REDACTED

nationalgrid

National Grid Rhode Island Electric Emergency Response Plan

May 2020

REDACTED

National Grid Rhode Island Electric Emergency Response Plan

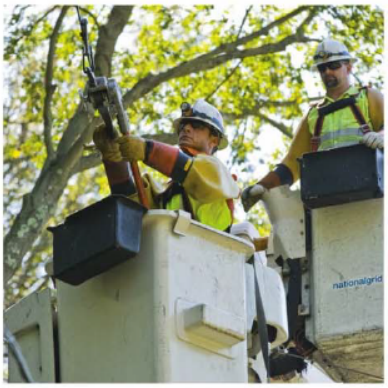
Effective Date: May 15, 2020

Supersedes Plan Issued on: May 15, 2019

REDACTED

nationalgrid

Chapter 1: Introduction



1. Introduction

National Grid (the Company) has established the Rhode Island Electric Emergency Response Plan (ERP) for the purpose of managing outages caused by storms and other natural disasters, civil unrest, major equipment failure, or other events. It is intended to be simple, flexible, and easily adapted to specific Emergencies. This ERP includes procedures that will be adhered to by Company electric subsidiaries in Rhode Island whenever an Emergency occurs.

The ERP provides the framework for the orderly response of Company resources during Emergency Events. These procedures provide instruction on actions taken during Emergency Events classified as Type I, 2, and 3. The ERP utilizes the National Incident Management System (NIMS), which is a comprehensive national approach to incident management applicable at all levels of the Company's Emergency Response Organization (ERO) and across functional disciplines, and is focused on public safety, workforce safety and safety of outside assistance and addresses the operation of Company Emergency Operation Centers (EOCs).

The ERP has been developed in accordance with all applicable regulations and is designed based on the principles of Incident Command System (ICS) and the Company's Group Crisis Management Framework. The Company conducts training, drills and exercises on an annual basis to evaluate the effectiveness of this ERP, with the New England State Emergency Response Functional Exercise completed by August 1 of each year.

The annual review and revision will include improvements resulting from the After Action Report from the New England State Emergency Response Functional Exercise. However, the ERP may be revised more frequently to include: recommended changes from a storm review or After Action Report; or regulatory or legislative directives.

ERP Overview

Emergency Management – Vision

The Company will develop and maintain a comprehensive set of risk mitigation plans to; prepare for, respond to, and recover from, and inform its constituents regarding all types of business interruption incidents that might occur.

Emergency Management – Policy Statement

National Grid's Emergency Management Policy reinforces its commitment to our customers and the communities we serve; The Company strives to utilize effective Emergency management principles and protocols that enhance its ability to provide safe and reliable energy services.

National Grid will deliver on its commitments to its customers by:

- Developing appropriate prevention or risk mitigation strategies,
- Implementing comprehensive Emergency preparedness programs,
- Responding with appropriate resources to address the Emergency,
- Communicating timely and accurate information to customers and other stakeholders,
- Recovering from events expeditiously, and
- Continuous improvement.

ERP Structure

Within the ERO there exist three levels: Strategic, Tactical and Operational. The purpose of the Strategic Level is to identify clear, broad objectives to advance the overall organization as well as coordinate resources, while the purpose of the Tactical Level is to utilize specific resources to achieve sub-objectives in support of the defined mission, and the role of the Operational Level is to execute these objectives.

Two ERPs have been developed to capture the roles and activities associated with the levels during an Emergency response. The System Level Plan (SLP) covers the roles and activities of Company personnel at the Strategic Level, while this ERP covers the roles and associated activities of ERO personnel at the Tactical and Operational Levels. Where there is interaction between the Strategic and Tactical and/or Operational Levels, only those roles at the Strategic Level that interact directly with Tactical and/or Operational Level the will be identified and included in this ERP.

The overall flow of both the SLP and ERP is organizational and within both plans each chapter contains related processes potentially undertaken during an Emergency response, the ERO roles involved in the processes and the activities they are responsible for related to each process. Process overviews and workflow diagrams are included to provide context for Company personnel involved in the Emergency response. Both the workflow diagrams and order of roles included with the processes provide a top-down approach, with the highest level ICS roles (e.g. System, then State, then Branch) and their direct reports shown in descending order.

The benefits of the organizational flow include:

- Easier modification of the processes, roles and activities included in the ERP based on changes due to lessons learned, regulatory requirements, technological advancements, organizational changes, etc.;
- Providing a complete overview of a process in one location for Emergency Response Organization personnel to easily reference during an Emergency;
- Better accounting of individual responsibilities with respect to specific processes; and
- Better understanding of how various levels of the ERO interact to coordinate the execution of a process during an Emergency.

ERP Implementation

National Grid will utilize NIMS to guide its ERP. NIMS improves the effectiveness of Emergency response providers and incident management organizations across a full spectrum of potential incidents and hazard scenarios. NIMS relies on ICS to coordinate and manage the response of an organization. Overall, this approach will improve National Grid's coordination and cooperation between public and private entities in a variety of domestic incident management activities.

National Grid has shaped its ERO around that of the ICS for the purpose of combining facilities, equipment, personnel, procedures, and communications to operate within a common organizational structure, designed to manage incident activities. National Grid's Plan is used for

a broad spectrum of Emergencies, from small to complex incidents, both natural and manmade, including acts of catastrophic terrorism and major equipment failures. ICS is used by all levels of government (federal, state, and local) as well as by many private-sector and non-governmental organizations. National Grid's planning follows that of the recommended ICS protocol and is organized around five major functional areas:

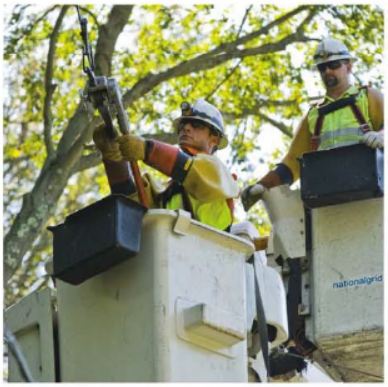
- Command staff,
- Operations,
- Planning,
- Logistics, and
- Finance.

One of the features of the ERP is that of scalability. Many events begin as a State Level Emergency and escalate to a System Level Emergency. National Grid's ERP accommodates single state, multi-state and System Level Emergencies by ensuring the key elements of an ERO exist at each level and are easily replicated using common roles and responsibilities.

REDACTED

nationalgrid

Chapter 2: Table of Contents



2. Table of Contents

1. Introduction....4
2. Table of Contents....8
3. Organization Overview....13
3.1. National Grid Group Crisis Management Framework and the ICS Philosophy....13
3.2. General Overview of Emergency Response Organization....15
3.3. State Level ICS Positions Overview....24
3.4. Branch Level ICS Positions Overview....29
4. Emergency Classification and Response Plan Activation....36
4.1. Classification of Emergencies....36
4.2. Activating the Emergency Response Organization....49
4.3. Emergency Operations Center Overview....50
5. Restoration Prioritization....55
5.1. Restoration Prioritization Summary....55
6. Resource Acquisition....58
6.1. Acquisition of Internal Restoration Resources....62
6.2. Acquisition of Utility Mutual Assistance Resources....65
6.3. Acquisition of External Contractors....68
6.4. Acquisition of Services from Retirees....71
6.5. Providing Mutual Assistance....73
6.6. Acquisition of ICS Command and General Staff Resources....75
6.7. Acquisition of Support Resources....77
7. Coordinate Support Logistics....81
7.1. Materials Coordination and Management....83
7.2. Fleet Coordination and Management....85
7.3. Staging Site Coordination and Management....89
7.4. Facilities Coordination and Management....91
7.5. Communication Device Coordination and Management....92
8. Coordinate Personnel Logistics....95
8.1. Meals Coordination and Management....96
8.2. Lodging Coordination and Management....98
8.3. Information Services Coordination and Management....100
9. Financial Accounting Guidelines....103
9.1. Establishing Emergency Charge Accounts....104

9.2. Tracking Time and Materials Charging 105
9.3. Processing Claims 107
9.4. Assuring Cost Recovery 107
10. Employee Welfare 110
10.1. Tracking and Addressing Labor Relations Issues 110
10.2. Providing Employee and Family Assistance 111
10.3. Communicating Company Policy and Expectations 112
11. Damage Assessment 114
11.1. Coordinating and Carrying Out Field Activities 114
12. Proactive De-Energization and Load Shedding 122
12.1. Proactive System De-Energization 122
12.2. Load Shedding 124
13. Modes of Operation 126
13.1. Centralized Operations 126
13.2. Branch Decentralized Operations 129
13.3. Substation Decentralized Operations 131
14. Coordination of Restoration Activities 133
14.1. Wires Down and Emergencies 134
14.2. Coordinating Restoration Activities when Decentralized to the Branch 139
14.3. Coordinating Restoration Activities when Decentralized to the Substation 144
14.4. Coordinating Transmission Restoration Activities 149
14.5. Coordinating Task Forces 150
15. Developing and Reporting ETRs 154
15.1. Developing and Reporting ETRs 155
16. Internal Communications 160
16.1. Conducting State Level Briefings 160
16.2. Conducting Branch Level Briefings 165
16.3. Conducting Broader Company Communications 168
17. Public Information Communications 172
17.1. Corporate Message Development and Dissemination Controls 173
17.2. Coordinating with the Customer Contact Center 177
17.3. Initiating Communications for Notification of Possible Emergency and Updates 179
17.4. Communicating with Life Support Customers 180
17.5. Managing Media Communications and Relations 181

17.6. Managing Social Media, Web, Digital and Print Communications 183
18. Liaison Interactions 186
18.1. Managing Municipal Coordination 188
18.2. Managing State Agency Coordination 194
18.3. Managing Regulatory and Government Affairs 196
18.4. Managing Federal Agency Coordination 198
18.5. Coordinating with Other Responding Agencies 198
18.6. Coordinating with Other Utilities 200
18.7. Coordinating with Other Stakeholders 202
19. Safety, Health and Environmental Coordination 205
19.1. Safety and Health Coordination 206
19.2. Environmental Impact Coordination 212
20. Security Coordination 221
20.1. Security Strategy Coordination and Implementation 221
21. Reports and Documentation 227
21.1. Internal Reports and Documentation 228
21.2. Regulatory Driven Reports and Documentation 230
21.3. After Action Review 231
22. Demobilization 234
22.1. Demobilization Plan Development and Implementation 234
23. Training and Exercises 239
23.1. Annual Training Courses 239
23.2. Emergency Response Exercise and Drill Program 240
24. Emergency Plan Maintenance 244
24.1. Timing of and Procedure for Updating the ERP 244
25. Legislative and Regulatory Compliance Translation Table 247
26. Service Territory/Facility Overview 250
27. Definitions 253
28. Acronyms 259
29. Document Revision History 261
30. Roles vs. Process/Activity Matrix 269
31. ERP & SLP Interaction Matrix 275
32. ERP ICS Positions Responsibilities and Checklists 278
32.1. State Level ICS Positions 284

32.2. Branch Level ICS Positions 334
32.3. ICS Support Positions 386
33. Appendix A: Exhibits to Chapters 648
33.1. Chapter 6: Resource Acquisition Exhibits 649
33.2. Chapter 8: Coordinate Personnel Logistics Exhibits 668
33.3. Chapter 12: Load Shedding Exhibits 685
33.4. Chapter 18 Liaison Interactions Exhibits 687
33.5. Chapter 21: Reports and Documentation Exhibits 688
33.6. Chapter 23: Training and Exercises Exhibits 692
34. Appendix B: Emergency Assignment Listing 702

REDACTED

nationalgrid

Chapter 3: Organization Overview

3. Organization Overview

Introduction

Emergencies typically begin and end locally, and are managed on a daily basis at the lowest possible geographical, organizational, and jurisdictional level. There are instances in which successful Emergency management depends on the involvement of multiple jurisdictions, various levels of the Company, coordination with municipal and governmental agencies, and/or Emergency responder disciplines. These instances require effective and efficient coordination across a broad spectrum of the respective organizations and their activities.

The ERO is designed to enable effective and efficient Emergency management and coordination that is both internal and external to the Company through a flexible and standardized management structure that is scalable so it may be used for all Emergencies (from day-to-day to large-scale).

The ERO required to implement the Emergency procedures is stipulated by the organization chart included on the following pages in this section. Immediately upon declaration of an Emergency, the required EOCs shall be staffed accordingly. In some cases, it may be desirable to staff the EOCs and hold or call-out personnel prior to the actual Emergency. The number of EOC personnel and mobilized resources will be dependent upon the size, scale, and complexity of the Emergency.

3.1. National Grid Group Crisis Management Framework and the ICS Philosophy

National Grid has developed and implemented the Group Crisis Management Framework which establishes its approach to crisis management and the mechanisms used to manage the most serious Emergencies. A crisis may include all types of Emergencies and events including severe weather, a cyber-security incident, a pandemic or shelter in place response, loss of critical infrastructure or business continuity, etc., or any combination of these.

The Framework comprises three levels that define management's roles and responsibilities: the Strategic Level, Tactical Level and Operational Level. The Group Crisis Management Framework also establishes, at a high level, guidelines for key leaders at the Strategic Level. These guidelines are the basis for establishing the Rhode Island Electric ERP.

One of the more common Emergencies to which the Company is regularly subjected to is severe weather/storm events. The Group Crisis Management Framework provides a scalable approach to Emergency response based upon the type, severity, and impact of the event.

REDACTED

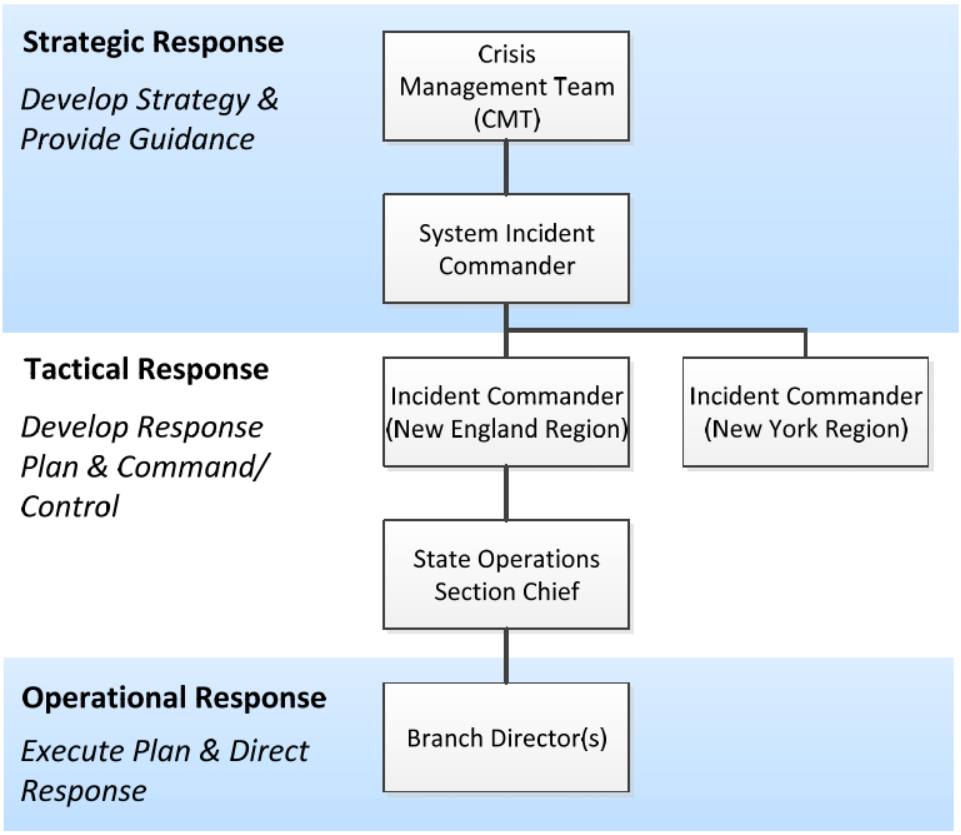


Figure 1: The Group Crisis Management Framework

The Strategic Level is activated when an Emergency has escalated across multiple business areas, or has met other crisis triggers. The roles and activities of Company personnel involved in an event response at the Strategic Level are covered in the SLP.

The roles and activities of Company personnel at the Tactical and Operational Levels are covered in this ERP. In instances where an Emergency does not trigger activation of the Strategic Level and, therefore, the SLP is not used, the strategy for the Emergency response will be developed and governed by this ERP.

The Company incorporates the principles of the National Incident Management System (NIMS) into its Emergency Response Plans. NIMS represents a core set of doctrines, concepts, principles, terminology, and organizational processes that enables effective, efficient, and collaborative incident management. These principles provide a set of standardized organizational structures that improve integration and connectivity among jurisdictions (States) and disciplines, starting with a common foundation of preparedness and planning.

The three (3) major components of NIMS include:

1. Resource Management,
2. Command and Coordination; and
3. Communication and Information Management.

Incorporating the NIMS philosophy into our approach to Crisis Management allows the Company to provide an appropriate, timely, and scalable level of response to an Emergency as it develops.

Within the NIMS philosophy for Command and Management, ICS is a standardized on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure;
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private; and
- Establishes common processes for planning and managing resources.

The ICS allows its users to adopt and match an integrated organizational structure to the complexities and demands of an Emergency response. As such, the Company acknowledges that the response structure, including the roles and associated activities contained in this plan provides a description of all ICS Command and General Staff positions that may be called upon during a response to an Emergency; only those positions required for response to a particular Emergency shall be activated.

3.2. General Overview of Emergency Response Organization

Within the Emergency Response Organization, there shall be an established chain of command that sets an orderly line of authority and relationships in place within the ranks of the organization. In this chain of command, lower levels are subordinate to and connected to higher levels. This chain of command shall be used to communicate direction and maintain management control of the Company response to the Emergency. Orders must flow through the chain of command while members of the entire Emergency Response Organization may directly communicate with each other to ask for or share information. Any communication outside of the chain of command is considered informal communication.

The Emergency Response Organization shall be led by the State Incident Commander and the Branch Director(s). An overview of the entire Emergency Response Organization is contained in the organization charts included in the following pages. As noted previously, the portions of the ERO determined necessary to address the Emergency will be activated. The activated ERO can constitute any part of the organization contained on the following pages.

The organization charts contained in the following pages show a top down view of the ERO, with the System, State and Branch Level ICS shown first and portions of the ERO that report to the System, State and Branch Level ICS roles are contained in the pages that follow. Positions that are shaded blue indicate those that have activities included in the Roles and Activities sections of the processes contained in this ERP, while positions not shaded do not have defined activities in this ERP.

