

March 5, 2021

VIA ELECTRONIC MAIL

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

RE: Docket D-11-94 - Review of Preparedness and Restoration Efforts by the State's Electric Utility Companies Related to Tropical Storm Irene December 5, 2020 Storm Summary Report

Dear Ms. Massaro:

In accordance with Order No. 20814 (November 20, 2012) in Docket D-11-94, I have enclosed an electronic version¹ of National Grid's² summary report on the planning and restoration activities associated with the December 5, 2020 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 B through E to the storm summary report in Excel format.

The December 5, 2020 storm event likely will qualify for inclusion in the Company's Storm Contingency Fund. Accordingly, the Company is filing this storm summary report simultaneously with the Rhode Island Public Utilities Commission in Docket No. 2509.

Thank you for your attention to this transmittal. If you have any questions, please contact me at 401-784-7263.

Very truly yours,



Andrew S. Marcaccio

Enclosures

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

¹ Per practice during the COVID-19 emergency period, the Company is providing a PDF version of the storm report referenced above. The Company will provide the Division with one hard copy and, if needed, additional hard copies of this report at a later date.

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

National Grid

The Narragansett Electric Company

**Report on
December 5, 2020 Event,
Damage Assessment and
Service Restoration**

March 5, 2021

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 DECEMBER 5, 2020 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 December 5, 2020 Storm (“December 5, 2020 Storm” or the “Storm”), which impacted Rhode Island and other states in the northeast. For pre-planning purposes, the Company classified the Storm as a National Grid Type 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 forecasted weather reports were projected to deliver a strong storm system moving through the area, starting on Saturday, December 5, 2020, and Sunday, December 6, 2020. The threats of heavy rainfall, hazardous winds, and snow accumulations, which all could potentially cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought a period of heavy rain and damaging winds across Rhode Island and parts of Massachusetts. Rhode Island generally received between 2.5 - 3 inches of rain. Maximum wind gusts were in the 40-45 mph range in eastern parts of the state and along the coast. The Storm interrupted power to 14,361 (approximately 7,783 at peak) of the Company’s customers. Overall, 2.88% percent of the Company’s customers in Rhode Island experienced outages, with 31 of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Thursday, December 3, closely monitoring the severity of the weather forecast as it increased to include a threat for widespread rain and hazardous wind gusts, bringing an elevated risk for outages. During 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 response to the Storm, the Company opened Branch Storm Rooms for its Capital and Coastal districts at approximately 7:00 a.m. on Saturday, December 5. The Company also opened its wires-down room at that same time. The Company conducted a Pre-Event Stage Briefing Call on Friday, December 4, at 1:30 p.m., followed by a Restoration Stage Briefing on Sunday, December 6, at 7:00 a.m. 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 95 percent of its customers impacted in approximately 37 hours from the time of the first customer impacted and in approximately 1 hour from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 6, at approximately 9:15 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 December 5, 2020 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 December 5, 2020 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	December 4, 2020; approx. 9:30 a.m.
Initial Event Classification Type - 4	December 4, 2020; approx. 9:40 a.m.
Event Classification returns to Type -5	December 6, 2020; approx. 6:00 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 December 5, 2020 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	December 4, 2020; 1:30 p.m.
Branch Storm Room opened in Providence for Capital district	December 5, 2020; approx. 7:00 a.m.
Branch Storm Room opened in Providence for Coastal district	December 5, 2020; approx. 7:00 a.m.
Branch Wires Down and Muni Rooms opened in Providence	December 5, 2020; approx. 7:00 a.m.
Restoration Stage Briefing Call	December 6, 2020; 7:00 a.m.

See Appendix A for a copy of the briefing minutes.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the Storm and forecast of precipitation 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 Thursday, December 3, the weather forecasts predicted that a strong system could be forming that would move into the area on Saturday, December 5, bringing widespread rain and a threat of hazardous wind gusts with snow accumulation. Peak wind gusts were expected to be in the 35-40 mph range. By Friday, December 4, the threat for hazardous wind gusts were increased to 45-50 mph. Rainfall was predicted to be as high as 2 inches in isolated areas, with most parts seeing just over a 1 inch. This forecast remained essentially the same as the event began to impact the Company's service territory later Saturday morning.

