

January 21, 2020

VIA HAND DELIVERY & 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 October 16-17, 2019 Storm Summary Report

Dear Ms. Massaro:

In accordance with Order No. 20814 (November 20, 2012) in Docket D-11-94, I have enclosed four copies of National Grid's¹ summary report on the planning and restoration activities associated with the October 16-17, 2019 storm event. 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 on a USB flash drive. Please note that the format of the storm summary report has been updated to comply with the terms of the Division's Report and Order No. 23401 (January 31, 2019) and paragraph 1.e. of the Settlement Agreement between the Company and the Staff Advocacy Section of the Division, which the Division approved in Division Docket No. D-17-45.

This filing includes a Motion for Protective Treatment of Confidential Information in accordance with Division Rule 815-RICR-00-00-1.3.D.3. of the Division Rules of Practice and Procedure and R.I. Gen. Laws § 38-2-2(4)(B) for Confidential Appendix A to the storm summary report. The Company seeks protection from public disclosure of certain confidential information contained in Confidential Appendix A. Accordingly, the Company has provided the Division with one complete, unredacted copy of the confidential document in a sealed envelope marked "**Contains Privileged and Confidential Information – Do Not Release**" and has included redacted copies of this document for the public filing.

The October 16-17, 2019 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.

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

Luly E. Massaro, Division Clerk
Docket D-11-94 – October 16-17, 2019 Storm
January 21, 2020
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Thank you for your attention to this transmittal. If you have any questions, please contact me at 508-330-8602.

Very truly yours,



Celia B. O'Brien

Enclosures

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

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
RHODE ISLAND DIVISION OF PUBLIC UTILITIES AND CARRIERS

)	
The Narragansett Electric Company)	
d/b/a National Grid)	Docket No. D-11-94
October 16-17, 2019 Storm Summary Report)	
)	

MOTION OF THE NARRAGANSETT ELECTRIC COMPANY
d/b/a NATIONAL GRID
FOR PROTECTIVE TREATMENT OF CONFIDENTIAL INFORMATION

National Grid¹ hereby requests that the Rhode Island Division of Public Utilities and Carriers (Division) provide confidential treatment and grant protection from public disclosure of certain confidential, competitively sensitive, and/or proprietary information submitted by the Company in the above-captioned docket, as permitted by Division Rule 815-RICR-00-00-1.3.D.3. of the Division Rules of Practice and Procedure and R.I. Gen. Laws § 38-2-2(4)(B). National Grid also hereby requests that, pending entry of that finding, the Division preliminarily grant National Grid's request for confidential treatment pursuant to Division Rule 815-RICR-00-00-1.3.D.2.

I. BACKGROUND

On January 21, 2020, the Company filed with the Division in the above-captioned docket the Company's summary report on its planning and restoration activities associated with the October 16-17, 2019 storm (Storm Summary Report), which likely will qualify for inclusion in the Company's Storm Contingency Fund. The Storm Summary Report includes copies of the minutes from all New England States Restoration State Briefing Calls (Briefing Calls) for this

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

storm event, which the Company provided as Confidential Appendix A. Although the minutes themselves are not confidential, they include the internal passcode for the conference call number for National Grid's internal Briefing Calls, which passcode constitutes sensitive, confidential, and/or proprietary information and is protected from public disclosure. Accordingly, National Grid has provided both a redacted public version and an unredacted confidential version of Appendix A with its filing.

Therefore, the Company requests that, pursuant to Division Rule 815-RICR-00-00-1.3.D.3, the Division afford protective treatment of the confidential information contained in Confidential Appendix A.

II. LEGAL STANDARD

Division Rule 815-RICR-00-00-1.3.D.1. of the Division Rules of Practice and Procedure provides that access to public records shall be granted in accordance with the Access to Public Records Act (APRA), R.I. Gen. Laws § 38-2-1, *et seq.* Under APRA, all documents and materials submitted in connection with the transaction of official business by an agency is deemed to be a "public record," unless the information contained in such documents and materials falls within one of the exceptions specifically identified in R.I. Gen. Laws § 38-2-2(4). To the extent that information provided to the Division falls within one of the designated exceptions to the public records law, the Division has the authority under the terms of APRA to deem such information as confidential and to protect that information from public disclosure.

In that regard, R.I. Gen. Laws § 38-2-2(4)(B) provides that the following types of records shall not be deemed public: Trade secrets and commercial or financial information obtained from a person, firm, or corporation which is of a privileged or confidential nature. The Rhode Island Supreme Court has held that this confidential information exemption applies where disclosure of

information likely would be either (1) to impair the government's ability to obtain necessary information in the future; or (2) to cause substantial harm to the competitive position of the person from whom the information was obtained. *Providence Journal Company v. Convention Center Authority*, 774 A.2d 40 (R.I. 2001). This test is satisfied when information is provided voluntarily to a governmental agency and that information is of a kind that would customarily not be released to the public by the person from whom it was obtained. *Providence Journal*, 774 A.2d at 47.

III. BASIS FOR CONFIDENTIALITY

The confidential information contained in Confidential Appendix A to the Storm Summary Report is confidential information of the type that the Company ordinarily does not make public and should be protected from public disclosure. Specifically, the information in Confidential Appendix A contains the internal passcode for the conference call number for National Grid's internal Briefing Calls. The passcode for these calls is intended to be private, confidential, and proprietary to National Grid. There is no countervailing public interest that would warrant disclosure of this sensitive contact information and redacting the information will not affect the public's access to the substantive restoration activities associated with the October 16-17, 2019 Storm that are reflected in the minutes of the Briefing Calls. The redacted information is intended to be private, confidential, and proprietary to National Grid and its employees and is not information that National Grid ordinarily makes public to third parties who are not invited to the Briefing Calls. Therefore, this information satisfies the exception provided in R.I. Gen. Laws § 38-2-2(4)(B).

Accordingly, National Grid respectfully requests that the Division provide protective treatment to this confidential information.

IV. CONCLUSION

For the reasons set forth above, the Company respectfully requests that the Division grant its Motion for Protective Treatment of Confidential Information.

Respectfully submitted,

**THE NARRAGANSETT ELECTRIC COMPANY
d/b/a NATIONAL GRID**

By its attorney,



Celia B. O'Brien, Esq. (RI Bar #4484)
National Grid
280 Melrose Street
Providence, RI 02907
508-330-8602
Dated: January 21, 2020

National Grid

The Narragansett Electric Company

**Report on
October 16-17, 2019 Event,
Damage Assessment and
Service Restoration**

January 21, 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 THE OCTOBER 16-17, 2019 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 October 16-17, 2019 Wind Storm (October 16-17, 2019 Storm or the Storm), which moderately impacted Rhode Island and other states in New England. For pre-planning purposes, the Company classified the Storm as a National Grid Type 4 emergency event for Rhode Island, meaning that the Company estimated that restoration activities generally would be accomplished within a 24-hour period, and the event typically would result in up to seven percent of customers interrupted. The Storm was projected to bring heavy rain and hazardous winds, which potentially could cause significant damage to the Company's electric infrastructure. Ultimately, the Storm brought significant rainfall as well as strong winds across Rhode Island, Massachusetts, New York, and much of New England. Rhode Island generally received an inch of rain, with more in some areas. Maximum wind gusts were in the 60 to 70 mph range. The Storm interrupted power to 61,101 (approximately 36,737 at peak) of the Company's customers. Overall, over 12 percent of the Company's customers in Rhode Island experienced outages, with all of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Monday, October 14, closely monitoring the weather as the forecast began to indicate possible rainy and windy conditions later in the week. An Operations Planning Call was conducted on Tuesday, October 15, at 11:30 a.m., to review the forecast and begin to prepare for the event. Throughout that day and the next, the Company continued to review the weather forecasts and prepare for the possibility that the Storm would impact the Company's electric distribution system in New England. As part of its preparation for the Storm, the Company opened a Branch Storm Room in Providence at approximately 8:00 p.m. on Wednesday evening, October 16. The Company conducted its first Restoration Stage Briefing Call on Thursday, October 17, at 7:30 a.m., and continued these calls throughout the event. The Company also opened its wires-down room early that same day. The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. As part of its preparation efforts, the Company also 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 just over 74 hours from the time of the first customer impacted and in 70 hours from the time of peak impact. Power was restored to the final customer impacted by the October 16-17, 2019 Storm on October 19, 2019, at approximately 11:30 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 October 16-17, 2019 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 October 16-17, 2019 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	October 15, 2019; approx. 7:00 a.m.
Initial Event Classification Type - 5	October 15, 2019; approx. 3:00 p.m.
Revised Event Classification Type - 4	October 16, 2019; approx. 9:30 a.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 required to implement the emergency procedures is activated employing a flexible and standardized management structure. 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 October 16-17, 2019 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
First Operations Planning Call	October 15, 2019; 11:30 a.m.
Branch Storm Room opened in Providence	October 16, 2019; 8:00 p.m.
State Emergency Operations Center (EOC) opened in Worcester, MA	October 17, 2019; 6:00 a.m.*
Branch Wires Down Room opened in Providence	October 17, 2019; approx. 7:30 a.m.
First Restoration Stage Briefing Call	October 17, 2019; 7:30 a.m.
Second Restoration Stage Briefing Call	October 17, 2019; 4:00 p.m.
Third Restoration Stage Briefing Call	October 18, 2019; 7:00 a.m.
Fourth Restoration Stage Briefing Call	October 18, 2019; 4:00 p.m.
Fifth Restoration Stage Briefing Call	October 19, 2019; 7:00 a.m.
Sixth Restoration Stage Briefing Call	October 19, 2019; 4:00 p.m.

