

March 16, 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 16-17, 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 16-17, 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 16-17, 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).

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

March 16, 2021

Date

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

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Docket D-11-94 Review of National Grid's Storm Reports

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National Grid

The Narragansett Electric Company

**Report on
December 16-17, 2020 Event,
Damage Assessment and
Service Restoration**

March 16, 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 16-17, 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 16-17, 2020 Storm (“December 16-17, 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 Storm was projected to bring significant snowfall and hazardous winds, which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought heavy snow across Massachusetts and Rhode Island. Most of Rhode Island received around 12” of snow and sustained winds of 20-25 mph from the North. Maximum wind gusts were around 45 mph. The Storm interrupted power to 1,801 (approximately 1,338 at peak) of the Company’s customers. Overall, 0.36% percent of the Company’s customers in Rhode Island experienced outages, with 11 of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Monday, December 14, closely monitoring the severity of the weather forecast as it increased to include a threat for widespread snow 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 6:00 p.m. on Wednesday, December 16, 2020. The Company conducted a Pre-Event Stage Briefing Call on Wednesday, December 16, at 3:00 p.m., followed by a Restoration Stage Briefing on Thursday, December 17, 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 36 hours from the time of the first customer impacted and in approximately 4.5 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 17, at approximately 9:55 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 16-17, 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 16-17, 2020 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	December 16, 2020; approx. 3:00 p.m.
Initial Event Classification Type - 4	December 16, 2020; approx. 3:00 p.m.
Event Classification returns to Type -5	December 17, 2020; approx. 4:18 p.m.

B. Activation of Incident Command System

The Company utilizes the Incident Command System (“ICS”), a component of the National Incident Management System, which is a comprehensive national approach to incident management applicable at all levels of the Company’s Emergency Response Organization (“ERO”) and addresses the operation of Company Emergency Operation Centers (“EOCs”). The ERO 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 16-17, 2020 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	December 16, 2020; 3:00 p.m.
Branch Storm Room opened in Providence for Capital district	December 16, 2020; approx. 6:00 p.m.
Branch Storm Room opened in North Kingstown for Coastal district	December 16, 2020; approx. 6:00 p.m.
Branch Wires Down and Muni Rooms opened in Providence	December 16, 2020; approx. 6:00 p.m.
Restoration Stage Briefing Call	December 17, 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 Monday, December 14, the weather forecasts predicted a snow event for later that week, beginning on Wednesday night, December 16, and continuing into Thursday, December 17. A chance for 10-14” of snow was indicated, with maximum wind gusts of 45 mph possible. Confidence in the track of the storm was medium at that time. On Tuesday, December 15, the forecast remained the same as the previous day. Confidence in the forecast remained at a medium level. On Wednesday December 16, the forecast was consistent with previous forecasts and snowfall began around 20:00 with wind speed around 13 mph. By midday on Thursday, December 17, the storm brought up to 13” of snowfall with sustained wind speed in the 20-25 mph range from the North and peak gusts of 44 mph.

B. Impact

The December 16-17, 2020 Storm was a strong winter weather event that resulted in minor damage to the Company's electrical system. The Storm brought significant snow, and widespread hazardous winds the Company's service territory. Across the state, most areas experienced frequent wind gusts up to 40 mph, with Providence experiencing a peak gust of 44 mph. The Towns of Smithfield and Narragansett were affected most heavily with approximately 9 and 5 percent of their customers impacted by the event, respectively. See Table 3 below for the December 16-17, 2020 Storm impact.

Table 3. Storm Impact

Total Customers Impacted	1,801
Peak Customers Impacted	1,338
Date and Time of Peak	December 17, 2020; 8:56 a.m.
Date and Time Final Customer Was Restored	December 17, 2020; 9:55 p.m.
Number of Municipalities That Experienced Interruptions	11
Number of Distribution Feeders That Experienced Interruptions	8

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of December 16 – December 17, 2020.