B. Impact

The December 5, 2020 Storm was a moderate weather event that resulted in minor damage to the Company's electrical system. The Storm brought strong sustained winds along with heavy rain and snow to portions of the Company's service territory. Eastern and especially coastal areas experienced wind gusts in the 40–45 mph range, with Providence experiencing a peak gust of 44 mph. The Towns of Central Falls and Foster were affected most heavily with approximately 28 and 23 percent of their customers impacted by the event, respectively. See Table 3 below for the December 5, 2020 Storm impact.

Table 3. Storm Impact

Total Customers Impacted	14,361
Peak Customers Impacted	7,783
Date and Time of Peak	December 6, 2020; 1:32 p.m.
Date and Time Final Customer Was Restored	December 6, 2020; 9:15 p.m.
Number of Municipalities That Experienced Interruptions	31
Number of Distribution Feeders That Experienced Interruptions	59

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of December 5 – December 6, 2020.

Figure 1

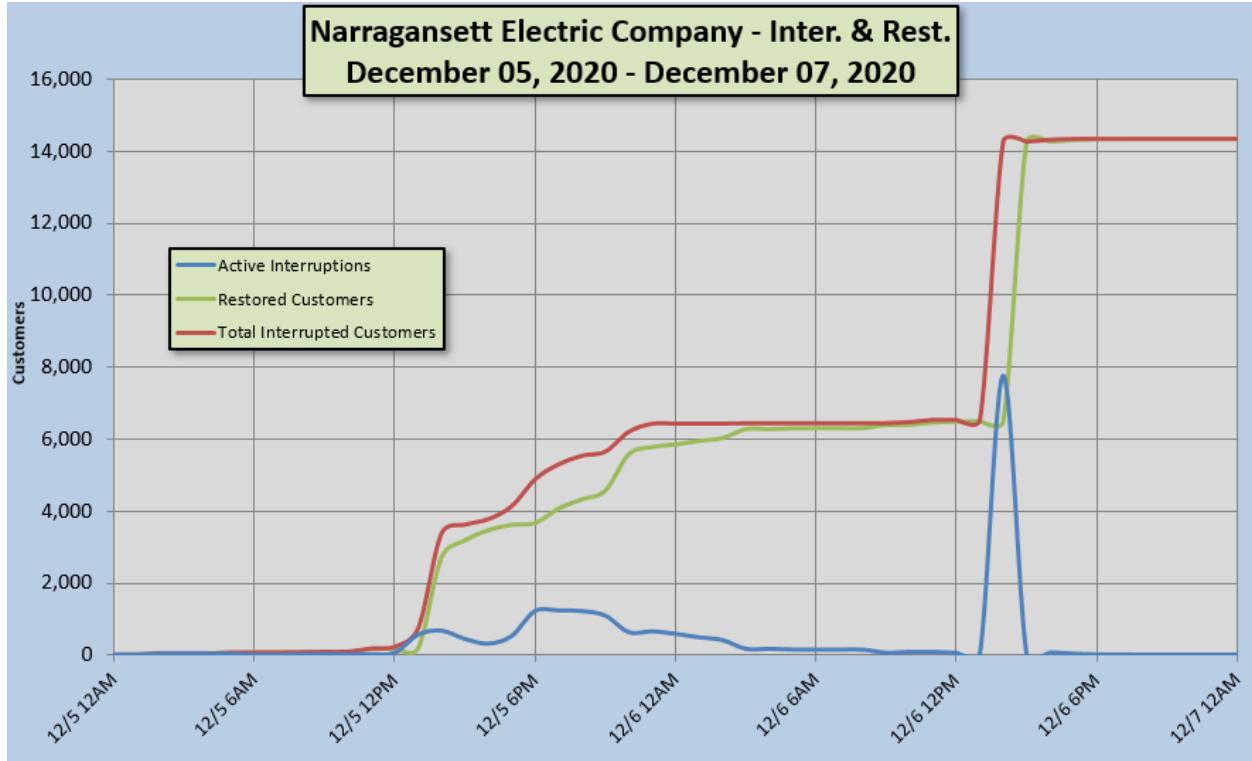


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BRISTOL	10,460	698	6.67%
BURRILLVILLE	2,631	10	0.38%
CENTRAL FALLS	7,492	2,107	28.12%
CHARLESTOWN	5,823	1	0.02%
COVENTRY	14,389	2,106	14.64%
CRANSTON	31,783	207	0.65%
CUMBERLAND	15,417	224	1.45%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
EAST GREENWICH	6,184	29	0.47%
EAST PROVIDENCE	22,321	63	0.28%
EXETER	3,051	190	6.23%
FOSTER	2,045	485	23.72%
GLOCESTER	4,678	218	4.66%
HOPKINTON	3,955	90	2.28%
JAMESTOWN	3,335	2	0.06%
JOHNSTON	13,820	212	1.53%
LINCOLN	10,295	68	0.66%
LITTLE COMPTON	2,583	36	1.39%
NEWPORT	14,921	748	5.01%
NORTH KINGSTOWN	13,793	168	1.22%
NORTH SMITHFIELD	5,889	75	1.27%
PAWTUCKET	33,706	5,678	16.85%
PORTSMOUTH	9,248	7	0.08%
PROVIDENCE	74,338	140	0.19%
RICHMOND	3,566	414	11.61%
SCITUATE	4,627	410	8.86%
SMITHFIELD	9,053	119	1.31%
SOUTH KINGSTOWN	14,825	37	0.25%
TIVERTON	8,273	13	0.16%
WARWICK	40,490	119	0.29%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
WEST GREENWICH	2,740	20	0.73%
WEST WARWICK	14,456	486	3.36%

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 Capital and Coastal Branch Storm Rooms in Providence as soon as they opened (see Table 2 above) through the end of the Storm. Consistent with the Emergency Response Plan, the Company activated Police and Fire Coordinators for the Storm. These employees reported to the Storm Room Leads and were responsible for communicating the estimated times of arrival on all police and fire calls, with a standby condition noted.

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

Table 4. Staging Site

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

Task Force teams were not activated for this event.

C. Personnel Resources

The Company secured a total of 222 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 87 external crews and 135 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 was able to obtain sufficient external contractor crews to supplement restoration efforts in New England. No additional assistance was required 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. For the Storm, no mutual assistance was requested.

D. Safe Work Practices

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

As with any storm, for the December 5, 2020 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

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.