REDACTED

nationalgrid

System, State and Branch Level General and Command Staff

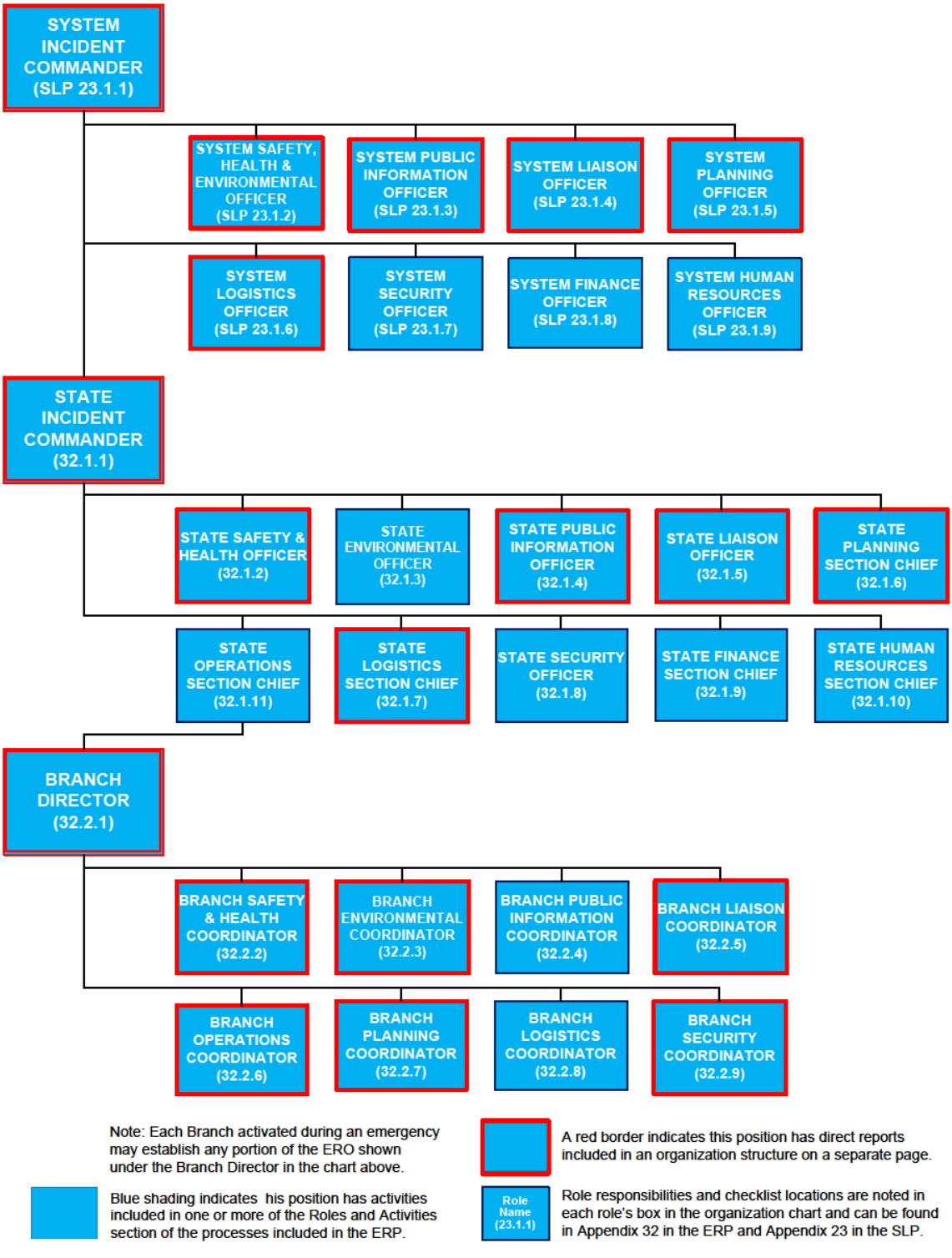


Figure 2: System, State and Branch General and Command Staff

System Level Emergency Response Organization

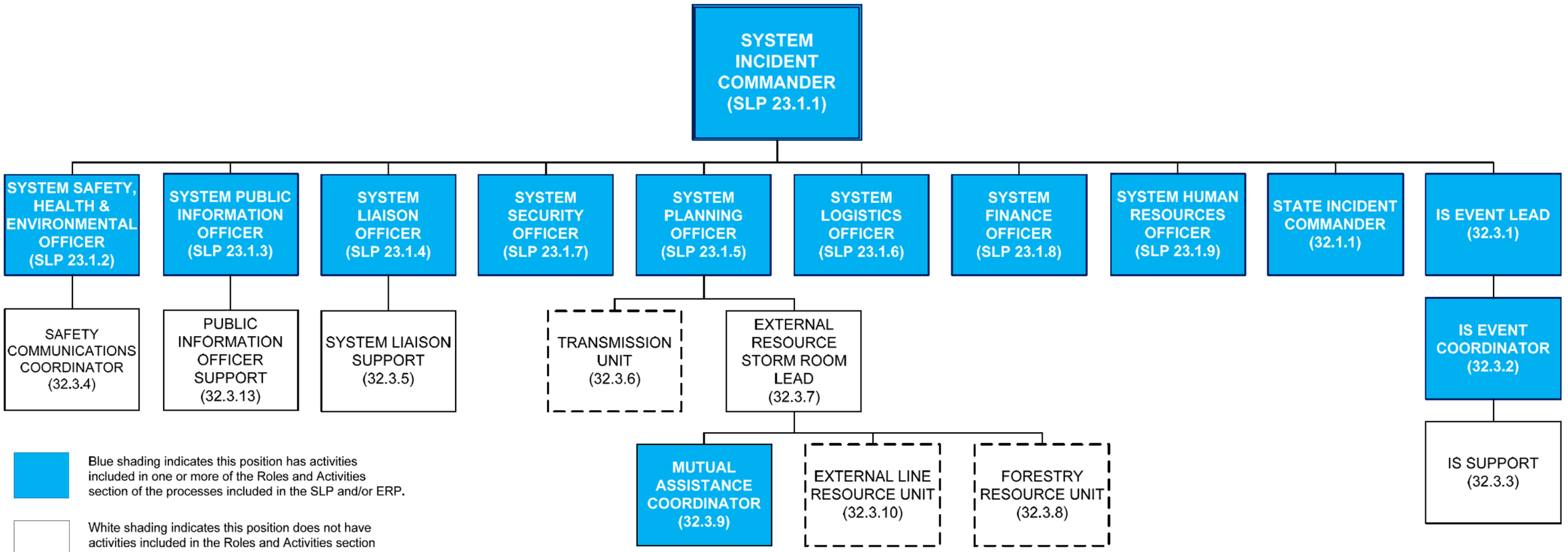


Figure 3: System Level Emergency Response Organization

State Level Emergency Response Organization

Continued from Page 16

nationalgrid

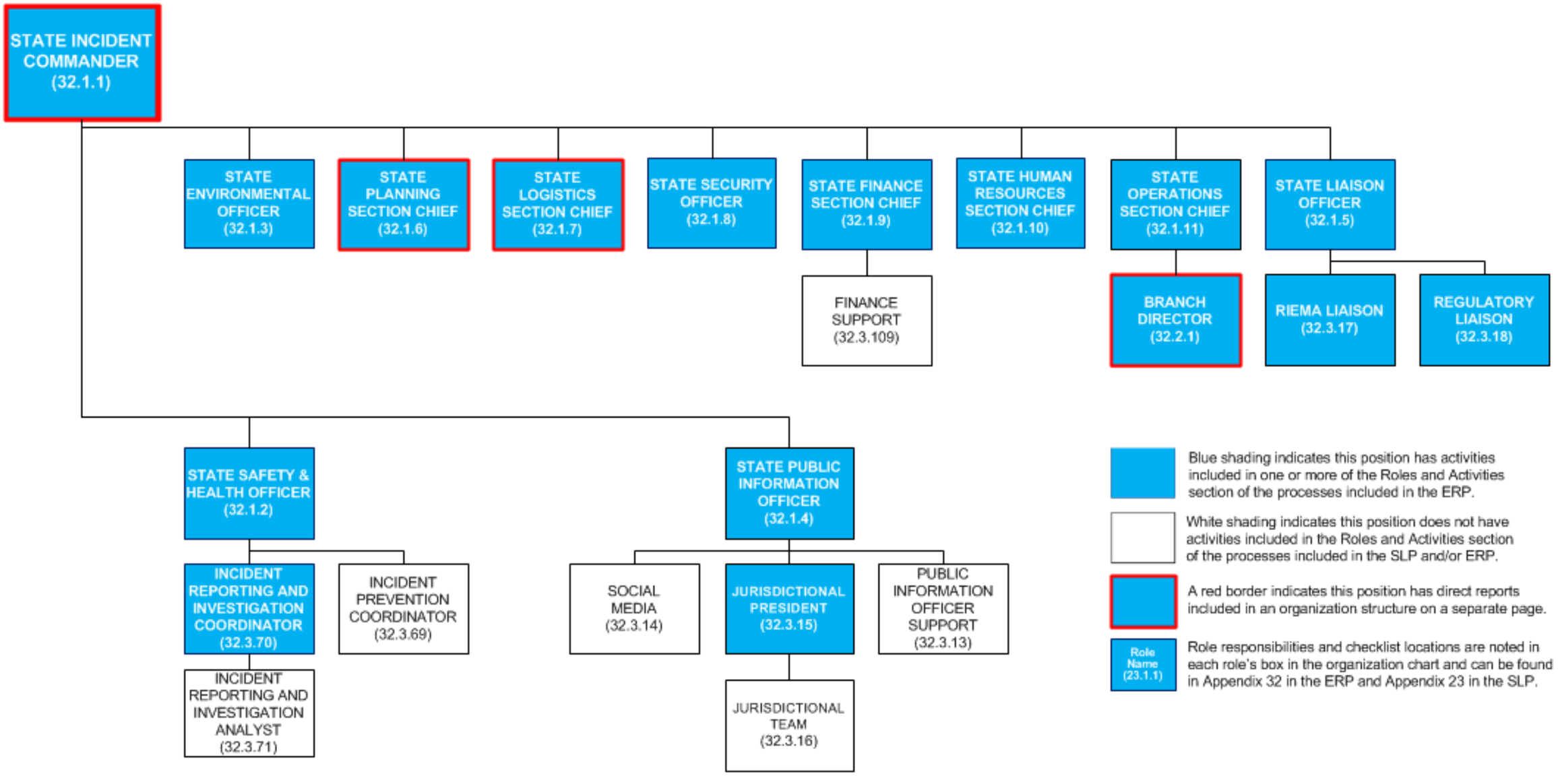


Figure 4: State Level Emergency Response Organization – General and Command Staff Direct Reports

State Level Emergency Response Organization

Continued from Page 16

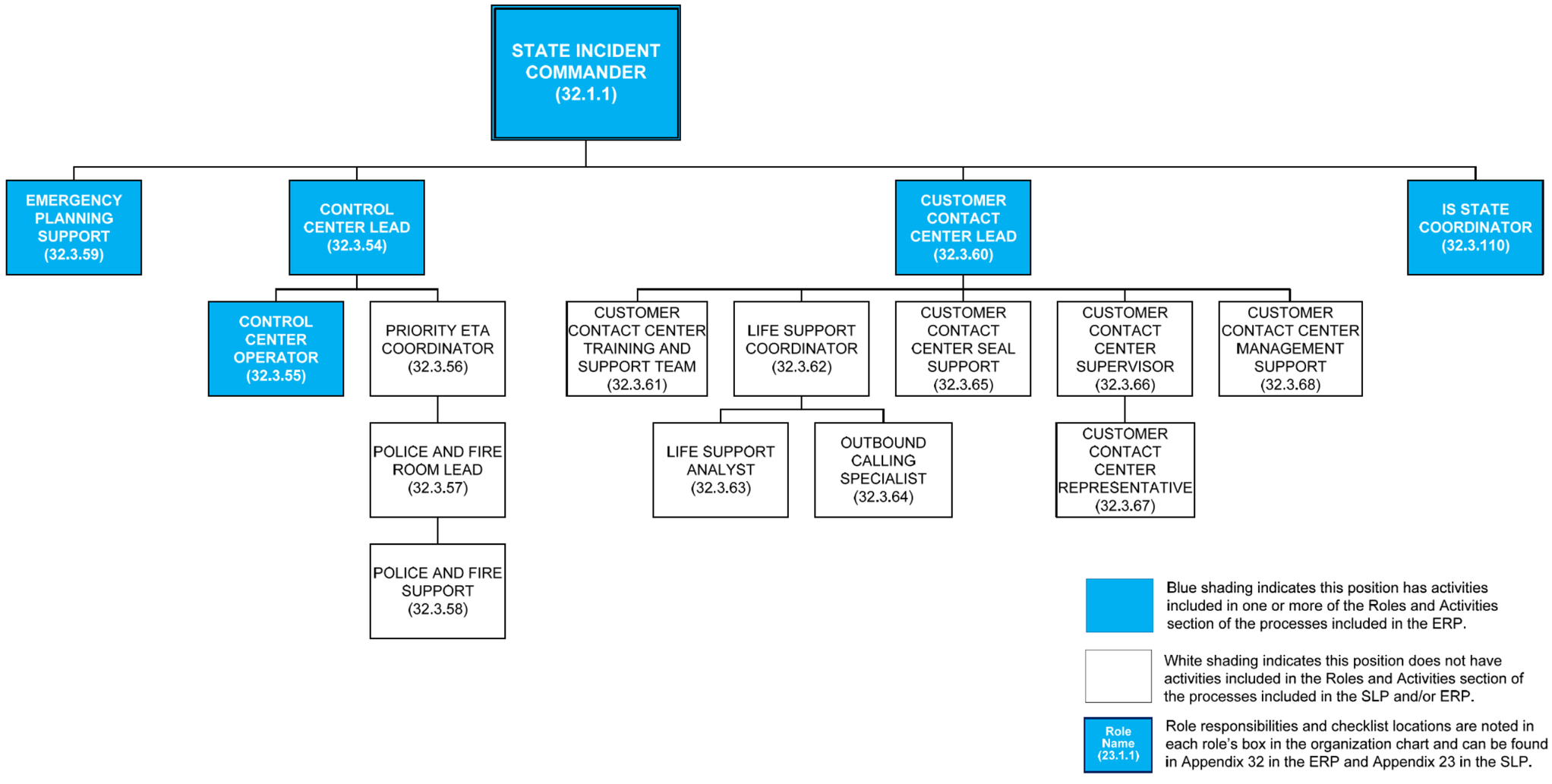


Figure 5: State Level Emergency Response – Support Staff Direct Reports

State Level Emergency Response Organization

Continued from Page 16

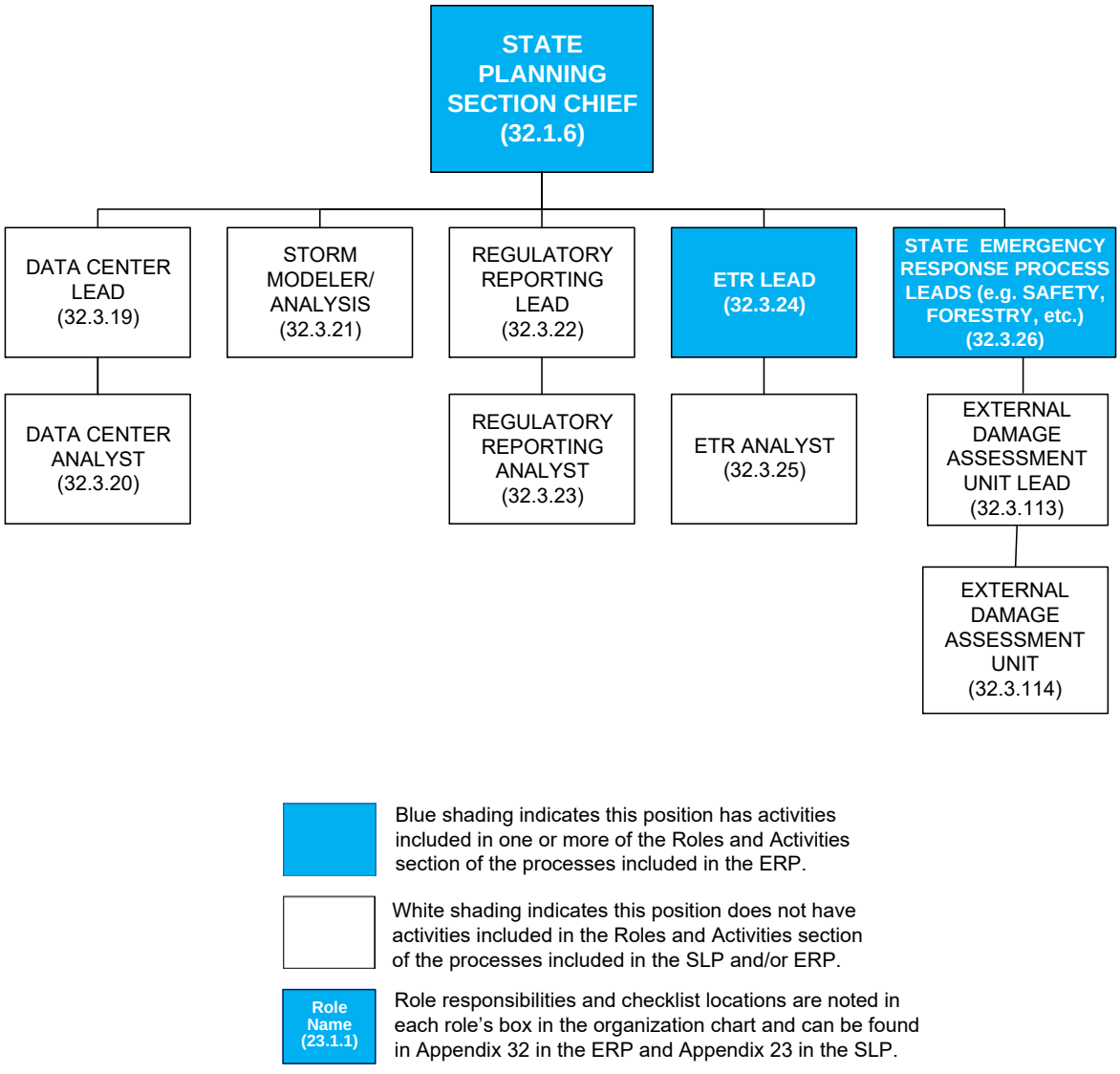


Figure 6: State Planning Section Chief Emergency Response Organization Direct Reports

State Level Emergency Response Organization

Continued from Page 16

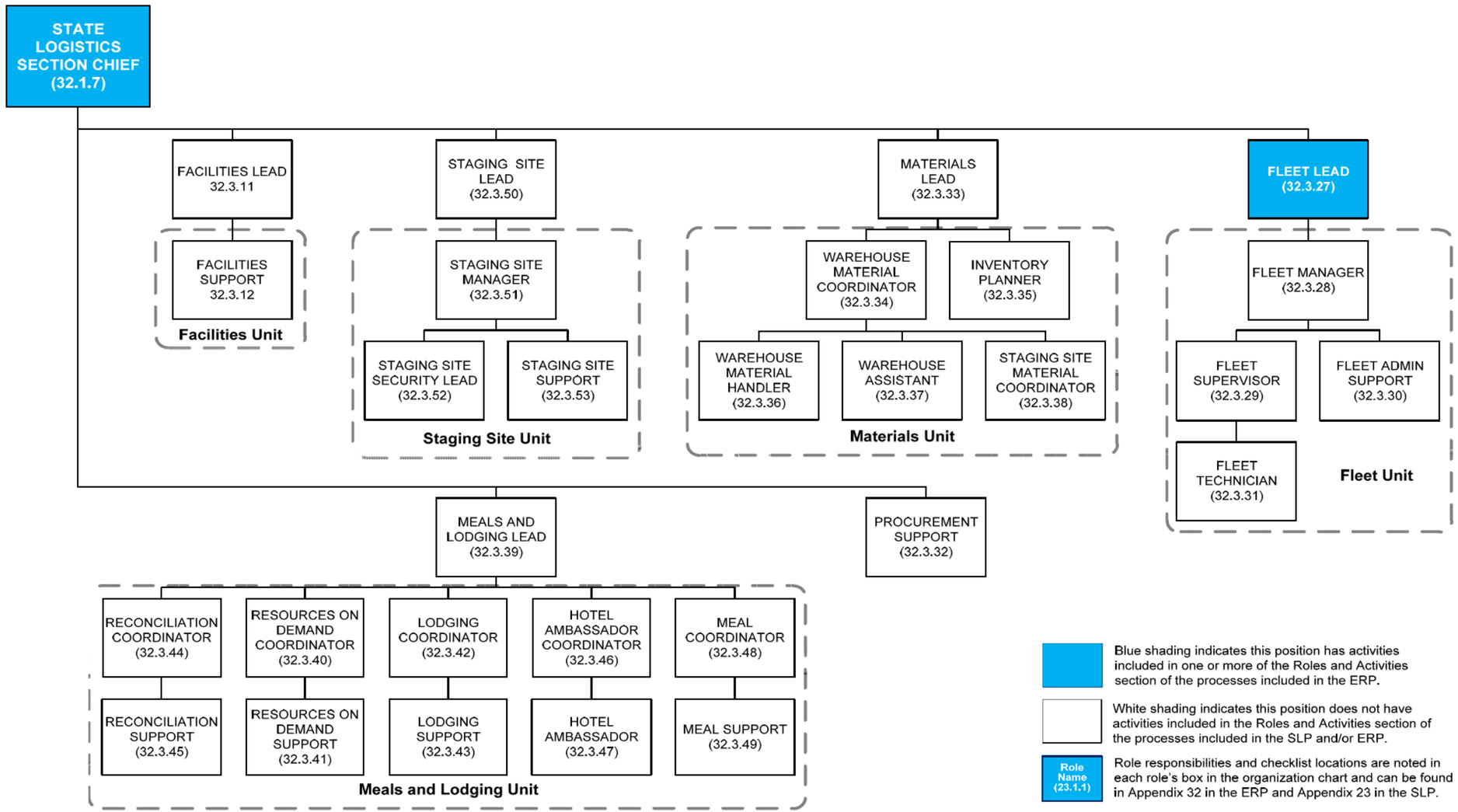


Figure 7: State Logistics Section Chief Emergency Response Organization Direct Reports

