damage Assessment</b></p> <ul style="list-style-type: none"> <li>➤ North Andover and Brockton closing tonight</li> <li>➤ Brockton shifting to support Providence</li> <li>➤ North Andover shifting to Worcester for support</li> <li>➤ No Service and In-Service calls will be major focus tomorrow</li> </ul>
15	<p><b>State Planning Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ All ETRs were loaded by 3pm today to meet the objective</li> <li>➤ Maintaining ETR accuracy for all areas</li> <li>➤ Regulatory Reporting ongoing and successful</li> </ul>
16	<p><b>State Logistics Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ Lodging complete for the day and tonight</li> <li>➤ Storm Services will be setting up in Warwick tonight for meal services</li> <li>➤ Meal Runners are staffed and prepared for meal runs tonight and tomorrow</li> </ul>
17	<p><b>State Liaison Officer</b></p> <ul style="list-style-type: none"> <li>➤ Quiet first ¼ of the day</li> <li>➤ MEMA happy with the ETR performance</li> <li>➤ End of day monitored webEOC, to ID wires down reports in Western/Central MA</li> </ul>

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18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ Customer Info email going out in the next hour</li> <li>➤ Marcy and Terry video message recorded for customer and media</li> <li>➤ Collection of photos being shared on Social Media</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ Stable System today</li> <li>➤ 23k calls received</li> <li>➤ Volume was high but was able to be executed</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ Accounting Memo is produced and ready to distribute</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Completed all planned and needed onboard at this time</li> <li>➤ Ready to support new needs as crews arrive</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>➤ 1 incident involving a PCB Xfmr</li> </ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ Security staff all reported at staging sites yesterday</li> <li>➤ Staff will remain until site closing</li> </ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"> <li>➤ Consider this event will require a Final Event Report, be sure to secure relevant details of your efforts and trimline for critical actions to support data requests.</li> <li>➤ Continue to support Checklists entries for Key-Positions</li> </ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"> <li>➤ <b>Closing Remarks</b></li> <li>➤ <ul style="list-style-type: none"> <li>• Chris Kelly, thank the group for a strong performance, told the US Executive Team that the team here is focused and calm, ready to execute the plan,</li> <li>• Still have ~90k out, we are going to finish safely and strong</li> </ul> </li> </ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"> <li>• Wednesday 8/6 @ 7am</li> </ul>

## National Grid Briefings Appendix A.

### MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/6/2020	<b>Time:</b>	7:00 am
<b>Call Details:</b>	MS TEAMS		

### KEY MEETING PARTICIPANTS


D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item
1	<b>Safety Message – State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Stay the course, focus on safety of yourself and others, a lot of work in last 24 hours has been performed, more will be done. Let’s keep going with our strong safety record.</li> </ul>
2	<b>Weather Forecast – State Incident Commander/DTN Representative</b>

# National Grid Briefings Appendix A.

	<b>Today</b> Partly sunny; low humidity	<b>High 84°</b>
	<b>Tonight</b> Increasing clouds	<b>Low 61°</b>
	<b>Friday</b> Clouds and sun with a shower	<b>High 80°</b> <b>Low 64°</b>
	<b>Saturday</b> Clouds and sun with a t-storm	<b>High 82°</b> <b>Low 63°</b>
	<b>Sunday</b> Mostly sunny	<b>High 88°</b> <b>Low 66°</b>
	<b>Monday</b> Partly sunny and hot	<b>High 91°</b> <b>Low 70°</b>

**3 NE State Incident Commander**

- **Define the Operational Period**
  - **Thursday 7:00am to Friday 7:00 am**
- **Provide overview of the Emergency activities; current size and complexity**

[6:36] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls	Total Critical Customers Out	Total Life Support Customers Out
<a href="#">Massachusetts</a>	179,851	35,011	197,295	232,306	1,248	315	1,052	2,615	882	61,396	4,959	66,355	269	120
<a href="#">Rhode Island</a>	120,672	20,052	121,973	142,025	306	137	1,571	2,014	1,005	38,113	2,509	40,622	55	1
		55,063	319,268	374,331	1,554	452	2,623	4,629		99,509	7,468	106,977	324	121

- **Declare Event Level for both MA and RI**
  - **Type 3 for both MA and RI**
- **Identify Branches affected**
  - **All**
- **Identify State EOC status and position activation**
  - **National Grid NE State EOC is open, but large majority remote for COVID19 safety.**
- **Establish Emergency Objectives**
  13. Zero Safety Incidents during the event.
    - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  14. Verify all hospitals, nursing homes and COVID testing sites are restored by 12 noon.
  15. Successfully on-board all new external resources prior to assigning work.
  16. Establish and maintain effective communications with all customers and regulators during the event.
    - a. Continue to refine and update ETR's throughout the day.

