

March 12, 2024

VIA ELECTRONIC MAIL

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

RE: Docket No. D-11-94 - Review of Preparedness and Restoration Efforts by the State's Electric Utility Companies Related to Tropical Storm Irene December 10, 2023 Storm Summary Report

Dear Ms. Massaro:

In accordance with the Rhode Island Division of Public Utilities and Carriers ("Division") Order No. 20814 (November 20, 2012) in Docket No. D-11-94, I have attached an electronic version of Rhode Island Energy's¹ summary report on the planning and restoration activities associated with the December 10, 2023 storm. Order No. 20814 directs Rhode Island Energy to file a final written report with the Division within 90 days following major storm events.

The December 10, 2023 storm 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 matter. If you have any questions, please contact me at 401-578-2700.

Very truly yours,



Celia B. O'Brien

Attachment

cc: Docket No. D-11-94 Service List

¹ The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company").

Rhode Island Energy

The Narragansett Electric Company

Report on December 10, 2023 Storm, Damage Assessment and Service Restoration

March 12, 2024

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:



Rhode Island Energy™

a PPL company

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**REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY D/B/A RHODE ISLAND ENERGY
ON THE DECEMBER 10, 2023 STORM DAMAGE, ASSESSMENT AND SERVICE
RESTORATION EFFORTS**

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a Rhode Island Energy (“Rhode Island Energy” or the “Company”) presents the following report on the planning and restoration activities associated with the December 10, 2023, storm response (the “Storm”), which impacted Rhode Island and other states in the Northeast. For pre-planning purposes, the Company classified the Storm as a Rhode Island Energy Type 3 emergency event, meaning that the Company estimated that restoration activities generally would be accomplished within a 72-hour period and the event typically would result in up to 28 percent of customers interrupted at peak. The Storm was projected as a longer duration event bringing hazardous wind, especially along the coasts, with significant rainfall, adding to already high ground saturation levels which potentially could cause damage to the Company’s electric infrastructure. The Storm interrupted power to 7,248 (approximately 2,821 at peak) of the Company’s customers. Overall, 1.43 percent of the Company’s customers in Rhode Island experienced outages, with 29 of the 38 communities served in Rhode Island impacted.

The Company began monitoring the Storm on the morning of Tuesday, December 5, 2023, as initial weather forecasts identified a potentially strong wind and rain system approaching from the south. The event was expected to impact much of New England but considerable uncertainty remained in determining the top wind speeds of the storm. The Company continued to review the weather forecasts and prepare for the possibility that the Storm would damage the Company’s electric distribution system.

The Company began preparing for the Storm on Wednesday, December 6, 2023, and conducted a Pre-Event Briefing on Friday, December 8, 2023, at 9:00 a.m., during which the Company reviewed the weather forecast and the possibility that the Storm would impact the Company’s electric distribution system. The Company held its second Pre-Event Briefing on the morning of December 10, 2023, at 11:00 a.m. As part of its response to the Storm, the Company opened the Storm Room and the Municipal Room in Providence at approximately 7:00 p.m. on Sunday, December 10, 2023, and the Wires Down Room at 10:00 p.m. the same evening. The only Restoration Stage Briefing Call was held on December 11, 2023, at 10:00 a.m., during which the Company established the operational period objectives including safety, restoration, and communication requirements.

The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. As part of its preparation efforts, the Company also utilized contractors from outside the Company’s service territory to help with restoration. Using its own crews and contractor resources, the Company restored power to 100 percent of its customers impacted in approximately 39.5 hours from the time of the first customer outage. From the time of peak customers impacted,

the Company restored 95 percent of the outages in 13.5 hours. Power was restored to the final customer impacted by the Storm on Monday, December 11, 2023, at approximately 11:30 p.m.

The Company is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the 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 Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for Incident Classification Actions.

Table 1. Incident Classification Actions

Action Performed	Date and Time
Incident Commander Named	December 8, 2023; approx. 9:00 a.m.
Initial Event Classification Type – 3	December 8, 2023; approx. 9:00 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 to maintain situational awareness and relay the specifics of the emergency. See Table 2 below for the Storm ICS Actions.

Table 2. ICS Actions

Actions Performed	Date and Time
Pre-Event Briefing #1	December 8, 2023; approx. 9:00 a.m.
Pre-Event Briefing #2	December 10, 2023; approx. 11:00 a.m.
Storm Room opened in Providence	December 10, 2023; approx. 7:00 p.m.
Wires Down Room opened in Providence	December 10, 2023; approx. 10:00 p.m.
Municipal Room opened in Providence	December 10, 2023; approx. 7:00 p.m.
Restoration Stage Briefing #1	December 11, 2023; approx. 10:00 a.m.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the Storm and forecast of hazardous winds and potential for significant rainfall, the Company secured crews in advance from its contractors of choice and other outside contractors to support restoration efforts 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 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 began monitoring the Storm on the morning of Tuesday, December 5, 2023, as initial weather forecasts identified a potentially strong wind and rain system with a risk for coastal flooding, downpours and intense storm surge approaching from the south. The event was expected to impact much of New England, but significant uncertainty remained in determining the Storm’s exact intensity. Substantial rainfall and strong to potentially damaging winds across southeastern New England were expected. These initial forecasts also highlighted the challenges of predicting the precipitation amounts, sustained wind speeds and maximum gusts, storm surge and the exact duration of the event. This ambiguity would remain in the following reports and contain a meaningful bearing on the specific rainfall that also would correlate to system impacts.

On the morning of Sunday, December 10, 2023, the forecast remained consistent that strong damaging winds and substantial rainfall would impact Rhode Island late that evening on Sunday, December 10, 2023, into Monday, December 11, 2023. Average winds gusts were predicted to be between 45-55 mph, with maximum gusts in the 55-60 mph range along the coast. The Storm also was expected to bring heavy rainfall to already deeply saturated soil from previous rainfall with potential areas of isolated flooding and high storm surge along the coast.