Branch Level Emergency Response Organization

Continued from Page 16

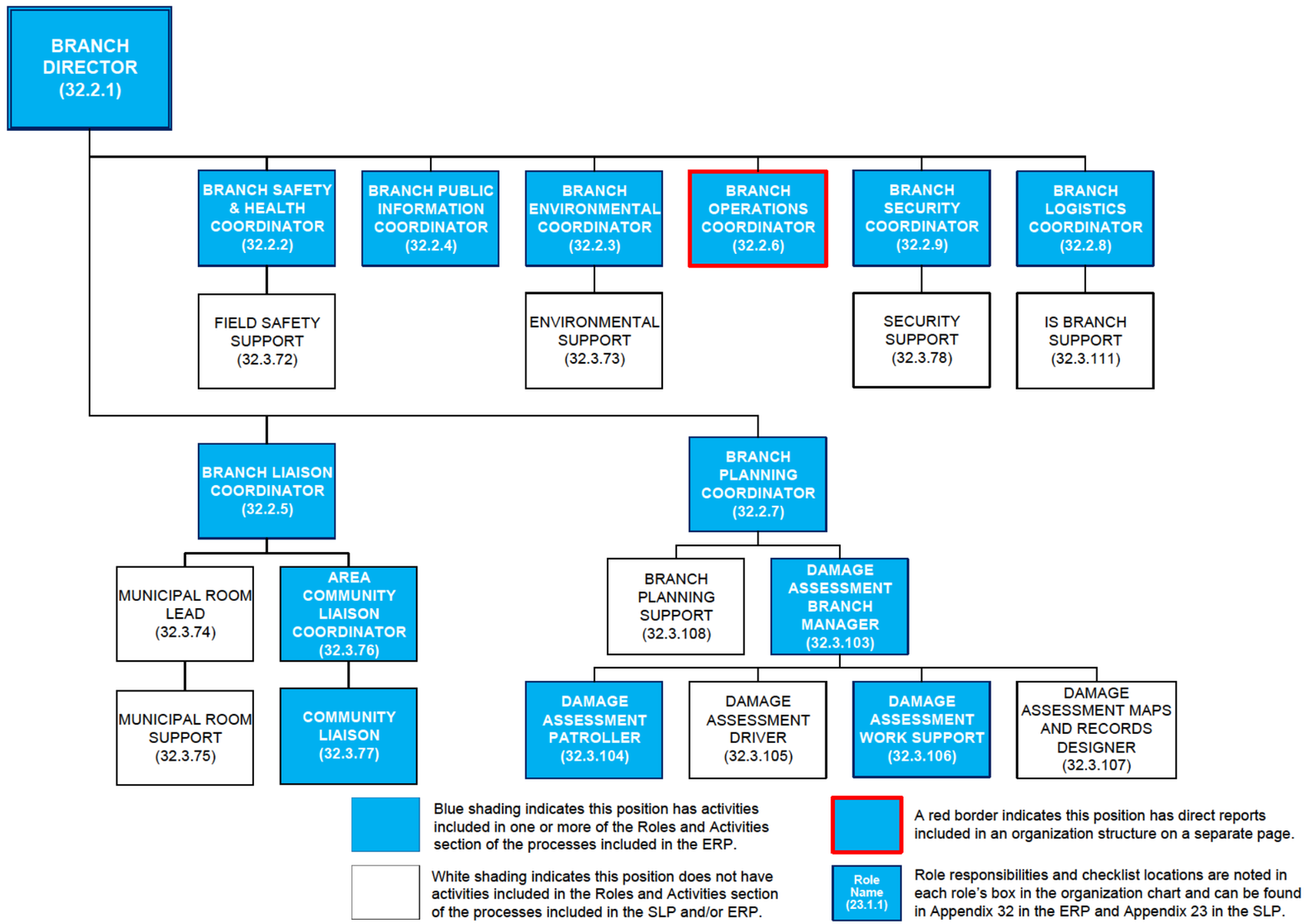


Figure 8: Branch Director Emergency Response Organization Direct Reports

Branch Level Emergency Response Organization

Continued from Page 22

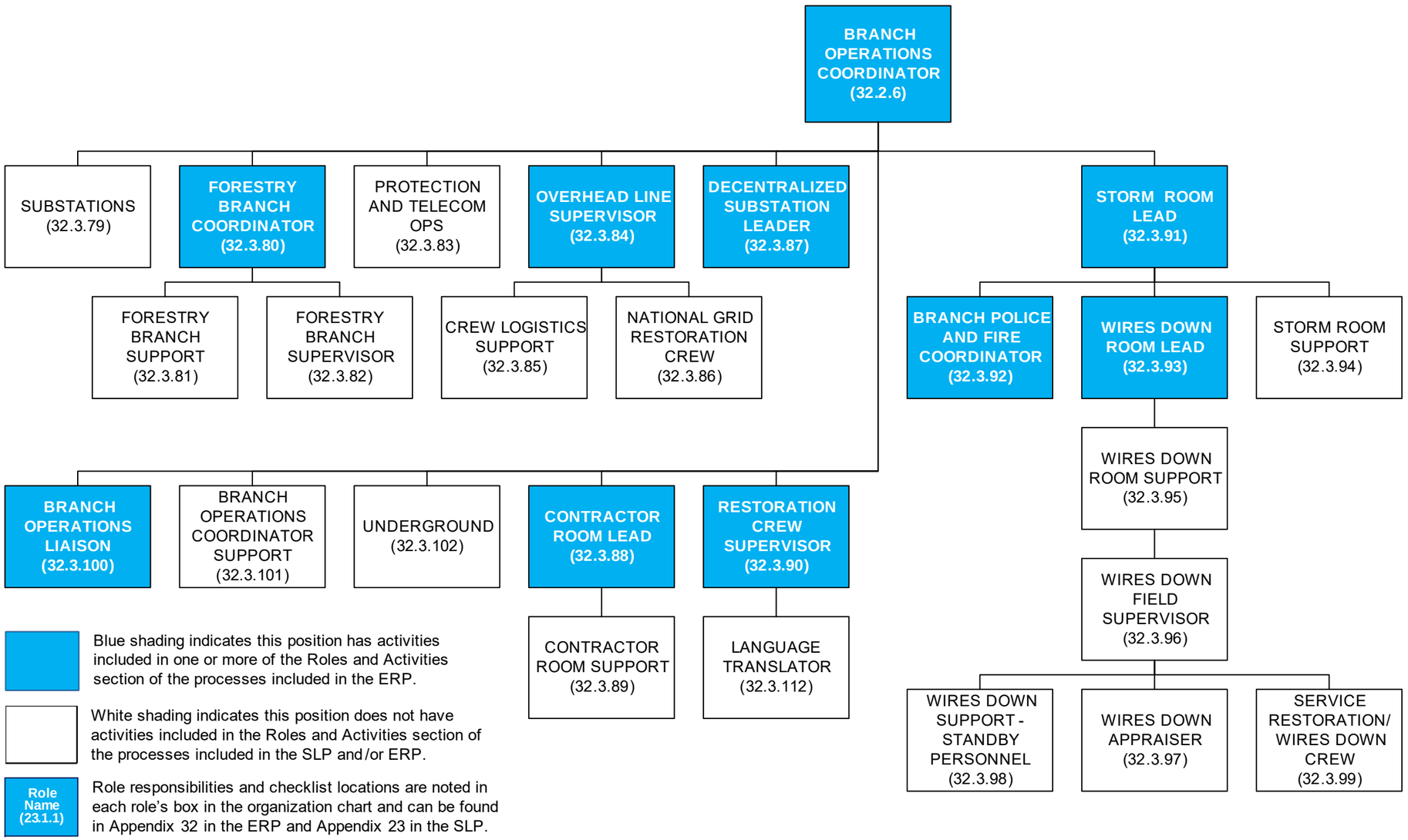


Figure 9: Branch Operations Coordinator Emergency Response Organization Direct Reports

REDACTED

3.3. State Level ICS Positions Overview

ICS Command and General Staff at the State Level are typically responsible for implementing the tactical response based on strategic objectives during an Emergency. They:

- Plan the Company's response to the Emergency and oversees its implementation,
  - Includes the State Emergency Operations Center (EOC) and is often the highest level involved during a slight to moderate Emergency,
- Plan ahead and support the operational team through the activation of facilities and personnel it needs to handle the Emergency.
- Implement Emergency procedures, and
- Communicate strategic objectives and provide tactical support to the operational teams.

The extent to which roles included at the State Level of the organization are activated will vary depending on the nature of the Emergency. What follows is a description of all State Level ICS Command and General Staff positions that ***could*** be activated during an Emergency – the activation of any combination of these roles will determined on an Emergency-by-Emergency basis.

The names and job titles of Company personnel who could fill key ERO roles during an Emergency can be found in Appendix B: Emergency Assignment Listing of this ERP.

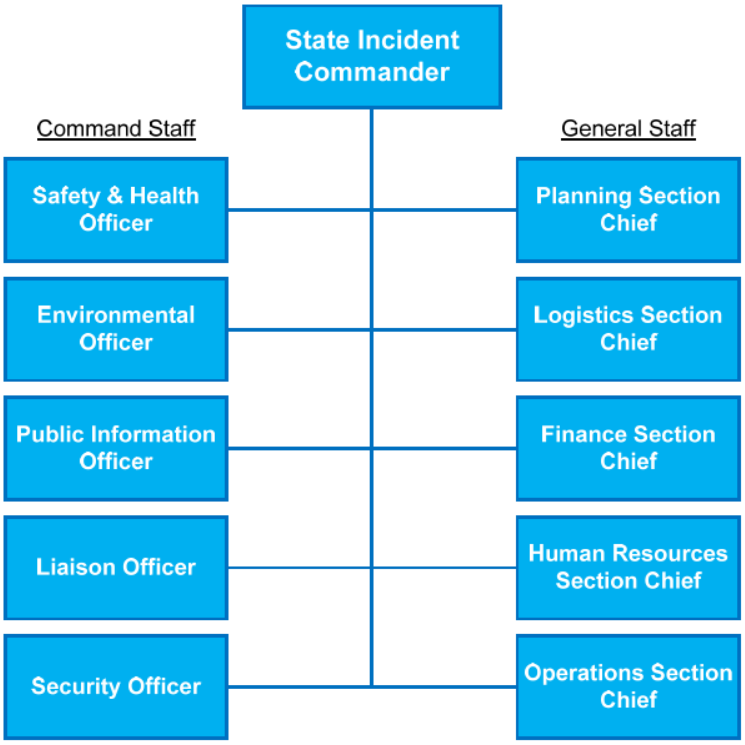


Figure 10: State Level Incident Command Structure

Note: In accordance with ICS, the activation of any of these positions is at the discretion of the State Incident Commander in consideration of the level of response required for each Emergency.

3.3.1. Position: STATE INCIDENT COMMANDER (St – IC)

REPORTS TO: System Incident Commander

JOB DESCRIPTION:

- Responsible for the overall management of the Emergency at the State Level, including:
  - Restoration,
  - Safety and health,
  - Environmental,
  - Media relations,
  - Regulatory affairs,
  - External communications,
  - Employee communications,
  - Municipal relations,
  - Transmission and distribution control centers,
  - Customer Contact Center,
  - EOC operations,
  - Resource coordination,
  - Damage assessment,
  - Reports,
  - Logistics,
  - Security,
  - Time and materials cost tracking, and
  - Demobilization.
- Provides tactical response guidance to the ICS Command and General Staff in Rhode Island.
- Provides periodic updates to the System Incident Commander to ensure that the Tactical Level response is aligned with Strategic Level guidance.
- Additional responsibilities as assigned by the System Incident Commander.

3.3.2. Position: STATE SAFETY & HEALTH OFFICER (St – SHO)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Develops and manages Safety and Health objectives for the Emergency at the State Level.

- Oversees that the Safety and Health response is aligned with Strategic Level guidance.
- Provides operational safety response guidance for employees and restoration workers.
- The Safety and Health Officer and Safety Specialists will have the authority to stop any job or task deemed by them to be immediately dangerous to life or property.
- Serves as a resource on Safety-related matters for the State Incident Commander.

3.3.3. Position: STATE ENVIRONMENTAL OFFICER (St – EO)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Oversee Environmental matters associated with the response, including strategic assessment, modelling, surveillance, and environmental monitoring and permitting.
- Oversee that the Environmental response is aligned with Strategic Level guidance.
- Serve as a resource on Environmental-related matters.
- Serve as the primary point-of-contact for other responding agencies in the event of an environmental incident.

3.3.4. Position: STATE PUBLIC INFORMATION OFFICER (St – PIO)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Develop and/or approves all internal and external communications messages based on guidance from the State Incident Commander.
- Coordinate the release of all Emergency-related communications within the state.
- Oversee additional responsibilities as assigned by the State Incident Commander.

3.3.5. Position: STATE LIAISON OFFICER (St – LO)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Direct the assignment of Company personnel to the Rhode Island Emergency Management Agency (RIEMA) EOC as requested.
- Serve as the primary point of contact for regulatory affairs and Company liaison reporting to the RIEMA EOC.
- Provide Tactical Level guidance to the Branch Liaison Coordinator(s).
- Coordinate restoration activities and support with Rhode Island government response agencies.
- Provide periodic updates to the State Incident Commander as appropriate.
- Oversee additional responsibilities as assigned by the State Incident Commander.

3.3.6. Position: STATE PLANNING SECTION CHIEF (St – PSC)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Assist the State Incident Commander with developing restoration strategies.
- Maintain situational awareness including the reporting on and progress of restoration activities (State Data Center and Regulatory Reporting).
- Assist the State Incident Commander with evaluation of requests from the Branch Director(s) primarily as they relate to restoration resources and the estimated time of restoration (ETR).
- Oversee additional responsibilities as assigned by the State Incident Commander.

3.3.7. Position: STATE LOGISTICS SECTION CHIEF (St – LSC)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Manages the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals and lodging) in support of restoration.
- Oversees additional responsibilities as assigned by the State Incident Commander.

3.3.8. Position: STATE SECURITY OFFICER (St – SO)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Manages and supervises the Security organization's actions and response objectives for restoration at the State Level.
- Establishes appropriate utilization of Security services.
- Serves as a resource on Security-related matters.

3.3.9. Position: STATE FINANCE SECTION CHIEF (St – FSC)

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Establish Emergency charge codes.
- Provide guidance to ensure accurate time and material tracking.
- Serve as the primary point of contact for all financial and cost analysis information within the affected State.

3.3.10. Position: STATE HUMAN RESOURCES SECTION CHIEF (St – HRSC)

NOTE: This position is filled by the System Human Resources Officer during an event.

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Serves as the primary point of contact for all human resource requirements within the affected State.

3.3.11. Position: STATE OPERATIONS SECTION CHIEF (St – OSC)

NOTE: This position is filled at the discretion of the State Incident Commander to ensure manageable span of control at the state level.

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Serves as the primary point of contact for all tactical restoration requirements within the affected State.
- Provide operational guidance to Branch Directors to ensure alignment between branches

3.4. Branch Level ICS Positions Overview

ICS Command and General Staff at the Branch Level are typically responsible for managing the operational response during an Emergency. They implement the Company's response to the Emergency and report to the Tactical Level on progress. Front line staff shall make safe, re-secure networks and repair damage using standard operating procedures, or, for non-operational Emergencies, using local procedures. This level includes decentralized Storm Rooms.

The extent to which roles included at the Branch Level of the organization are activated will vary depending on the nature of the Emergency. What follows is a description of all Branch Level positions that could be activated during an Emergency. The activation of any combination of these positions will be determined on an Emergency-by-Emergency basis.

The names and job titles of Company personnel who could fill key ERO roles during an Emergency can be found in Appendix B of this ERP Emergency Assignment Listing.

REDACTED

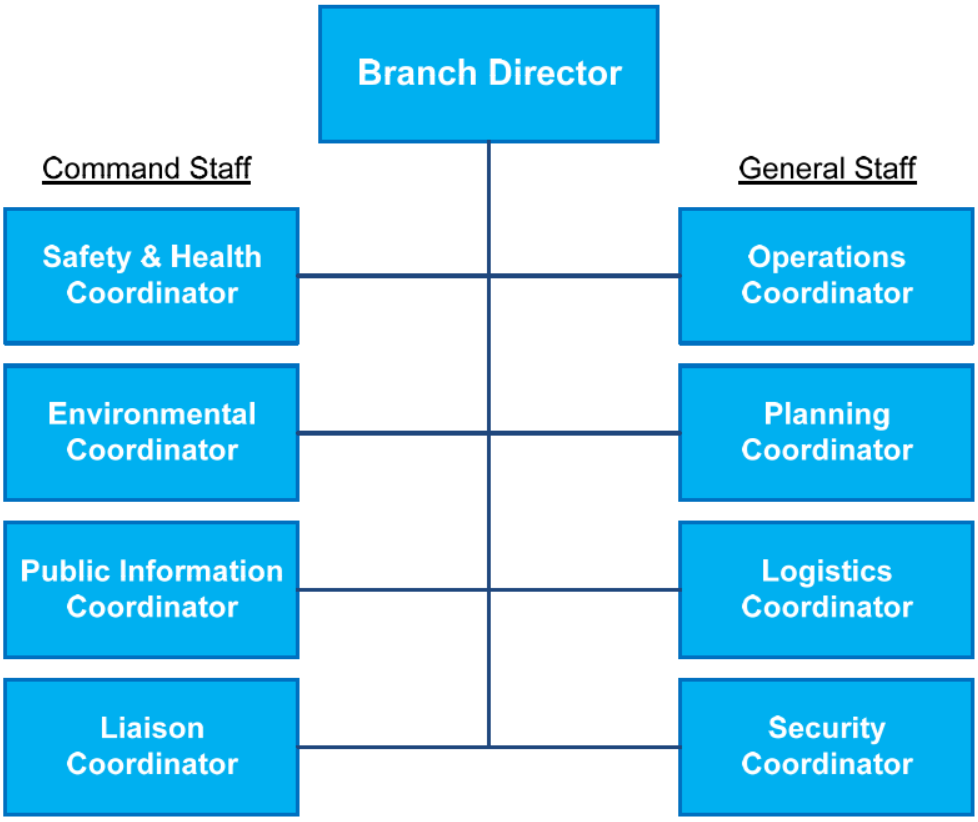


Figure 11: Branch Level Incident Command Structure

Note: In accordance with ICS, the activation of any of these positions is at the discretion of the Branch Director in consideration of the level of response required for each Emergency.

3.4.1. Position: BRANCH DIRECTOR

REPORTS TO: State Incident Commander

JOB DESCRIPTION:

- Accountable for all aspects of the Branch Level Storm Response including but not limited to:
  - Municipal Communications,
  - Media Relations,
  - Internal Communications,
  - ETR Development,
  - Municipal Coordination,
  - Decentralized Operations,
  - Outage Management,
  - Restoration Crew Management,

- Wires Down Response,
- Damage Assessment,
- Logistics,
- Cost tracking, and
- Employee and Labor Relations.

- Provides tactical and operational response guidance to the ICS Command and General Staff and support staff for the affected branch.
- Provides periodic updates to the State Incident Commander to ensure that the Operational Level response is aligned with Tactical Level guidance.
- Approves Branch Level ETRs.
- Additional responsibilities as assigned by the State Incident Commander.

3.4.2. Position: BRANCH SAFETY & HEALTH COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Responsible for the development and management of Safety and Health objectives for the Emergency at the Branch Level.
- Oversees that the Safety and Health response is aligned with Strategic Level guidance.
- Provides operational Safety response guidance to the Branch Level Safety and Health organization(s).
- Serves as a resource on Safety-related matters to the Branch Director.

3.4.3. Position: BRANCH ENVIRONMENTAL COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Responsible at the Branch Level for all Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting.
- Oversees that the Environmental response is aligned with Strategic Level guidance.
- Serves as a resource on Environmental-related matters to the Branch Director.

3.4.4. Position: BRANCH PUBLIC INFORMATION COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Initiates outreach to impacted areas of the Company and establishes communications "points of contact" to receive periodic updates.
- Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.
- Oversees additional responsibilities as assigned by the Branch Director.

3.4.5. Position: BRANCH LIAISON COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Serves as the primary point of contact for local municipal agency representatives who report to the Branch EOC.
- Receives Tactical Level guidance from the State Liaison Officer. Directs the assignment of Community Liaisons to support municipal agencies as requested.
- Coordinates restoration activities and support with state and local government response agencies.
- Provides periodic updates to the Branch Director as appropriate.
- Oversees additional responsibilities as assigned by the Branch Director.