**4 State Operations Section Chief (not activated)**



# National Grid Briefings Appendix A.

5	<p><b>Branch Directors</b></p> <ul style="list-style-type: none"> <li>• <b>MA South Shore Branch –Brockton</b> <ul style="list-style-type: none"> <li>▪ Working more on moving crews to help other areas</li> <li>▪ 5 internal crews from Brockton to RI today</li> <li>▪ 13kv ROW fly today</li> <li>▪ Pagers crews for the weekend being planned for the Friday weather</li> </ul> </li>   <li>• <b>MA Southeast Branch – Hopedale</b> <ul style="list-style-type: none"> <li>▪ Down to 1k customers remaining</li> <li>▪ 42 crews to MA West today</li> <li>▪ 32 crews to RI today</li> <li>▪ 20 tree crews to RI today</li> <li>▪ Fly union loop this AM</li> </ul> </li>   <li>• <b>MA North Shore Branch – Malden (Not opened)</b></li>   <li>• <b>MA Merrimack Valley Branch – North Andover and North Shore Branch - Malden</b> <ul style="list-style-type: none"> <li>▪ Reallocate crews to MA West areas of need</li> <li>▪ Preparing for weekend weather</li> </ul> </li>   <li>• <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ 7pm to 7am 28k customers restored, 31k remain impacted</li> <li>▪ Getting 80 crews more today - Monson, Spencer, Athol and Leominster</li> <li>▪ TLS engaged in West and Central supporting restoration</li> </ul> </li>   <li>• <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ 16k customers restored overnight</li> <li>▪ All hospital and COVID sites up and running</li> <li>▪ Nursing homes confirmed restored</li> <li>▪ Some SubT Lines out TLS supporting</li> <li>▪ Extra help coming today will help finish strong</li> </ul> </li> </ul>
6	<p><b>External Line Resource Lead</b></p> <ul style="list-style-type: none"> <li>➤ 14 new crews arriving today and will be allocated to RI</li> <li>➤ 7 arrive this pm</li> <li>➤ 7 arrive tonight ready for work tomorrow AM</li> </ul>
7	<p><b>SERP Lead, Forestry</b></p> <ul style="list-style-type: none"> <li>➤ No Exceptions</li> </ul>
8	<p><b>Transmission Restoration Lead</b></p> <ul style="list-style-type: none"> <li>➤ TLS in RI and MA West</li> <li>➤ Heli in the air this AM will repair any findings</li> </ul>
9	<p><b>Substation Lead</b></p> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
10	<p><b>Control Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ 2 SubT lines remain impacted in RI, 3 in MA</li> <li>➤ 2 feeder Lockouts in RI, 8 in MA</li> <li>➤ Consolidating OMS and performing customer call backs</li> </ul>
11	<p><b>SERP Lead, Storm Rooms</b></p> <ul style="list-style-type: none"> <li>➤ Continue focus on COVID in the facilities</li> <li>➤ OMS clean up and text/call back process for single NP calls</li> </ul>