Figure 1

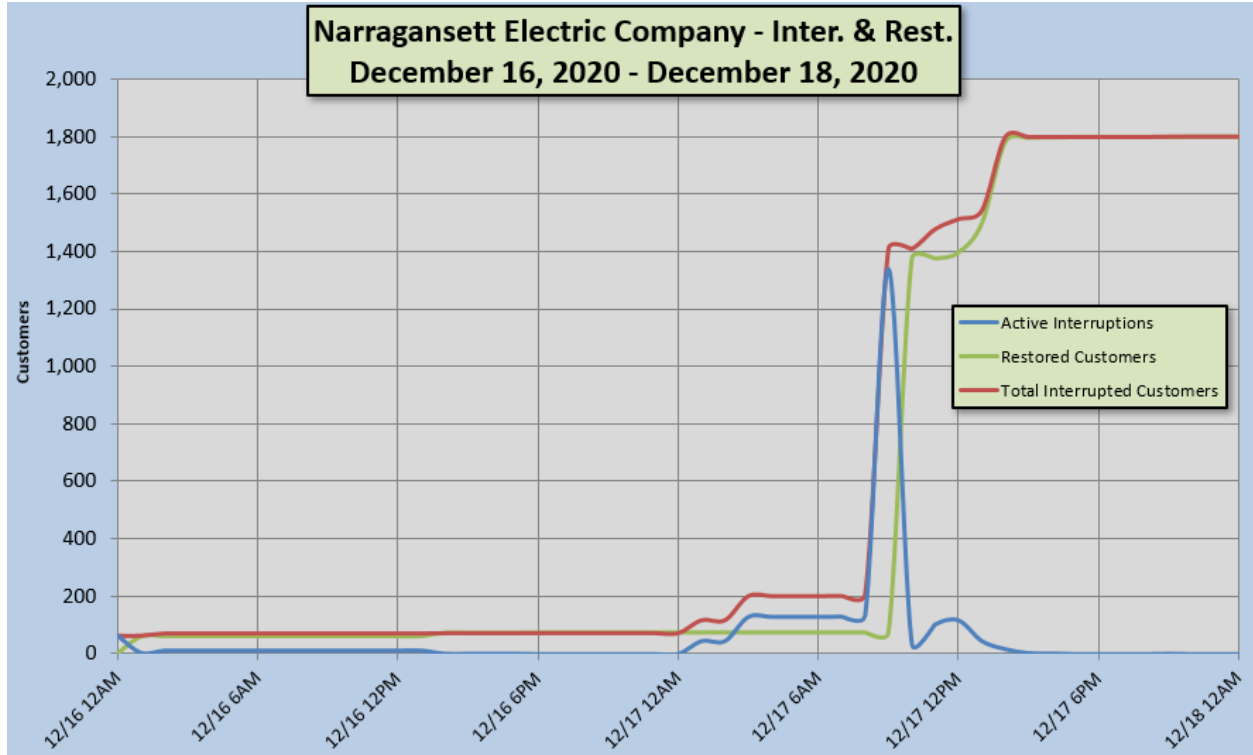


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
COVENTRY	14,389	77	0.54%
EAST PROVIDENCE	22,321	1	0.00%
EXETER	3,051	1	0.03%
GLOCESTER	4,678	1	0.02%
JOHNSTON	13,820	206	1.49%
NARRAGANSETT	10,612	491	4.63%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NORTH PROVIDENCE	16,130	8	0.05%
PROVIDENCE	74,338	2	0.00%
RICHMOND	3,566	38	1.07%
SMITHFIELD	9,053	795	8.78%
SOUTH KINGSTOWN	14,825	14	0.09%

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 288 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 135 external crews and 153 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.

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 December 16-17, 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 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 16-17, 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 16-17, 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 16-17, 2020 Storm on Monday, December 14, 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 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 14, 2020; approx. 8:53 a.m.	Initial notification of possible event; weather forecast; Resource acquisitions
December 15, 2020; approx. 3:28 p.m.	Updated forecast; Restoration progress; Event Type classification; Storm Rooms opening, Life Support Customer notification plans
December 16, 2020; approx. 3:57 p.m.	Forecast Update; Life Support Customer notification update; Storm Room, Muni Room, and Wires Down Room status; Resource counts
December 17, 2020; approx. 8:15 a.m.	Actual weather impacts update; forecast update; Customer outage counts; Public Safety focus description; Storm Room status, Event Type confirmation
December 17, 2020; approx. 4:19 p.m.	Final update; Actual weather impacts; Restoration status; Event Classification change to Type 5

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 December 16, at 6:00 p.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 16-17, 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 Wednesday, December 16, 2020, at approximately 11:00 a.m., the Company made an outbound call to all life-support customers to notify them of the upcoming weather and to recommend taking necessary precautions and preparations to ensure their well-being in the event of an outage. The outbound call also informed life-support customers to contact 911 or their local public safety officials in the event of an emergency.