*Although this Event was classified as a Type 4 in Rhode Island, it was classified as a Type 3 Event in Massachusetts, requiring the opening of the State EOC.

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 significant 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 Emergency Response Plan 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 Sunday, October 13, the weather forecasts began to indicate the chance for moderate to heavy rain and hazard level wind gusts later in the week (i.e., on Wednesday, October 16, and

Thursday, October 17, 2019). Over the next few days, the forecasts became more detailed, and by the end of the day on Tuesday, October 15, the rain and wind event was forecast to impact all of Rhode Island and Massachusetts, with the most significant impacts expected near the coast. Heavy rainfall of three-quarters of an inch to two inches was forecast, with a possibility of three inches in some areas. Common wind gusts of 25 to 45 mph were expected, with peak wind gusts of 35 to 60 mph forecast. Coastal areas of Rhode Island and Massachusetts were expected to receive the highest peak wind gusts ranging from 55 to 60 mph, and up to 70 mph on Nantucket. This forecast remained consistent over the next two days, with confidence increasing as the projected start time of the event grew closer.

B. Impact

The October 16-17, 2019 Storm was a significant weather event that resulted in moderate damage to the Company’s electrical system. The Storm brought widespread rain and hazardous winds to the Company’s service territory. Much of Rhode Island experienced wind gusts in the 40 to 50 mph range, with coastal areas seeing 55 to 65 mph gusts. The Town of Westerly experienced a peak gust of 70 mph. The Towns of Westerly and Glocester were affected most heavily with approximately 85 and 59 percent of their customers impacted, respectively, by the event. See Table 3 below for the October 16-17, 2019 Storm Impact.

Table 3. Storm Impact

Total Customers Impacted	61,101
Peak Customers Impacted	36,737
Date and Time of Peak	October 17, 2019; 1:25 a.m.
Date and Time Final Customer Was Restored	October 19, 2019; 11:31 p.m.
Number of Municipalities That Experienced Interruptions	38
Number of Distribution Feeders That Experienced Interruptions	124

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of October 16-20, 2019.

Figure 1

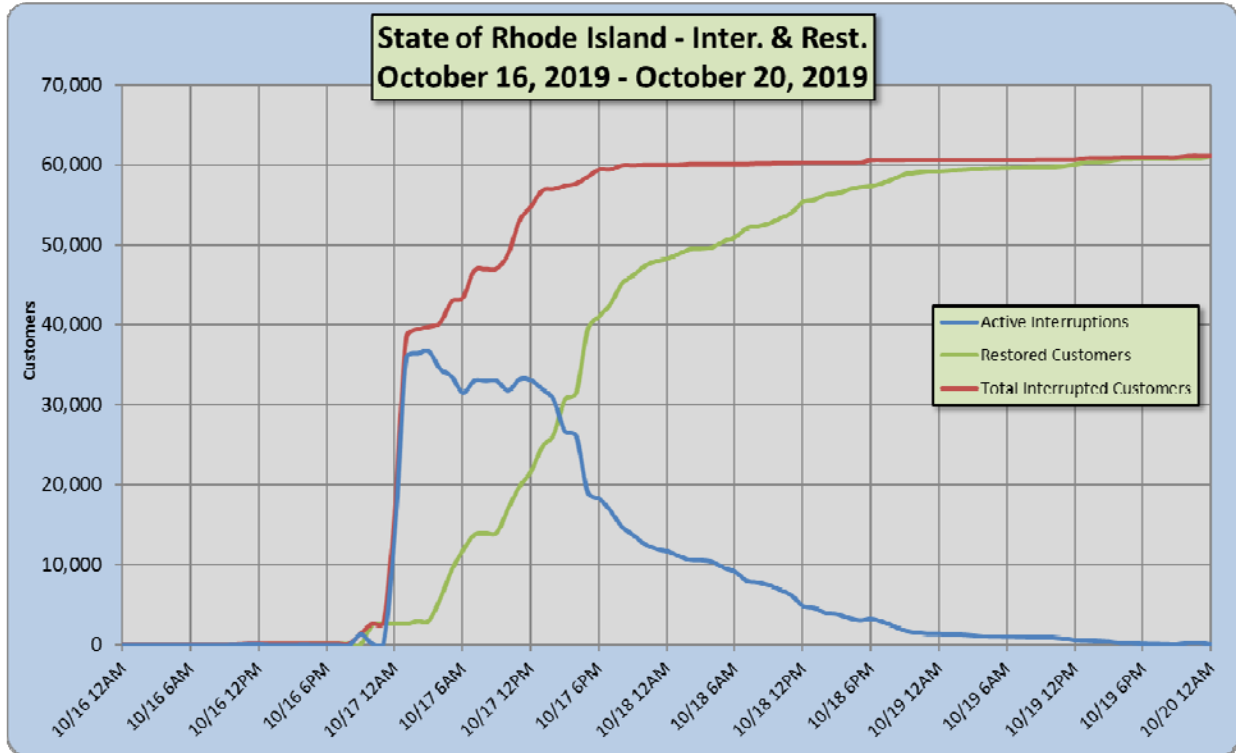


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,870	3,002	43.70%
BRISTOL	10,452	3,060	29.28%
BURRILLVILLE	2,629	386	14.68%
CENTRAL FALLS	7,430	1,922	25.87%
CHARLESTOWN	5,788	1,926	33.28%
COVENTRY	14,308	744	5.20%
CRANSTON	31,705	3,122	9.85%
CUMBERLAND	15,400	637	4.14%
EAST GREENWICH	6,148	805	13.09%
EAST PROVIDENCE	22,170	2,183	9.85%
EXETER	3,041	1,226	40.32%
FOSTER	2,038	467	22.91%
GLOCESTER	4,666	2,752	58.98%
HOPKINTON	3,939	1,864	47.32%
JAMESTOWN	3,338	1,966	58.90%
JOHNSTON	13,711	2,586	18.86%
LINCOLN	10,246	68	0.66%
LITTLE COMPTON	2,580	267	10.35%
MIDDLETOWN	8,328	138	1.66%
NARRAGANSETT	10,558	4,577	43.35%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NEWPORT	14,885	146	0.98%
NORTH KINGSTOWN	13,689	2,020	14.76%
NORTH PROVIDENCE	16,137	59	0.37%
NORTH SMITHFIELD	5,785	1,704	29.46%
PAWTUCKET	33,508	1,758	5.25%
PORTSMOUTH	9,201	257	2.79%
PROVIDENCE	73,197	138	0.19%
RICHMOND	3,515	1,147	32.63%
SCITUATE	4,595	345	7.51%
SMITHFIELD	9,000	63	0.70%
SOUTH KINGSTOWN	14,802	2,239	15.13%
TIVERTON	8,255	372	4.51%
WARREN	5,976	477	7.98%
WARWICK	40,484	473	1.17%
WEST GREENWICH	2,741	588	21.45%
WEST WARWICK	14,245	476	3.34%
WESTERLY	14,523	12,362	85.12%
WOONSOCKET	18,860	370	1.96%

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 Room in Providence as soon as it 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 Site

<u>Staging Site Locations</u>
Community College of Rhode Island, Warwick

The Company did not activate Task Force teams for this event because of the anticipated and actual degree of damage experienced across the Company’s service territory.

C. Personnel Resources

The Company secured 248 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 141 external crews and 107 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, 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 National Grid’s service territory in 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.