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12	<b>IT Event Lead</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
13	<b>SERP Lead, Wires Down</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
14	<b>SERP Lead, Damage Assessment</b> <ul style="list-style-type: none"> <li>➤ DA Office Support is assisting with Work Packet creation for crews</li> <li>➤ DA Field Crews will be out supporting the Branches with single NP and IS calls to assist in restoration</li> </ul>
15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ Keep ETRs accurate and current</li> <li>➤ Some ETRs are out into Saturday, see about getting these validated/updated</li> <li>➤ Contractor Rooms can help ETR upkeep in the Branches</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>➤ Storm Services arrive in RI Warwick this morning to setup food services</li> <li>➤ They will also be arriving in Sturbridge later this morning</li> <li>➤ 55-60 Hotel Ambassadors engaged and trained, ready to support to delivery of meals supporting COVID safety efforts for our field crews</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ No new issues overnight</li> <li>➤ Crews assigned to outstanding Community and MEMA issues</li> <li>➤ Plan to send an update to MA DPU and RI PUC after this call</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ Low activity night with the media</li> <li>➤ It will be important to show our progress efforts today on social media</li> <li>➤ Press Release plan for today being established</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ Phone systems remain stable</li> <li>➤ Call volume lower</li> <li>➤ 300 calls received today so far</li> <li>➤ Planning for a transition to normal ops if volume is low today</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ No injuries or incidents reported</li> <li>➤ Standing by for new crews to onboard as they arrive today and tonight</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ Setting up Security staff on site for the Sturbridge Storm Services location today</li> </ul>
25	<b>Emergency Planning Support</b>

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	<p>➤ No exceptions</p>
26	<p><b>NE States Incident Commander</b></p> <p>➤ <b>Closing Remarks –</b></p> <p><b>The goal in the next 36 hours is to reach 95% restored since the peak That equals 9,800 in MA and 7,200 in RI</b></p> <p><b>But zero safety incidents is the number to remember – stay focused on COVID precautions for yourself and others.</b></p>
27	<p><b>Next Scheduled Call-Date &amp; Time</b></p> <ul style="list-style-type: none"><li>• Thursday 8/6 @ 7pm</li></ul>

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### MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/6/2020	<b>Time:</b>	7:00 pm
<b>Call Details:</b>	MS TEAMS		

### KEY MEETING PARTICIPANTS






D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item
1	<b>Safety Message – State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Very good working being witnessed in the field</li> <li>➤ Great adherence with COVID protocols</li> <li>➤ Opportunity to discuss work zone spaces</li> </ul>
2	<b>Weather Forecast – State Incident Commander/DTN Representative</b>

# National Grid Briefings Appendix A.

 <b>Today</b> Partly sunny; low humidity	High 84°
 <b>Tonight</b> Increasing clouds	Low 61°
 <b>Friday</b> Clouds and sun with a shower	High 80° Low 64°
 <b>Saturday</b> Clouds and sun with a t-storm	High 82° Low 63°
 <b>Sunday</b> Mostly sunny	High 88° Low 66°
 <b>Monday</b> Partly sunny and hot	High 91° Low 70°

### 3 NE State Incident Commander

- **Define the Operational Period**
  - **Thursday 7:00am to Friday 7:00 am**
- **Provide overview of the Emergency activities; current size and complexity**

[6:36] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls	Total Critical Customers Out	Total Life Support Customers Out
<a href="#">Massachusetts</a>	171,344	18,598	207,845	226,443	1,791	428	565	2,784	927	63,501	5,505	69,006	122	65
<a href="#">Rhode Island</a>	119,400	6,959	135,253	142,212	547	182	933	1,662	1,035	39,308	2,762	42,070	22	0
		25,557	343,098	368,655	2,338	610	1,498	4,446		102,809	8,267	111,076	144	65

- **Declare Event Level for both MA and RI**
  - Type 3 for both MA and RI (72-hour restoration from peak)
- **Identify Branches affected**
  - Southeast, Providence, Central / West
- **Identify State EOC status and position activation**
  - National Grid NE State EOC is open, but large majority remote for COVID19 safety.
- **Establish Emergency Objectives**
  17. Zero Safety Incidents during the event.
    - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  18. Verify all hospitals, nursing homes and COVID testing sites are restored by 12 noon.
  19. Successfully on-board all new external resources prior to assigning work.
  20. Establish and maintain effective communications with all customers and regulators during the event.
    - a. Continue to refine and update ETR's throughout the day.