See Table 6 below for a detailed listing of each method of communication utilized throughout the December 16-17, 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	115
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	41
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	86
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	724
Number of emails sent	Outage notification, update, or update request from customer	3,492
Number of outbound calls made	Outage notification, update, or update request from customer	4
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	37,043
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	1
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	6

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 produced 1 press release and received nine media requests for information related to the December 16-17, 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 16-17, 2020 Storm was a moderate duration weather event, impacting the Company’s electrical system, resulting in power outages to 1,801 of the Company’s customers. Damage was caused primarily by flying debris and falling tree 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 4.5 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 36 hours from the time of the first customer impacted and in approximately 13 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 17, at approximately 9:55 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 16-17, 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 16-17, 2020 Storm RI 90 Day Report Appendix A

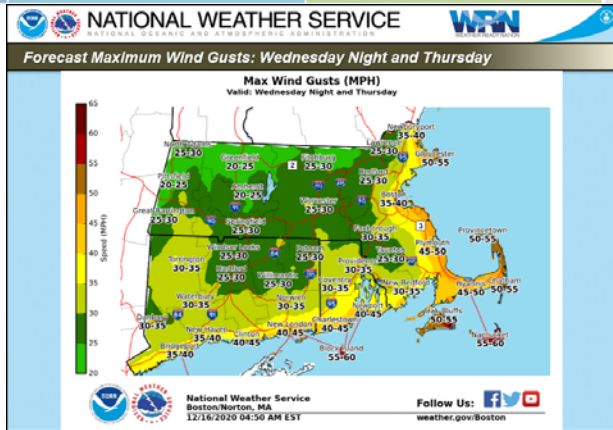
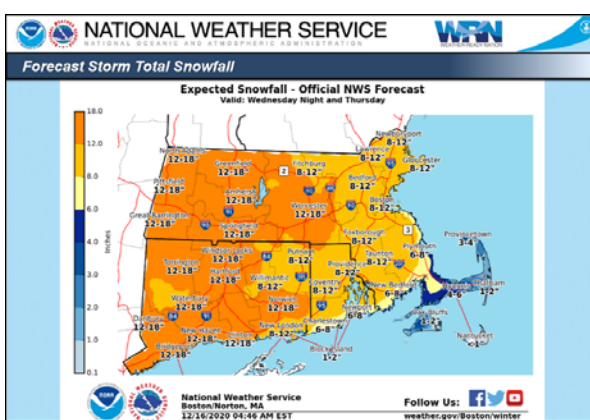
MEETING INFORMATION			
Date:	12/16/20	Time:	3:00pm
Call Details:	MS TEAMS		

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/ 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/Jim Burns	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Pat Quigley	X	State Liaison Officer/ Carlos Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Brett Chandler	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickle	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Freitas	X	State Security Officer/Brad Newman, John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ Beware of unknown or unseen slippery surfaces when traveling in winter conditions ➤ Maintain 3 points of contact when entering or exiting vehicles or traversing stairways ➤ When traveling by vehicle, ensure you are giving yourself enough time to travel safely in winter conditions
2	Weather Forecast – IC or DTN

December 16-17, 2020 Storm RI 90 Day Report
Appendix A

Hazard	Impacts	Location	Timing
Heavy Snow 	Difficult travel; 1-2"/hr. snowfall rates; Low visibility	Much of southern New England. Lesser intensity across Cape Cod and the Islands.	7-9 PM tonight through Thursday morning
Strong Winds 	Blowing/drifting snow, Minor wind damage and isolated power outages	Strongest gusts 30-40 mph eastern MA coast, except 40-65 mph over Cape/Islands	Tonight and Thursday
Coastal Flood 	Minor nuisance flooding. Inundation of 1-2 feet of low-lying areas & vulnerable coastal roads.	Eastern MA coast including Cape Cod, Martha's Vineyard and Nantucket	High tide early Thursday afternoon
Marine 	Gale force wind gusts 40-45 knots and seas 12-17 feet offshore	MA and RI coastal waters	Tonight and Thursday
Flash Freeze 	Slick roads due to rapidly falling temperatures.	Mainly South Shore and into southeast MA.	Thursday mid to late-morning.