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 December 5, 2020 Storm. The Company also notes that planning and response were performed taking into account COVID-19 safety protocols.

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 December 5, 2020 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 the December 5, 2020 Storm on Thursday, December 3, closely monitoring weather forecasts. See Table 2 above for details on the Briefing call 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 communicated with the Governor’s office. Additionally, the Company’s Director of Government Relations communicated with Rhode Island’s legislative leadership leading up to and during the Storm.

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

The Company’s Manager of Regulatory Affairs contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the December 5, 2020 Storm. See Table 5 below for a listing of updates along with a brief summary of the update provided.

Table 5. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
December 4, 2020; approx. 9:50 a.m.	Initial notification of possible event; weather forecast; Event Type declaration; planned Storm Room opening; Life Support and Critical Facility notification plan
December 6, 2020; approx. 7:50 a.m.	Final update; Restoration progress; Event Type change, Storm Room status 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 Liaison to post outage number updates virtually on RIEMA’s WebEOC and answer questions throughout the event.

3. Municipalities

Based on the impact from this event, the Company opened a virtual Municipal Room on Saturday, December 5, at 7:00 a.m. 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 December 5, 2020 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 the high call volume.

On Friday, December 4, 2020, at approximately 3:00 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 6 below for a detailed listing of each method of communication utilized throughout the December 5, 2020 Storm.

Table 6. 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	718
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	545
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	147
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	Not Applicable, this was a Type 4 Event
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	3,319
Number of emails sent	Outage notification, update, or update request from customer	19,166
Number of outbound calls made	Outage notification, update, or update request from customer	58
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	42,454
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	2
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	4

E. Media

The Company activated its Public Information Officer (“PIO”), 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 did not receive any media requests for information related to the December 5, 2020 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 December 5, 2020 Storm was a long duration weather event, impacting the Company’s electrical system, resulting in power outages to 14,361 of the Company’s customers. Damage was caused primarily by falling trees and limbs coming into contact with the Company’s poles and wires. The Company followed its Emergency Response Plan and was fully prepared to respond to the Storm, having secured all necessary resources and outside contractors to aid in the restoration effort required for the forecast predicted, and maintained communications with stakeholders through a variety of channels throughout the Storm.