During the afternoon of December 10, 2023, the forecasts remained consistent for the risk for coastal flooding and storm surge hazards. Also, the sustained wind gusts were forecasted to be up to 60 mph for the duration of the event. As a result, the Company completed the final efforts to prepare for the oncoming weather event with plans to open the Storm Room in Providence during the evening of December 10, 2023.

B. Impact

Ultimately, the Storm was a short duration weather event that resulted in minimal damage to the Company’s electrical system. The Storm brought strong wind throughout the state. Peak wind gusts were generally in the 35-40 mph range, with Providence experiencing a peak gust of 45 mph. The Town of West Warwick was affected most heavily with approximately eighteen percent of customers impacted by the event. See Table 3 below for the Storm impact.

Table 3. Storm Impact

Total Customers Impacted	7,248
Peak Customers Impacted	2,821
Date and Time of Peak	December 11, 2023; 3:49 a.m.
Date and Time Final Customer Was Restored	December 11, 2023; 11:30 p.m.
Number of Municipalities That Experienced Interruptions	29
Number of Distribution Feeders That Experienced Interruptions	52

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of December 10-12, 2023.

Figure 1

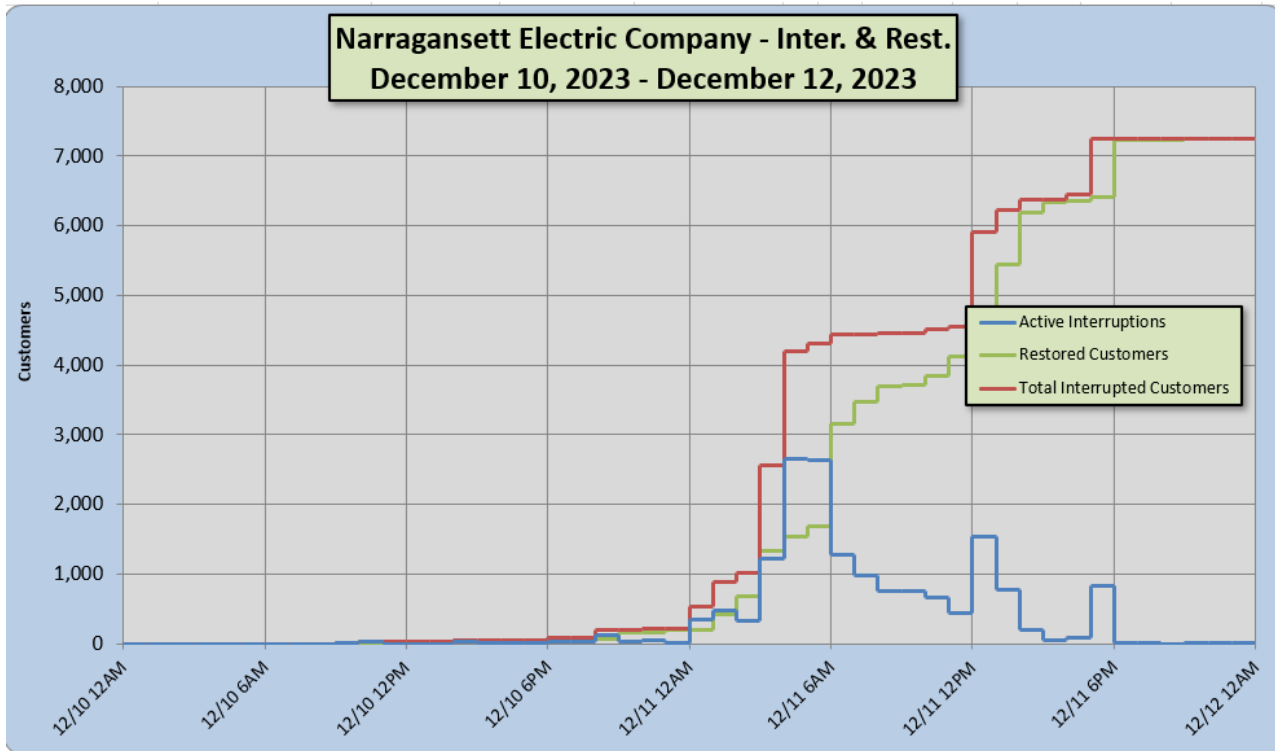


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
HOPKINTON	4,025	4	0.10%
JOHNSTON	14,125	220	1.56%
LINCOLN	10,458	188	1.80%
LITTLE COMPTON	2,625	1	0.04%
MIDDLETOWN	8,548	7	0.08%
NARRAGANSETT	10,665	5	0.05%
NORTH KINGSTOWN	14,143	44	0.31%
NORTH PROVIDENCE	16,208	87	0.54%
PORTSMOUTH	9,425	14	0.15%
PROVIDENCE	77,351	173	0.22%
RICHMOND	3,690	9	0.24%
SCITUATE	4,660	268	5.75%
SMITHFIELD	9,142	75	0.82%
SOUTH KINGSTOWN	15,229	6	0.04%
TIVERTON	8,423	44	0.52%
WARREN	6,164	797	12.93%
WARWICK	40,799	609	1.49%
WEST GREENWICH	2,864	229	8.00%
WEST WARWICK	14,693	2,699	18.37%
WOONSOCKET	19,173	67	0.35%

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 interruptions 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. The hourly chronological restoration assessment in this appendix includes the 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 Storm Room in Providence as soon as it opened (see Table 2 above) through the end of the Storm. Consistent with the Emergency Response Plan, the Company activated Police and Fire Coordinators for the Storm. These employees reported to 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 did not deploy Task Force teams for this event and did not utilize any staging sites.

The Company also mobilized the Municipal Room as well as the Providence Wires Down Room, with approximately 56 internal wire-down resources available, including wires-down appraisers, cut and clear restoration resources, and stand-by resources.