### 4 State Operations Section Chief (not activated)

### 5 Branch Directors

- **MA South Shore Branch –Brockton (Closed)**
  - Storm Room closed at 8AM

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	<ul style="list-style-type: none"> <li>• <b>MA Southeast Branch – Hopedale</b> <ul style="list-style-type: none"> <li>▪ Doing well down to 30 customers impacted</li> <li>▪ Muni Room closed earlier this afternoon</li> <li>▪ WD and DA Rooms closed earlier this evening</li> <li>▪ Contractor crews ending day at night, will be reallocated in the morning</li> <li>▪ 12 Tree crews overnight</li> <li>▪ Storm Room closure plans are underway for later this evening</li> </ul> </li>   <li>• <b>MA North Shore Branch – Malden (Closed)</b></li>   <li>• <b>MA Merrimack Valley Branch – North Andover</b> <ul style="list-style-type: none"> <li>▪ No Exceptions</li> </ul> </li>   <li>• <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ Zero safety incidents today</li> <li>▪ 18k customers remain impacted</li> <li>▪ Crews from Southeast added 29 more, with a 10pm shift start <ul style="list-style-type: none"> <li>▪ 15 crews to Monson, 9 to Spencer, 4 to Leominster</li> </ul> </li> <li>▪ All North Adams and Northampton restored, able to move those crews to Great Barrington</li> <li>▪ Night crews will continue restoration into the night</li> <li>▪ TLS in Palmer assisting</li> </ul> </li>   <li>• <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ Team had a great day</li> <li>▪ Zero safety incidents</li> <li>▪ 15k customers restored</li> <li>▪ All hospitals and Covid Sites restored</li> <li>▪ Working to adjust ETRs</li> <li>▪ Heli patrols today 2228 1 issue and was restored</li> <li>▪ All sub t restored - 3309 abnormal under generation while switching is ongoing</li> <li>▪ 1 recloser out back shortly</li> <li>▪ 1100 active outages on 1300 IS calls</li> <li>▪ Muni Room to close at 10pm, will monitor remotely</li> <li>▪ Full day tomorrow expected, small items into Saturday</li> <li>▪ Add tree crew from MA expected ready to work tomorrow</li> </ul> </li> </ul>
6	<p><b>External Line Resource Lead</b></p> <ul style="list-style-type: none"> <li>➤ Work with Branches to move 103 crews today between regions</li> <li>➤ 8 crews mob tonight arrive RI 930 pm</li> </ul>
7	<p><b>SERP Lead, Forestry</b></p> <ul style="list-style-type: none"> <li>➤ 322 crews</li> <li>➤ 119 sent to PSEG-LI for mutual assistance</li> <li>➤ 10 tree crews to South Shore to RI tomorrow am</li> </ul>
8	<p><b>Transmission Restoration Lead</b></p> <ul style="list-style-type: none"> <li>➤ Supporting Branch Ops</li> <li>➤ Tx system normal</li> </ul>
9	<p><b>Substation Lead</b></p> <ul style="list-style-type: none"> <li>➤ Woodside Sub offload to make repairs, will be back shortly</li> </ul>
10	<p><b>Control Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ 2 SubT impacted</li> </ul>

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	<ul style="list-style-type: none"> <li>➤ 3 dist. feeder breakers impacted</li> </ul>
11	<p><b>SERP Lead, Storm Rooms</b></p> <ul style="list-style-type: none"> <li>➤ Closed Branch Storm Rooms are supporting Worcester and Providence remotely with OMS clean up</li> <li>➤ Hopedale plan to close is in place tonight</li> <li>➤ Texting process used to support the OMS clean up</li> <li>➤ Using DA to also cleanup IS calls</li> </ul>
12	<p><b>IT Event Lead</b></p> <ul style="list-style-type: none"> <li>➤ Aligning Local tech support closures with Branch Storm Rooms closing</li> </ul>
13	<p><b>SERP Lead, Wires Down</b></p> <ul style="list-style-type: none"> <li>➤ A lot of movement of WD resources from closed Branches to the West and RI</li> </ul>
14	<p><b>SERP Lead, Damage Assessment</b></p> <ul style="list-style-type: none"> <li>➤ Close DA in Hopedale, shifting to RI tomorrow am</li> <li>➤</li> </ul>
15	<p><b>State Planning Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ ETR improvement was possible because of crew movements today</li> <li>➤ No ETRs expired, take the opportunity to refresh and improve</li> </ul>
16	<p><b>State Logistics Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ Meal delivery was a success, positive feedback received</li> </ul>
17	<p><b>State Liaison Officer</b></p> <ul style="list-style-type: none"> <li>➤ No PM staffing tonight or tomorrow night from MEMA</li> <li>➤ RIEMA remain open virtual and into the night</li> </ul>
18	<p><b>State Public Information Officer</b></p> <ul style="list-style-type: none"> <li>➤ Web message updated for the pm</li> <li>➤ Accurate ETRs were very helpful in messaging</li> </ul>
19	<p><b>Customer Contact Center Lead</b></p> <ul style="list-style-type: none"> <li>➤ Call volume was far lower than yesterday</li> <li>➤ 90% of outage calls were answered in 20 sec average</li> <li>➤ Life Support Customer call outs being done tonight by 8pm</li> </ul>
20	<p><b>State HR Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<p><b>State Finance Section Chief</b></p> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
22	<p><b>State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ Zero safety incidents today</li> <li>➤ Last crew on the way for on-boarding in RI is ready to receive them</li> </ul>
23	<p><b>State Environmental Officer</b></p> <ul style="list-style-type: none"> <li>➤ 18 total oil spills <ul style="list-style-type: none"> <li>○ 12 MA</li> <li>○ 6 RI</li> </ul> </li> </ul>
24	<p><b>State Security Officer</b></p> <ul style="list-style-type: none"> <li>➤ Situation at a staging site was resolved today by local police dealing with a customer at a staging site</li> </ul>