The Company utilized its own distribution line resources and transmission line crews, contractor distribution line crews, and contractor tree crews to restore power to its customers. Power was restored to 95 percent of customers impacted in just 1 hour from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 43.5 hours from the time of the first customer impacted and in approximately 7.5 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 6, at approximately 9:15 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 December 5, 2020 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.

December 5, 2020 Storm RI 90 Day Report
Appendix A

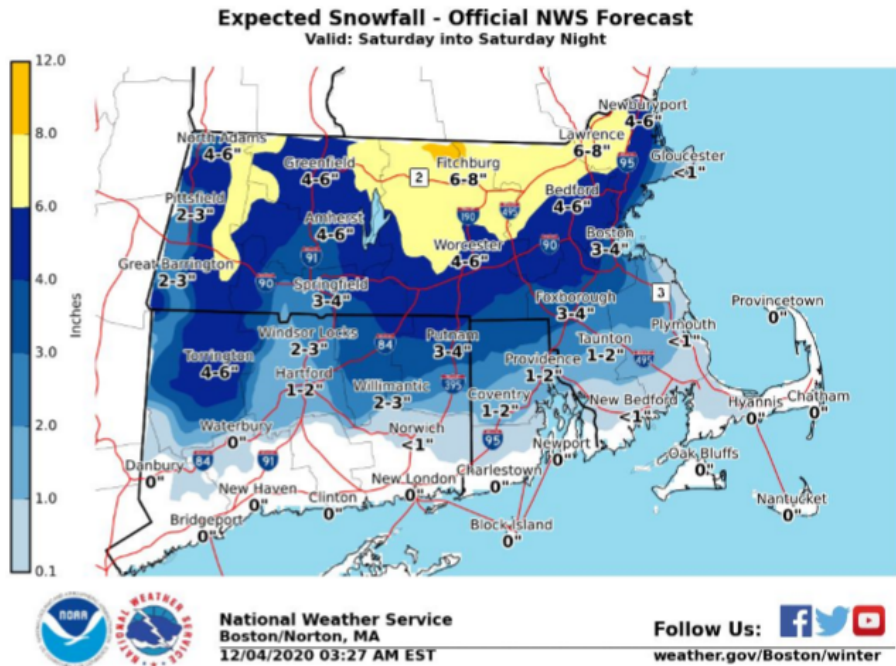
MEETING INFORMATION			
Date:	12/04/2020	Time:	1:30pm
Call Details:	MS TEAMS		

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/Jeff Merritt	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/Pat Quigley	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Pat Quigley	X	State Liaison Officer/Fouad Dagher MA Regulatory Liaison – Diedre Matthews RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Tom Mulligan	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Eric Gottlieb	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Freitas	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ Work Zone Safety and Traffic Control; there will be many lone workers out in this event - when you exit your vehicle and are prepping at the worksite, have a plan, be aware of your surroundings, use flashers and beacons, and make sure members of the public see you so you can be identified in advance; during winter weather, use proper footwear and be careful when entering the building

December 5, 2020 Storm RI 90 Day Report
Appendix A

2



CURRENT CONDITIONS: A few light rain showers, but mainly dry. Winds: Southwest at 8-16 mph with isolated gusts up to 20-25 mph. Temperatures: 40s to upper 50s.

SYNOPSIS: Rain showers develop this afternoon into tonight. A Nor'easter impacts the area Saturday and Saturday night with heavy rain, snow, and gusty winds expected. Heaviest snowfall favors Central Massachusetts into southeast New Hampshire while strongest winds favor Southeast MA. Confidence in snowfall amounts remains low. Dry weather returns Sunday, but some wind impacts may linger. Dry and hazard free conditions on Monday and likely continuing into Tuesday.