3.4.6. Position: BRANCH OPERATIONS COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Coordinates all decentralized storm restoration efforts on the Overhead and Underground system in the assigned Branch to produce effective, timely, and uniform results.
- Oversees response to wires down.
- Provides restoration status information to the Branch Director.

- Assigns work based on established restoration priority procedures to all resources assigned to the event.

3.4.7. Position: BRANCH PLANNING COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Responsible for the collection, evaluation, dissemination, and use of electric restoration information.
- Maintains the status of all personnel and equipment resources assigned to the Branch and communicates this status to other Branch ICS personnel and State Planning Section Chief for development of Restoration Stage Reports
- Prepares restoration strategies, plans, and alternate strategies for the event.
- Responsible for the collection of, and reporting on progress of, restoration activities, including development of ETRs.
- Responsible for Branch Level Damage Assessment.

3.4.8. Position: BRANCH LOGISTICS COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Responsible for coordinating, organizing and consolidating the Logistics needs of the branch to support branch operations.
- Responsible to communicate the logistics needs and requirement to the State Logistics Section Chief.
- Responsible to keep the State Logistics Section Chief informed about the crew movements.

3.4.9. Position: BRANCH SECURITY COORDINATOR

REPORTS TO: Branch Director

JOB DESCRIPTION:

- Manages and supervises the Security organization’s actions and response objectives for restoration at the Branch Level.

- Establishes appropriate utilization of Security services.
- Serves as a resource on Security-related matters.

REDACTED

nationalgrid

Chapter 4: Event Classification

4. Emergency Classification and Response Plan Activation

Introduction

The Emergency Classification and Response Plan Activation chapter identifies the processes by which the Company tracks and evaluates potential Emergencies and mobilizes the ERO to respond to an Emergency. The processes and activities contained in this chapter precipitate all of the other response-related processes contained in the ERP and are typically initiated during the Pre-Event Stage of an Emergency and continue through the Service Restoration Stage as conditions change and changes to the structure of the Emergency Response Organization are warranted.

The processes and associated roles covered in this chapter can be seen in Figure 12.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

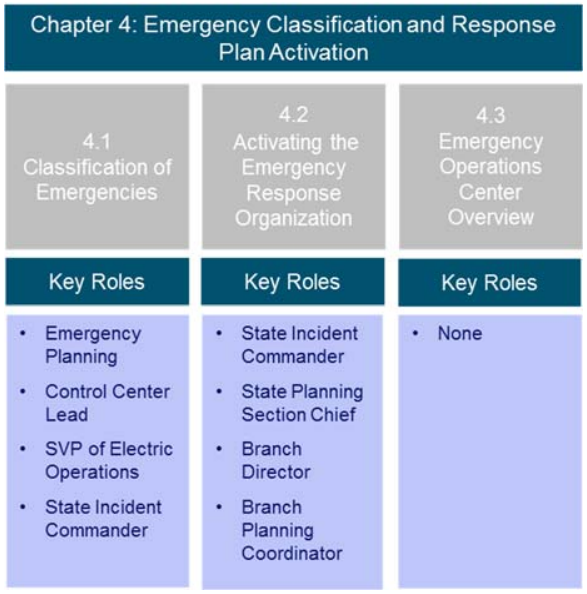


Figure 12: Emergency Classification and Response Plan Activation High Level Overview

Processes

4.1 Classification of Emergencies

4.2 Activating the Emergency Response Organization

4.3 Emergency Operations Center Overview

4.1. Classification of Emergencies

Whenever a significant Emergency capable of causing interruptions to electric service does or is anticipated to occur, the State Incident Commander, with support from Emergency Planning, will determine the necessary level of the Company's response as dictated by established Operating Conditions. The classification of an Emergency is not necessarily dependent upon the number of customers interrupted and the estimated duration of the restoration activities, but is generally based on the actual or anticipated severity and complexity of the restoration operation. The estimated duration of an event is based on 95% of the customers restored.

Overview of Emergency Classification Types

The Emergency Classification Type is a useful tool for the purposes of summarizing the size, scope and complexity of the Emergency in order to more quickly and easily communicates typical operating conditions to key stakeholders. The following tables present guidelines to determine the Operating Conditions that typically accompany each Emergency Classification Type.

Rhode Island Simplified Event Classification Index

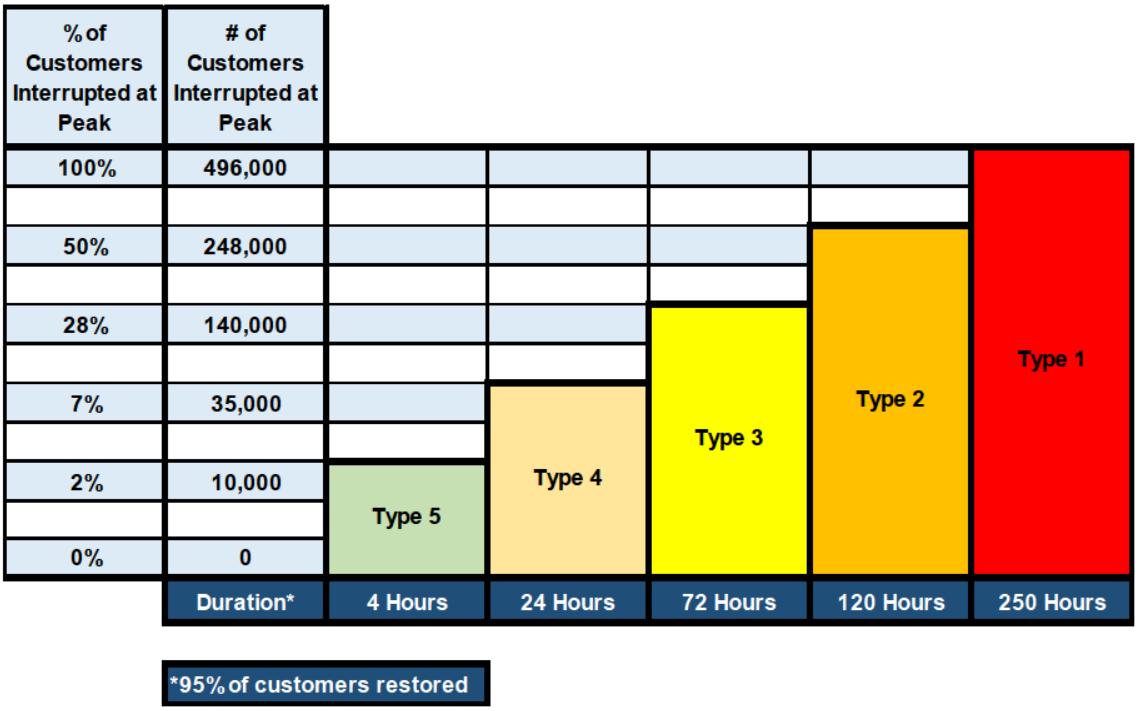


Table 1: Overview of Type 1 Event Operating Conditions

Typical National Grid Operating Conditions: Type 1 Event		
Type 1	Viewpoint / Narrative	Type 1 events result from a catastrophic forecasted event which has historically resulted in significant damage to the system. Type 1 events are rare. For this Type, all Branch EOCs as well as the State EOC and the System EOC are open in advance of the event. This is a full implementation of ICS. This Type of event is coordinated through daily System and State briefings to coordinate activities using predefined checklists usually days in advance. Communication protocols are activated and extended discussion with local municipals occurs prior to impact. The State Incident Commander and his/her direct staff is responsible to make the appropriate preparations and manage the restoration.

REDACTED

Typical National Grid Operating Conditions: Type 1 Event	
Typical Event Characteristics	The severity within the State is such that restoration activities are often accomplished in excess of 250 hours. Typically up to 100% customer interruptions(1) This type of event is very rare
Typical Response Organization	ICS is typically activated at the Branch (up to 2 branches), State and System Levels Most or all of the ICS Command and General Staff positions are filled at the System and State Levels as well as the most heavily impacted branches. Additional Restoration Support functions such as Decentralized Dispatching, Wires Down, and Damage Assessment will be established at a Branch and State Level as directed by the State Incident Commander. Decentralized Substation Operations are activated in the most severely impacted areas at the discretion of the State Incident Commander. Branch Level Municipal Rooms are established to support additional State and Local involvement and prioritization. Community Liaisons are activated. RIEMA Liaisons are assigned to RIEMA EOC if open.

REDACTED

Typical National Grid Operating Conditions: Type 1 Event	
Typical Resource Activation [5]	Within 24 hours the Company will utilize all of its available internal Crews and Service Workers. As of the date of filing of this plan the Company has between approximately 29 to 61 (57 to 122 FTEs) [2] available crews and 24 to 50 (47 to 100 FTEs) [3] available service worker crews on a given day. The exact number of available internal service workers and crews can vary at any given time due to retirements, employees in progression, vacation, sickness, etc. This response requires mutual assistance from other utilities and contractors, as well as other support personnel as dictated by the restoration effort. ICS is activated at the Branch, State, and System Levels. The Company may supplement its internal workforce with approximately 450 or greater external line crews. (~1350+[4] FTEs). The Company may supplement its normal compliment of forestry crews with approximately 180 or greater forestry crews. (~540+[4] FTEs). Additional Restoration Support functions are staffed by company personnel and may be supported by 150 or more contract personnel.
Communication/Coordination	Federal Level Coordination may be required The System Incident Commander will brief the Crisis Management Team. A written Incident Action Plan is required for each Operational Period. When a Type 1 event is anticipated Pre-Event outreach to Life Support Customers, Critical Facilities, municipalities, elected official, and Regulators is performed. Key Positions are required to submit checklists to Emergency Planning. An After Action Review is required. Post event meetings with the most severely impacted communities will be held.

(1) Expected % of Customers without Service is based on the peak during the event period.

(2) The ERP contains the number of Company line crews available on 24 hours' notice. The Company assumes that at any given time between 40% and 85% of these line workers could be available on 24 hours' notice. This range allows for vacations, illness, injuries, disabilities and other foreseeable issues. This number is derived based on the 143 fully rated overhead line workers on the payroll in Rhode Island (as of March 31, 2020), which equates to a maximum number of 71.5 line crews, assuming that one person crews are considered to be equal to ½ line crews. It should be noted that during a storm one person crews may be teamed up to complete primary work or may work independently on secondary repair which could change the number of crews reported. This equates to 28.6 to 60.8 line crews.

(3) Service Worker: A single worker qualified to perform secondary service repairs and various wires down cut and clear activities. The Company assumes that at any given time between 40% and 85% of these workers could be available on 24 hours' notice. This range allows for vacations, illness, injuries, disabilities and other foreseeable issues. This number is derived based on the 118 service workers on the payroll in Rhode Island (as of March 31, 2019), which equates to a maximum number of 59 service worker crews, assuming that one person crews are considered to be equal to ½ crews. This equates to 23.6 to 50.2 service worker crews.

(4) For these calculations, the Company has assumed that one external line or forestry crew equals 3 FTEs; however, please note that crew size can vary depending on the vendor and region.

REDACTED

(5) Numbers in this table represent the typical desired resource counts for specific Emergency events. As a member of the North Atlantic Mutual Assistance Group (NAMAG), the Company benefits from pre-existing agreements to receive member utilities' internal crews and contractors of choice. The timing of arrival of these mutual assistance crews thus depends on several factors, including but not limited to: the geography of the emergency event (i e. extreme weather) within NAMAG; the geography of the emergency within external Regional Mutual Assistance Groups (RMAGs); having adequate advanced notice of the emergency; and the consistency of weather reports in days prior to the expected event, if a weather event. t is typical for NAMAG member utilities not to commit their resources until the day of or prior to an emergency weather event, for example, when the weather forecast is more assured and it is more clear that they will not need their own resources. Additionally, if the emergency event impacts a large geographic area of North America, multiple utilities will compete for limited resources, which may be from areas outside of NAMAG and may take several days to reach the Company's affected areas.

Table 2: Overview of Type 2 Event Operating Conditions

Typical National Grid Operating Conditions: Type 2 Event		
Type 2	Viewpoint / Narrative	Type 2 events result from a severe forecasted event, which has historically resulted in significant damage to the system. Type 2 events are uncommon. For this Type, multiple, Branch EOCs and the State EOC are open in advance of the event. If it is expected that the event will impact multiple states, utility services or be particularly high profile the System Level EOC will also be open. This Type of event is coordinated through daily System and State briefings to coordinate activities using predefined checklists usually days in advance. Communication protocols are activated and extended discussion with local municipals occurs prior to impact. The State Incident Commander and his/her direct staff is responsible to make the appropriate preparations and manage the restoration
	Typical Event Characteristics	The severity within the state is such that restoration activities are generally accomplished with the assistance of resources from other states within a 120 hour period. Typically up to 50% customer interruptions(1) This type of event may happen once or more in a five year period.

REDACTED

Typical National Grid Operating Conditions: Type 2 Event	
Typical Response Organization	ICS is activated at Branch (up to 2 branches) and State Levels ICS may be activated at System Level depending on the complexity of the event. Most or all of the ICS Command and General Staff positions are filled. Additional Restoration Support functions such as Decentralized Dispatching, Wires Down, and Damage Assessment will be established at a Branch and State Level as directed by the State Incident Commander. Decentralized Substation Operations may be activated in the most severely impacted areas at the discretion of the State Incident Commander. Branch Level Municipal Rooms are established to support additional State and Local involvement and prioritization. Community Liaisons are activated. RIEMA Liaisons are assigned to RIEMA EOC if open.
Typical Resource Activation[5]	Within 24 hours the Company will utilize all of its available internal Crews and Service Workers. As of the date of filing of this plan the Company has between approximately 29 to 61 (57 to 122 FTEs)[2] available crews and 24 to 50 (47 to 100 FTEs)[3] available service worker crews on a given day. The exact number of available internal service workers and crews can vary at any given time due to retirements, employees in progression, vacation, sickness, etc. This response requires outside assistance from contractors and/or mutual assistance from other utilities outside of the state. The Company may supplement its internal workforce with approximately 225 or greater external line crews. (~607+[4] FTEs). The Company may supplement its normal compliment of forestry crews with approximately 135 or greater forestry crews. (~351+[4] FTEs). Additional Support Functions are typically staffed by company personnel and may be supported by 70 or greater contract personnel.

Typical National Grid Operating Conditions: Type 2 Event		
	Communication/Coordination	A written Incident Action Plan (IAP) is required for each Operational Period. When a Type 2 event is anticipated Pre-Event outreach to Life Support Customers, Critical Facilities, municipalities, elected official, and Regulators is performed. Key Positions are required to submit checklists to Emergency Planning. An After Action Review is required Post event meetings with the most severely impacted communities will be held.

(1) Expected % of Customers without Service is based on the peak during the event period.

(2) The ERP contains the number of Company line crews available on 24 hours' notice. The Company assumes that at any given time between 40% and 85% of these line workers could be available on 24 hours' notice. This range allows for vacations, illness, injuries, disabilities and other foreseeable issues. This number is derived based on the 143 fully rated overhead line workers on the payroll in Rhode Island (as of March 31, 2020), which equates to a maximum number of 71.5 line crews, assuming that one person crews are considered to be equal to ½ line crews. It should be noted that during a storm one person crews may be teamed up to complete primary work or may work independently on secondary repair which could change the number of crews reported. This equates to 28.6 to 60.8 line crews.

(3) Service Worker: A single worker qualified to perform secondary service repairs and various wires down cut and clear activities. The Company assumes that at any given time between 40% and 85% of these workers could be available on 24 hours' notice. This range allows for vacations, illness, injuries, disabilities and other foreseeable issues. This number is derived based on the 118 service workers on the payroll in Rhode Island (as of March 31, 2020), which equates to a maximum number of 59 service worker crews, assuming that one person crews are considered to be equal to ½ crews. This equates to 23.6 to 50.2 service worker crews.

(4) For these calculations, the Company has assumed that one external line crew equals 2.7 FTEs and one forestry crew equals 2 6 FTEs; however, please note that crew size can vary depending on the vendor and region.

(5) Numbers in this table represent the typical desired resource counts for specific Emergency events. As a member of the North Atlantic Mutual Assistance Group (NAMAG), the Company benefits from pre-existing agreements to receive member utilities' internal crews and contractors of choice. The timing of arrival of these mutual assistance crews thus depends on several factors, including but not limited to: the geography of the emergency event (i e. extreme weather) within NAMAG; the geography of the emergency within external Regional Mutual Assistance Groups (RMAGs); having adequate advanced notice of the emergency; and the consistency of weather reports in days prior to the expected event, if a weather event. t is typical for NAMAG member utilities not to commit their resources until the day of or prior to an emergency weather event, for example, when the weather forecast is more assured and it is more clear that they will not need their own resources. Additionally, if the emergency event impacts a large geographic area of North America, multiple utilities will compete for limited resources, which may be from areas outside of NAMAG and may take several days to reach the Company's affected areas.

Table 3: Overview of Type 3 Event Operating Conditions

Typical National Grid Operating Conditions: Type 3 Event		
Type 3	Viewpoint / Narrative	Type 3 events represent the greatest range of uncertainty often due to a severe event being forecasted but with a low to medium confidence level. This may result in either limited activity or escalated to a Type 2 if the confidence level resolves toward medium to high. The default approach is to prepare for a medium confidence level by activating the ICS structure in one or more Branch EOCs, as well as the State EOC when multiple Branches may be impacted. Institutional knowledge and objective metrics of the system's performance, recent reliability enhancements, and forecast confidence levels are used to determine a pre-event approach. State coordination calls are used to determine the response actions and level of employee mobilization. The State Incident Commander makes the final decision with input from their direct staff.

REDACTED

Typical National Grid Operating Conditions: Type 3 Event		
	Typical Event Characteristics	The severity within the state is such that restoration activities are generally accomplished with state assets within a 72 hour period. Typically up to 28% customer interruptions[1] This type of event generally occurs less than 10 times per year.
	Typical Response Organization	ICS is activated (1 branch) at the Branch Level to match the complexity of the Emergency. ICS is typically activated at the State Level to match the complexity of the Emergency. Some or all of the ICS Command and General Staff positions may be activated. Additional Restoration Support functions such as Decentralized Dispatching, Wires Down, and Damage Assessment may be established at a Branch or State Level as directed by the State Incident Commander. Branch Level Municipal Rooms are typically established to support additional State and Local involvement and prioritization. Community and Customer Managers are engaged with communities. Community Liaisons may be activated to communities with the highest level of impact as directed by the Incident Commander. RIEMA Liaisons may be assigned to RIEMA EOC depending upon level of State coordination required.
	Typical Resource Activation[3]	This typically requires assistance from contractors or employees from another state. The Company may supplement its internal workforce with approximately 75 or greater contract line crews. (~173+[2] FTEs). The Company may supplement its normal compliment of forestry crews with approximately 45 or greater forestry crews. (~104+[2] FTEs). Additional Restoration Support functions are typically staffed by Company personnel.

Typical National Grid Operating Conditions: Type 3 Event		
	Communication/ Coordination	A written IAP may be required for each Operational Period. When a Type 3 event is anticipated Pre-Event outreach to Life Support Customers, Critical Facilities, municipalities, elected official, and Regulators is performed. Key Positions are required to submit checklists to Emergency Planning. Post event meetings with the most severely impacted communities will be held.

(1) Expected % of Customers without Service is based on the peak during the event period.

(2) For these calculations, the Company has assumed that one external line or forestry crew equals 2.3 FTEs; however, please note that crew size can vary depending on the vendor and region.

(3) Numbers in this table represent the typical desired resource counts for specific Emergency events. As a member of the North Atlantic Mutual Assistance Group (NAMAG), the Company benefits from pre-existing agreements to receive member utilities' internal crews and contractors of choice. The timing of arrival of these mutual assistance crews thus depends on several factors, including but not limited to: the geography of the emergency event (i e. extreme weather) within NAMAG; the geography of the emergency within external Regional Mutual Assistance Groups (RMAGs); having adequate advanced notice of the emergency; and the consistency of weather reports in days prior to the expected event, if a weather event. t is typical for NAMAG member utilities not to commit their resources until the day of or prior to an emergency weather event, for example, when the weather forecast is more assured and it is more clear that they will not need their own resources. Additionally, if the emergency event impacts a large geographic area of North America, multiple utilities will compete for limited resources, which may be from areas outside of NAMAG and may take several days to reach the Company's affected areas.