- 3 NE State Incident Commander
- Define the Operational Period
 - 5:00pm Wednesday until 7:00am Thursday
 - Provide overview of the Emergency activities; current size and complexity
 - Pre-event planning
 - 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
 - Identify Branches affected
 - Storm Rooms will open in Worcester, North Andover, Brockton, North Kingstown and Providence.
 - Identify State EOC status and position activation
 - The State EOC will not be activated but will be ready if 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
 - 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
- MA Merrimack Valley and North Shore Branches - North Andover and Malden
 - Branch Briefing conducted with Branch Director reports
 - Included COVID safe practices for the Storm Room and facility

December 16-17, 2020 Storm RI 90 Day Report Appendix A

- 7 pm tonight the NA Storm Room opens open
- Muni Room opening at 8 pm
- Wire Down Room open tomorrow morning at 7 am

- **MA South Shore Branch – Brockton and Hopedale**
 - Brockton Storm Room opening at 6 pm
 - 15 contractor crews from SE and SS will be on night shift
 - 3 contractor crews to Nantucket, have arrived today
 - Tree crews already on Nantucket
 - Wire Down Room opening at 10 pm
 - Utilizing both Gas internal crews as well as in-house construction for WD support
 - Community Liaisons and Muni Room activated in both SE and SS
 - TLS crews on standby for Hull 1&2 Lines, as well as the Union Loop

- **MA Central/West Branch – Worcester**
 - Storm Room opens at 5 pm
 - Muni Room opening later tonight
 - Community Liaisons are on standby if needed
 - Wire Down Room ready to open at 7 am if needed
 - COVID safety discussions with both office and field-based workers occurred to endure compliance and a safe working environment

- **Rhode Island Branch – Providence**
 - A collective Supervisor call was conducted earlier today, focusing on winter and cold weather safety, as well as COVID safe working protocol during cold weather events
 - Storm Room opening at 6 pm
 - 10 contractor crews on night shift, along with 16 trouble shooters & 10 tree crews on
 - CCRI staging site opening

6 **External Line Resource Lead**

-
- **228 Contractor Crews secured:**
 - 40 COC On-property crews
 - 188 Incremental crews
- RCS assignments
- Updated ETAs:
 - Night shift crews will report at hotels at approx. 12:00 PM. Their night shift will begin tonight @ 10:00 PM
 - Day Shift crews will report at hotels starting at 1:00 PM.
- Hotel assignments for tonight
- Safety on-boarding will be completed at hotels upon crew’s arrival

Received From	Resources	Crews
On Property	89	40
Direct Contact	618	188
Mutual Aid	0	0
Total:	707	228

December 16-17, 2020 Storm RI 90 Day Report
Appendix A

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	39	16	16	4
MA - MW	63	22	22	4
MA - NS	30	14	14	4
MA - SE	130	48	48	13
MA - SS	143	62	62	10
Nantucket	8	3	3	1
Rhode Island	196	74	74	18
Total:	607	229	229	52

7 **SERP Lead, Forestry**
No changes in crew counts. We have received your requested shift complements and set up night shifts accordingly.

Off property/ non-local Crews are due to arrive now and over the next 6 hours or so and we are setup to onboard as they arrive and pre stage according to the resource plan below.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	19	0	6	0	25	0
South Division	Capital	8	1	28	0	36	1
	Southshore	13	0	21	0	34	0
	Nantucket	3	0	0	0	3	0
	Southeast	20	1	20	0	40	1
	NE South Total	63	2	75	0	138	2
New England	Central	20	2	0	0	20	2
North Division	Western	19	4	4	0	23	4
	Merrimack	12	0	0	0	12	0
	Northshore	7	0	4	0	11	0
	TBD / Granite	0	0	0	0	0	0
	NE North Total	58	6	8	0	66	6
New England Total		121	8	83	0	204	8

8 **Transmission Restoration Lead**

- 6 TLS crews on, 1 Methuen, 1 Peabody, 1 Swansea, 1 Whitman, 1 Attleboro, 1 Providence
- TLS Virtual Storm Room Opened
- Helicopter patrols available starting tomorrow by request

9 **Substation Lead**

- Station flooding is expected to be a limited factor for this event. Keeping an eye on the Nantucket harbor
- Snow plowing, and snow removal required to ensure access to stations and facilities for restoration, coordinating a safe process that will ensure clearing as well as following COVID safety protocol