WIND IMPACT - SATURDAY/SATURDAY NIGHT:

REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EI-2/3 GUST CHANCES
Nantucket	2pm Sat-4am Sun	E to NW 20-35 mph	35-45 mph	45-55 mph	60%/5%
RI/southern Southeast/North & South Shore	4pm-11pm Sat	NE to NW 15-25 mph	30-40 mph	40-50 mph	30%/-
Rest of region	5pm Sat-11pm Sat	NE to NW 12-24 mph	25-35 mph	35-42 mph	-/-

THUNDERSTORM IMPACT: None.

PRECIPITATION IMPACT: Widespread rainfall of 1-2" is expected across the region on Saturday and into Saturday night with some areas of east/southeast Mass and RI possibly seeing amounts as high as 2-2.5" from this upcoming storm system. Chance of rainfall >2": 30%.

TEMPERATURE IMPACT: None.

SNOW IMPACT - SATURDAY/SATURDAY NIGHT: There has been a notable shift eastward with the track of this system and snowfall amounts have been adjusted accordingly. There remains an unusually high degree of uncertainty and the current snowfall ranges reflect this.

REGION	TIMING	SNOWFALL	SNOW RATIO	EI-2 SNOW CHANCES
Charlestown/Lebanon	9am Sat-12am Sun	2-6"	8:1-11:1	30%

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	Western	7am-8pm Sat	Tr-5"	7:1-10:1	20%
	Central	9am Sat-12am Sun	3-8"	7:1-10:1	50%
	northern Southeast/Merrimack Valley/Salem	10am Sat-12am Sun	6-10"	7:1-10:1	60%
	North Shore	12pm Sat-12am Sun	1-5"	5:1-8:1	10%
	Capital/southern Southeast/South Shore	1pm Sat-11pm Sun	Tr-2"	4:1-7:1	-
	Coastal	3pm Sat-10pm Sun	Tr-1"	3:1-5:1	-
3	NE State Incident Commander <ul style="list-style-type: none"> ➤ Define the Operational Period <ul style="list-style-type: none"> ○ 7:00am Saturday until 7:00am Sunday ➤ Provide overview of the Emergency activities; current size and complexity ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Type 4 MA, 3% or 35,000 customers, 95% restored in 24 hours ○ Type 4 RI, 7% or 35,000 customers, 95% restored in 24 hours ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Storm Rooms will open in Worcester, North Andover, Brockton, North Kingstown and Providence. ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ The State EOC will not be activated but will be ready if needed. ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Zero Safety Incidents during the event. <ul style="list-style-type: none"> ▪ Zero injuries, switching incidents and RTC's for all employees and contractors. ▪ Zero injuries to the Members of Public. ○ Respond to Wires Down with Police and Fire Standing ○ Successfully on-board all new external resources prior to assigning work. ○ Establish and maintain effective communications with all customers and regulators during the event. ○ Follow all NATIONAL GRID COVID PROTOCOLS. 				
4	State Operations Section Chief (not activated)				
5	Branch Directors <ul style="list-style-type: none"> ➤ MA Merrimack Valley and North Shore Branches - North Andover and Malden <ul style="list-style-type: none"> ▪ Storm room, wires down and muni rooms opening tomorrow am ▪ North Shore will stay with Northboro Control Center but will have WD ➤ MA South Shore Branch – Brockton and Hopedale <ul style="list-style-type: none"> ▪ Brockton storm room opening at 7am ▪ Southeast will stay with Northboro Control Center ▪ Will have contractors working ▪ Southeast and South Shore will have WD rooms open ▪ Transmission crew will be on standby in Braintree for Hull 1 and 2 and anything else in that area ▪ Muni Rooms open at 9am for Southeast and South Shore ▪ Planning on utilizing Community Liaisons in the afternoon ▪ 2 OH crews sent to Nantucket today, and a tree crew was already there ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ West will remain with Northboro Control Center ▪ All trouble shifts will be filled this weekend ▪ Opening Worcester Storm Room at 1pm ▪ Crews coming in during the day and into the night ▪ Wires Down room opening 2pm, staffed by O&M and UG ▪ Muni Room will be on stand-by for virtual opening if needed ▪ Notifying all cities and towns of our plans ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Doubling up trouble workers starting this afternoon ▪ Storm Rooms will open at 7am tomorrow ▪ Will have OH, UG, Substation crews on tomorrow 				