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25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"><li>➤ Seeking opportunities to support mutual assistance with adjacent utilities in need</li><li>➤ +5,700 total employees and contractors were activated and supported the NG US response to this event</li></ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"><li>➤ <b>Closing Remarks</b><ul style="list-style-type: none"><li>• Thanks, from Chris Kelly for the great day of progress and safety performance. We have a lot of work left to do, but our customers and external partners are counting on us to finish the job. Thank you for putting National Grid in a strong position to lead the industry and help shape the future of energy delivery.</li></ul></li></ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"><li>• Friday 7am</li></ul>



## National Grid Briefings Appendix A.

### MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/7/2020	<b>Time:</b>	7:00 am
<b>Call Details:</b>	MS TEAMS		

### KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	XX	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item
1	<b>Safety Message – State Safety &amp; Health Officer</b> ➤ Keeping focus on the event, focus on the little things, job briefs,
2	<b>Weather Forecast – State Incident Commander/DTN Representative</b>  Scattered showers chances across the operations today and Saturday. Sunday, scattered morning showers with mostly dry conditions Monday. Tuesday, scattered showers chances late, mainly across western locations.

# National Grid Briefings Appendix A.

**3 NE State Incident Commander**

- **Define the Operational Period**
  - **Friday 7:00am to Saturday 7:00 am**
- **Provide overview of the Emergency activities; current size and complexity**

[6:41] Municipal Storm Summary By Town														
Drag a column header here to group by that column														
Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls	Total Critical Customers Out	Total Life Support Customers Out
<a href="#">Massachusetts</a>	12,189	10,757	1,832	12,589	68	569	283	920	372	124	11	135	69	49
<a href="#">Rhode Island</a>	2,363	1,488	899	2,387	49	237	580	866	298	50	7	57	6	0
		12,245	2,731	14,976	117	806	863	1,786		174	18	192	75	49

- **Declare Event Level for both MA and RI**
  - **Type 3 for both MA and RI (72 hour restoration from peak)**
- **Identify Branches affected**
  - **Providence**
  - **Worcester & MA West Areas**
- **Identify State EOC status and position activation**
  - **National Grid NE State EOC is open, but large majority remote for COVID19 safety.**
- **Establish Emergency Objectives**
  21. Zero Safety Incidents during the event.
    - a. Zero injuries, switching incidents and RTC’s for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  22. Successfully on-board all new external resources prior to assigning work.
  23. Establish and maintain effective communications with all customers and regulators during the event.
  24. Continue to refine and update ETR’s throughout the day.