10 **Control Center Lead**

- Police & Fire staffing scheduled and setup to respond in each Branch

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11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Remote clearing room setup for WFH employees for AM and PM shifts, greatly helps to limit the storm room traffic and support COVID distancing in the facilities ➤ Coordinating discussions with the Storm Room Leads to ensure facility practices for COVID compliance are established ➤ Facilities is scheduled for regular Storm Room cleaning between shifts and post storm response
12	<p>IT Event Lead</p> <ul style="list-style-type: none"> ➤ Notifications sent out to IT partners, made aware of the response and oncoming event ➤ Cancelled planned IT changes until the event has passed ➤ IT desktop support Branch allocations distributed
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ All Branch requests meet and filled ➤ Plans setup if MA West and Central require Wire Down Room openings
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ DA teams on notice for possible activation ➤ In RI, 12 patrollers and Drivers ready to start tomorrow AM ➤ Setup remote support for AM and PM shifts as needed ➤ Distributed COVID PPE materials to crews
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤ Data Center and Regulatory Reporting teams ready in the event of an escalation to a Type 3
16	<p>State Logistics Section Chief - Happy Birthday Jorge</p> <ul style="list-style-type: none"> ➤ Supporting CCRI staging site opening ➤ 1 person to a room for all lodging ➤ All meals being provided will follow COVID safety protocol ➤ No other staging site requests received
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ All regulatory updates have been made today and will follow this call ➤ MEMA and RIEMA Liaisons are ready for activation if needed
18	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ A lot of media interest in this event ➤ 4 media inquiries so far in RI and MA ➤ Press Release went out at 11:15 today for MA and RI already ➤ Social media safety and stay connected messaging being distributed ➤ EBU COO internal email sent out from Chris Kelly to the ERO
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ Life Support and Critical Facility notifications went out at 11 am today ➤ Additional staffing arrangements are in place ➤ 3rd party vendors are ready if needed
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"> ➤ Use the accounting memo from Jackie Barrell, sent yesterday
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Onboarding ongoing as crews arrive

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23	State Environmental Officer <ul style="list-style-type: none"> ➤ Branch Environmental Coordinators have been assigned to each Branch to support
24	State Security Officer <ul style="list-style-type: none"> ➤ Security support has arrived at the CCRI staging site
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ All resource counts have been collected on time and reported to regulatory agencies ➤ No Mutual Assistance request have been received ➤ SEAL activations are ongoing, please reach out to Steve Parenteau for support ➤ Key-Positions review your ERP Checklists, will be required if the event escalates to a Type 3
26	NE States Incident Commander <ul style="list-style-type: none"> ➤ Prepare your homes and family/friends for this event
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> ➤ Thursday, 0700, Dec 17, 2020

MEETING INFORMATION			
Date:	12/17/20	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	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/Jeff Faber	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Carlos Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Ted Kresse	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/Kris Swedberg	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/ John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