December 5, 2020 Storm RI 90 Day Report
Appendix A

- Wires Down, Forestry, Contractor, Muni Rooms will all be opening
- Night shift coming in tomorrow at 3pm

6 External Line Resource Lead

- **156 total contractors** secured:
 - 135 Incremental contractor crews secured
 - 21 COC on-property contractor crews
- Division allocation and staging sites
- Current status:
 - 2 COC on-property contractor crews are on Stand-by
 - 19 COC on-property contractor crews are On-call
 - 104 incremental contractor crews are mobilizing due to arrive later on today and be ready for work tomorrow at 6:30 AM
 - 31 incremental contractor crews will be mobilizing tomorrow and be ready for work at 6:30AM at their home-base location (address captured in notes)
- Night shift crews:
 - 13 contractor crews in SS will be night shift crews with their shift starting on Saturday at 10:00 PM
- Updated ETAs for each respective crews. Town/state captured for crews mobilizing today
- Hotel arrangements for tonight. Meals will be provided at hotels.
- Safety on-boarding will be completed at 8:00 PM at the respective hotels
- No COVID issues identified so far

Received From	Resources	Crews
On Property	66	21
Direct Contact	392	136
Mutual Aid	0	0
Total:	437	156

Division	Resources	Crews	Buckets	Diggers
MA - Central	10	0	0	2
MA - MV	71	26	26	6
MA - NS	18	7	7	3
MA - SE	81	32	32	11
MA - SS	108	37	37	10
Nantucket	4	2	2	0
Rhode Island	139	47	47	12
Total:	437	156	156	43

7 SERP Lead, Forestry

- New total of 57 Incremental secured, for a total of 161 crews for Distribution.
- All storm room shifts are covered
- Have transmission line services covered as well

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	18	0	4	0	22	0
South Division	Capital	8	2	7	0	15	2
	Southshore	10	0	12	0	22	0
	Nantucket	3	0	0	0	3	0
	Southeast	16	1	10	0	26	1
	NE South Total	55	3	33	0	88	3

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	New England	Central	18	1	0	0	18	1
	North Division	Western	12	2	14	0	26	2
		Merrimack	14	1	6	0	20	1
		Northshore	5	0	4	0	9	0
		TBD / Granite	0	2	0	0	0	2
		NE North Total	49	6	24	0	73	6
	New England Total		104	9	57	0	161	9
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ Crews will be located at Methuen, Sterling, Swansea, Whitman or Braintree, Attleboro, and Smithfield, RI ➤ Helicopters will be available tomorrow ➤ Have engaged Service Restoration Crews 							
9	Substation Lead <ul style="list-style-type: none"> ➤ Prepared and ready to go 							
10	Control Center Lead <ul style="list-style-type: none"> ➤ Staffing in place to switch in all areas ➤ Retaining dispatch for far West, Southeast, North Shore, and Nantucket 							
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Storm Rooms to be staffed as mentioned earlier ➤ North Andover and Brockton at 7am, Worcester at 1pm, Providence and North Kingstown at 6am 							
12	IS Event Lead <ul style="list-style-type: none"> ➤ Plan being put in place ➤ Desktop support ready to go ➤ Notified all suppliers ➤ SAP maintenance scheduled for this weekend has been postponed to next weekend 							
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ All requests for WD Rooms fulfilled and shifts staffed ➤ Ready to go 							
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ All are on notice in case of activation 							
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Ready if needed 							
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ All lodging rooms have been booked ➤ Meals are in progress ➤ CCRI Staging site will be complete tonight; will make sure it has snow plowing services ready 							
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Ready if needed ➤ Regulatory updates will go out later this afternoon 							
18	State Public Information Officer							