C. Personnel Resources

As part of its planning process, the Company prepared for a Type 3 event in Rhode Island based on the weather forecasts, resources, and operational situation. The Company's plan remained consistent throughout the Pre-Event Briefing #1 on December 8, 2023, as well as the Restoration Briefing #1 on December 11, 2023, the only restoration briefing for this event.

The Company secured a total of internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 145 external crews and 175 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, underground, wires down, and damage assessment personnel.

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

The Incident Commander for Rhode Island Energy did not request mutual assistance from companies in the North Atlantic Mutual Assistance Group (“NAMAG”) to support restoration for this event.

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 Incident Command System structures 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, 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 Storm.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times of Restoration

The Company posted Estimated Times of Restoration (“ETRs”) on its website during the 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.

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.

B. Intra-Company

The Company began preparing for the Storm on Tuesday, December 5, 2023, closely monitoring weather forecasts as the storm approached the southeast region. As the weather forecasts developed, the Company held two Pre-Event Briefing Calls to coordinate the needed response from staff and personnel. The Company conducted one Restoration Stage Briefing to execute the restoration objectives. See Appendix A for all briefings conducted.

C. Public Officials

1. Governor’s Office

During the Storm, the Company’s Regulatory and Government Affairs staff communicated with the Governor’s office. Additionally, the Company also 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 Regulatory Liaison contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the Storm. See Table 4 below for a listing of updates along with a brief summary of the update provided.

Table 4. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
December 10, 2023; 3:31 p.m.	Initial notification; weather forecast; resource planning efforts
December 11, 2023; 2:39 p.m.	Final update; demobilization and Storm Room status

During the event, the Company’s Regulatory and Government Affairs staff provided updates to RIEMA regarding the Company’s storm preparations and restoration efforts. The Company also utilized its RIEMA Liaison to post updates virtually on RIEMA’s WebEOC and support as needed.

3. Municipalities

Based on the anticipated impact from this event, the Company opened the Municipal Room on Sunday, December 10, 2023, at 7:00 p.m. The Company was prepared to utilize 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 operations personnel.

D. Customers

The Company communicated with customers during the Storm through its Customer Contact Center, email, website, and social media. The Company’s Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well as additional staff to support the high call volume.

See Table 5 below for a detailed listing of each method of communication utilized throughout the Storm.

Table 5. Communication Details

Method of Communication	Purpose of Interaction	Level of Interaction
<u>Report Outage/Outage Follow-up</u>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	375
Number of Customer Calls Received by Interactive Voice Response (“IVR”)	Customer reports outage or issue	178
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	576
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company notification and follow-up with Life Support Customers impacted by an outage	1807
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	203,273
Number of emails sent	Outage notification, update, or update request from customer	330,043
Number of outbound calls made	Outage notification, update, or update request from customer	829
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	1,268
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	7
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	7

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 received three media requests for information related to the Storm in Rhode Island, and one press release was issued. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

VI. TECHNOLOGY ISSUES

The Company did not experience any technology issues that impacted the preparation, response, or restoration efforts during the Storm.

VII. CONCLUSION

The Storm impacted the Company’s electrical system, resulting in power outages to 7,248 of the Company’s customers. The damage was caused primarily due to ground saturation and strong wind causing tree failure and tree limbs to make contact with the Company’s wires and equipment. 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 13.5 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 39.5 hours from the time of the first customer impacted and in 20 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Monday, December 11, 2023, at approximately 11:30 p.m.



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90 Day Report
December 10, 2023
Appendix A

December Wind & Rainstorm: #1 Pre-Event Briefing Agenda

MEETING INFORMATION

Date:	12/08/23	Time:	9:00 am
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Mike Freitas	X	Logistics Section Chief/ Avia Levin	X
Elect. Ops Section Chief/ Mike Hrycin	X	Public Information Officer/ Ted Kresse	X
Planning Section Chief/ Ryan Constable	X	Customer Contact Lead/ Chris Starr	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ John Williams	X
Gas Ops Section Chief/Michele Leone	X	Safety & Environmental Officer/ Brad Labine	X
Transmission Line Lead/ Dan Glenning	X	Security Officer/ Paul Gordon	D
External Resource Lead/ Brad Wheeler	X	Human Resource Officer/ Kathy Moar	X
Forestry Lead/ Chris Rooney	X	Finance Section Chief/ Brian Grzesiuk	X
Storm Room Lead/ Jack Carey	X	Emergency Planning Lead / Kim Schneider	X
Wires Down/ Ken Wood	X		

#	Agenda Item
1	<p>Safety Message – Brad Labine</p> <p>National Grid Waltham, MA Incident</p> <p>RI Energy Employee Assistance Program (EAP): available 24/7, 365 days a year, at 1-800-327-7059 (TTY 711) or by visiting Member.MagellanHealthcare.com.</p>
2	<p>Weather Forecast & Predicted Impacts – Accuweather</p>



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PREPARED EXCLUSIVELY FOR: **PPL-RIE**

Issue Date: Friday, December 8, 2023

AccuWeather Forecaster: **APK**

Executive Summary:

No weather threats through the next 2 days. We are monitoring a potent storm set to impact the region late Sunday through Sunday night, which can bring heavy, flooding downpours and strong winds. Wind gusts exceeding 60 mph can be possible, mainly Sunday night and near the coast.

Next 24 Hours:

RISK OF OUTAGE PRODUCING WEATHER **Limited**

Friday: Clouds and sun.

Next Seven Days:

RISK OF OUTAGE PRODUCING WEATHER **High**

Saturday: Partly sunny. Sunday: Increasingly windy with occasional rain arriving in the afternoon; steadier, sometimes heavy rain overnight with very strong winds and a rumble of thunder possible. Monday: Remaining fairly windy with periods of heavy rain early. Tuesday: Mostly sunny. Wednesday: Times of clouds and sun. Thursday: A mix of clouds and sun.

What Has Changed:

-- Added a high risk of gusts over 40 for both regions on Sunday.