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#	Agenda Item																				
1	<p>Safety Message – State Safety & Health Officer As the winds and snow reduce visibility, make yourself and your worksite as visible as possible Not just hi-vis clothing and PPE, also use your vehicle’s operations, lights, strobes, and cones</p>																				
2	<p>Weather</p> <p>Snow will continue through the morning. Some rain/sleet could mix with snow in southern coastal areas. Breezy winds are also expected through the day. Dry and hazard-free conditions return overnight tonight and will continue through Saturday. Sunday and Monday will have chances for light snow.</p> <p>WIND IMPACT: Hazard wind gusts will be possible in some coastal areas Thursday.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #333; color: white;">REGION</th> <th style="background-color: #333; color: white;">TIMING</th> <th style="background-color: #333; color: white;">SUSTAINED WINDS</th> <th style="background-color: #333; color: white;">COMMON GUSTS</th> <th style="background-color: #333; color: white;">PEAK GUSTS</th> <th style="background-color: #333; color: white;">EEI-2/3 GUSTS CHANCES</th> </tr> </thead> <tbody> <tr> <td>Southeast/Capital/Coastal</td> <td>Now-5pm Thu</td> <td>18-28 mph</td> <td>30-40 mph</td> <td>40-45 mph</td> <td>30%/-</td> </tr> <tr> <td>Nantucket</td> <td>Now-5pm Thu</td> <td>25-38 mph</td> <td>40-50 mph</td> <td>50-55 mph</td> <td>90%/30%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUSTS CHANCES	Southeast/Capital/Coastal	Now-5pm Thu	18-28 mph	30-40 mph	40-45 mph	30%/-	Nantucket	Now-5pm Thu	25-38 mph	40-50 mph	50-55 mph	90%/30%		
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3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period <ul style="list-style-type: none"> ○ 7:00am Thursday until 7:00am Friday ➤ Provide overview of the Emergency activities; current size and complexity <div style="border: 1px solid #0056b3; padding: 5px; margin: 5px 0;"> <p>[6:35] Municipal Storm Summary By Town</p> <p style="color: #0056b3; font-weight: bold;">Drag a column header here to group by that column</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #0056b3; color: white;">Area</th> <th style="background-color: #0056b3; color: white;">Peak Customers Affected</th> <th style="background-color: #0056b3; color: white;">Current Customers Affected</th> <th style="background-color: #0056b3; color: white;">Total Customers Restored</th> <th style="background-color: #0056b3; color: white;">Total Customers Affected</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e6f2ff;">Massachusetts</td> <td style="background-color: #e6f2ff;">1,463</td> <td style="background-color: #e6f2ff;">1,348</td> <td style="background-color: #e6f2ff;">4,439</td> <td style="background-color: #e6f2ff;">5,787</td> </tr> <tr> <td style="background-color: #e6f2ff;">Rhode Island</td> <td style="background-color: #e6f2ff;">138</td> <td style="background-color: #e6f2ff;">132</td> <td style="background-color: #e6f2ff;">1</td> <td style="background-color: #e6f2ff;">133</td> </tr> <tr> <td></td> <td></td> <td style="background-color: #e6f2ff;">1,480</td> <td style="background-color: #e6f2ff;">4,440</td> <td style="background-color: #e6f2ff;">5,920</td> </tr> </tbody> </table> </div> ➤ 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 opened in Providence, North Kingstown, Worcester, North Andover, and Brockton. ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ The State EOC will not be activated but will be ready of 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 ○ Continue to Monitor, Prioritize and Assign all Critical facilities by noon today. ○ Successfully on-board all new external resources prior to assigning work. ○ Maintain effective communications with all customers and regulators during the event. ○ Follow all NATIONAL GRID COVID PROTOCOLS. 	Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Massachusetts	1,463	1,348	4,439	5,787	Rhode Island	138	132	1	133			1,480	4,440	5,920
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		1,480	4,440	5,920																	
4	<p>State Operations Section Chief (not activated)</p>																				
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA Merrimack Valley and North Shore Branches - North Andover and Malden <ul style="list-style-type: none"> ▪ Limited outage activity ▪ Continue to monitor the situation ➤ MA South Shore Branch – Brockton and Hopedale <ul style="list-style-type: none"> ▪ Limited outage activity 																				

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	<ul style="list-style-type: none"> ▪ Continue to monitor the situation ▪ Snow more wet in the southern areas ▪ 1-4 pm winds expected to pick up ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Limited outage activity ▪ Continue to monitor the situation ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Limited outage activity ▪ Continue to monitor the situation
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ 224 external line contractor crews in NE ➤ 39 COC's and 185 incremental contractor crews ➤ All crews on site and onboarded as of this morning ➤ Pre-screened all crews with the COVID-Checklist forms and sent messaging to all contractor companies that NG expects them to comply with all National Grid and CDC guidelines for COVID safety protocol
7	<p>SERP Lead, Forestry - Seth</p> <ul style="list-style-type: none"> ➤ 212 total forestry crews in NE ➤ 129 crews on property and 83 incremental contractor crews ➤ All crews on site and onboarded as of this morning ➤ Pre-screened all crews with the COVID-Checklist forms and sent messaging to all contractor companies that NG expects them to comply with all National Grid and CDC guidelines for COVID safety protocol
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ Monitoring high tide for flooding in the Nantucket Harbor area, but not expected to be a major concern
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ Please continue to update your Estimated Time of Arrival in the OMS for crews responding to Police and Fire & Priority 1-2-3 911 calls
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Distributed messaging on the required COVID daily symptom checklist, along with safety messages for driver safety and slips trips falls
12	<p>IT Event Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
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"> ➤ No exceptions
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ No exceptions
18	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ No exceptions
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
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"> ➤ No exceptions
22	<p>State Safety & Health Officer</p>

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	➤ No exceptions
23	State Environmental Officer ➤ No exceptions
24	State Security Officer ➤ No exceptions
25	Emergency Planning Support ➤ No exceptions
26	NE States Incident Commander ➤ We will review the need for another call for tonight as needed ➤ Around 2-3 pm today a decision will be made for the #2 Restoration Stage Briefing
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• Next call will be scheduled at 7:00pm tonight if needed