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	<ul style="list-style-type: none"> ➤ Staffing plan is in place ➤ No media interest yet ➤ Working on messaging
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Life Support and Critical Facility Calls will go out at 3pm ➤ Staffed up in the NE Call Center ➤ Have additional resources available in Syracuse if needed
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 ➤ Use accounting sent out by Jackie Barrell
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ Ready to go ➤ Mike Nickl has onboarding all set ➤ Safety storm message will go out today
23	State Environmental Officer <ul style="list-style-type: none"> ➤ Addressing any Environmental issues through regular on call staffing, can supplement if needed
24	State Security Officer <ul style="list-style-type: none"> ➤ Security is on site at CCRI
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ Be sure to activate your ERO in SEAL ➤ Use this event as an opportunity to train others in your role, if possible
26	NE States Incident Commander <ul style="list-style-type: none"> ➤ Another storm event, right on the heels of the last one ➤ Appreciate everyone's work ➤ Don't get complacent about safety, stay focused on winter walking safety, driving, switching ➤ Be sure to follow all COVID protocols
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> • Sunday, 0700, Dec 6th, 2020







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MEETING INFORMATION			
Date:	12/06/20	Time:	7:00am
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Marc Correia	
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jeff Merritt	X	State Planning Section Chief/Ryan Constable	
North Shore Branch Director/Jeff Faber	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Fouad Dagher MA Regulatory Liaison – Diedre Matthews RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Eric Gottlieb	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman, John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	Safety Message – State Safety & Health Officer Very icy outdoors, per OSHA 15% of all accidental deaths are caused by slip, trips, falls; be very careful when walking Walk safely on snow or ice. Take short steps or shuffle for stability. Bend slightly forward and walk flat-footed with your center of gravity directly over your feet as much as possible. Keep your hands out of your pockets. Be prepared to fall.
2	Weather

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 Today Intervals of clouds and sun	High 39°
 Tonight Partly cloudy	Low 19°
 Monday Partly sunny	High 37° Low 20°
 Tuesday Sun and some clouds	High 36° Low 15°
 Wednesday Mostly sunny	High 37° Low 24°
 Thursday Mostly sunny	High 44° Low 26°

3 NE State Incident Commander

- **Define the Operational Period**
 - 7:00am Sunday until 7:00am Monday
- **Provide overview of the Emergency activities; current size and complexity**

☑ [6:36] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected
Massachusetts	37,182	6,900	64,464	71,364
Rhode Island	1,841	67	4,178	4,245
		6,967	68,642	75,609

- **Declare Event Level for both MA and RI**
 - Type 4 MA, 3% or 35,000 customers, 95% restored in 24 hours
 - Type 4 RI, 7% or 35,000 customers, 95% restored in 24 hours
 - Returned to a Type 5 at 6:00am.
- **Identify Branches affected**
 - Storm Rooms opened in Worcester, North Andover, and Brockton.
- **Identify State EOC status and position activation**
 - The State EOC will not be activated but will be ready of needed.
- **Establish Emergency Objectives**
 - Zero Safety Incidents during the event.
 - Zero injuries, switching incidents and RTC's for all employees and contractors.
 - Zero injuries to the Members of Public.
 - Respond to Wires Down with Police and Fire Standing
 - Review, Prioritize and Assign all Critical facilities by noon today.
 - Successfully on-board all new external resources prior to assigning work. NY EAST CONTRACTORS
 - Maintain effective communications with all customers and regulators during the event.
 - Follow all NATIONAL GRID COVID PROTOCOLS.

4 State Operations Section Chief (not activated)

5 Branch Directors

- **MA Merrimack Valley and North Shore Branches - North Andover and Malden**
- North Shore is down to a few poles, addressing those with internal crews
- 450 custs out in Merrimack Valley, 13 poles, using contractors to address those
- Can likely free up contractors later today to move west
- Service crews released, can be used in the west
- Will keep WD and Muni Room open for a few more hours

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- **MA South Shore Branch – Brockton and Hopedale**
- Closing WD, Muni, and Storm Room around 9am today
- Have a few poles sets, working with internal crews this am
- Will keep a few internal crews on property today

- **MA Central/West Branch – Worcester**
- Contractors started at 6 am
- Community Liaisons in contact with municipalities at 6am today
- 18,200 custs out at peak
- Now under 6,200 custs
- 340 lines of outages, most are fuses
- Internal crews will stay on shift thru the weekend

- **Rhode Island Branch – Providence**
- Storm Room closed earlier
- Released 35 contractor crews to MA Central/West
- 15 contractors working this am
- Looking at remaining 4 jobs to possibly complete with internal crews, so can release contractors
- Keep internal crews on today for cleanup