CONFIDENCE LEVEL

High (≥ 70%)

Medium (50-69%)

Low (30-49%)

Capital Region

<i>Fri, Dec 8</i>		None	None	None
<i>Sat, Dec 9</i>		None	None	None
<i>Sun, Dec 10</i>	Wind gusts in the afternoon and overnight can reach up to 55 mph.	Wind >35, >40 Gust	None	None

Coastal Region

<i>Fri, Dec 8</i>			None	None
<i>Sat, Dec 9</i>		None	None	None
<i>Sun, Dec 10</i>	Wind gusts in the afternoon and overnight can reach up to 65 mph.	Wind >35, >40 Gust	None	None



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3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period <ul style="list-style-type: none"> ○ 9am today – 11am Sunday ▪ Event Type Classification <ul style="list-style-type: none"> ○ Type 3 up to 28% of customers impacted with a requirement to restore 95% of customer outages, withing 72 hours from the time of peak. ▪ Emergency Response Objectives <ul style="list-style-type: none"> ○ #1 – Safe preparations & planned operational response for the duration of the event. <ul style="list-style-type: none"> ▪ Prepare your teams to achieve the following: <ul style="list-style-type: none"> • Zero injuries to employees, contractors, and all members of the public • Safe vehicle operation & zero roadway traffic collisions ○ #2 – Establish and maintain effective communications with all Customers, Regulators, and External Agencies prior to and during the event ○ #3 – Activate all Emergency Response Organization (ERO) staffing & material needs
4	<p>Electric Operations Section Chief – Mike Hrycin</p> <p>Planning for this since Tuesday morning Storm Rooms requested to open at 7 pm Sunday Wires Down 10 pm Sunday</p> <p>All internal crews will be activated and on 24/7 shifts starting Sunday afternoon.</p> <ul style="list-style-type: none"> • 50 OH line crews will start at 3:00pm, remaining overnight on Sunday • Remaining with show up on Monday morning <p>Requesting 2 staging sites to be open for operations starting Monday morning 6 am:</p> <ul style="list-style-type: none"> • CCRI, Warwick, 400 East Ave, Warwick, RI 02886 • Raytheon, 1847 W Main Rd, Portsmouth, RI 02871
5	<p>Forestry – Chris Rooney</p> <p>Securing 110 total tree crews, currently at 86</p>
6	<p>Substation Lead – Chris Araujo</p> <p>Closely monitoring the coastal high tides and inland freshwater levels for flooding mitigation due to heavy rains and southern winds off the coast. Areas of focus include Westerly, Warren, Pontiac and Sockanosset</p>
7	<p>Control Center Lead – Mike Freitas</p> <p>Additional staffing plans are in place for the room Working to return all abnormal line configurations today, prior to the event impact</p>
8	<p>Storm Rooms – Jack Carey</p> <p>Providence Storm Room is expected to open Sunday at 7 pm</p>



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	IT Desktop support staff is being secured for the room opening
9	Wires Down – Ken Wood Wires Down Room will open Sunday at 10 pm
10	External Resource Lead – Brad Wheeler 145 external line crews secured Arrive Sunday night 11 crews will be supporting the night coverage
11	Transmission – Dan Glenning Michaels is working today on the G185 to return to normal configurations 12-man T-Line crew has been secured for the event
12	Planning Section Chief – Ryan Constable ETR unit being prepared for activation on Sunday
13	Gas Operations Section Chief – Michele Leone Monitoring flooding risks associated with coastal flooding and heavy rain Focusing on the Westerly and Narragansett areas
14	Damage Assessment – John Williams No exceptions, Team is on standby and ready to respond to any requests for support
15	Logistics Section Chief – Avia Levin The team is preparing the 2 staging sites requested to be opened for Monday morning Logistics for the external crews are in progress, no foreseen issues The Stores and Fleet groups will be activated and ready to respond to any requests for support
16	Customer Contact Center – Chris Starr Life Support and Critical Customer notifications will be going out today at 3 pm Call Center staffing plans are in progress in preparation for increase call volume
17	External Liaison Officer – Brian Schuster Notifications went out to all Municipalities and critical facilities this morning, warning of the event The teams will be preparing updates to the external stakeholders following this briefing
18	Public Information Officer – Ted Kresse Preparing a Press Release for early Sunday am, including a pro-active text message Social Media updates will start on Saturday No media inquiries yet Please submit photos of damage and field restoration efforts: Communications@rienergy.com Or text the images to 401-871-0848
19	Human Resources Officer – Kathy Moar No Exceptions
20	Finance Section Chief – Brian Grzesiuk



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Appendix A**

	Storm Specific accounting has been generated and will be distributed today
21	<p>Safety & Environmental Officer – Brad Labine</p> <p>Additional Environmental and Safety staff have been secured to support the response Safety teams are preparing to support the external crew on-boarding effort</p>
22	<p>Security Officer – Paul Gordon</p> <p>Security staff will be provided for the staging site operations 24/7</p>
23	<p>Emergency Planning – Kim Schneider</p> <ul style="list-style-type: none"> • Reach out early and often for any activation and preparedness support Kim and Steve • Consider opportunities to match job-shadow and on-the-job training for new ERO team members • Feel free to add participants to these briefing call – mindful to explain professional call etiquette • NAMAG Situational Awareness call 9 am yesterday – No open requests for resources <ul style="list-style-type: none"> ○ Next call is tentatively scheduled for Monday 9 am
24	<p>Next Scheduled Briefing - Date & Time</p> <ul style="list-style-type: none"> • 11:00 am Sunday
25	<p>Closing Remarks – Al LaBarre</p> <p>Thanks to you and your teams for the support in preparing for this event We recognize this may be a changing time both personally and professionally, considering the holiday season But this is when our customers need us most, keeping them safe and helping to mitigate the storms’ impact upon the communities we serve. Thank you</p>



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December 10, 2023
Appendix A