**4 State Operations Section Chief (not activated)**

**5 Branch Directors**

- **MA South Shore Branch – Brockton - Closed**
- **MA Southeast Branch – Hopedale - Closed**
- **MA North Shore Branch – Malden (Not activated)**
- **MA Merrimack Valley Branch – Closed**
  -
- **MA Central/West Branch – Worcester**
  - 8k restored overnight
  - Redeploying internal crews to impacted areas
  - Athol and Leominster targeting restoration by noon
  - Worcester shortly after noontime
  - 5 added crews from South East to Spencer
  - Cleaned up by end of day with multi customer outages
- **Rhode Island Branch – Providence**
  - Good night, 1500 customers
  - 500 single NP – working with SR to clean them up

## National Grid Briefings Appendix A.

6	<b>External Line Resource Lead</b> <ul style="list-style-type: none"> <li>➤ Moved 28 crews from Hopedale to Monson</li> <li>➤ 8 crews arrive last night onboard this Am and ready to work</li> </ul>
7	<b>SERP Lead, Forestry</b> <ul style="list-style-type: none"> <li>➤ 322 crews</li> <li>➤ RI and Monson mostly</li> <li>➤ Still storm damaged trees being cleared</li> </ul>
8	<b>Transmission Restoration Lead</b> <ul style="list-style-type: none"> <li>➤ MV 23kv being patrolled by helicopter today</li> <li>➤ TLS still assisting in the MA West</li> </ul>
9	<b>Substation Lead</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
10	<b>Control Center Lead</b> <ul style="list-style-type: none"> <li>➤ 2 SubT and 3 Dist. feeders impacted</li> </ul>
11	<b>SERP Lead, Storm Rooms</b> <ul style="list-style-type: none"> <li>➤ Closed Hopedale at 930 pm last night</li> <li>➤ Working with DA to help single NP calls</li> </ul>
12	<b>IT Event Lead</b> <ul style="list-style-type: none"> <li>➤ Desktop support demobilizing as Storm Rooms, and monitoring systems</li> <li>➤ On overnight issues</li> </ul>
13	<b>SERP Lead, Wires Down</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
14	<b>SERP Lead, Damage Assessment</b> <ul style="list-style-type: none"> <li>➤ Worcester and Providence single IS and NS calls all day today will be the focus</li> </ul>
15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ Regulatory reporting continues as we remain in the Type 3 event in MA</li> <li>➤ Crew counts will continue to be requested to all areas</li> <li>➤ ETR focus today remains the groups top priority</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>➤ NE lodging is steady</li> <li>➤ Working to break down Milford, Quincy, and Foxboro staging sites today</li> <li>➤ Meal delivery strategy being refined to ensure on-time delivery</li> <li>➤ Demob plan for Storm Service catering being reviewed</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ No priorities on regulatory list</li> <li>➤ MEMA and RIEMA deactivated</li> <li>➤ DPU/PUC update will be sent after this call</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ Call volume is low</li> <li>➤ Business as usual</li> <li>➤ Systems are stable</li> </ul>

## National Grid Briefings Appendix A.

20	<b>State HR Section Chief</b> <ul style="list-style-type: none"><li>➤ Unions asking for CT internal crews for MA</li></ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"><li>➤ NE</li></ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"><li>➤ Zero incidents in NE</li></ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"><li>➤ 5 new spills, total 23, 17 in MA and 6 in RI</li></ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"><li>➤ No exceptions</li></ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"><li>➤ Significant customers still impacted in CT, NY, NJ</li><li>➤ Seeking to coordinate with those companies to assist with our resources, Line, Logistics, DA</li></ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"><li>➤ <b>Closing Remarks</b><ul style="list-style-type: none"><li>• 10k remain impacted – Our customers are patiently waiting to get power back, keep your focus on them. Thank you for the teamwork and amazing effort</li></ul></li></ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"><li>• Friday 7pm</li></ul>

# National Grid Briefings Appendix A.

## MEETING INFORMATION – Restoration Stage

<b>Date:</b>	08/7/2020	<b>Time:</b>	7:00 pm
<b>Call Details:</b>	MS TEAMS		

## KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/John Isberg MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Tim Bodkin	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Rich St Andre, Steve Katinas	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X