6 External Line Resource Lead

- **191 Contractor crews** secured:
 - 27 NY COC crews were released from NG NY through Mutual Assistance – allocated to the West
 - 31 COC On-property crews (NE)
 - 133 Incremental contractor crews
- Division re-allocation:
 - 101 crews were re-allocated to Central
 - 2 crews were re-allocated to West
- Contractor Crew status:
 - 14 crews are Working (night shift crews)
 - 47 crews are on Stand-by
 - 103 crews are mobilizing to their new division and staging sites (Mob2)
 - 27 crews are mobilizing to West (NY COC crews)
- Current location (town/state) of the crews

We will be working on processing the NY COC sheets and RCS assignment. Once complete an updated report will be send out.

Received From	Resources	Crews
On Property	78	31
Direct Contact	378	133
Mutual Aid	72	27
Total:	524	191

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Division	Resources	Crews	Buckets	Diggers
MA - Central	320	113	113	31
MA - MV	36	13	13	3
MA - NS	19	8	8	3
MA - SE	0	0	0	0
MA - SS	39	14	14	3
MA - West	78	29	29	12
Nantucket	0	0	0	0
Rhode Island	33	14	14	3
Total:	524	191	191	55

7 **SERP Lead, Forestry**

Reallocation plan for the morning 12/6

- 28 Incremental crews from Eastern Div. NY to arrive in Sturbridge to support BSW.
- Reallocating 11 Crews from RI to Central.
- Reallocating 6 crews from SS to Central.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	9	0	2	0	11	0
South Division	Capital	8	2	7	0	15	2
	Southshore	10	0	6	0	16	0
	Nantucket	3	0	0	0	3	0
	Southeast	16	1	10	0	26	1
	NE South Total	46	3	25	0	71	3
New England	Central	27	1	19	0	46	1
North Division	Western	12	2	31	0	43	2
	Merrimack	14	1	6	0	20	1
	Northshore	5	0	4	0	9	0
	TBD / Granite	0	2	0	0	0	2
	NE North Total	58	6	60	0	118	6
New England Total		104	9	85	0	189	9

8 **Transmission Restoration Lead**

- A1 line, located problem, in a difficult area to access
- I135 line, started to patrol last night, problem not yet located
- 2388 Sub T line in Merrimack Valley – will patrol
- Helicopters up today to patrol Transmission issues, can also be used for sub T if needed

9 **Substation Lead**

- No exceptions

10 **Control Center Lead**

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	<ul style="list-style-type: none"> ➤ 5 mainline sections with custs out in Central/West ➤ Crew sheet database needs to be updated for crews working today
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Continue with remote clearing room today ➤ Will also work on Single No Power call backs
12	IT Event Lead <ul style="list-style-type: none"> ➤ No exceptions
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No exceptions
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Worked last night to update ETRs, be sure to refine ETRs as we assign crews today
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Working with reallocated crews for lodging ➤ Breaking down CCRI Staging Site ➤ Small miscommunication with food vendor, should be all set now
17	State Liaison Officer <ul style="list-style-type: none"> ➤ No exceptions
18	State Public Information Officer <ul style="list-style-type: none"> ➤ Handful of media inquiries, mostly in the west ➤ Updated web and digital messaging
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ No exceptions
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
22	<ul style="list-style-type: none"> ➤ No exceptions
23	State Environmental Officer <ul style="list-style-type: none"> ➤ 5 transformer oil spills
24	State Security Officer <ul style="list-style-type: none"> ➤ No exceptions
25	Emergency Planning Support MA peaked at 7:00 PM last night, 37,812 64,464 customers restored Currently at 6,856 customers out - ~82% restored from peak 95% restored will be 1,890 customers RI peaked at 6:30 PM last night, 1,841 RI 95% restored at 5:30 AM, 11 hours from peak

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26	NE States Incident Commander <ul style="list-style-type: none">➤ We are not done yet, reallocate crews as needed➤ Be careful walking➤ Will continue to work throughout the day today
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• NO call scheduled

Appendix B

Please see the Excel version of Appendix B.

Appendix C

Please see the Excel version of Appendix C.

Appendix D

Please see the Excel version of Appendix D.

Appendix E

Please see the Excel version of Appendix E.