December Wind & Rainstorm: #2 Pre-Event Briefing Agenda

MEETING INFORMATION

Date:	12/10/23	Time:	11:00 am
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	D
Control Center Lead/ Mike Freitas	X	Logistics Section Chief/ Avia Levin	D
Elect. Ops Section Chief/ Mike Santoro	X	Public Information Officer/ Ted Kresse	X
Planning Section Chief/ Ryan Constable	X	Customer Contact Lead/ Chris Starr	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ John Williams	D
Gas Ops Section Chief/Michele Leone	X	Safety & Environmental Officer/ Brad Labine	X
Transmission Line Lead/ Dan Glenning	X	Security Officer/ Paul Gordon	X
External Resource Lead/ Brad Wheeler	D	Human Resource Officer/ Kathy Moar	X
Forestry Lead/ Chris Rooney	X	Finance Section Chief/ Brian Grzesiuk	D
Storm Room Lead/ Jack Carey	X	Emergency Planning Lead / Kim Schneider	X
Wires Down/ Ken Wood	X		

#	Agenda Item
1	<p>Safety Message – Brad Labine</p> <p>To find relief from a tight and painful upper back and neck after long hours of deskwork, stretch the muscles that were in a shortened state in your chest and anterior neck. This will help restore balance to your posture. Stretching the painful areas, while instinctive, can sometimes work against you, as in this example.</p> <p>You can find examples of stretches on the RIE Safety site at: https://pplcorp.sharepoint.com/mcas.ms/sites/RIESafety and also reach out to one of our athletic trainers, Joe or Mike.</p>
2	<p>Weather Forecast & Predicted Impacts – Steve Parenteau</p> <p>Wind and rain storm will impact the region late Sunday through early Monday with downpours and very strong winds. Wind gusts 45-60 mph may occur early Monday morning near the coast. Monday: Remaining quite windy, especially in the morning, with periods of heavy rain early. Next 24 Hours: High Sunday: Increasingly windy with occasional rain arriving in the afternoon; steadier, sometimes heavy rain overnight with very strong winds and perhaps even a</p>



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rumble of thunder.



National Weather Service Boston / Norton

Decision Support Briefing
Sunday, December 10, 2023
4:00 AM

Potential for:

- Damaging Winds
- Coastal Flooding
- Flooding Rain
- Hazardous Marine Travel

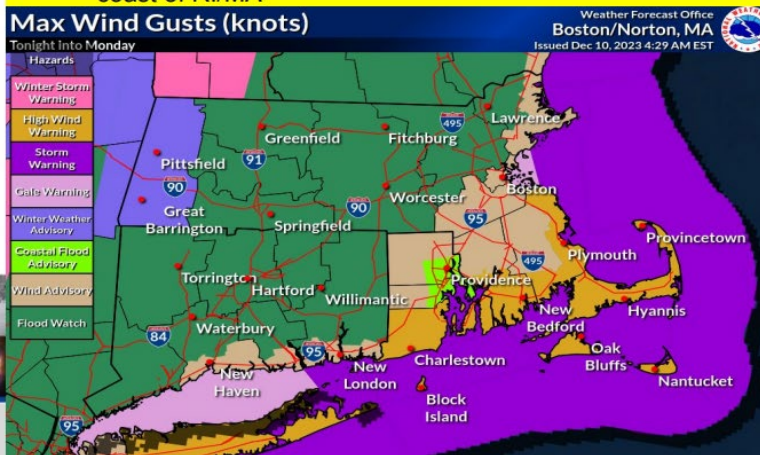
Late Today - Monday



National Oceanic and
 Atmospheric Administration
 U.S. Department of Commerce

What Has Changed:

- High Wind Warning for south coast and Cape/Islands
- Wind Advisory for rest of RI and eastern MA along I-95 corridor
- Coastal Flood Advisory for Narragansett Bay and south coast of RI/MA





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Wind Gust Forecast December 10, 2023 4:31 AM

Maximum Wind Gust Forecast (mph)

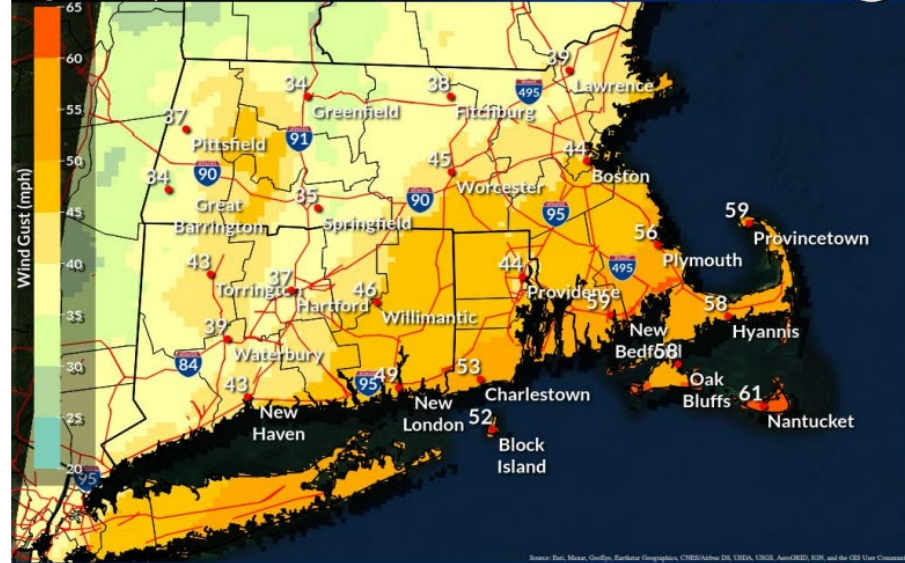
	12/10 Sun		12/11 Mon				Maximum
	12pm	6pm	12am	6am	12pm	6pm	
Boston	31↑	41↑	45↑	40→	39→	36→	45
Gloucester	29↑	37↑	44↑	49↑	45→	39→	49
Hartford	31↑	36↑	32→	35→	37→	30→	37
Hyannis	31↑	46↑	54↑	59↑	46→	37→	59
Lowell	28↑	40↑	36↑	37→	38→	33→	40
Nantucket	30↑	45↑	54↑	61↑	51→	43→	61
New Bedford	35↑	48↑	53↑	59↑	41→	35→	59
New Haven	38↑	44↑	38→	38→	35→	26→	44
Newport	38↑	51↑	53↑	54↑	40→	33→	54
Pittsfield	25↑	18→	17→	32→	36→	36→	36
Providence	33↑	44↑	44↑	44↑	38→	32→	44
Springfield	30↑	32↑	32→	32→	35→	26→	35
Worcester	30↑	45↑	38↑	37→	38→	32→	45

Created: 3 am EST Sun 12/10/2023 | Values are maximums over the period beginning at the time shown.