Table 5. Mutual Assistance Efforts and Acquisitions

<u>Date and time of NAMAG Call</u>	<u>Resources Requested</u>		<u>Resources Aquired</u>	
	<u>Number</u>	<u>Type</u>	<u>Number</u>	<u>Type</u>
October 17, 2019; 7:00 a.m.	400	Overhead Line	0	N/A
October 17, 2019; 5:30 p.m.	400	Overhead Line	37	Overhead Line
October 18, 2019; 8:30 a.m.	100	Overhead Line	66	Overhead Line

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.

¹ 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.

As with any storm, for the October 16-17, 2019 Storm, 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 October 16-17, 2019 Storm.

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 October 16-17, 2019 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 October 16-17, 2019 Storm on Monday, October 14, 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

During the Storm, the Company's Jurisdictional President provided updates to the Governor's Chief of Staff.

2. Rhode Island Public Utilities Commission (PUC), 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 October 16-17, 2019 Storm. See Table 6 below for a listing of updates along with a brief summary of the update provided.

Table 6. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
October 15, 2019; approx. 3:00 p.m.	Initial notification of possible event; weather forecast; Event Type Classification; plans for opening the Providence Storm Room; resource plans
October 16, 2019; approx. 1:30 p.m.	Event Type Classification change; Life Support and Critical Customer Notifications; resource updates
October 17, 2019; approx. 9:30 a.m.	Weather forecast update; summary of the Company's current focus; customer outage update
October 17, 2019; approx. 1:30 p.m.	Weather update; summary of the Company's current focus; customer outage update
October 18, 2019; approx. 8:30 a.m.	Restoration progress and customer outage update; weather forecast; ETR updates
October 18, 2019; approx. 4:30 p.m.	Restoration progress and customer outage update; resource updates; ETR updates
October 19, 2019; approx. 8:00 a.m.	Restoration progress and customer outage update; weather forecast; ETR updates
October 19, 2019; approx. 5:00 p.m.	Restoration progress and customer outage update; demobilization plans; final update

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 not open a Municipal Room. 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 October 16-17, 2019 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 Wednesday, October 16, 2019, at approximately 1:00 p.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 October 16-17, 2019 Storm.

Table 7. Communication Details

<u>Method of Communication</u>	<u>Purpose of Interaction</u>	<u>Level of Interaction</u>
<u>Report Outage/Outage Follow-up</u>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	4,750
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	3,173
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	54
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	N/A
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	129,276
Number of emails sent	Outage notification, update, or update request from customer	805,218
Number of outbound calls made	Outage notification, update, or update request from customer	714
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for and response to the event	Customers seeking information	313,000
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	69

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 26 media requests for information related to the October 16-17, 2019 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

There were no technology issues experienced during this event that impacted restoration or communications.

VII. CONCLUSION

The October 16-17, 2019 Storm moderately impacted the Company's electrical system, resulting in power outages to 61,101 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.

Through use of the Company's own distribution line resources and transmission line crews, contractor distribution line crews, and contractor tree crews, the Company restored power to 100 percent of its customers impacted in just over 74 hours from the time of the first customer impacted and in 70 hours from the time of peak impact. Power was restored to the final customer impacted by the October 16-17, 2019 Storm on October 19, 2019, at approximately 11:30 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 October 16-17, 2019 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.

REDACTED VERSION

Appendix A National Grid New England States Restoration Stage Briefing Agenda

MEETING INFORMATION

Date:	10/17/2019	Time:	7:30 am
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	
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/		State Planning Section Chief/Ryan Constable	
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Alex Mango	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Danielle Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Diana Rivers	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Philippe Montillier	X
Transmission Restoration Lead/Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item																												
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Bob Preshong – Focus on situational awareness; when on the jobsite, park defensively, wear proper PPE for high visibility, use your beacon or hazard lights, check mirrors before exiting the vehicle, perform a circle of safety when getting back into your vehicle 																												
2	<p>Weather Forecast – State Incident Commander</p> <ul style="list-style-type: none"> ➤ We saw the toughest weather last night; NWS reported some gusts at 80 mph; Central and West also saw 50 -60 mph gusts; the event is not over yet, we will see rain showers and strong winds through this evening; tomorrow will be breezy but not hazardous; the weekend weather looks good <p>WIND IMPACT: THURSDAY: Strong wind gusts will continue through the afternoon, diminishing in the evening. Winds will be quite strong for Nantucket into tonight.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th style="width: 15%;">REGION</th> <th style="width: 15%;">TIMING</th> <th style="width: 15%;">SUSTAINED WINDS</th> <th style="width: 15%;">EEI-2 SUSTAINED CHANCE</th> <th style="width: 15%;">COMMON GUSTS</th> <th style="width: 15%;">PEAK GUSTS</th> <th style="width: 15%;">EEI-2/3 GUST CHANCES</th> </tr> </thead> <tbody> <tr> <td>Western/Central MA/NH</td> <td>6am-8pm Thu</td> <td>15-24 mph</td> <td style="text-align: center;">-</td> <td>25-35 mph</td> <td>40-45 mph</td> <td>50%/-</td> </tr> <tr> <td>RI/Eastern MA</td> <td>6am-10pm Thu</td> <td>15-28 mph</td> <td style="text-align: center;">-</td> <td>30-40 mph</td> <td>40-50 mph</td> <td>70%/10%</td> </tr> <tr> <td>Nantucket</td> <td>6am Thu-2am Fri</td> <td>25-38 mph</td> <td style="text-align: center;">60%</td> <td>40-50 mph</td> <td>50-60 mph</td> <td>100%/50%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	EEI-2 SUSTAINED CHANCE	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUST CHANCES	Western/Central MA/NH	6am-8pm Thu	15-24 mph	-	25-35 mph	40-45 mph	50%/-	RI/Eastern MA	6am-10pm Thu	15-28 mph	-	30-40 mph	40-50 mph	70%/10%	Nantucket	6am Thu-2am Fri	25-38 mph	60%	40-50 mph	50-60 mph	100%/50%
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3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period – The Operational Period will match the opening of the State EOC; 6am – 6am ➤ Provide overview of the Emergency activities; current size and complexity - Outages are distributed across our system, heaviest at the coast; 7 transmission lockouts but no customers affected <ul style="list-style-type: none"> ○ MA has 35 feeder lockouts, RI has 14 feeder lockouts ○ MA has 109k customers out, RI has 33k customers out ○ MA has 429 911 calls, RI has 105 911 calls ○ 52k customers have been restored since last night ➤ Declare Event Level for both MA and RI – MA Type 3 event, declared at 6am; Per the ERP, Type 3 is defined as up to 140k customers impacted at peak, 10% of customers, restoration within 72hrs; expect this event to be restored in 36 – 48 hours; RI remains at a Type 4 event; we have not yet reached peak; no public declaration of ETRs yet, have 24 hrs. to declare this but we will likely do this sooner ➤ Identify Branches affected – Providence, Brockton, and North Andover storm rooms opened last night as planned; opened Worcester and Malden storm rooms starting at 6:00 am this morning ➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ▪ Zero injuries, no switching incidents, no RTCs; have safety briefings with crews, use field reminders; this is the number one objective for our employees, contractors, the public ▪ Continue to activate the ERO; in some areas, the ERO was activated last night, some are being activated today ▪ Establish main communications with customers, our regulators, and communities as required by our ERP ▪ Respond to all Police/Fire P1 calls ▪ All distribution mainlines will be energized by 11 pm tonight; patrol, clear, energize ▪ Get DA done per our ERP in MA ➤ There is currently a problem with Outage Central, folks are working on it
4	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none"> ➤ Not activated for this event
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Storm Room opened at 8pm last night, had 10 crews in both SS and SE ▪ Trouble began around 2 – 3 am, outages increased, at that time called in the rest of OH UG and Substation resources, they were in at 4:30am ▪ Activated WD for SS and SE ▪ Some Community Liaisons activated in hardest hit areas ▪ 159 outages; 39k customers out; 14 circuit breakers and 4 reclosers in SS ▪ In SE, all mainline is back, working on 911 calls ➤ MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ Storm Room is in the process of opening now ▪ UG and Substation are responding to WD calls, activating the WD room with CMS ▪ 46k customers out ▪ 15 feeder lockouts, majority on the coast, Revere to Gloucester area ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Opened WD room ▪ Moved 4 contractor crews to Cape Ann ▪ Will conduct a Muni call later today ▪ Majority of tree damage in MV is limbs, closer to coast it’s trees ➤ MA Central/West Branch – Worcester