Table 4: Overview of Type 4 Event Operating Conditions

Typical National Grid Operating Conditions: Type 4 Event		
Type 4	Viewpoint / Narrative	Type 4 events include (but are not limited to): sub-transmission outages that impact one or more substations; thunderstorms with high winds and frequent and/or severe lightning; small to moderate winter storms; and unanticipated transmission events. Typically, these events are managed by the Control Center in conjunction with Branch personnel often sharing responsibilities. Branch personnel will staff in a partial decentralized mode, using some of the ICS structure to support restoration. The Control Center performs all routine reporting while the Community and Customer Manager would retain municipal responsibilities.
	Typical Event Characteristics	The severity within a state is such that restoration activities are typically accomplished in less than 24 hours. The Emergency is usually limited to one or two Operational Periods in the Event Restoration Stage. Typically 0 to 7% customer interruptions(1) This type of event generally occurs less than 20 times per year.

REDACTED

Typical National Grid Operating Conditions: Type 4 Event		
	Typical Response Organization	Branch Level ICS may be activated in affected branches (up to 1 branch). Branch ICS Command and General Staff functions are activated only if needed. State Level ICS typically is not activated.
	Typical Resource Activation	Restoration is generally accomplished with local assets possibly with assistance from additional contract distribution line and forestry resources. The Company may supplement its internal workforce with approximately 25 or greater (~58+(2) FTEs) contract line crews. The Company may supplement its normal compliment of forestry crews with approximately 15 or greater (~35+(2) FTEs) forestry crews. Wires Down and Damage Assessment functions are typically not activated.
	Communication/ Coordination	No written IAP is required. The operations and maintenance department may conduct their own briefings or participate in State briefings to ensure the complexity of the event is fully communicated to management and that response staff receive the appropriate level of support required for the situation. When a Type 4 event is anticipated Pre-Event outreach to Life Support Customers and Critical Facilities is performed.

(1) Expected % of Customers without Service is based on the peak during the event period.

(2) For these calculations, the Company has assumed that one external line or forestry crew equals 2.3 FTEs; however, please note that crew size can vary depending on the vendor and region.

Table 5: Overview of Type 5 Event Operating Conditions

Typical National Grid Operating Conditions: Type 5 Event		
Type 5	Viewpoint/Narrative	Type 5 Events represent normal operations and is managed by National Grid's Control Center, which is staffed 24/7. The Control Center uses OMS as the primary tool to identify the magnitude of customers interrupted and the most probable protective device that operated. For small outages, the Control Center will dispatch crews designated as trouble resources to repair the outage. If upon arrival the crew determines additional resources are needed, a supervisor is assigned and will manage the repairs in concert with the Control Center. The Control Center performs all routine reporting while the Community and Customer Manager would retain municipal responsibilities.

REDACTED

Typical National Grid Operating Conditions: Type 5 Event	
Typical Event Characteristics	System activity is normal ► Incidents are contained within the first Operational Period and often within an hour to a few hours after resources arrive on scene. ► Typically up to 2% customer interruptions(1) ► Normal daily internal crew assignments
Typical Response Organization	ICS Command and General Staff positions are not activated.
Typical Resource Activation	Outage response is coordinated with local on-call personnel.
Communication/ Coordination	No written IAP is required.

(1) Expected % of Customers without Service is based on the peak during the event period.

Weather Reporting

It is of great importance that the weather and other events that might adversely impact the system be monitored closely, particularly during periods of impending adverse conditions. The Control Center and Emergency Planning will monitor the weather and any incident or event that poses a potential significant risk will be immediately communicated to the Chief Operating Officer (COO) or Senior Vice President (SVP) of Operations and Engineering, the Regional Vice President(s) (VPs) of Electric Maintenance and Construction.

Forecasts and, when requested, weather graphics, will be obtained from the Company's weather provider 3 times daily, as well as from various weather websites.

4.1.1. Emergency Planning

4.1.1.1. Tracks weather and other events that might impact the system and communicates potential risks to the COO, SVP of Operations and Engineering, and/or the Regional VPs of Electric Maintenance and Construction.

4.1.2. Control Center Lead

4.1.2.1. Monitors and evaluates potential severity and impact of weather events on the system.

4.1.2.2. Monitor the weather forecast and potential zones and communicate to Emergency Planning.

Classifying an Emergency

When weather or other natural or human causes (e.g., major equipment failure, civil unrest, terrorism, wildfire, etc…) threaten to cause conditions that result in substantial loss of electric service, which may not be handled effectively through normal operating procedures, an Emergency can be declared by the Chief Operating Officer (COO) or Senior Vice President (SVP) of Operations and Engineering, the Regional Vice President(s) (VPs) of Electric Maintenance and Construction, or Vice President of Emergency Planning and Electric Services. Any potential Emergency that Emergency Planning determines poses a threat to the system triggers a call with the SVP of Operations and Engineering, at which point they will decide whether or not to appoint the State Incident Commander.

The SVP of Operations and Engineering, his/her appointed designee, or the State Incident Commander, when appointed is responsible to analyze the severity and complexity of the Emergency. This helps to identify resource requirements and appropriately utilize the incident management structure. This analysis typically begins in the Pre-Event Stage and continues in every Operational Period throughout the Service Restoration Stage.

The severity and complexity analysis is based on factors including, but not limited to:

- Safety,
- Size of the Emergency and impacts to life and property,
- Extent of potential or known damage,
- Type of damage,
- Availability of supplemental resources,
- Level of command required to direct restoration efforts,
- Current operational situation (number of outages, resources, supplies, etc.),
- Current weather conditions,
- Forecasted weather conditions,
- Certainty of weather forecast,
- Plausible weather scenarios,
- Output of the Predictive Storm Damage Model (based on output of weather stations);

- Damage assessments,
- Restoration priorities,
- Forecasted resource requirements,
- Forecasted operational tempo, and
- Other situational specific factors.

During the Pre-Event Stage, the severity and complexity analysis must account for not only the forecasted impact of the Emergency, but also factors such as likely best and worst case scenarios and the amount of uncertainty in the forecast as well as the potential breadth of impact to other utilities. These factors impact the pre-staging of resources. One of the most difficult yet critical objectives during the Pre-Event Stage and early in the Service Restoration Stage is to secure an appropriate amount of resources so as to maintain the flexibility to scale up or down to optimum levels as the impact of the Emergency becomes more certain.

During the Pre-Event Stage or early in the Service Restoration Stage for unanticipated Emergencies and throughout the Service Restoration Stage, the Company is constantly reassessing resource requirements. Based on this assessment the Company will add or release supplemental resources. The company typically has the following sources of crews and service workers:

- Local Company employees,
- Company employees from outside of the impacted service territory,
- Contract suppliers, and
- Mutual assistance from other utilities.

Upon completion of the severity and complexity analysis the SVP of Operations and Engineering or State Incident Commander when appointed is responsible for establishing and/or changing the Emergency Classification Type as needed. It is critical to maintain flexibility and scalability when determining the appropriate ERO and size, therefore the Emergency Classification Type does not necessarily stipulate a mandated level of ERO activation. Rather, the determination of response type activation and staffing as well as the determination of decentralized or centralized control is at the discretion of the SVP of Operations and Engineering, his/her appointed designee or the State Incident Commander when appointed. The Emergency Classification Type, along with the additional factors listed above, should be considered when determining which response and support functions are activated.

The transition from one Emergency Classification Type to another, either higher or lower, is accomplished solely at the discretion of the SVP of Operations and Engineering, his/her appointed designee or the State Incident Commander when appointed, based on the recommendations of the State Planning Section Chief, Control Centers, other key staff, and also an assessment of the Emergency severity and complexity.

As the Company monitors the potential severity and complexity of the Emergency, including changing forecasts in advance of a weather-related Emergency, the Company may change from one Emergency Classification Type to another, either higher or lower. Other factors may also drive a change in Emergency Classification, such as those listed on the previous page. The outcomes of a change in Emergency Classification could include a revision to the plan for securing resource requirements, a change in the number of Branch Storm Rooms being

opened, a change in expected restoration duration, or other outcomes. The Company should consider changing Event Classification Types when factors including the forecasted weather conditions, certainty of weather forecast, or plausible weather scenarios change significantly from previous forecasts and indicate a need to revise the Emergency Classification Type.

Once established or changed, the Emergency Classification Type will be communicated to all leaders and organizations currently engaged in or anticipated to be engaging in restoration or support activities.

4.1.3. SVP of Operations and Engineering

4.1.3.1. If a State Incident Commander has not been appointed, analyzes the severity and complexity of the Emergency, establishes the Emergency Classification Type, and communicates the Emergency Classification Type to the State Level ICS positions that are activated in response to the Emergency.

4.1.4. State Incident Commander

4.1.4.1. Analyzes the severity and complexity of the Emergency, establishes the Classification Type, and communicates the Emergency Classification Type to the State Level ICS positions that are activated in response to the Emergency.

4.2. Activating the Emergency Response Organization

Once an Emergency has been classified, the activation of the ERO will commence. This includes deciding the level of decentralization and identifying which EOCs, ICS Command and General Staff positions, and support personnel are required.

Organization Activation

EOCs are established as needed to maintain communications and coordinate field operations. The severity of the Emergency determines which EOC(s) will be activated.

Due to the size and nature of the ERO the activation process is intended to be a cascading event in order to maximize response efficiency and consistency.

Certain modular functions may be activated centrally, by a predefined lead acting on behalf of the State Planning Section Chief to ensure equitable distribution of resources based on the particular geography and impact of the Emergency.

Personnel Activation

The activation of ICS Command and General Staff positions will be done at the discretion of the State Incident Commander for State Level positions and Branch Director(s) for Branch Level positions. The State Incident Commander and Branch Director(s) will determine the ICS Command and General Staff positions that are required to respond to an Emergency. The

activation of support resources will be done by the State Emergency Response Process Leads based on the ERO structure desired by the State Incident Commander.

The activation and acquisition of ICS Command and General Staff positions and support personnel is covered in detail in Chapter 6 (sections 6.6 and 6.7, respectively).

Roles and Activities

4.2.1. State Incident Commander

4.2.1.1. Determines which EOCs, both State and Branch Level, they would like activated based on the severity of the Emergency.

4.2.1.2. Determines which State Level ICS Command and General Staff positions and support functions are required to respond to an Emergency.

4.2.1.3. Oversees operation of the State EOC or appoints a designee to do so in their absence.

4.2.2. State Planning Section Chief

4.2.2.1. Activates the State EOC if directed to do so by State Incident Commander.

4.2.3. Branch Director

4.2.3.1. Determines which Branch Level ICS Command and General Staff positions are required to oversee the functions desired by the State Incident Commander.

4.2.3.2. Direct activation and oversees operation of the Branch EOC or appoints a designee to do so in their absence.

4.3. Emergency Operations Center Overview

EOCs can be established at three levels within the ERO based on the severity of an Emergency: System EOC, State EOC(s) and Branch EOC(s).

A System EOC is established at National Grid's Northborough, MA facility, as required. During an Emergency, the System EOC is typically staffed by the System Level ERO Command and General Staff determined necessary to ensure a successful response. They are responsible for coordinating Emergency-related activities and act as an interface to the New England State EOC in Massachusetts (Worcester, MA), on Long Island (Hicksville – gas only) and in Upstate New York (Liverpool).

In general, requests for resources are generated locally at the Branches and escalated upward through the ERO as necessary. These requests are fulfilled at the higher levels of the ERO and allocated to the Branches. Figure 13 demonstrates the flow of requests and assistance during a

System Level Emergency. During a State Level or Branch Level Emergency, the concept of operations remains the same.

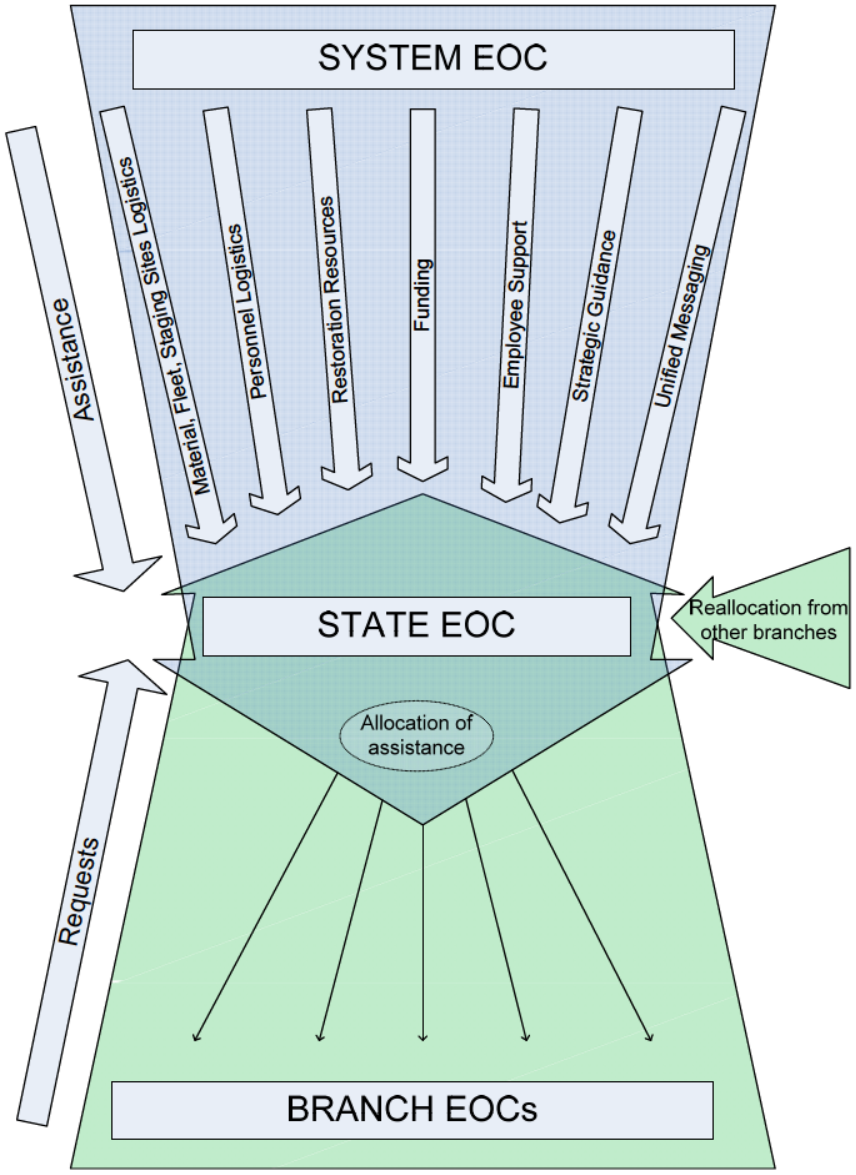


Figure 13: ERO Information and Assistance Flows

During State Level Emergencies the State EOC:

- Monitors customer interruptions,
- Assesses the State Level operating status and assesses the damage to the Transmission and Distribution systems,
- Sets State Level priorities and objectives,
- Provides information on customer interruptions, Estimated Time of Restoration (ETRs), issues periodic status updates on the ongoing restoration to senior management, Media

Affairs (i.e. Media Relations, Internal Communications, and Regulatory Affairs), and applicable regulatory agencies,
- Allocates resources for the restoration effort, including Company crews, tree crews, contract crews, and crews from foreign utilities, and
- Provides an Incident Action Plan (IAP) for every Operational Period (as described in Chapter 21 of this ERP) or at other pre-designated intervals to applicable functional groups.

During Emergencies where Branch EOCs are activated, Branch EOCs:

- Maintain the OMS model,
- Prioritize service restoration,
- Oversee satellite operations centers,
- Dispatch resources to all trouble locations,
- Estimate and disseminate ETA for Priority 1 through 3 Calls,
- Ensure ETR accuracy, and
- Generate required reports.

During Emergencies Satellite Centers serve as:

- Show-up locations for Company restoration crews, and
- Material drop-off sites.

The hours of operation and the Operational Period of the EOC will be based upon the circumstances associated with the severity of the Emergency and the Operating Condition and event type.

Rhode Island Branch EOC Locations

A Branch EOC may be established in any of the Rhode Island locations listed below. The list includes the Branch EOC and the satellite operations centers that fall under their control.

- Providence (branch); satellite operations centers include:
  - Chopmist
  - Lincoln
  - Warren
- North Kingstown (branch); satellite operations centers include:
  - Middletown
  - Westerly

Control Center Locations

The Rhode Island Dispatch and Control Center is located in the Company's Northborough, MA facility and will be staffed 24 hours each day during all Emergencies. This Control Center is the Control Authority for the transmission and distribution systems during non-Emergency periods.

During Emergencies, controllership for some portions of the distribution system may be delegated as discussed in Chapter 13.2. The Company does not decentralize transmission operations.

REDACTED

nationalgrid

Chapter 5: Restoration Prioritization

5. Restoration Prioritization

Introduction

This chapter contains a listing of the priority for addressing conditions or damage to components of the system to restore service. The Company's restoration policy seeks first to address dangerous situations and then restore service to the greatest number of customers, but the list can vary depending on the situation or system conditions, and restoration activities can take place in parallel addressing multiple components of this list simultaneously.

Figure 14: Restoration Prioritization High Level Overview

This process is initiated once the Emergency has been classified as described in Chapter 4.

When carrying out restoration prioritization activities, issues and decisions may be escalated to the System Level in the following circumstances:

- When working across states or utility services (electric and gas)
- When directed by outside agencies (for example FEMA of Homeland Security)

5.1. Restoration Prioritization Summary

Emergency work is carried out and service is restored generally in the order of priority listed below with some of the activities listed below potentially taking place simultaneously.

1. Live Wires and Extreme Hazards

The elimination of hazards to the public takes precedence during Emergencies. Available local personnel are to be divided into the minimum size crews required to clear the hazards. Wires are cleared so that service can be restored up to the break.

2. Transmission

Transmission line restoration is prioritized by Network Operations. Transmission line repairs are directed by the designated Supervisor. Transmission line restoration is also prioritized based on customer impact. Bulk power circuits not directly affecting substations are assigned priority depending on the importance of the circuit and the effect of its loss on the bulk power system. The need for bulk power circuits is determined by the Control Center Shift Supervisor in coordination with the applicable Dispatch & Control location.

3. Substations

Substation restoration is prioritized by the Control Centers. These centers provide direction to Substation Operations & Maintenance Managers in charge of the repairs.

4. Primary Circuits

The main three phase portions of primary circuits will be restored first in order to restore service to the largest number of customers. Once the main three phase portion of primary circuits are restored side taps will then be repaired.

In support of prioritizing the hundreds of distribution circuits that may have to be reenergized after a major Emergency, the Company considers many factors. These factors include but are not limited to:

- Number of customers on the circuit,
- Critical Facilities located on the circuit,
- Substation energization status,
- Location of response personnel,
- Types and severity of damage,
- Requests from the State Emergency Response Centers (typically road openings)
- Requests from municipal officials communicated through the channels described in Chapter 18.1, Managing Municipal Coordination (municipal conference calls, municipal room requests, communication with Community Liaisons), and
- Requests from other agencies such as FEMA or the Red Cross.

5. Secondary Circuits

Secondary, multiple street lights, and services will be given similar restoration priority. Efforts will be made to restore service to Life Support Customers (LSCs) as soon as conditions warrant. A crew will attempt to complete all the work on one visit to a trouble location. It is the Crew Leader's duty to examine the trouble location and repair any trouble. If the customer's equipment requires repair the crew leader will notify the customer by speaking to them or using a door hanger tag and restore the service wires, leaving them disconnected at the house. Personnel other than line workers may be utilized for secondary and service restoration.

6. Street Lighting Circuits

Street lighting series circuits will be assigned to crews by circuits for restoration. A map of the circuit is marked with known trouble. If necessary, a patrol will be made or standard procedure used to locate open circuits.

7. Permanent Repairs

During the restoration of service, permanent repairs should be made if practicable to avoid hazardous conditions and eliminate duplication of effort. However, it is occasionally necessary to make temporary repairs to expedite restoration. Temporary repairs are noted during the restoration process to facilitate the installation of permanent repairs at these locations.

REDACTED

nationalgrid

Chapter 6: Resource Acquisition

6. Resource Acquisition

Introduction

Effective resource acquisition is critical to safe and timely service restoration. This chapter describes how the Company identifies, acquires and apportions both internal and external restoration and support resources across affected areas of the service territory necessary to support Emergency restoration efforts.

The acquisition and allocation of resources begins once the Emergency has been classified and the ERO has been activated (as covered in Chapter 4 of this ERP). Typically the resource acquisition and allocation processes begin in the Pre-Event Stage of an Emergency and continues through the Service Restoration Stage, as required.