- Strongest wind gusts peak after midnight tonight into Monday morning from west to east

National Oceanic and Atmospheric Administration U.S. Department of Commerce National Weather Service Boston / Norton, MA



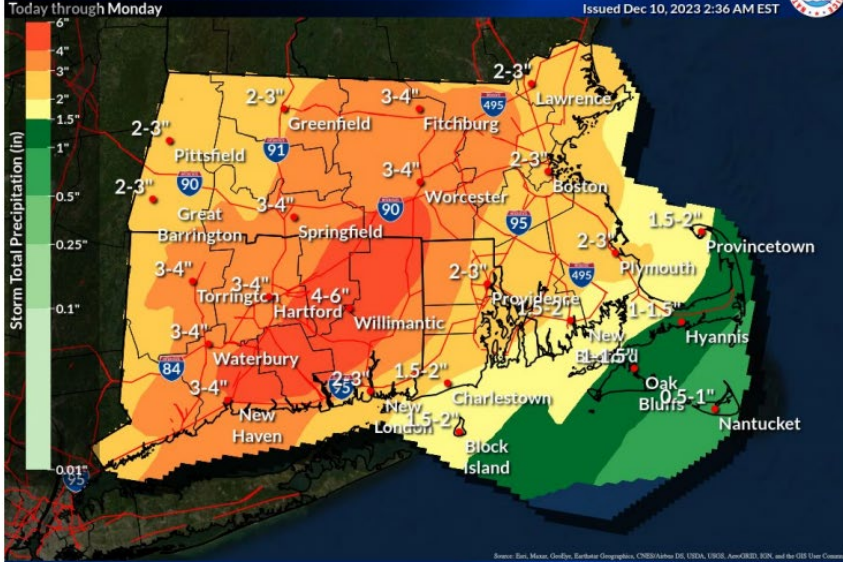

Wind Gust Forecast Max Wind Gusts Tonight into Monday Boston/Norton, MA Issued Dec 10, 2023 2:49 AM EST



National Oceanic and Atmospheric Administration U.S. Department of Commerce National Weather Service Boston / Norton, MA



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	<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> <h2 style="margin: 0;">Rainfall Forecast</h2> <p style="margin: 0;">December 10, 2023 4:31 AM</p> </div>  </div> <div style="margin-top: 10px;"> <p>Storm Total Rainfall Today through Monday</p>  <p style="font-size: small;">Weather Forecast Office Boston/Norton, MA Issued Dec 10, 2023 2:36 AM EST</p> <p style="font-size: x-small;">Sources: Sat, Model, GeoEye, Earthstar Geographics, CNES/Airbus DS, USDA, USGS, AeroGRID, IGN, and the GIS User Community weather.gov/box</p> </div> <div style="margin-top: 10px;"> <ul style="list-style-type: none"> ● Heaviest rain tonight into Monday morning ● Widespread rainfall 2-4 inches, locally 6+ inches across portions of CT/adjacent MA ● Significant street flooding possible for the Monday morning commute, especially across portions of CT into central/W MA </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;">  <p style="font-size: x-small;">NWS Boston/Norton National Oceanic and Atmospheric Administration U.S. Department of Commerce</p> <p style="font-size: x-small;">National Weather Service Boston / Norton, MA</p> </div>
<p>3</p>	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period <ul style="list-style-type: none"> ○ 11am Sunday – 10am Monday ▪ Event Type Classification <ul style="list-style-type: none"> ○ Type 3 up to 28% of customers impacted with a requirement to restore 95% of our customers from peak outages within 72 hours. ▪ Emergency Response Objectives <ul style="list-style-type: none"> ○ #1 – Deliver a safe and prompt restoration effort <ul style="list-style-type: none"> ▪ Prepare all your teams to achieve: <ul style="list-style-type: none"> ● Zero injuries to employees, contractors, and all members of the public ● Zero switching incidents ● Zero roadway & traffic collisions ○ #2 – Maintain prompt and effective communications with all Customers, Regulators, and External Agencies prior to and during the event ○ #3 – Complete all Emergency Response Organization (ERO) staffing & material needs ○ #4 – Ensure all external crew on-boarding is conducted prior to any work they perform ○ #5 – Respond to all Police & Fire 911 Emergency calls within the Estimated Times of Arrival provided
<p>4</p>	<p>Electric Operations Section Chief – Mike Santoro</p>



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	The electric operations team is reviewing the heavier rain forecast for the northwest portion of the state.
5	Forestry – Chris Rooney 130 Tree crews secured
6	Substation Lead – Chris Araujo River levels in RI are relatively low already, which will help mitigate the increased rainfall The substation flood teams are closely monitoring
7	Control Center Lead – Mike Freitas The G185 will be back into normal configuration by noontime today
8	Storm Rooms – Jack Carey Desktop support teams will be on-site for Storm Room support for the duration of the event
9	Wires Down – Ken Wood No exceptions
10	External Resource Lead – Brad Wheeler 145 external line crews secured all arriving no later than this evening for on-boarding
11	Transmission – Dan Glenning 1 x Transmission crew will be available for the event, starting tomorrow morning
12	Planning Section Chief – Ryan Constable No exceptions
13	Gas Operations Section Chief – Michele Leone The Army Corps of Engineers will be closing the hurricane barrier at 4 am Monday morning, so RIE Gas is engaged in proactive measures at critical sites on our distribution network that are located in flood prone areas.
14	Damage Assessment – John Williams No exceptions
15	Logistics Section Chief – Avia Levin Staging sites will be opened at 6 am on Monday <ul style="list-style-type: none"> • CCRI in Warwick • Raytheon in Portsmouth Lodging and Meals have been secured for all external crews
16	Customer Contact Center – Chris Starr Additional Contact Center staffing will be arriving at 3 pm today and through the overnight
17	External Liaison Officer – Brian Schuster Notified external RI agencies of our plans and preparations Friday Update send another update today after this briefing call 7 pm tonight the Muni Room will open and ongoing for the event