Appendix A National Grid New England States Restoration Stage Briefing Agenda

	<ul style="list-style-type: none"> ▪ Crews in the north region came in overnight ▪ Opening the Storm Room in Worcester now ▪ Opening WD room with UG, Substation, and CMS ▪ Have a few feeder lockouts ▪ Addressing 911 calls, large outages, and DA <p>➤ Rhode Island Branch – Providence (Wally McDonald)</p> <ul style="list-style-type: none"> ▪ Getting WD up and running, currently have 120 WD calls ▪ All day shift crews started at 7:00 am ▪ Prioritized feeder lockouts
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Making calls, have some contractors that will arrive tonight ➤ Will have 3 crews from O’Connell by 3pm ➤ Mike McCallan – we asked for 200 contractor crews (400FTEs), to be on property tomorrow to work; we also asked for 400 FTEs thru NAMAG, most companies are either holding or requesting
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ Had 131 crews as of yesterday, secured another 33 toward 100 additional forestry crews that Mike requested, they will be here tonight and either work today or be available tomorrow; some are local and some are from Ohio ➤ Moving crews around today to address tree damage
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ 7 transmission lockouts, no load out; also 4 transmission operations ➤ Majority of lockouts are assigned ➤ Storm room is open in Northboro ➤ Has 68 line workers, 5 crews ➤ Helicopters ready in Pembroke and Carver; plan to get in the air around 10 am ➤ Priorities are to assess damage and get estimated restoration times; found 2 causes so far, both have been trees ➤ Has in house construction crews for service restoration
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ Nothing to report
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 911 calls are increasing, currently at 565 in MA and 130 in RI ➤ ETRs set at Assessing Conditions ➤ Outage communications still going on – do we want to turn off? ➤ Control Center is dispatching for the West, Southeast, and Nantucket
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Opening Worcester and Malden Storm Rooms ➤ Reached out to Ben Shippee for Mapping support for packets ➤ Working with DA support for contractor packet creation
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ Opening up rooms for the day shift and will get second shift running as needed ➤ Focusing on 911 Police and Fire calls
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ Getting DA up and running as needed

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15	State Planning Section Chief <ul style="list-style-type: none"> ➤
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Nothing to report
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Schedule for MEMA coverage is set ➤ Nabil arrived at MEMA at 6:30 am ➤ RIEMA communication via WebEOC
	<ul style="list-style-type: none"> ➤ State Public Information Officer <ul style="list-style-type: none"> ➤ Responded to 12 media calls overnight ➤ Staffed for media response, getting safety messages on social media, getting photos of storm damage
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Activated all Contact Center Teams for 16 hr. shifts ➤ Reached out to Upstate NY and LI for support ➤ Closed for regular business and only handling emergencies ➤ Automated Life Support call went out yesterday at 12:45, Critical Customer call went out at 1:00 pm ➤ 342 MA Life Support Customers out, will be manually contacted daily
20	State HR Section Chief <ul style="list-style-type: none"> ➤ Nothing to report
21	State Finance Section Chief <ul style="list-style-type: none"> ➤ Putting together accounting memo
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ No incidents ➤ Fully deployed
23	State Environmental Officer <ul style="list-style-type: none"> ➤ No reported spills in MA, 1 reported in RI
24	State Security Officer <ul style="list-style-type: none"> ➤ Nothing to report
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ Use your checklists, they cover actions to be taken and are very helpful
26	NE States Incident Commander <ul style="list-style-type: none"> ➤ Closing Remarks <ul style="list-style-type: none"> • We've done well, a lot of customers have been restored; we do not expect to get a lot of resources today • NY has to hold their resources for now since downstate NY is requesting resources • We will evaluate during the day and hope to begin shifting line and tree resources from NY • We've got this, we know what to do, focus on safety, don't become complacent, <u>work safely</u>
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> • 4:00 pm this afternoon

REDACTED VERSION

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MEETING INFORMATION

Date:	10/17/2019	Time:	4:00 pm
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Alex Mango	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Danielle 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/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Philippe Montillier	X
Transmission Restoration Lead/Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ This is the first storm event of season; be aware of fatigue, stay well hydrated, reduced sleep increases the risk of injury, keep an eye on your co-workers ➤ Have had 2 safety incidents <ul style="list-style-type: none"> ○ MVA in Malden, our vehicle was rear ended ○ Injury in Worcester, worker received a cut on their leg, now back at work
2	Weather Forecast – State Incident Commander <ul style="list-style-type: none"> ➤ High wind warning remains in effect until 6:00 pm; continue to see 30-40 mph winds and 50-60 mph gusts; need to be aware of the winds while working
3	NE State Incident Commander <ul style="list-style-type: none"> ➤ Define the Operational Period – The Operational Period remains at 6am – 6pm ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ○ MA currently at 85k custs out; RI currently at 30k custs out ○ In MA, have restored 144k custs, and in RI have restored 34k custs ○ For the total event, there are almost 300k custs affected so far ➤ Declare Event Level for both MA and RI – MA remains at a Type 3 event, RI remains at a Type 4 event ➤ Identify Branches affected – Providence, Brockton, and North Andover storm rooms opened last night as

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	<p>planned; opened Worcester and Malden storm rooms starting at 6:00 am this morning</p> <ul style="list-style-type: none"> ➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am and will remain open ➤ Establish Emergency Objectives – similar to this morning’s objectives <ul style="list-style-type: none"> ▪ Zero injuries, no switching incidents, no RTCs; have safety briefings with crews, use field reminders; this is the number one objective for our employees, contractors, the public ▪ Complete activation of the ERO coming in for the night shift to replace the day shift ▪ Maintain communications with customers, our regulators, and communities as required by our ERP ▪ Continue to respond to all Police/Fire P1 calls ▪ All distribution mainlines will be energized by 11 pm tonight; patrol, clear, energize
<p>4</p>	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none"> ➤ Not activated for this event
<p>5</p>	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch – Brockton <ul style="list-style-type: none"> ▪ No safety incidents ▪ Sent out crew safety briefings on hazards ▪ Activated ICS ▪ Maintained communications with communities; deployed some Community Liaisons in the field; conducted a call with the Community Liaisons, working with towns on highest priorities ▪ Started with 14 circuit breakers open, have 7 remaining ▪ Opened DA – 10 field assessors patrolling ▪ Moved some crews from SE to SS ▪ Have Service Restoration crews working on WD ▪ Working on schools ▪ Restored about 20k custs ➤ MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ Getting safety message out to crews ▪ DA is patrolling ▪ Working on night shift staffing ▪ Working on municipal priorities, getting Police and Fire calls covered ▪ Had 18 circuit breakers out, now have 6, 2 of which are being switched back in the next hour ▪ On 51T2, working to get 50% of the Town of Essex back ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Zero safety incidents ▪ Close call – tree fell and broke a pole which smashed the windshield of a school bus; the circuit did not trip, the bus driver exited in the back, no children were on the bus ▪ Activated ICS ▪ Conducted Muni calls, 17 communities participated; they are giving their priorities to us ▪ Keeping up with Police and Fire Calls ▪ On mainline, closed all circuit breakers, will achieve the goal, working on a few mainline pieces ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Safety incident – worker received a leg contusion, back to work ▪ All Police and Fire Calls are covered ▪ WD support has been very good, supplementing WD with additional resources ▪ Down to about 15k custs out from about 27k custs out, hoping to get under 10k custs out by end of the night ▪ All feeders are energized ▪ Had a good Muni Call, working with 6 towns in the West on setting up shelters ▪ Heaviest hit areas are Great Barrington and Athol ➤ Rhode Island Branch – Providence

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	<ul style="list-style-type: none"> ▪ No safety incidents ▪ Still breezy, seeing some new outages ▪ Down to 30,306 custs out, has been bouncing around ▪ 85T3 problem identified, working on Westerly Sub, approx. 7,500 custs out ▪ Have 6 feeders locked out, 4 fed by Westerly Sub; working on getting the Westerly feeders energized and the hospital ▪ Restored 7 of 10 schools that were out of power – hoping to get 2 more back soon ▪ Engaged Verizon for help with pole sets, they will be working till 9 tonight and be back tomorrow ▪ Working toward the mainline goal ▪ Parker Capwell will be the night Branch Director
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Secured a total of 260 crews, allocated between RI, SS, NS ➤ Need staging site locations to direct crews coming in tonight ➤ Staging site for SS will be Hingham St. in Rockland ➤ Staging site for RI will be CCRI in Warwick
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ Have 185 crews in total; got 52 toward the request for 100 incremental crews ➤ Working with NAMAG to request 60 crews ➤ Will have crews on tonight and ready to shift them as needed tomorrow
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ Zero safety incidents ➤ Communicating with the crews ➤ Will close the Transmission Storm Room overnight and open up again in the AM, Mark Highland will be on call tonight ➤ Had 7 lockouts, 4 are complete; 1 is currently being switched back, 1 more should go back in tonight which has a distribution underbuild ➤ 1 circuit is difficult to access, will be out until noon tomorrow ➤ Patrolled all lines via helicopter except 1, will finish tomorrow; will have helicopters available to patrol subtransmission tomorrow if needed, contact Marc Bristol ➤ Releasing crews as able to assist with subtransmission ➤ A Transmission supervisor witnessed a 4-car pileup on Rte. 495 earlier today; used his training to assist and get emergency help
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No issues impacting restoration
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 18 of 22 subtransmission lines are still out, 4 have been restored ➤ Have been switching on subtransmission and distribution ➤ Dispatching for the West, Southeast, and Nantucket ➤ Scrubbing OMS ➤ P/F Calls & Blue Sheets, had some challenges but has improved
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ 5 Storm Rooms are open ➤ Focus is on Safety, Priority 1,2,3 calls, mainline and Priority customer restoration ➤ Tonight, will scrub OMS ➤ Will also work on packet creation for contractors
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ Will have onsite support through the weekend