The processes and associated roles and interactions with the SLP covered in this chapter can be seen in Figure 15.

When carrying out the acquisition of resources, issues and decisions may be escalated through the System Level ERO for the following processes:

- Acquisition of Internal Restoration Resources
- Acquisition of Utility Mutual Assistance Resources
- Acquisition of External Contractors

During an Emergency that does not trigger activation of the System Level ICS, these activities are typically overseen by the VP of Resource Management or their delegate at the request of the respective State Incident Commander(s).

Processes

6.1 Acquisition of Internal Restoration Resources

6.2 Acquisition of Utility Mutual Assistance Resources

6.3 Acquisition of External Contractors

6.4 Acquisition of Services from Retirees

6.5 Providing Mutual Assistance

6.6 Acquisition of ICS Command and General Staff Resources

6.7 Acquisition of Support Resources

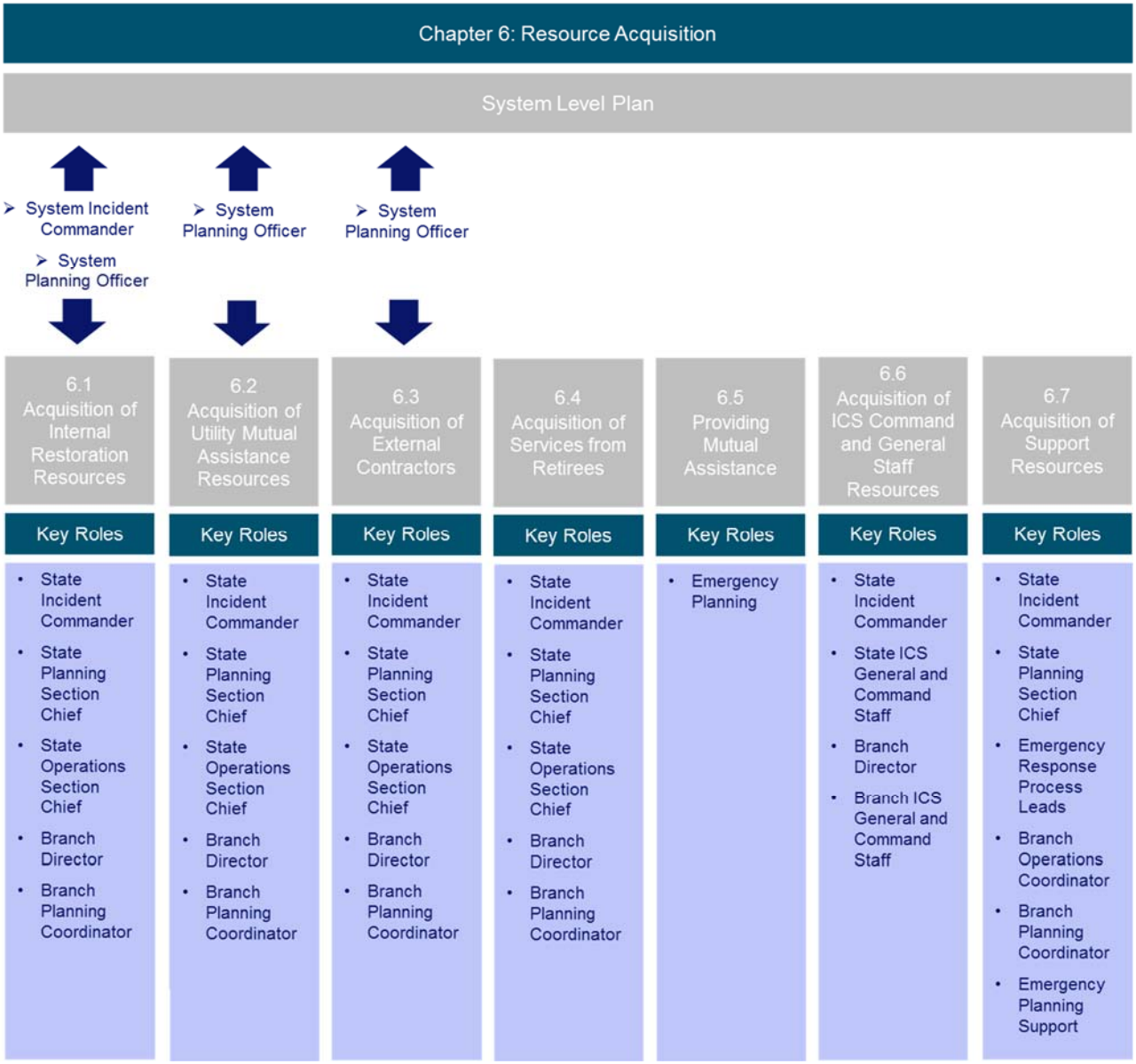


Figure 15: Resource Acquisition High Level Overview

Resource Acquisition Overview

For forecasted major Emergencies, the Company utilizes its Pre-Event checklist and a series of emergency briefings to align, mobilize and deploy the organization for action. This alignment includes the acquisition of ICS Command and General Staff personnel; support resources and restoration resources required to respond to an Emergency; and typically include the pre-positioning of restoration resources which may come from an internal or external source so that they can be easily deployed to branch locations for the start of the Service Restoration Stage.

Due to every Emergency's unique nature, subjective analysis as well as experience during similar Emergencies and knowledge of historical impacts that have occurred elsewhere in the

country is required to estimate resource requirements based on weather or other known hazard conditions.

Figure 16 provides an overview of the Company's resource acquisition and management in response to an Emergency. This covers the acquisition of restoration and support resources, such as line crews, tree crews, restoration crew supervisors, wires down personnel, damage assessors, etc. The various components of this approach are contained in the chapters identified in the graphic.

Figure 16: Resource Acquisition and Management

The Branch Planning Coordinators will perform a situational assessment and make resource requirement recommendations to the Branch Director. When the Branch Director determines that the resource needs cannot be met with resources allocated to the branch, the Branch Director will request additional resources from the State Incident Commander. The State Planning Section Chief will review all Branch Director resource requests and perform an assessment of available resources within the region and then make recommendations to the State Incident Commander regarding the appropriate resource level and allocation to the branches.

To fulfill the resource requests that are deemed necessary to ensure a responsive Emergency restoration, the Company has a portfolio of resource options which are reviewed and updated regularly during blue sky conditions. The State Incident Commander can utilize company restoration and support resources and retirees or, when those resources are not sufficient, escalate resource requests to the System Planning Officer who will seek to acquire utility mutual assistance resources and external contractors. When an Emergency is foreseen, this occurs during the Pre-Event Stage.

REDACTED

Table 6 provides an overview of typical resource requirements for various event types.

Table 6: Typical Resource Requirements

Typical Resource Requirements by Event Classification[1]					
	Type 1	Type 2	Type 3	Type 4	Type 5
Internal Restoration Resources	Yes (All available)	Yes (All available)	Yes	Yes	Yes
Utility Mutual Assistance	Yes ~450+ line ~180+ forestry ~150+ support	Yes ~225+ line ~135+ forestry ~70+ support	As necessary	No	No
Contractors			Yes ~75+ line ~45+ forestry	25+ line 15+ forestry	No
Retirees	As Required	As Required	No	No	No
ICS Resources	Yes (Most or all at System, State and Branch Levels)	Yes (Most or all at System, State and Branch Levels)	Yes (Some or all at State and Branch Levels)	Yes (Typically only at Branch Level)	No
Support Resources	Yes	Yes	Yes	Yes	No

Whenever possible and practical, all required/requested field personnel shall be assembled and dispatched in adequately-sized groups with appropriate supervision. When tree crews are required, the requested number of crews will be sent to work under the direction of assigned Forestry Branch Coordinators. When warranted, additional forestry supervision shall be requested for assistance in directing crews.

---

(1) Numbers in this table represent the typical desired resource counts for specific Emergency events. As a member of the North Atlantic Mutual Assistance Group (NAMAG), the Company benefits from pre-existing agreements to receive member utilities' internal crews and contractors of choice. The timing of arrival of these mutual assistance crews thus depends on several factors, including but not limited to: the geography of the emergency event (i e. extreme weather) within NAMAG; the geography of the emergency within external Regional Mutual Assistance Groups (RMAGs); having adequate advanced notice of the emergency; and the consistency of weather reports in days prior to the expected event, if a weather event. t is typical for NAMAG member utilities not to commit their resources until the day of or prior to an emergency weather event, for example, when the weather forecast is more assured and it it more clear that they will not need their own resources. Additionally, if the emergency event impacts a large geographic area of North America, multiple utilities will compete for limited resources, which may be from areas outside of NAMAG and may take several days to reach the Company's affected areas.

Field crews and support personnel assembly information shall be provided promptly to the Branch Operations Coordinator for tracking. Prior to a wide-scale forecasted event that is predicted to affect all regions, internal and external restoration crews will generally be pre-staged at the local staging sites or branches. Once the event has resulted in widespread service interruptions in more than one branch, resource allocations will be adjusted based on the best-available information, including initial customers without power, until such time as more-detailed information is available from field damage assessment patrols.

Throughout the Service Restoration Stage of an Emergency, as field conditions change and information about field conditions evolves, restoration resources (internal, contractor, and utility mutual assistance) may be redeployed to branch locations (work assignment areas) by the State Incident Commander based on input from the System Planning Officer and the State Planning Section Chief.

The processes included below highlight the activities carried out at the State and Branch Levels to facilitate the acquisition of external resources at the System Level.

6.1. Acquisition of Internal Restoration Resources

The State Incident Commander can call upon crews located within unaffected parts of the state to provide supplemental Emergency restoration services. Additionally, the State or System Incident Commander is able to leverage the size of the Company by calling upon other National Grid affiliated companies to move crews between states to provide supplemental Emergency restoration services.

Requests for reallocating crews are initiated by the Branch Directors. The State Incident Commander makes the decision to reallocate crews within Rhode Island or from Massachusetts. If additional crews are required beyond those available from Rhode Island and Massachusetts, the System Incident Commander can decide to reallocate crews from New York. Crew Transfer Sheets, an example of which is found in Appendix A - Exhibit A to this chapter, will be utilized when Company crews are transferred out of their home branch and, if a significant number of crews are transferred, the crew supervisor will travel with the crews to the new branch.

The determination of resource needs of branches expected to be affected during an Emergency commences during the Pre-Event Stage when an Emergency is anticipated and these needs are reviewed periodically during the Service Restoration Stage.

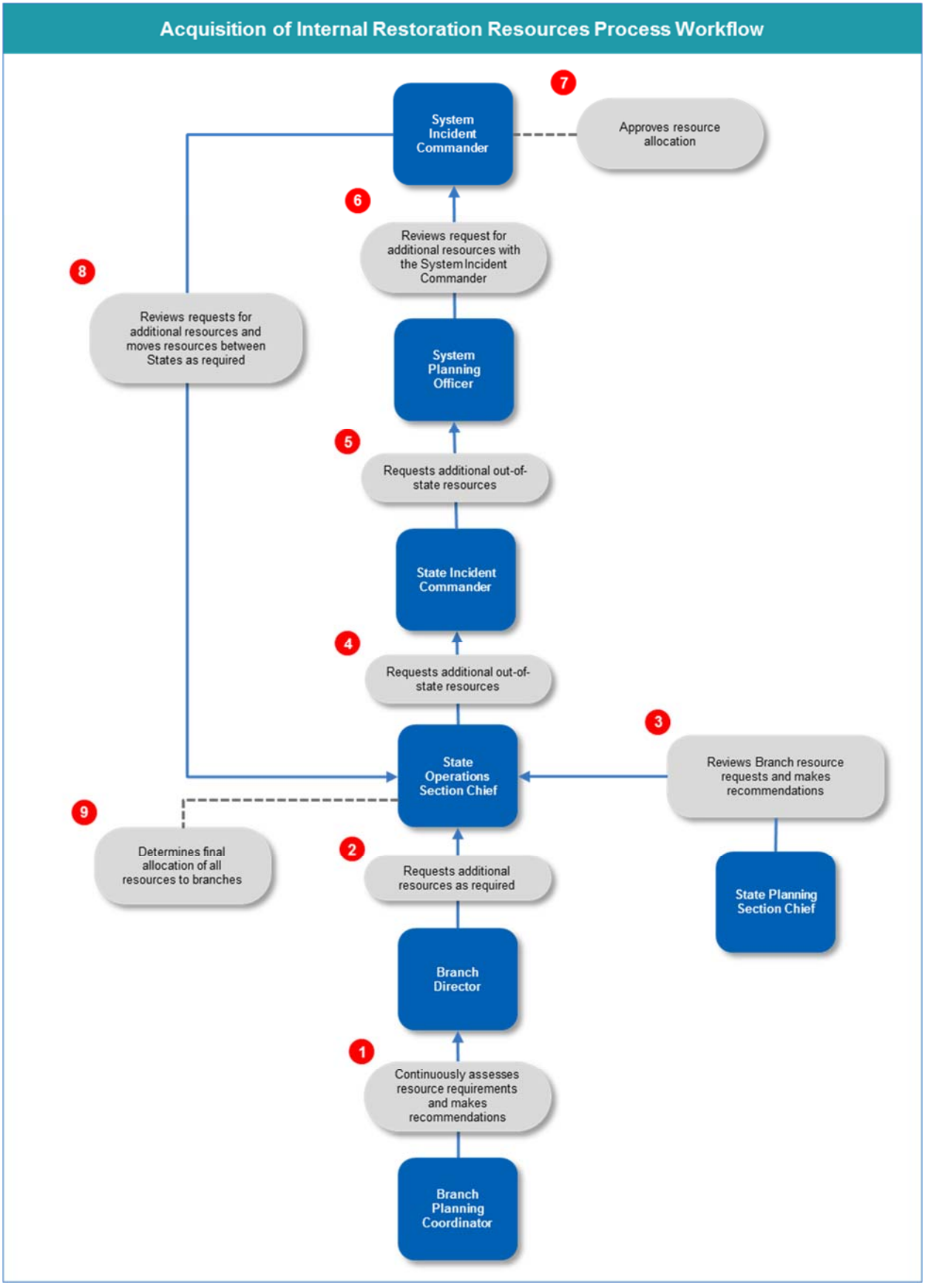


Figure 17: Acquisition of Internal Restoration Resources Process Workflow

Roles and Activities

6.1.1. System Incident Commander

6.1.1.1. Approves the reallocation of Company restoration resources between states.

6.1.2. System Planning Officer

6.1.2.1. Reviews requests for additional resources from the State Incident Commander and works with the System Incident Commander to coordinate the movement of Company restoration resources between New York and Rhode Island to respond to Emergencies.

6.1.3. State Incident Commander

6.1.3.1. Elevates requests for additional resources to the System Planning Officer if there are not enough Company restoration resources available in Rhode Island or Massachusetts.

6.1.4. State Planning Section Chief

6.1.4.1. Reviews all Branch Director resource requests and performs an assessment of available resources within the region and makes recommendations to the State Incident Commander regarding appropriate resource levels and allocation to branches.

6.1.4.2. Determines resources on-scene and those scheduled for future arrival (location/status), and considers the need for additional resources.

6.1.5. State Operations Section Chief

6.1.5.1. Consolidates requests for additional resources from the Branch Directors and reports them to the State Incident Commander

6.1.5.2. Determines the number of additional distribution crews, forestry resources, and transmission resources needed to respond to an Emergency and allocates resources from unaffected branches in the state to affected branches.

6.1.5.3. Allocates resources from out of state to affected branches.

6.1.6. Branch Director

6.1.6.1. Requests additional resources from the State Operations Section Chief. If resource needs can't be met by resources allocated to the Branch.

6.1.7. Branch Planning Coordinator

6.1.7.1. Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.

6.1.7.2. Determines resources on-scene and those scheduled for future arrival (location/status), and considers the need for additional resources.

6.2. Acquisition of Utility Mutual Assistance Resources

The mutual assistance process is facilitated through an agreement and guiding principles developed by the Edison Electric Institute ("EEI") which provides a framework for the sharing of crews and resources between member utilities. As a member of EEI, the Company follows the EEI agreement and guiding principles for both providing and requesting mutual assistance.

EEI member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining electric utility service when such service has been disrupted by all types of incidents and events including severe weather, loss of business continuity, loss of critical infrastructure, etc., or any combination of these.

This system is managed by seven Regional Mutual Assistance Groups ("RMAGs") throughout the country. When a member determines that it needs restoration assistance, it initiates a request through an RMAG. RMAGs facilitate the process of identifying available restoration workers and help companies coordinate the logistics and personnel involved in restoration efforts. For example, RMAGs can help companies locate specialized skill sets, equipment, or materials, and can assist in identifying other types of resources that may be needed, including line-workers, tree trimmers, damage assessors, and other resources. RMAGs are organized geographically to meet the needs of electric companies during emergency situations most effectively. Although participation is voluntary, each company in an RMAG has committed, when possible, to send its restoration workers, contractors, and specialized equipment to help other companies in the network when called upon to do so. If needed, companies in one RMAG will assist those in another region. By sharing resources among companies, the RMAGs help to mitigate the risks and costs related to restoring power following major outages. Together, the RMAGs enable a consistent, unified response to emergency events that result in a significant loss of power. The Company is a member of the North Atlantic Mutual Assistance Group ("NAMAG") RMAG. A listing of NAMAG member utilities can be found in Appendix A - Exhibit B to this chapter.

The Mutual Assistance Coordinator will make contact with utilities for mutual assistance through EEI as requested by the System Planning Officer. Appendix A - Exhibit C to this chapter contains an overview of the information that should be supplied to responding utilities when the request for mutual assistance is made.

Receiving Mutual Assistance from Canadian Utilities

To facilitate the acquisition of mutual assistance and contractor crews from Canada, a procedure for crossing the US/Canada border has been developed by the electric sector to improve response and reduce delays. It is important to have all information needed to cross the border completed in advance such as vehicle manifest, master roster, information from requesting company (Letter of Invite), and declaration, if one is available. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare. Refer to Appendix A - Exhibits D and E to this chapter, for a list of border crossing locations and Customs and Border Protection Services contact information, respectively. The complete border crossing procedure and an example of the Letter of Invite are included in Appendix A - Exhibits F and G, respectively, to this chapter.

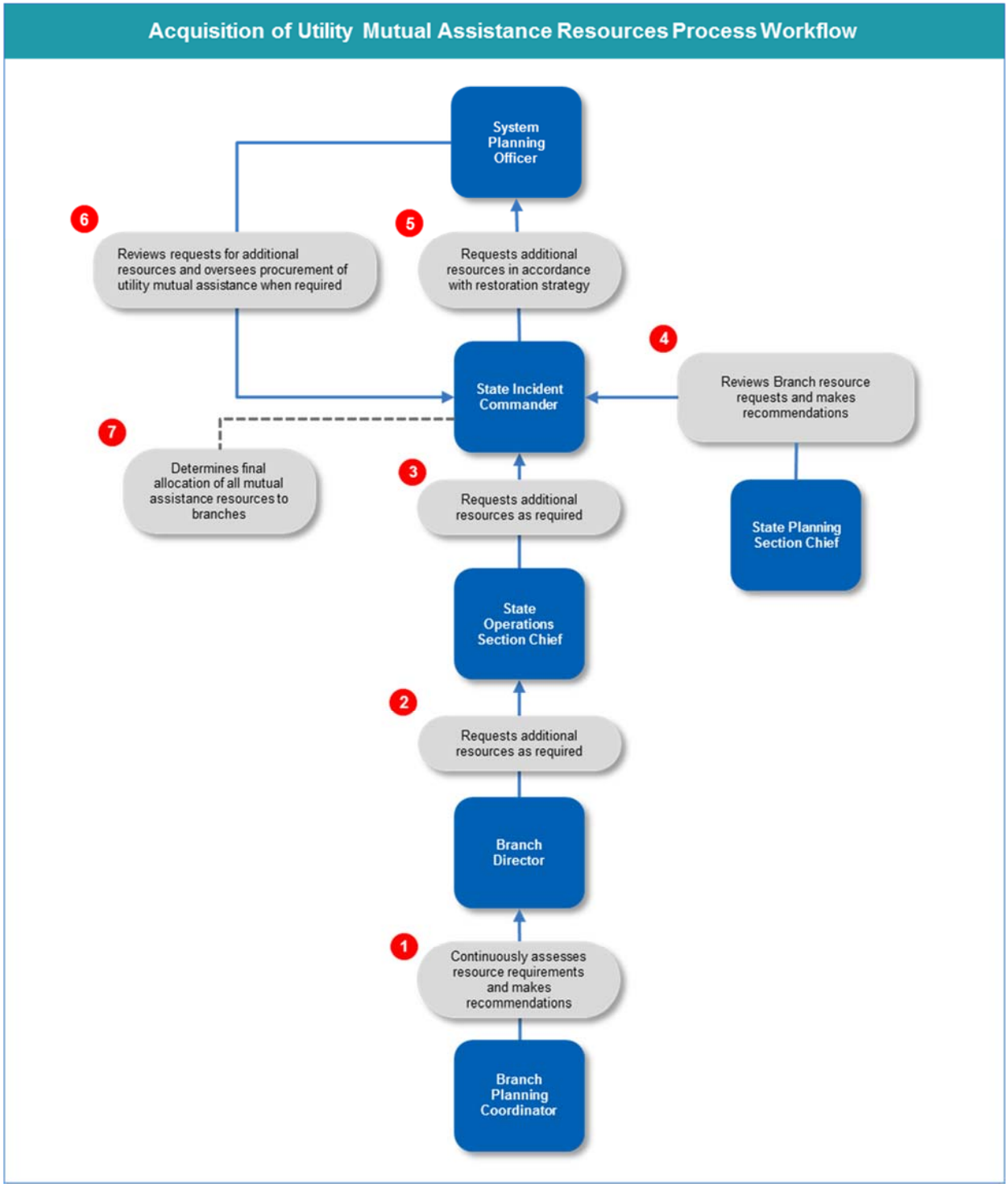


Figure 18: Acquisition of Utility Mutual Assistance Resources Process Workflow

Roles and Activities

6.2.1. System Planning Officer

6.2.1.1. Coordinates with State Incident Commanders to review the status of their requests for additional distribution crews, forestry resources, and transmission resources as needed in order to support restoration efforts during a System Level Emergency.