*SERP Lead = State Emergency Response Process Lead*

#	Agenda Item
1	<p><b>Safety Message – State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ An incident occurred today involving a line contractor who did not perform a vehicle check prior to traveling. No injuries occurred, but there were impacts to the site and equipment.</li> <li>➤ Distractions will compete for our attention. We cannot allow ourselves to overlook the small, consistent steps, that lead to a complete &amp; safe performance, from start to finish.</li> </ul>
2	<p><b>Weather Forecast – State Incident Commander/DTN Representative</b></p> <p>Scattered showers chances across the operations today and Saturday. Sunday, scattered morning showers with mostly dry conditions Monday. Tuesday, scattered showers chances late, mainly across western locations.</p>

# National Grid Briefings Appendix A.

**3 NE State Incident Commander**

- **Define the Operational Period**
  - **Friday 7:00am to Saturday 7:00 am**
- **Provide overview of the Emergency activities; current size and complexity**

[6:44] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment	Total Outages	CAIDI	Total Outage Calls	Total NonOutage Calls	Total Customer Calls
<a href="#">Massachusetts</a>	170,210	3,806	226,390	230,196	2,406	331	78	2,815	970	64,955	5,991	70,946
<a href="#">Rhode Island</a>	119,144	405	140,957	141,362	1,024	201	65	1,290	1,022	39,749	3,019	42,768
		<b>4,211</b>	<b>367,347</b>	<b>371,558</b>	<b>3,430</b>	<b>532</b>	<b>143</b>	<b>4,105</b>		<b>104,704</b>	<b>9,010</b>	<b>113,714</b>

- **Declare Event Level for both MA and RI**
  - Type 3 for both MA and RI (72-hour restoration from peak [19:00 8/4])
- **Identify Branches affected**
  - Southeast, Providence, Central / West
- **Identify State EOC status and position activation**
  - National Grid NE State EOC is open, but large majority remote for COVID19 safety.
- **Establish Emergency Objectives**
  25. Zero Safety Incidents during the event.
    - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
    - b. Zero injuries to the Members of Public.
  26. Successfully on-board all new external resources prior to assigning work.
  27. Establish and maintain effective communications with all customers and regulators during the event.
  28. Continue to refine and update ETR's throughout the day.

**4 State Operations Section Chief (not activated)**

**5 Branch Directors**

- **MA South Shore Branch –Brockton**
- **MA Southeast Branch – Hopedale**
- **MA North Shore Branch – Malden**
- **MA Merrimack Valley Branch – North Andover and North Shore Branch - Malden**
  -
- **MA Central/West Branch – Worcester**
  - 3k remain impacted in BSW
  - RCS's calling in restored outages as they end the shift with crews
  - Get it down to 1k by 10pm tonight
  - 45 crews in the area to clean up remaining
  - 30 contractors planned to shift in at 10pm to start final remaining restoration
- **Rhode Island Branch – Providence**
  - Restored 1,100 customers today
  - 424 remain impact
  - 198 single NP calls
  - 100+ new calls today came in

**6 External Line Resource Lead**

- We are planned to release to Eversource and PSEG LI resources to support their restoration

## National Grid Briefings Appendix A.

	<ul style="list-style-type: none"> <li>➤ 296 crews, 814 FTEs to Eversource</li> <li>➤ 73 crews 212 FTEs to PSEG LI</li> </ul>
7	<b>SERP Lead, Forestry</b> <ul style="list-style-type: none"> <li>➤ 322 crews currently in NE</li> <li>➤ Demob planning to release 166 crews</li> <li>➤ 156 remain tomorrow to perform post-event sweeps</li> <li>➤ 19 BSW &amp; 4 RI for the overnight</li> <li>➤</li> </ul>
8	<b>Transmission Restoration Lead</b> <ul style="list-style-type: none"> <li>➤ 2 crews finish up son, done for the night</li> </ul>
9	<b>Substation Lead</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
10	<b>Control Center Lead</b> <ul style="list-style-type: none"> <li>➤ No mainline out that is impacting customers</li> <li>➤ Send blue sheets into the correct mailbox for your region/branch</li> </ul>
11	<b>SERP Lead, Storm Rooms</b> <ul style="list-style-type: none"> <li>➤ RI and Worcester will remain open</li> <li>➤ IS NS clean up OMS ongoing</li> </ul>
12	<b>IT Event Lead</b> <ul style="list-style-type: none"> <li>➤ No Exceptions</li> </ul>
13	<b>SERP Lead, Wires Down</b> <ul style="list-style-type: none"> <li>➤ Continue to support the final efforts in MA West and RI</li> </ul>
14	<b>SERP Lead, Damage Assessment</b> <ul style="list-style-type: none"> <li>➤ PM team inc for packets</li> <li>➤ RI closed tonight</li> <li>➤ Storm Service still supp WD in prov and</li> </ul>
15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ Social media comment from a customer reported, ETR changed 4x in 1 night</li> <li>➤ Frequency changes should be kept to a minimum</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>➤ Breaking down the Storm Services food kitchens</li> <li>➤ Will be done tonight</li> <li>➤ Seeking place to donate leftover food</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ 1700 storm calls today, team handle volume</li> <li>➤ Completed all LSC call outs by 11am this morning</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>