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	<ul style="list-style-type: none"> ➤ Notified suppliers ➤ Postponed some changes including a CSS update and an anti-virus update ➤ Resolved Outage Central internal issue with Kubra ➤ Melody Speir will be on tomorrow, Fran will be back tomorrow night
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ Opened DA rooms in all 5 locations; NS, MV, SS, SE, RI ➤ Prioritizing which feeders to patrol ➤ Night shift will help with contractor packets ➤ Have 10-12 DA resources in each location
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Regulatory reporting began at 10am ➤ Now back to regular 4pm and 12am/pm schedule ➤ Global ETRs set, 11pm Saturday night, will revise those on an individual outage basis ➤ Tomorrow will develop new ETR strategy
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Lodging for crews coming along well ➤ Getting Staging Sites secured ➤ WD requested car rentals, providing those
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Received 8 Priority requests from MEMA, closed 3; 3 of remaining 5 related to the Beverly Hospital
	<ul style="list-style-type: none"> ➤ State Public Information Officer <ul style="list-style-type: none"> ➤ Have received 50 media calls, evenly distributed ➤ Have folks in the field, captured 50 safety-approved photos on social media ➤ Much feedback on social media ➤ Issued press release in MA and RI, multi day event, describing our progress ➤ We will be coordinating messaging with MEMA
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Over 12k calls taken by with agents, >90% service level ➤ At 2:15 pm, opened for regular business ➤ Will have coverage over weekend ➤ Calling Life Support customers ➤ Getting questions from customers on 11pm ETR for Saturday, gave agents talking points ➤ 60% outages reported thru web ➤ 3,800 new requests for outage notifications
20	State HR Section Chief <ul style="list-style-type: none"> ➤ Getting gas resources for WD
21	State Finance Section Chief <ul style="list-style-type: none"> ➤ Accounting memo done, will go out tonight, update it tomorrow ➤ Working on the model ➤ Reminder to capture all costs, keep every receipt
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ Communications are going out ➤ Onboarding contractors

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23	State Environmental Officer <ul style="list-style-type: none">➤ Fully staffed➤ Have Permitting support➤ 5 spills, 3 in RI and 2 in MA
24	State Security Officer <ul style="list-style-type: none">➤ Will provide security at CCRI tomorrow at 7am
25	Emergency Planning Support <ul style="list-style-type: none">➤ Good opportunity to bring in trainees for experience, shadow activated roles
26	NE States Incident Commander <ul style="list-style-type: none">➤ Closing Remarks<ul style="list-style-type: none">• Restored 12k in 36 minutes while on this call!• We can do this• Chris Kelly – appreciate all the work last night and today, restoration numbers have been great with all the 911 calls and the wind still blowing, we have a good plan
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• Next State call will be tomorrow at 7:00 am• Director Planning call only, 7:00 pm for Branch Directors

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MEETING INFORMATION

Date:	10/18/2019	Time:	7:00 am
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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/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Alex Mango	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Danielle Williamson	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Kristen DeSousa	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Andy Garabino	X
Transmission Restoration Lead/Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ We are currently in the Autumn equinox; for 15 – 45 minutes right after sunrise and right before sunset, the sun aligns perfectly to provide maximum glare to drivers; have good sunglasses, make sure you have windshield cleaning fluid, and keep your windshield clean
2	<p>Weather Forecast – State Incident Commander</p> <p>CURRENT CONDITIONS: Dry. Winds: West-northwest at 10-18 mph with gusts 20-30 mph. Temperatures: Middle 40s to lower 50s.</p> <p>SYNOPSIS: Dry and breezy, but non-hazardous today, with hazard-free weather through the weekend. Some showers may be possible Monday night ahead of the next system that moves through on Tuesday. This system could contain some breezy winds, mostly along the coast, and some moderate rainfall.</p>

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3	<p>NE State Incident Commander</p> <ul style="list-style-type: none">➤ Define the Operational Period – The Operational Period will be 6am – 6pm➤ Provide overview of the Emergency activities; current size and complexity<ul style="list-style-type: none">• MA is currently at 39k custs out, RI is at 9k custs out• We have restored 269k custs so far• We made great progress last night – from midnight to now, we restored 20k custs in MA and 5k custs in RI➤ Declare Event Level for both MA and RI – MA Type 3 event, RI Type 4 event➤ Identify Branches affected – Providence, Brockton, North Andover, Worcester and Malden storm rooms remain open➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am on 10/17/19➤ Establish Emergency Objectives<ul style="list-style-type: none">• Zero injuries, switching incidents, zero RTCs for employees, contractors, public• Maintain communications with our Regulators, communities, and customers• Identify and prioritize restoration to hospitals, schools, and Critical Facilities• ETRs down to a town level or operating area level by 6pm today, ideally town level• All distribution reclosers will be energized by 6pm today• Address all Police/Fire standing by, by 2pm; only exception is for NS, by 6pm➤ Getting 120 crews from NY, internal and contractor
4	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none">➤ Not activated for this event
5	<p>Branch Directors</p> <ul style="list-style-type: none">➤ MA South Shore Branch –Brockton<ul style="list-style-type: none">▪ Went from 22k custs out last night to 9,577 custs out now▪ Restored all but 2 schools, working on Hanover and Pembroke now▪ 5 Police and Fire calls currently on the screen, 3 not covered▪ Critical Facilities are restored▪ Has 20 contractor crews, assigned them work at 6am▪ Crews coming up from Somerset▪ DA will start to work on Single No Power and In Service calls, clean up the system➤ MA North Shore Branch – Malden<ul style="list-style-type: none">▪ Last hospital was restored at midnight▪ All mainline was energized by midnight▪ Currently 22k custs out▪ Prioritized Critical Customers currently out▪ Contractors are onboarded▪ Setting up for the next wave of crews from NY➤ MA Merrimack Valley Branch – North Andover<ul style="list-style-type: none">▪ Down to 1100 custs out▪ Crews are all assigned▪ Using DA to scrub Single No Power and In Service calls▪ Engaged Verizon to help with pole sets – about 12 poles left▪ Flying the 23kV system in MV and some of NS▪ TLS helping with subtransmission repairs➤ MA Central/West Branch – Worcester<ul style="list-style-type: none">▪ Went from 12k custs out to 6,500 custs out now▪ Packets went out to contractor crews▪ Albany crews are arriving in Great Barrington now, also going to Athol

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	<ul style="list-style-type: none"> ▪ Goal is to get down to just Single No Power calls by tonight ▪ Flying a couple lines in North Adams and Great Barrington ▪ 75% of the calls are Single No Power, using UG, Substation, DA resources to scrub <p>➤ Rhode Island Branch – Providence</p> <ul style="list-style-type: none"> ▪ Picked up about 10k custs overnight ▪ All hospitals are back ▪ Schools are back ▪ One pumping station being worked on ▪ All contractor crews have work ▪ Reengaged Verizon to help with pole sets ▪ Using DA to scrub 460 Single No Power calls ▪ Storm room will be doing some blast calls
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ As of 11:30 last night – have 318 crews total; 219 incremental; 64 Mutual Assistance crews; 35 COCs ➤ Crews have been allocated ➤ For 161 crews, 37 in RI, 50 in NS, 65 in SS, 7 in Central, 2 in Nantucket ➤ 93 crews are coming in, between Mutual Assistance and contractors to be allocated ➤ Processing contractor crew sheets ➤ Ensuring lodging for crews ➤ Getting more accurate arrival times for those on their way ➤ Ensuring safety onboarding
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ All contractors from yesterday have arrived as scheduled, onboarded ➤ Logistics are all set ➤ Have NY contingent in route, should see them mid to late morning, those 70 crews will be assigned to greatest impacted areas ➤ Will have 259 crews total when all arrive
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ A1 line out, required track vehicles, will be restored by noon ➤ Crews helping with Sub transmission and ROW work ➤ Helicopters are completing flying the transmission lines, and getting ready to fly Sub transmission
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No exceptions to report
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ Continue to dispatch SE, Nantucket, and West ➤ Conducting switching for all areas ➤ Focusing on 11 remaining Sub transmission lines that are out ➤ Scrubbing OMS and making customer calls ➤ Working on the Police/Fire database, need to receive all blue sheets
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Using DA to scrub Single No Power and In Service calls ➤ Also doing call backs
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ No exceptions to report
13	<p>SERP Lead, Wires Down</p>