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18	<p>Public Information Officer – Ted Kresse</p> <p>Key messages will be produced this morning after the briefing Pres release is being prepared also An email and pro-active text messaging will be sent to registered customers this morning No media inquiries have been received so far Please send any photos from the field by email to communications@rienergy.com or text them to 401.895.1000</p>
19	<p>Human Resources Officer – Kathy Moar</p> <p>No exceptions</p>
20	<p>Finance Section Chief – Brian Grzesiuk</p> <p>No exceptions</p>
21	<p>Safety & Environmental Officer – Brad Labine</p> <p>Safety staff are active and will be supporting the external crew on-boarding objective as crews arrive</p>
22	<p>Security Officer – Paul Gordon</p> <p>Security staff have been secured and will be supporting the 2 staging site locations for the duration of the event</p>
23	<p>Emergency Planning – Kim Schneider</p> <ul style="list-style-type: none"> • Reach out to Kim and Steve for any final ERO activation efforts • Continue to seek opportunities of job-shadowing and on-the-job training for new team members • Feel free to add participants to these briefing calls – mindful to explain professional call etiquette • Mutual Aid - NAMAG #2 call is scheduled at 9am on Monday
24	<p>Next Scheduled Briefing - Date & Time</p> <ul style="list-style-type: none"> • Monday 10am
25	<p>Closing Remarks – Dave Bonenberger</p> <p>Thanks to you and your teams for the excellent preparation so far Please continue to be safe in all that you do, our customers are counting on us to be our best</p>



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December Wind & Rainstorm: #1 Restoration Stage Briefing Agenda

MEETING INFORMATION

Date:	12/11/23	Time:	10:00 am
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Mike Freitas	X	Logistics Section Chief/ Avia Levin	X
Elect. Ops Section Chief/ Keith Burgoyne	X	Public Information Officer/ Ted Kresse	X
Planning Section Chief/ Ryan Constable	X	Customer Contact Lead/ Chris Starr	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ John Williams	X
Gas Ops Section Chief/Joe Curley	X	Safety & Environmental Officer/ Brad Labine	X
Transmission Line Lead/ Dan Glenning	X	Security Officer/ Paul Gordon	X
External Resource Lead/ Brad Wheeler	X	Human Resource Officer/ Kathy Moar	X
Forestry Lead/ Chris Rooney	X	Finance Section Chief/ Brian Grzesiuk	X
Storm Room Lead/ Jack Carey	X	Emergency Planning Lead / Kim Schneider	X
Wires Down/ Ken Wood	X		

Agenda Item

1 Safety Message – Brad Labine

When driving in heavy rain or in areas of localized flooding, be mindful of hydroplaning risks. When driving at speeds above 45 MPH and when water depth on the road is at least 1/10th of an inch, you are at risk. This morning traveling into the office, several of us passes accidents on the highways, likely from the heavy rains in the morning.

If You End up Hydroplaning

Sometimes, even when you do take every possible precaution, you can still end up hydroplaning. If your vehicle does start to hydroplane, follow these steps:

- Don't panic or overreact—stay calm.
- Don't slam on the brakes.



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	<ul style="list-style-type: none"> • Ease your foot off the accelerator and apply brakes gently if necessary to avoid further loss of control. In the case your vehicle does not have anti-lock brakes (check your manual), try to avoid braking altogether. If you must break, “pump” the brake pedal gently. • Maintain a firm grip on the steering wheel and keep yourself pointed forward, or in the direction of the road, and be prepared to compensate when the tires regain control. • Be careful not to over-steer, as your momentum can throw you off course or into a spin. • Whether you have front-wheel or rear-wheel drive, you always want to maintain the course of the road. This may take a few turns of the steering wheel in either direction. • Take a deep breath and calm your nerves.
2	<p>Weather Forecast & Predicted Impacts – Steve Parenteau</p> <p>Periods of rain, some heavy, are expected through the morning hours as this potent storm system exits the region. Remaining windy through this afternoon and evening, with gusts to 35-40 mph possible, mainly early and near the coast</p> <p>Today: Remaining windy, especially early, with periods of rain, some heavy, tapering off through the morning. Turning mainly clear tonight with winds gradually easing.</p> <p>The coastal flood advisory for Narragansett Bay has been lifted ahead of schedule, as peak gusts arrived before the morning high tide cycle. Consequently, there is no longer a coastal flood threat in the area. Wind advisories have also been rescinded for southern Rhode Island and portions of southeast Massachusetts. However, a High Wind Warning remains in effect for Cape Cod and neighboring islands until 10 am.</p> <p>While a Flood Watch is still in effect, it is anticipated to be lifted later this morning or early afternoon. We will be closely monitoring main stem river flooding from this afternoon through midweek and will issue River Flood Warnings as needed.</p> <p>The weather is expected to trend dry this afternoon with clearing skies into the overnight hours. Temperatures will drop into the upper 20s and low 30s overnight, accompanied by a brisk WNW wind with gusts of 25 to 35 mph early on, diminishing by sunrise on Tuesday.</p>
3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period <ul style="list-style-type: none"> ○ Monday 12/11@ 10:00 AM to 10:00 PM ▪ Event Type Classification <ul style="list-style-type: none"> ○ Type 4 up to 7% of customers impacted with a requirement to restore 95% of our customers from peak outages within 24 hours. ▪ Emergency Response Objectives • #1 – Ensure a safe operational response for the duration of the event. <ul style="list-style-type: none"> ○ Zero injuries to employees, contractors, and all members of the public ○ Zero switching incidents ○ Zero roadway & traffic collisions