6.2.1.2. Oversees procurement of utility mutual assistance.

6.2.2. State Incident Commander

6.2.2.1. Works with System Planning Officer to develop restoration strategy and associated resource requirements during a System Level Emergency.

6.2.2.2. Elevates requests for resources to System Planning Officer who will then work to procure mutual assistance resources as needed.

6.2.3. State Planning Section Chief

6.2.3.1. Reviews all Branch Director resource requests and performs an assessment of available resources within the region and makes recommendations to the State Incident Commander regarding appropriate resource levels and allocation to branches.

6.2.4. State Operations Section Chief

6.2.4.1. Consolidates requests for additional resources from the Branch Directors and reports them to the State Incident Commander

6.2.4.2. Allocates mutual assistance resources to affected branches.

6.2.5. Branch Director

6.2.5.1. Requests additional resources from the State Operations Section Chief if resource needs can't be met by resources allocated to the branch.

6.2.6. Branch Planning Coordinator

6.2.6.1. Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.

6.3. Acquisition of External Contractors

The Company maintains time and equipment contracts with storm restoration vendors across North America. The rate schedules established within these agreements are updated annually when union wage increases go into effect. The Company periodically reviews its storm contracting strategy and structure and issues contract amendments when updates are required.

The list of contractor companies is included as Appendix A - Exhibit H to this chapter. Contractor support will be requested at the direction of the System Planning Officer. As a member of NAMAG, the Company will work to abide by the NAMAG Contractor Rules of Engagement and refrain from accepting contractors directly who are working for an Investor Owned Utility (IOU) or a member company of any RMAG.

The System Planning Officer will report back to the State Incident Commander with contractor responses and provide the appropriate crew rosters upon notification. The State Incident Commander will provide the System Planning Officer with assignment locations, contact names and phone numbers which will be used to direct the contractor personnel. The System Planning Officer's team will provide the appropriate information to the responding contractor company. Upon arrival, contractor resources are on-boarded and directed by the appropriate branch leadership until demobilized.

Contractor crew transfer between New England and New York will be completed through the System Planning Officer at the direction of the respective State Incident Commander(s). There will be no contract crew exchanges directly between New England and New York; this must be completed through the System Planning Officer. Contractor crews in Rhode Island will not be released without the consent of the State Incident Commander or their designee.

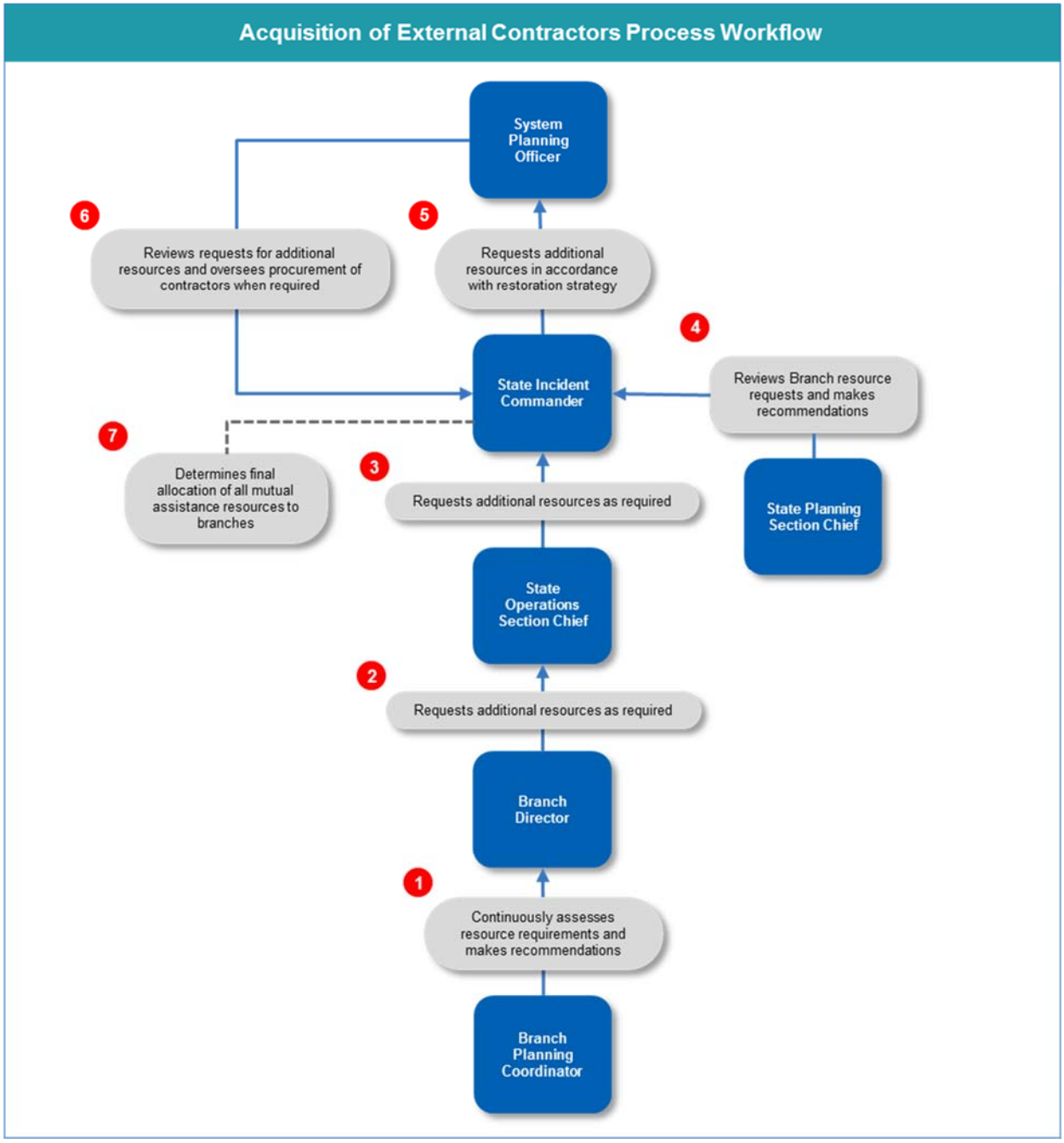


Figure 19: Acquisition of External Contractors Process Workflow

Roles and Activities

6.3.1. System Planning Officer

6.3.1.1. Coordinates with State Incident Commanders to review the status of their requests for additional distribution crews, forestry resources, and transmission resources as needed to support restoration efforts during a System Level Emergency.

6.3.1.2. Oversees procurement of external contractors.

6.3.1.3. Reports back to the State Incident Commander and/or Branch Director with contractor company response and provide the State Incident Commander and/or Branch Director with the appropriate crew rosters upon notification.

6.3.2. State Incident Commander

6.3.2.1. Works with System Planning Officer to develop restoration strategy and associated resource requirements.

6.3.2.2. Elevates requests for resources to System Planning Officer who will then work to procure contractors as needed.

6.3.3. State Planning Section Chief

6.3.3.1. Reviews all Branch Director resource requests and performs an assessment of available resources within the region and makes recommendations to the State Incident Commander regarding appropriate resource levels and allocation to branches.

6.3.4. State Operations Section Chief

6.3.4.1. Consolidates requests for additional resources from the Branch Directors and reports them to the State Incident Commander.

6.3.4.2. Allocates contractors to affected branches.

6.3.5. Branch Director

6.3.5.1. Requests additional resources from the State Incident Commander if resource needs can't be met by resources allocated to the branch.

6.3.6. Branch Planning Coordinator

6.3.6.1. Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.

6.4. Acquisition of Services from Retirees

When the Company needs help from additional skilled support personnel, retirees may be hired as contractors via a third party.

When a branch organization requires help from retirees in excess of what is currently available to the branch organization, the Branch Director makes a request for additional resources to the State Planning Section Chief.

The Company maintains contact with retirees. As employees retire, Branch Directors capture retirees' names and send them to Human Resources, who retains a database of retirees who can provide skilled support.

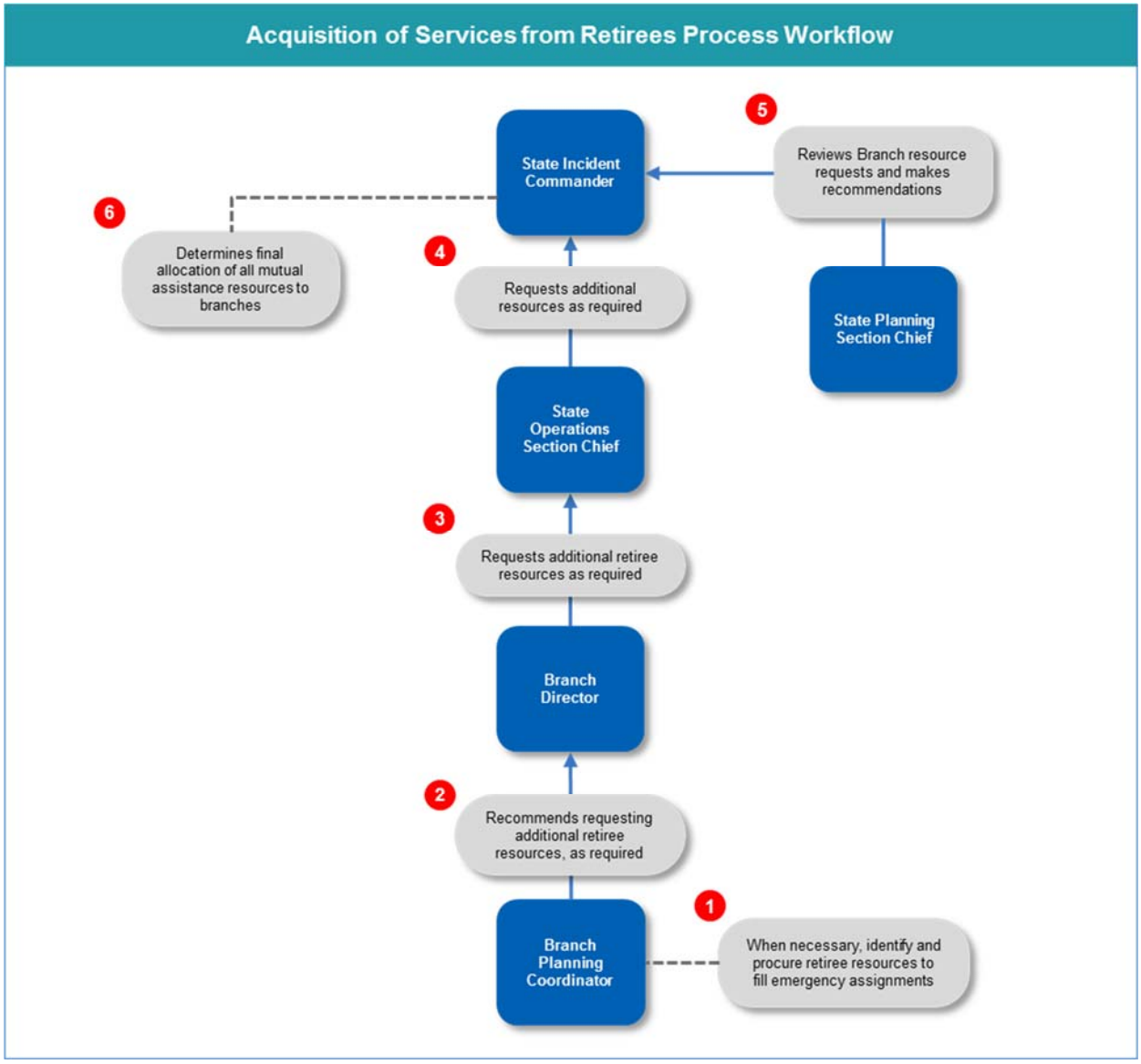


Figure 20: Acquisition of Services from Retirees Process Workflow

Roles and Activities

6.4.1. State Incident Commander

6.4.1.1. Works with State Planning Officer to fulfill resource requirements.

6.4.2. State Planning Section Chief

6.4.2.1. Reviews all requests for retirees and performs an assessment of available resources within the region. Makes recommendations to the State Incident Commander regarding allocation of retirees to branches.

6.4.3. State Operations Section Chief

6.4.3.1. Consolidates requests for additional retirees from the Branch Directors and reports them to the State Incident Commander.

6.4.3.2. Allocates retirees to affected branches.

6.4.4. Branch Director

6.4.4.1. Requests additional resources from the State Operations Section Chief if the branch organization requires skilled support in excess of what is currently available.

6.4.5. Branch Planning Coordinator

6.4.5.1. Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.

6.5. Providing Mutual Assistance

The provision of mutual assistance occurs when the ERO is not activated, but an overview is included here for informative purposes. Because this process is undertaken when the Company is not responding to an Emergency, it is not carried out by ICS Command or General Staff – it is carried out by Emergency Planning in coordination with the New England VP Maintenance & Construction - Electric Operations.

Once the decision has been made to provide mutual assistance to a requesting utility and been accepted, Emergency Planning will obtain the contact information for the requesting utility and the specifics of the event that prompted the request. Emergency Planning will then communicate that information to the NE VP Maintenance & Construction - Electric Operations who will cascade it to the appropriate personnel. If needed, Emergency Planning will also issue mutual assistance accounting to Restoration Crew Supervisors and other support services as a billable project.

When the crews return from their restoration assignment, Emergency Planning will forward an E-mail to Finance with the following information:

- Contact information for the utility we provided assistance to
- Number of crews and support personnel sent to each utility
- Time crews departed and returned
- Crew transfer sheets

After all the charges related to the Emergency are charged to the project/work order (approximately 90 days), Miscellaneous Billing will send the invoice to the utility receiving the assistance.

Appendix A - Exhibits I and J to this chapter containan overview of the procedure for dispatching resources to US utilities seeking assistance and the procedure for supervisors assisting other parties.

Sending Rhode Island Crews to Canada

Canadian utilities may receive mutual assistance from National Grid. The initial step is for the Canadian utility to request mutual assistance. National Grid should seek assurance from the host utility that the Canadian Border Service Agency (CSBA) has been / will be notified of the impending cross border movement of National Grid crews at a designated port of entry (*i.e.,* the Peace Bridge).

Generally, as a result of a state of emergency, any request for assistance to have personnel/equipment entering Canada would be made by the local/regional/provincial/federal government to the Canada Border Services Agency (CBSA). Any such request by Canadian utility companies for cross border assistance would be made by government on behalf of the utility to the CBSA. A state of emergency would necessarily be required to enact regulations. CSBA will advise what advance information will be required, based on the specifics of the emergency.

National Grid will provide the host utility with standard crew sheets and will also provide pre-arrival information or even potential pre-clearance/screening in the United States. For each person crossing the border the following information should be available in advance for potential faxing to Canadian authorities:

- Last name, first name and initials
- Date of birth (YYYY/MM/DD format)
- Country of citizenship
- Home Address (number, street, town/city, state, country, zip code).
- Potential length of stay
- Location of border crossing

A manifest identifying number and type of vehicles should be prepared and include:

- Number of vehicles
- Types of vehicles
- Equipment to be imported

Mutual Aid - Aircraft Flight Booking

Options for transporting National Grid crews by aircraft are:

- Utilize the National Grid owned company fixed wing airplane.
  - Cabin capacity of 18 persons and;
  - Cargo Capacity of 930 lbs. (limitations apply)
  - Internal cabin area can be converted to accommodate added cargo as necessary (some limitations apply).

- Utilize the National Grid owned helicopter.
  - Cabin capacity available for crew transport is 4 persons and;

- Cargo capacity of 200 lbs. (limitations apply)
- Internal cabin area can be converted to accommodate added cargo as necessary (some limitations apply).

- Coordinate with a contractor Aircraft Charter Service to accommodate transportation.
- Coordinate with commercial aircraft air carriers.

For assistance with all air transportation please contact the National Grid Aviation Department.

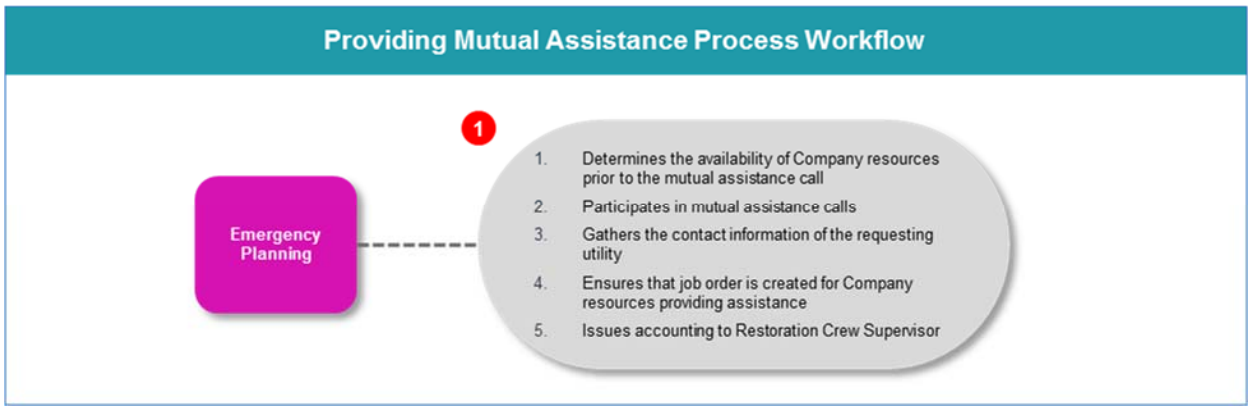


Figure 21: Providing Mutual Assistance Process Workflow

Roles and Activities

6.5.1. Emergency Planning

6.5.1.1. Prior to participating in the mutual assistance call, determines the availability of Company resources based on guidance and approval from appropriate Company leadership.

6.5.1.2. Participates in mutual assistance calls as requested by utilities in need and specifies the type and number of Company resources available.

6.5.1.3. Gathers the contact information of the requesting utility and provides it to the responding resources so they can coordinate their arrival.

6.5.1.4. Ensures that appropriate job order is written and transmitted to Company parties providing assistance to foreign utility.

6.5.1.5. Issues mutual assistance accounting to Restoration Crew Supervisors and other support services as a billable project in PowerPlant.

6.6. Acquisition of ICS Command and General Staff Resources

The State Incident Commander determines which State Level ICS Command and General Staff positions are required to respond to an Emergency and identifies the functions they would like to activate at the Branch Level. The Branch Director determines the ICS Command and General

Staff positions required to support these functions. The ICS Command and General Staff positions activated can vary Emergency to Emergency and can change over the duration of an event based on system conditions and response needs. It is the responsibility of the State Incident Commander and Branch Director to make the ERO aware that they are directing restoration efforts at the State and Branch Levels.