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	<ul style="list-style-type: none"> ➤ Working on any Police and Fire calls not addressed
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ Nothing additional to report
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤ Regulatory Reporting going smoothly ➤ Refining ETRs
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ Getting some restaurants open ➤ Lodging teams getting rooms for additional crews arriving
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ No activity in RI ➤ Still have 8 nursing homes in MA that we are working on ➤ Just got one request on a communications tower in Cohasset ➤ DPU looking for an update before 8am ➤ MEMA call at 8; Mike M will be on the call
	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ Quiet overnight ➤ Activity has picked up in the last hour or so ➤ Refinement of ETRs will be important for our customers today
19	<p>Customer Contact Center Lead (Ricardo Jaramillo)</p> <ul style="list-style-type: none"> ➤ No issues to report ➤ 20k calls answered yesterday; 89% answered in the first 20 sec ➤ Going back to 12 hours shifts today ➤ Continue to monitor performance and keep up with volume
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions to report
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ Accounting memo issued last night ➤ Use the WO to charge time ➤ Will update restoration allocation later today
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ No new incidents to report ➤ All contractors are onboarded ➤ Getting 3 more safety reps from NY
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ Total of 9 spills; 3 in RI and 6 in MA
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ Deployed CCRI Security detail at 7am ➤ Gloucester and Rockland may need security as well, working on this
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Reminder to use your checklists ➤ This is a Type 3 event, all completed checklists must be submitted to

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	<p>➤ emergencyplanning@nationalgrid.com</p>
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none">➤ Closing Remarks➤ Our goal of 95% restored by Saturday night equates to 7,300 customers out in MA and 2,200 custs out in RI; we may beat our target, but we need to do it safely➤ Marcy – thanks to all, had a great day and night; we’re doing a great job; stay safe➤ Terry – thank you very much, stay safe today, don’t become complacent
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none">• 4:00 pm this afternoon

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MEETING INFORMATION

Date:	10/18/2019	Time:	4:00 pm
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Melody Speier	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/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Kelly Carney	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Danielle 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/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Andy Garabino	X
Transmission Restoration Lead/Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Dehydration can occur very easily this time of year, people tend to drink less water; result can be fatigue, dizziness, and confusion; need to be aware of this
2	<p>Weather Forecast – State Incident Commander</p> <p>CURRENT CONDITIONS: Dry. Winds: Northwest at 10-18 mph with gusts 20-30 mph. Temperatures: Upper 40s to upper 50s for most, with 60 possible over southern coastal areas.</p> <p>SYNOPSIS: Winds continue to diminish this afternoon and evening. Dry and hazard-free weather is expected through the weekend. Some passing showers are possible over Nantucket Sunday overnight, and over parts of the region Tuesday morning. The next system will move through late Tuesday. This system could contain some breezy winds, mostly along the coast, and some moderate rainfall. There is some uncertainty with timing on Tuesday due to model differences</p>
3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period – The Operational Period will match the opening of the State EOC; 6am – 6am ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ✓ We are at 20,779 custs out in MA, 4,500 custs out in RI; we have made awesome progress, great teamwork

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	<ul style="list-style-type: none"> ✓ 90% restored in RI, 86% restored in MA ➤ Declare Event Level for both MA and RI – MA Type 3 event; RI Type 4 event ➤ Identify Branches affected – Providence, Brockton, and North Andover, Worcester and Malden storm rooms remain open ➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am on 10/17/19 ➤ Establish Emergency Objectives <ul style="list-style-type: none"> • Zero injuries, switching incidents, zero RTCs for employees, contractors, public • Maintain communications with our Regulators and communities • Identify and prioritize restoration to hospitals, schools, and Critical Facilities • ETRs down to a town level or operating area level by 6pm tomorrow • All distribution reclosers will be energized by 6pm • Address all Police/Fire standing by, by 2pm; only exception is for NS, by 6pm
4	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none"> ➤ Not activated for this event
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Zero injuries and incidents ▪ Municipal Liaison call this am, prioritized remaining Critical Facilities ▪ All Critical Facilities restored by 3pm ▪ ETRs were all updated by 3pm; set to 11 pm except for 5 towns which are set at 11pm tomorrow, even got to some specific Feeder ETRs in that 5 town area ▪ All schools restored by 2pm ▪ Received a steady stream of contractors today ▪ DA reviewed many Single No Power Calls; for 80% of them, power had already been restored ▪ Patrolled the Union Loop via helicopter ▪ Were at 10,500 custs out, now at 5,500 ▪ Holding another Municipal Liaison call at 5pm ▪ DA is creating packages ▪ Tomorrow, will be working the remaining outages and Single No Power Calls, contractors will be working on packets, and will fly some ROWs ➤ MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ No safety issues or incidents ▪ Focusing on safety in both the field and office ▪ Answered all questions from the municipalities, very good communications ▪ Still working on hospitals and schools ▪ ETRs will be at the town level by 6pm ▪ ETRs for reclosers and critical facilities are at 6pm; ETRs are at 11pm for branch fuses ▪ Rest of ETRs are at noon Saturday ▪ Received 70 additional contractor crews, all engaged and assigned ▪ Received 45 additional tree crews ▪ Pole issues remain in Malden and Lynn ▪ High schools restored in both Gloucester and Manchester ▪ Tomorrow, will receive 60 contractor crews with RCS's; will send them to the Beverly area, Gloucester, and Manchester area ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Zero safety issues and incidents ▪ Currently at 350 custs out; (1) new 150 customer outage today ▪ Conducted successful muni calls with the team ▪ Updated ETRs; outages >10 custs, back 11pm tonight; rest is noon tomorrow; will keep fine tuning ▪ 19 lines > 2 customers out, started the day with 38 lines

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	<ul style="list-style-type: none"> ▪ All critical facilities restored except Lincoln Labs ▪ WD group is wrapping up ▪ Flew the 23kV, found a couple of issues; feed to Liberty, Spicket River tap has a broken insulator <p>➤ MA Central/West Branch – Worcester</p> <ul style="list-style-type: none"> ▪ Zero safety issues and incidents ▪ 5000 custs out, all but 1700 are assigned now, expect to see those restored fairly soon ▪ Conducted a couple of muni calls and meetings with Athol, Orange, Petersham, Royalston – they were worried about trees still down, focused 20 tree crews and other support on that area ▪ All reclosers restored ▪ Flew the 5, 6, and 1 lines, found 2 broken poles, fixed ▪ Updated all ETRs to the town level and continue to update them ▪ In AM, will reallocate crews to the Athol and Worcester areas ▪ Latest ETR is noon tomorrow ▪ Received 20 crews from Albany, they were working by 7:30 am ▪ Evaluating the need for continued WD and muni support <p>➤ Rhode Island Branch – Providence (Wally McDonald)</p> <ul style="list-style-type: none"> ▪ Zero safety issues and incidents ▪ Have been in regular contact with the muni room and municipalities, received a lot of positive feedback ▪ All schools and critical facilities have been restored ▪ Just restored the last recloser half an hour ago ▪ ETRS are at the town level, adjusting as needed ▪ Got 20 contractors this am, all are working ▪ Have 8 outages >100 custs, contractors have these ▪ Working on 322 Single No Power Calls ▪ Using text messaging to help clear Single No Power Calls
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Processed all crew transfer sheets ➤ Received additional COCs from NY ➤ Have a total of 325 crews; majority are on property ➤ 86 crews still in route, will be here this evening ➤ 76 crews are in RI; 86 crews are in Gloucester; 85 crews are in NS; 68 crews are in Rockland ➤ Working with the Lodging team
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ No safety issues or incidents ➤ Focusing on situational awareness, some trees are really massive, keep awareness up ➤ Received all NY crews ➤ Have a total of 262 tree crews ➤ 65 crews in RI; 54 crews in NS; 55 crews in SS; 56 crews in Central/West
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ No safety issues or incidents ➤ Transmission system is back to normal ➤ Have 6 crews, 4 working on sub Transmission ➤ Available for sub Transmission needs tomorrow ➤ Helicopters were in the air all day, patrolling sub Transmission ➤ Kevin Sousa will be on call overnight
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No exceptions