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	<ul style="list-style-type: none"> • #2 – Maintain effective and consistent communications with Customers, Regulators, and External Agencies • #3 – Respond to all Police & Fire 911 Standby and Wire Down safety calls within the required timeframes • #4 – Assess and prioritize all critical customer & critical facility outages • #5 – Regularly assess and update all Estimated Times of Restoration (ETRs)
4	<p>Electric Operations Section Chief – Keith Burgoyne</p> <p>Zero safety incidents Working on restoring all schools and critical facilities All Wire Down calls are being assigned Expect to have all multi customer outages restored by 2:00 pm Conducting a demobilization call at 3:30 pm</p>
5	<p>Forestry – Chris Rooney</p> <p>All external tree crews on-boarded and assigned work this morning</p>
6	<p>Substation Lead – Chris Araujo</p> <p>No exceptions</p>
7	<p>Control Center Lead – Mike Freitas</p> <p>All mainline feeder outages have been restored Working now on all transfer and fuse causes 629 customer outages remain, across 83 outages</p>
8	<p>Storm Rooms – Jack Carey</p> <p>No exceptions</p>
9	<p>Wires Down – Ken Wood</p> <p>All 911 calls covered and all WD calls are assigned</p>
10	<p>External Resource Lead – Brad Wheeler</p> <p>No exceptions</p>
11	<p>Transmission – Dan Glenning</p> <p>The transmission crew is supporting Sub Tx work, no Tx issues</p>
12	<p>Planning Section Chief – Ryan Constable</p> <p>ETRs are being managed at a call, level, being updated as field information is provided</p>
13	<p>Gas Operations Section Chief – Joe Curley</p> <p>No gas issues experienced Crews positioned across the flood risk areas monitoring</p>
14	<p>Damage Assessment – John Williams</p> <p>No exceptions</p>



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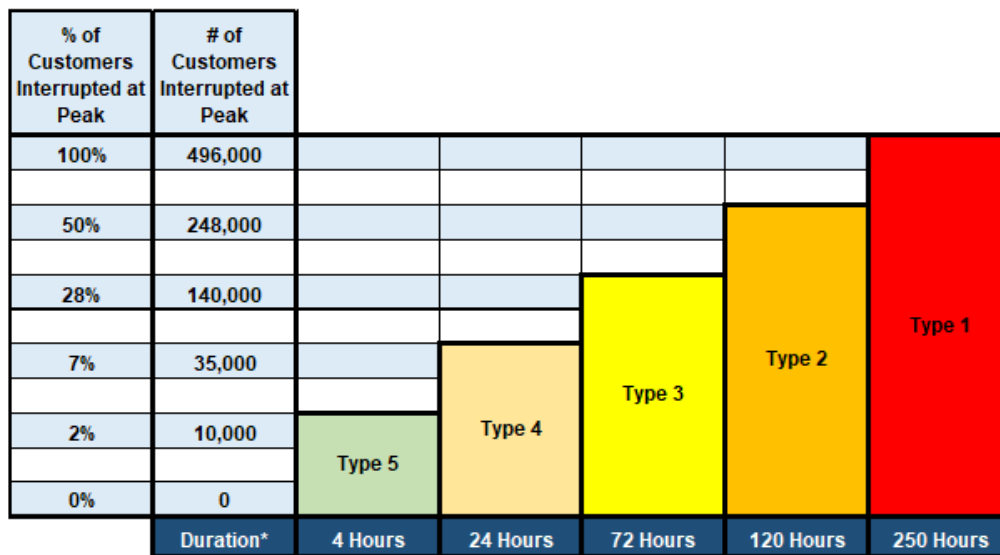
15	Logistics Section Chief – Avia Levin No exceptions
16	Customer Contact Center – Chris Starr No exceptions
17	External Liaison Officer – Brian Schuster No exceptions
18	Public Information Officer – Ted Kresse Conducted TV interviews last night and radio this morning. Overall sentiment is positive Please continue to submit photos of damage and crews restoring Please remind your field-based staff to consider opportunities send photos of damage/restoration to: Communications@rienergy.com Or text the images to 401-871-0848
19	Human Resources Officer – Kathy Moar No exceptions
20	Finance Section Chief – Brian Grzesiuk No exceptions
21	Safety & Environmental Officer – Brad Labine No exceptions
22	Security Officer – Paul Gordon No exceptions
23	Emergency Planning – Kim Schneider <ul style="list-style-type: none"> • Please share improvement opportunities with EP • Mutual assistance was held this morning at 9:00 am, no companies are seeking resources
24	Next Scheduled Briefing - Date & Time No additional Briefing Calls are anticipated for this event
25	Closing Remarks Thank you to the team for all your weekend preparations, it was all well worth the effort for our customers



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Rhode Island Simplified Event Classification Index



*95% of customers restored

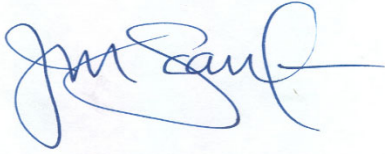
Appendices B-E

Please see the Excel version of Appendices B-E.

Certificate of Service

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

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



Joanne M. Scanlon

March 12, 2024
Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 6/1/2022**

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	jscanlon@pplweb.com ;	
	sbriggs@pplweb.com	
	sparenteau@RIEnergy.com ;	
National Grid	theresa.burns@nationalgrid.com ;	
	scott.mccabe@nationagrid.com ;	
Christy Hetherington, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	christy.hetherington@dpuc.ri.gov ;	401-222-2424
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	Margaret.L.Hogan@dpuc.ri.gov ;	
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	Todd.bianco@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	
	Cynthia.WilsonFrias@puc.ri.gov ;	

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

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