## National Grid Briefings Appendix A.

21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"><li>➤ Reach out for accounting memo, post rest allocation, Kris Swedberg</li></ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"><li>➤ We did experience an incident, but no injuries</li></ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"><li>➤ 4 new oil spills reported today, 27 ttl count</li><li>➤</li></ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"><li>➤ No Exceptions</li></ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"><li>➤ Continuing to support mutual assistance coordination with adjacent requesting utilities in need</li><li>➤ Complete your checklists and submit into the linked EP SharePoint Site, or email <a href="mailto:EmergencyPlanning@nationalgrid.com">EmergencyPlanning@nationalgrid.com</a></li></ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"><li>➤ <b>Closing Remarks</b><ul style="list-style-type: none"><li>• This will be the final call for this event</li><li>• We should be very proud of the response we just delivered for our customers and partners.</li></ul></li></ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"><li>• None</li></ul>



## Appendix B

Appendix B TS Isaias - RI 90 Day Report

Date	Location	Number of Company Line Crews	Number of Contractor Line Crews	Number of Out-of-State Mutual Assistance Line Crews	Number of Contractor Tree Crews	Number of Out-of-State Mutual Assistance Tree Crews	Number of Company Underground Crews	Number of Contractor Underground Crews	Out-of-State Mutual Assistance Underground Crews	Number of Company Substation FTEs	Number of Contractor Substation FTEs	Out-of-State Mutual Assistance Substation FTEs	Number of Company Wire Down FTEs	Number of Contractor Wire Down FTEs	Number of Out-of-State Mutual Assistance Wire Down FTEs	Number of Company Damage Appraiser FTEs	Number of Contractor Damage Appraiser FTEs	Number of Out-of-State Mutual Assistance Damage Appraisers FTEs	Number of Company Transmission Crews	Number of Contractor Transmission Crews	Out-of-State Mutual Assistance Transmission Crews
4-Aug-20	<b>Capital</b>																				
	Lincoln	10																			
	Providence/Chopmist	16	106		42		10			20			51						1		
	<b>Coastal</b>																				
	Middletown	9																			
	North Kingstown/Westerly	14	4		35					16											
5-Aug-20	<b>Capital</b>																				
	Lincoln	10																			
	Providence/Chopmist	16	106		51		10			20			51			39			1		
	<b>Coastal</b>																				
	Middletown	9																			
	North Kingstown/Westerly	14	29		34					16											
6-Aug-20	<b>Capital</b>																				
	Lincoln	10																			
	Providence/Chopmist	16	106		51		10			20			51			39			1		
	<b>Coastal</b>																				
	Middletown	9																			
	North Kingstown/Westerly	14	61		34					16											
8/7/2020	<b>Capital</b>																				
	Lincoln	10																			
	Providence/Chopmist	16	104		51		10			20			51			39			1		
	<b>Coastal</b>																				
	Middletown	9																			
	North Kingstown/Westerly	14	61		34					16											

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

## **Appendix C**

Please see the Excel version of Appendix C.

## **Appendix D**

Please see the Excel version of Appendix D.

## **Appendix E**

Please see the Excel version of Appendix E.

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.



Andrew S. Marcaccio

November 5, 2020

Date

**Docket No. 2509 – National Grid – Storm Fund  
Service List as of 11/5/2020**

<b>Name/Address</b>	<b>E-mail</b>	<b>Phone</b>
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**Docket D-11-94 Review of National Grid's Storm Reports**

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