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10	Control Center Lead <ul style="list-style-type: none"> ➤ Still 10 sub Transmission lines out ➤ Switching in all areas ➤ Scrubbing OMS ➤ Police and Fire database looks very good
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Focus on priority calls, managing ETRs ➤ OMS cleanup ➤ Working on texting in RI to help clean up Single No Power Calls
12	IS Event Lead <ul style="list-style-type: none"> ➤ No exceptions ➤ At 10pm, upgrade to Webex, can still use Webex, should see no effects ➤ First Webex meeting opened after the upgrade will take a little longer to load
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ No exceptions, maintaining 24 hour coverage
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ Winding down in North Andover ➤ Shifting resources to support NS
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Town level ETRs, majority by noon and the rest by 6pm - objective met ➤ Remain vigilant on ETRS, make sure they don't expire, keep checking outages with crews assigned
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Secured requested meals ➤ Lodging Team struggling a bit to find lodging, especially with all activities in Salem this time of year
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Working on 4 outstanding issues with the Branch Directors ➤ MEMA is closing at 7 tonight ➤ If any schools remain without service – let Jane and Lynne know
➤	State Public Information Officer <ul style="list-style-type: none"> ➤ Media interest still trickling in ➤ Focus is on RI ➤ 6 overall media requests ➤ Continuing to take pictures, winding down massive field presence ➤ Keeping messaging fresh
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Took 2,500 calls today, answered 99% in 20 seconds ➤ Placed 200 Life Support calls ➤ Secured staffing through tomorrow, 12 hour shifts
20	State HR Section Chief <ul style="list-style-type: none"> ➤ No exceptions
21	State Finance Section Chief <ul style="list-style-type: none"> ➤ No exceptions

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22	State Safety & Health Officer <ul style="list-style-type: none">➤ No injuries➤ Field safety reps completed onboarding
23	State Environmental Officer <ul style="list-style-type: none">➤ 20 spills➤ Licenses and Permitting; 4 -5 transmission sights to be looked at, wetlands crossings were required to complete repairs
24	State Security Officer <ul style="list-style-type: none">➤ Security details at CCRI, Gloucester, waiting for confirmation from Rockland
25	Emergency Planning Support <ul style="list-style-type: none">➤ Nothing to add
26	NE States Incident Commander <ul style="list-style-type: none">➤ Closing Remarks<ul style="list-style-type: none">• Mike is very proud of the team and restoration, but ZERO SAFETY INCIDENTS is awesome• Chris Kelley – made the rounds today, every place he visited had great coordination between operations and community liaisons; we have probably restored almost 300k custs which is almost double the peak; tonight into tomorrow will get a little challenging, stay positive and strong, execute the plan which has been great, thank you
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• Next call at 7:00 am tomorrow• Directors' Call at 7:30pm tonight

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MEETING INFORMATION

Date:	10/19/2019	Time:	7:00 am
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	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/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/	
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Danielle 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/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Andy Garabino	X
Transmission Restoration Lead/Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Safety Message: taking shortcuts on procedures – procedures are in place to keep us safe, especially when using heavy equipment and machinery; follow all instructions, short cuts can lead to injuries; it’s not worth the small amount of time you might save, use the right tool for the right job ➤ Mike – <u>the bottom line in restoration is zero safety incidents</u> – achieved this yesterday; don’t want anyone to get hurt, want same thing today; no rushing, no complacency – don’t get frustrated, need to stay focused and stay on task
2	<p>Weather Forecast – State Incident Commander</p> <p>Today is a perfect day for restoration:</p> <p>CURRENT CONDITIONS: Dry. Winds: Light and variable to northwest at 3-8 mph. Temperatures: Middle 30s to upper 40s.</p> <p>SYNOPSIS: Dry today. On Sunday, a few showers may move through southern parts of the service area. Breezy winds may also develop Sunday night into Monday over Nantucket. No hazards are expected. A few showers may occur on Tuesday. A cold front will bring chances for more organized rain late Tuesday and Tuesday night with gusts of 25-35 mph possible.</p>

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	<p>On Wednesday, gusty winds may continue during the day.</p>
<p>3</p>	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period – The Operational Period will match the opening of the State EOC; 6am – 6am ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ✓ 8,850 custs out in MA; 1,254 custs out in RI ✓ Total of 249k custs restored in MA; 66.2k custs restored in RI ➤ Declare Event Level for both MA and RI – MA Type 3 event, RI Type 4 event ➤ Identify Branches affected – Providence, Brockton, and North Andover, Worcester and Malden storm rooms remain open ➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am on 10/17/19 ➤ Establish Emergency Objectives <ul style="list-style-type: none"> • Zero injuries, switching incidents, zero RTCs for employees, contractors, and public • Maintain communications with our Regulators, communities, and customers • Refine ETRs down to the individual outage level by 1:00 pm • Assign and restore all outages greater than 100 customers by 5:00 pm • Develop demobilization plan including targeted feeder sweeps by 5:00 pm ➤ This will be declared a major event
<p>4</p>	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none"> ➤ Not activated for this event
<p>5</p>	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Down to 1,955 custs out ▪ Went from about 100 In Service calls to 337 In Service calls last night ▪ Had Muni Liaison call, completed the remaining 2 priorities ▪ Teamed up DA with contractor crews for scouting ahead ➤ MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ Energized 2,500 custs last night ▪ All contractors are engaged ▪ 35 packets ready to go with contractors ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Fewer than 100 custs out ▪ Have about 100 In Service calls ▪ Plan to transition to Northboro in a few hours ▪ 318/319 Line – lost 318 Line last night, cable fault, Worthen St., 10 custs out for duration of cable repair and 318/319 structure repair ▪ TLS is working on the 88 Line ▪ Making repairs to the Spicket River tap ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Down to about 3,400 custs out ▪ Outages are at 2 platforms ▪ Moved crews to Great Barrington ▪ Athol, hardest hit area, moved crews there as well ▪ Everything in Athol is assigned ▪ Probably close WD Room mid-day ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Picked up almost 3,000 custs last night

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	<ul style="list-style-type: none"> ▪ 1,242 custs out now ▪ 219 In Service calls ▪ 2 outages >100, both will be picked up mid-morning ▪ 24 outages >50 custs ▪ Work has been handed out to all contractors
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ As of late last night, all crews arrived on property ➤ 328 crews in total ➤ 85 crews left to onboard ➤ Demobilization plan ready ➤ Many thanks to the Lodging Team
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ 271 crews in total ➤ 65 in RI; 206 in MA; 575 FTEs ➤ 45 crews in Athol area ➤ Will transition later into sweeps of hardest hit areas
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ Storm Room is closed ➤ 2 crews working in Lowell ➤ 1 crew working in RI ➤ Remainder will go back to regular work
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No issues
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 8 sub Transmission lines still out ➤ Scrubbing OMS ➤ Working with Storm Rooms to close out calls ➤ Will work with Branch Directors to transition back to blue sky operations ➤ Blue sheets are key, especially in Worcester and Beverly
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Plans for overflow lines to Control Center to close outages ➤ Good success with text messaging last night, will do some in MA today as well
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ All quiet
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ No exceptions
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ No exceptions
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤ Regulatory Reporting will continue today ➤ Get to device ETRs; when crew assigned, update the ETR
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions overnight

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	<ul style="list-style-type: none"> ➤ Team fully staffed today, trying to get crews closer to work
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ DPU is still looking for status on all schools ➤ In Central/West, one private school is still out, crew is there
	<ul style="list-style-type: none"> ➤ State Public Information Officer <ul style="list-style-type: none"> ➤ All quiet overnight
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ No issues ➤ Staffing secured for rest of today ➤ Still manually calling Life Support customers
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ Updated Accounting Memo sent out last night with allocations, use these when accounting for your time
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Completing the onboarding today
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ 22 spills so far
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ No exceptions
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Don't forget to turn in your checklists
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none"> ➤ Closing Remarks <ul style="list-style-type: none"> • Today is a big day • Safety is our primary responsibility • No short cuts, no rushing, no complacency - Cascade this message to all workers in the field • We will get to zero customers out
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • 4:00 pm Call tonight

REDACTED VERSION

Appendix A National Grid New England States Restoration Stage Briefing Agenda

MEETING INFORMATION

Date:	10/19/2019	Time:	4:00 pm
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	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/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/John McNamara	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/	
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Darlene Masse	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/Jim Foley	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Andy Garabino	X
Transmission Restoration Lead/Andrew Schneller		State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Joe Callanan	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Watch out for each other, we have been working long hours, look out for fatigue, wear proper PPE; it’s easy to lose focus when we think something is coming to the end, please stay focused
2	<p>Weather Forecast – State Incident Commander</p> <p>CURRENT CONDITIONS: Dry. Winds: Variable at 4-10 mph. Temperatures: Middle 40s to lower 50s.</p> <p>SYNOPSIS: Dry and hazard-free conditions continue this afternoon through the day on Monday. A cold front will bring a wave of rain to the service area late Monday night into Tuesday, with showers tapering off to mainly lake-effect rain showers Tuesday night into Wednesday. This system will bring periods of gusty winds on Tuesday and Wednesday, favoring Western and portions of Central.</p>
3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period – The current Operational Period that started at 6:00 this morning will end after this call ➤ Provide overview of the Emergency activities; current size and complexity –

Appendix A National Grid New England States Restoration Stage Briefing Agenda

	<ul style="list-style-type: none"> ✓ In MA 3,592 custs out; in RI, 376 custs out ✓ Made our percentages, beat our deadline ✓ But we still have almost 4k custs who don't have power, we need to focus on this ✓ The Branch Directors all have plans for the next day or so ➤ Declare Event Level for both MA and RI – Moving to a Type 4 event in MA; will be moving to a Type 5 in RI when Storm Room closes ➤ Identify Branches affected – Providence, Brockton, Worcester and Malden storm rooms remain open. North Andover Storm Room closed at 3:00 pm. ➤ Identify State EOC status and position activation – State EOC Opened at 6:00 am on 10/17/19; will be closing on 10/19/17 at 4:30 pm. ➤ Establish Emergency Objectives <ul style="list-style-type: none"> • Zero injuries, switching incidents, zero RTCs for employees, contractors, and public • Maintain communications with our Regulators, communities, and customers • Refine ETRs down to the individual outage level by 1:00 pm tomorrow • Assign and restore all outages greater than 100 customers by 5:00 pm tomorrow • Develop demobilization plan including targeted feeder sweeps by 5:00 pm tomorrow
4	<p>State Operations Section Chief (when activated)</p> <ul style="list-style-type: none"> ➤ Not activated for this event
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Down to about 98 custs out, 98 In Service Calls ▪ All outages and most In Service Calls assigned ▪ Conducted last Muni Liaison call, no issues ▪ ETRs were set at outage level by 11am ▪ All outages >100 were restored by 1pm ▪ Helicopter patrol of ROWs, found a broken crossarm, will repair tomorrow ▪ Ramping down Storm Room, closing WD tonight ▪ Continue to be in contact with towns ▪ Crews will be on tonight and tomorrow ➤ MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ One safety incident – Contractor, Safety Supervisor had a medical issue while driving, rear ended a bucket ▪ Muni room is closed, a few Liaisons still working ▪ ETRs are being managed at the outage level ▪ By 5pm should have all large outages complete ▪ 180 of 219 active outages are covered ▪ Working on demobilization plan ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ No safety incidents ▪ Closed Storm Room at 3pm ▪ Implementing plan for the rest of the weekend ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ No safety incidents ▪ 7 of 8 platforms will be restored by 9pm at the latest. ▪ 2,000 custs out in Athol, will have about 500 back tonight; remainder are mostly contained in 3 outages ▪ Moving crews to Athol, 50 OH Line Crews and 45-50 Tree Crews by 7am ▪ Have seen approx. 100 broken poles, 150 crossarms ▪ Closing WD, scaling down DA

Appendix A National Grid New England States Restoration Stage Briefing Agenda

	<ul style="list-style-type: none"> ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ 372 custs out ▪ 116 Single No Power Calls, all assigned but 19 ▪ 12 outages > 10 custs ▪ Managing ETRs to the outage level ▪ Looking to close the WD room soon ▪ Helicopter patrol scheduled for Monday
6	External Line Resource Lead <ul style="list-style-type: none"> ➤ All contractor changes captured ➤ Working with Lodging
7	SERP Lead, Forestry <ul style="list-style-type: none"> ➤ Still a lot of work to do, some tough work ahead ➤ Have 270 crews working ➤ Will have crews on overnight ➤ Have demobilization plan ➤ Most foreign and NY crews off property mid aft tomorrow
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤
9	Substation Lead <ul style="list-style-type: none"> ➤ No exceptions
10	Control Center Lead <ul style="list-style-type: none"> ➤ Some sub Transmission still out, only 2 have custs on them ➤ Continue to scrub OMS ➤ PF db in good shape, please turn in all blue sheets
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ A lot of collaboration today on OMS work
12	IS Event Lead <ul style="list-style-type: none"> ➤ No exceptions
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ No exceptions
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ Still have some crews patrolling ➤ Working on demobilization plans
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Regulatory Reporting is complete ➤ Great job with ETRs ➤ Stay vigilant on ETRs and refine as needed
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Closing Gloucester staging site ➤ Tomorrow will shut down Rockland ➤ Probably close RI staging site tomorrow
17	State Liaison Officer <ul style="list-style-type: none"> ➤ No outreach from the regulators today ➤ Will send the Type change notification for MA

Appendix A National Grid New England States Restoration Stage Briefing Agenda

	<ul style="list-style-type: none"> ➤ Will send final update to regulators tonight
	<ul style="list-style-type: none"> ➤ State Public Information Officer <ul style="list-style-type: none"> ➤ When we hit 95%, Marcy sent out a communication to government officials, we exceeded our goal by about 12 hours in MA ➤ Sent a thank you to internal employees ➤ Have been working with the CRC and Social Media Team, updates throughout the day ➤ Will update final set of key messages and include Athol updates
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ No issues ➤ Took 900 calls today, 87% answered in the first 20 seconds ➤ Made 7 manual Life Support Calls ➤ Staffing accordingly in Call Center ➤ Wire Inspectors had trouble using the 800 number, created a direct line to the Team Lead ➤ Some customers were notified their power was restored, it was incorrect; need to look into the text messaging
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ No issues
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ On boarding complete ➤ Will keep field safety reps on
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ 28 spills
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ No exceptions
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Don't forget to submit your checklists to emergencyplanning@nationalgrid.com ➤ Will do an AAR for this event; make a note of your items for improvement
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none"> ➤ Closing Remarks <ul style="list-style-type: none"> • We have a good plan • Branch Directors have done an outstanding job • We made our targets and did what we said we would do, safely • Chris – This is a “top 10” storm, that is a massive milestone; we beat our goal a day early in RI and half a day early in MA; put together a great plan when the event materialized, great teamwork by all; excellent focus on municipality priorities; a lot of passionate discussion around improvement; Stay focused, we are nearing the end; schedule time next week to recharge, schedule time with family and friends like it's one of your most important meetings next week, thank you all, proud of everyone • Mike- thank you to Chris, Marcy, and Terry
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • This will be the last call for this event

Appendix B October 16 - 17, 2019

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
16-Oct-19	Capital																				
	Lincoln	11	5		1																
	Providence/Chopmist	17			12		12			33											
	Coastal																				
	Middletown	10			2																
	North Kingstown/Westerly	18	3		9																
17-Oct-19	Capital																				
	Lincoln	10																			
	Providence/Chopmist	16	10		11		12			17			55						1		
	Coastal																				
	Middletown	18																			
	North Kingstown/Westerly	17	10		12					16											
18-Oct-19	Capital																				
	Lincoln	10																			
	Providence/Chopmist	16	1		11		12			17			81			20			1		
	Coastal																				
	Middletown	18																			
	North Kingstown/Westerly	17	74		44					16						8					
19-Oct-19	Capital																				
	Lincoln	10																			
	Providence/Chopmist	16	1		11		12			17			72			10			1		
	Coastal																				
	Middletown	18																			
	North Kingstown/Westerly	17	75		54					16						10					

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 on USB Flash Drive.

Appendix D

Please see the Excel version of Appendix D on USB Flash Drive.

Appendix E

Please see the Excel version of Appendix E on USB Flash Drive.

Certificate of Service

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

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



Joanne M. Scanlon

January 21, 2020
Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 1/17/2020**

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Joanne M. Scanlon

January 21, 2020
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**Docket No. D-17-45 – National Grid – Storm Fund
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