The Company uses the Storm Emergency Assignment Listing (SEAL) database, which contains an inventory of Company employees, to manage the acquisition of personnel to fill ICS Command and General Staff positions. This database, which is administered by Emergency Planning, assists with the activation of ICS Command and General Staff during an Emergency. When an employee's status with the Company changes (e.g. they join, leave or move positions), their emergency assignment is reviewed and potentially changed, as necessary.

Once personnel are activated to fill ICS Command and General Staff roles in the ERO and they have reported for duty, they should check in with the State Incident Commander or Branch Director, as appropriate, to inform them that they have assumed the position.

When it is necessary to transfer responsibilities from an outgoing to an incoming ICS Command or General Staff position, such as during a shift change, the outgoing resource will provided a situational awareness briefing to the incoming resource.

When activated, the Incident Commander, Branch Director and their Command and General Staff should refer to their checklists provided in Chapter 32 for direction regarding their Pre-Event, Event Restoration and Post-Event Stage responsibilities. In a Type 1, 2 or 3 event, these ICS roles shall complete their checklists and submit them to Emergency Planning.

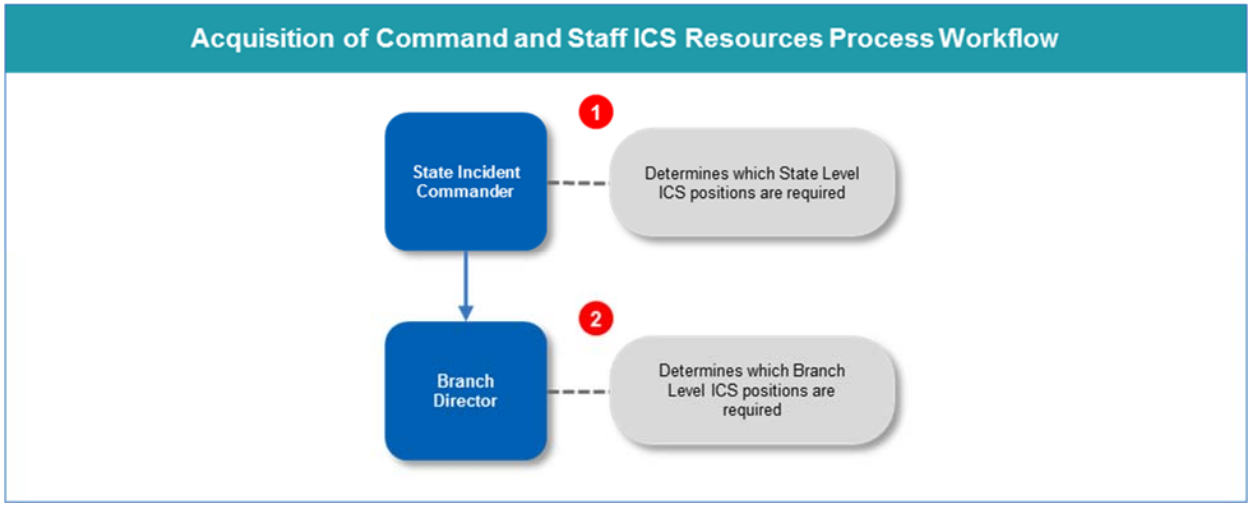


Figure 22: Acquisition of ICS Command and General Staff Resources Process Workflow

Roles and Activities

6.6.1. State Incident Commander

6.6.1.1. Determines which State Level ICS Command and General Staff positions are required to respond to an Emergency.

6.6.1.2. In a Type 1, 2, or 3 event: complete, sign and date checklist and submit to Emergency Planning.

6.6.2. State ICS General and Command Staff

6.6.2.1. In a Type 1, 2, or 3 event: complete, sign, and date checklist and submit to Emergency Planning.

6.6.3. Branch Director

6.6.3.1. Determines which Branch Level ICS Command and General Staff positions are required to oversee the functions desired by the State Incident Commander.

6.6.3.2. In a Type 1, 2, or 3 event: complete, sign and date checklist. Complete “Location” based branch EOC assignment and submit checklist to Emergency Planning.

6.6.4. Branch ICS General and Command Staff

6.6.4.1. In a Type 1, 2, or 3 event: complete, sign and date checklist. Complete “Location” based branch EOC assignment and submit checklist to Emergency Planning.

6.7. Acquisition of Support Resources

Following the confirmation of the ERO that will be activated by the State Incident Commander (which is covered in Chapter 4.2); State Emergency Response Process Leads within the Company will determine the staffing level required of the ERO. The State Emergency Response Process Leads will use the Storm Emergency Assignment Listing (SEAL) database, which contains an inventory of Company employees that may assist in the Company’s restoration efforts. Any Company personnel could serve in support roles during an Emergency response based on their qualifications. When an employee’s status with the Company changes (e.g. they join, leave or move positions), their emergency assignment is reviewed and potentially changed, as necessary.

Examples of processes which are overseen by the State Emergency Response Process Leads include:

- Damage Assessment,
- Environmental,
- Finance,
- Forestry,
- Procurement,
- Safety,
- Storm Rooms,
- Wires Down, and

- Security.

If additional resources are required to staff the ERO beyond those identified in the Storm Emergency Assignment Listing, the State Emergency Response Process Leads will work with Emergency Planning Support to identify additional Company personnel in Massachusetts or Rhode Island to fill those understaffed roles. If resource needs cannot be satisfied using Massachusetts or Rhode Island Company personnel, Emergency Planning Support will identify Company personnel in New York available to fill those remaining roles. If additional support resources are required after considering Company personnel, the State Incident Commander may request that these roles be filled through procurement of additional resources and/or mutual assistance.

When activated, support resources should refer to their checklists provided in Chapter 32 for direction regarding their Pre-Event, Event Restoration and Post-Event Stage responsibilities.

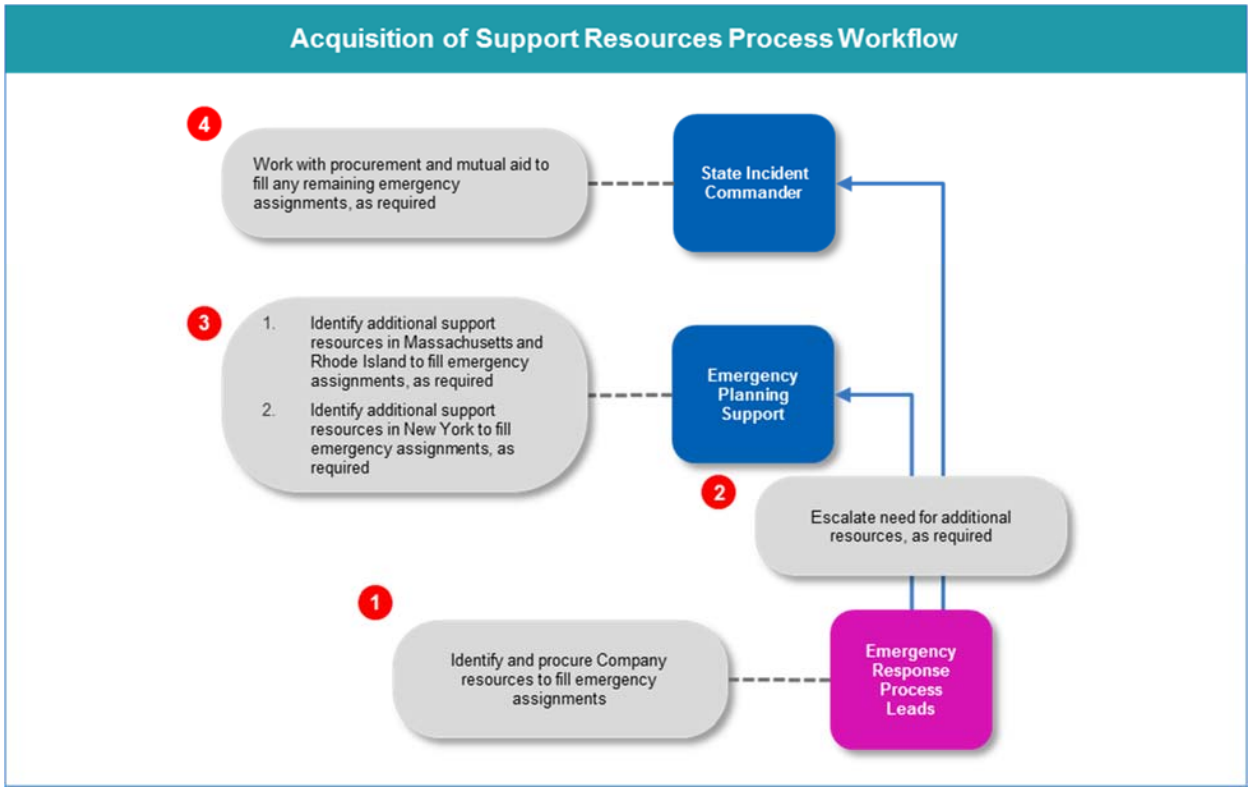


Figure 23: Acquisition of Support Resources Process Workflow

Roles and Activities

6.7.1. State Incident Commander

6.7.1.1. Coordinates with the appropriate parties to fill any remaining emergency assignments, as required.

6.7.2. State Planning Section Chief

6.7.2.1. Determines the need to activate the State Data Center, ETR team, storm modelling team, and regulatory reporting team.

6.7.3. State Emergency Response Process Leads

6.7.3.1. Identifies and activates Company resources to fill the emergency support assignments within the ERO activated by the State Incident Commander.

6.7.3.2. Works with Emergency Planning Support to identify additional resources in Massachusetts or Rhode Island to fill support roles not filled after consulting the Storm Emergency Assignment Listing.

6.7.3.3. Works with Emergency Planning Support to identify resources in New York to fill support roles not filled after consulting the storm emergency assignment listing and working with Emergency Planning Support to identify additional Company personnel from Massachusetts and Rhode Island.

6.7.3.4. Reviews staffing levels within their process over the course of the Emergency to ensure adequate staffing to meet the State Incident Commander's activation request.

6.7.4. Branch Operations Coordinator

6.7.4.1. Identifies any additional resources that are needed to meet objectives and informs the Branch Planning Coordinator of the need to obtain the services of these individuals.

6.7.5. Branch Planning Coordinator

6.7.5.1. Provides Emergency Planning Support updates on requirements for additional support resources.

6.7.6. Emergency Planning Support

6.7.6.1. Following the confirmation of the ERO, activates the State Emergency Response Process Leads who will activate their organization in support of the staffing required by the ERO.

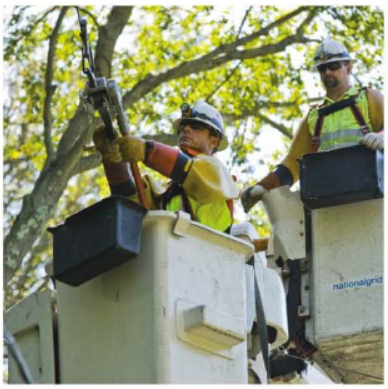
6.7.6.2. Identifies additional support resources based on secondary and tertiary emergency assignments in Massachusetts and Rhode Island to fill Emergency assignments, as required.

6.7.6.3. Identifies additional support resources in New York to fill emergency assignments not filled with available Company resources in Massachusetts and Rhode Island, as required.

REDACTED

nationalgrid

Chapter 7: Coordinate Support Logistics



7. Coordinate Support Logistics

Introduction

Well-coordinated logistical support maximizes the time that crews spend working and enables safe and timely service restoration. This chapter describes the process by which the Company coordinates support logistics during an Emergency.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated (as covered in Chapter 4 of this ERP), and the type and number of resources required to address the Emergency have been estimated (as covered in Chapter 6 of this ERP). As the Emergency evolves, the processes described in the chapter are revisited to ensure the logistical needs of the ERO are met to promote an efficient Emergency response.

The processes, associated roles and interactions with the System Level Plan covered in this chapter can be seen in Figure 24.

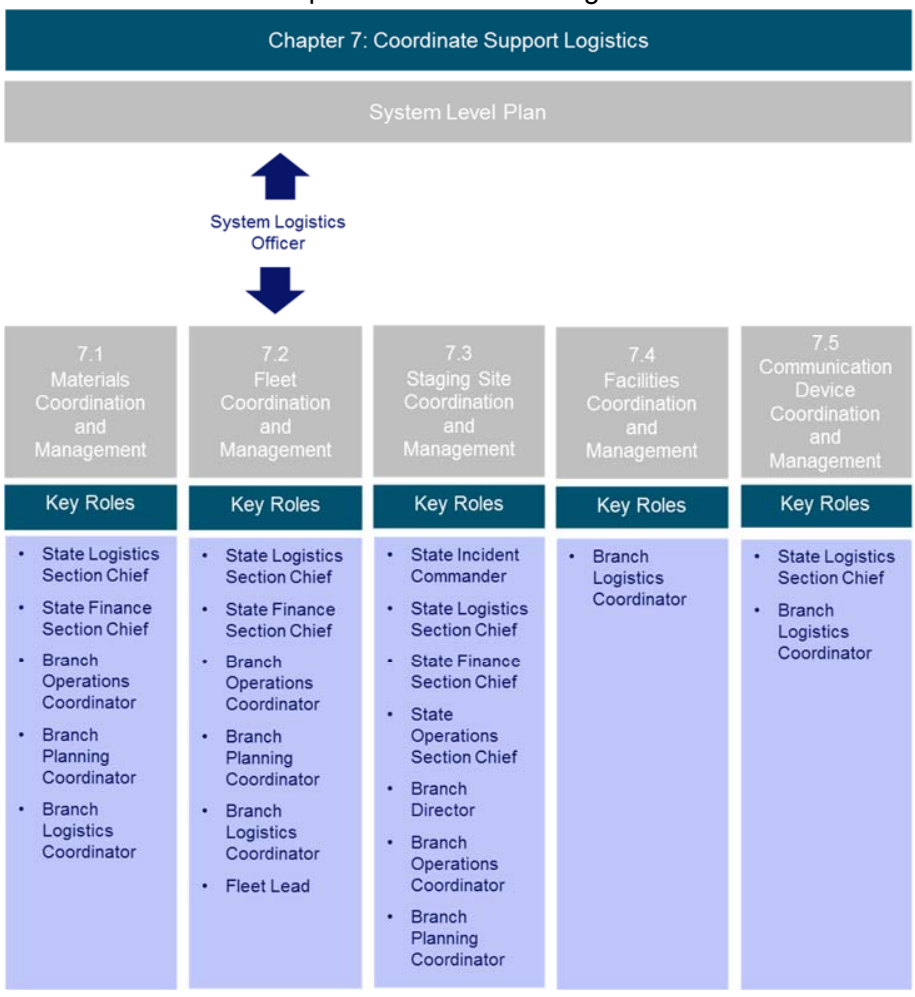


Figure 24: Coordinate Support Logistics High Level Overview

Processes

7.1 Materials Coordination and Management

7.2 Fleet Coordination and Management

7.3 Staging Site Coordination and Management

7.4 Facilities Coordination and Management

7.5 Communication Device Coordination and Management

When carrying out logistics support activities, issues and decisions may be escalated through the System Level ERO for the Fleet Coordination and Management process.

During an Emergency that does not trigger the activation of the System Level ERO the State Logistics Section Chief, at the direction of the State Incident Commander, activates and oversees the Materials, Fleet and Staging Site Units and the State Finance Section Chief monitors all financial matters pertaining to logistics vendor contracts.

Coordinate Support Logistics Overview

The coordination of support logistics is primarily the responsibility of the State Logistics Section Chief and covers the provision of materials, fleet and communication needs, establishing of staging sites, preparing facilities, and utilizing the mobile on-scene command center while responding to an Emergency. To facilitate this, either the System Logistics Officer or State Logistics Section Chief activates the logistics support units to a central location at the System EOC or, alternatively, sets up an adequate workspace for the logistics support units within or near the State EOC.

During a State Level Emergency the State Logistics Section Chief is responsible for developing applicable portions of the response or mitigation plan(s) and reviewing proposed tactics for the next Operational Period or periods at planning meetings. Additionally, the Branch Logistics Coordinator tracks the Emergency expansion or contraction due to changes in conditions and communicates the size and complexity of the Emergency, Emergency objectives, Emergency activities and current situation, crew movement, and special logistics concerns to the State Logistics Section Chief to keep them informed about the Company's logistics requirements.

Figure 25 provides an overview of the Company's resource management in response to an Emergency. The various components of this approach are contained in the chapters identified in the graphic.

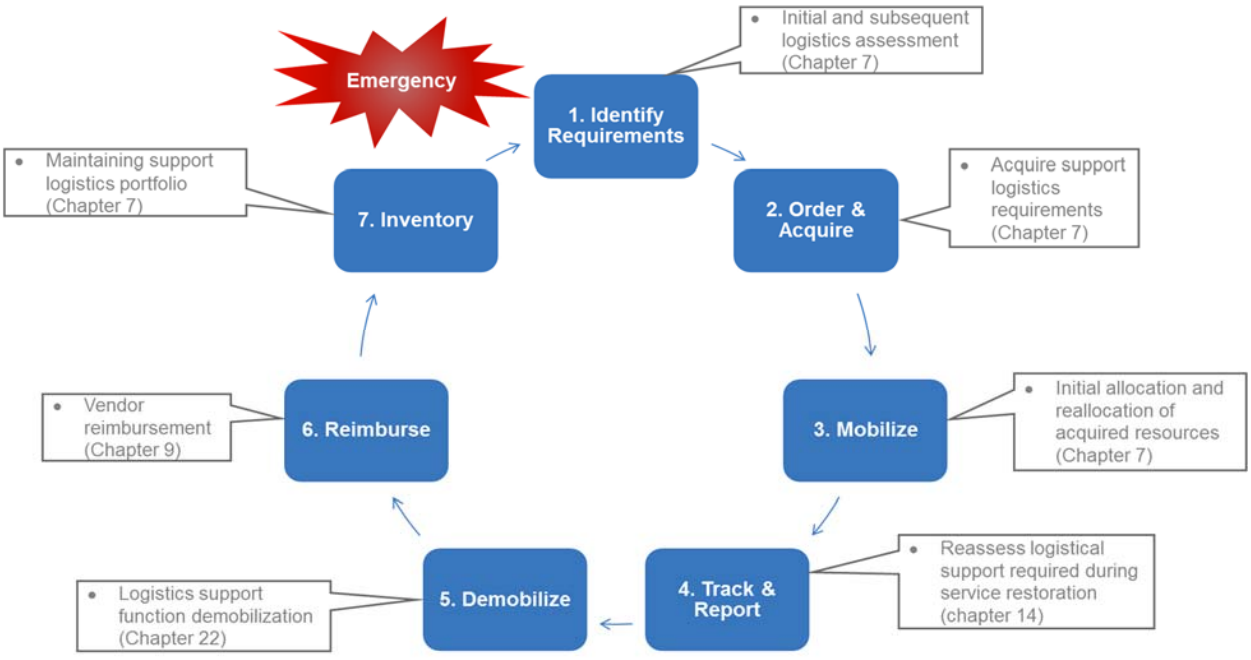


Figure 25: Support Logistics Management Lifecycle

The process overviews contained in this chapter include the identification of roles and activities specific to the individual processes.

7.1. Materials Coordination and Management

In anticipation of a possible Emergency, the Materials Lead will review the existing inventory, identify additional supply and equipment needs, and notify the Materials Unit to prepare for those needs. Whenever additional quantities of materials are required for restoration efforts, material management personnel should be called in to operate storerooms. Emergencies of long duration may require 24 hour support operations. Branch Warehouse Managers can be dispatched to assist, when necessary, at crew locations.

When material is in short supply, the Materials Unit will provide Procurement Support with additional requirements. Supplier emergency phone numbers are maintained by Procurement Support and emergency purchase orders will be issued to suppliers and other utilities.

The Branch Logistics Coordinator will communicate the material needs on behalf of the branch as the Emergency progresses.

Tractor trailers, stake trucks, or pickup trucks can be used to transport quantities of materials from local and other storerooms to affected regions. Traveling stores trucks can also be set up at any location as an emergency storeroom.

Additional marshaling yards and staging sites can be established as necessary. Staging sites will be mobilized, operated, and demobilized upon the request of the State Incident Commander. During the demobilization, the site will be cleaned, unused materials will be returned to Inventory, and take down and scrap material will be disposed per normal operation

procedures. Vehicles should be restocked while the crews are on rest time at their rest locations.

Material Management will maintain an emergency equipment listing. A review of this listing along with possible revisions will be made annually.

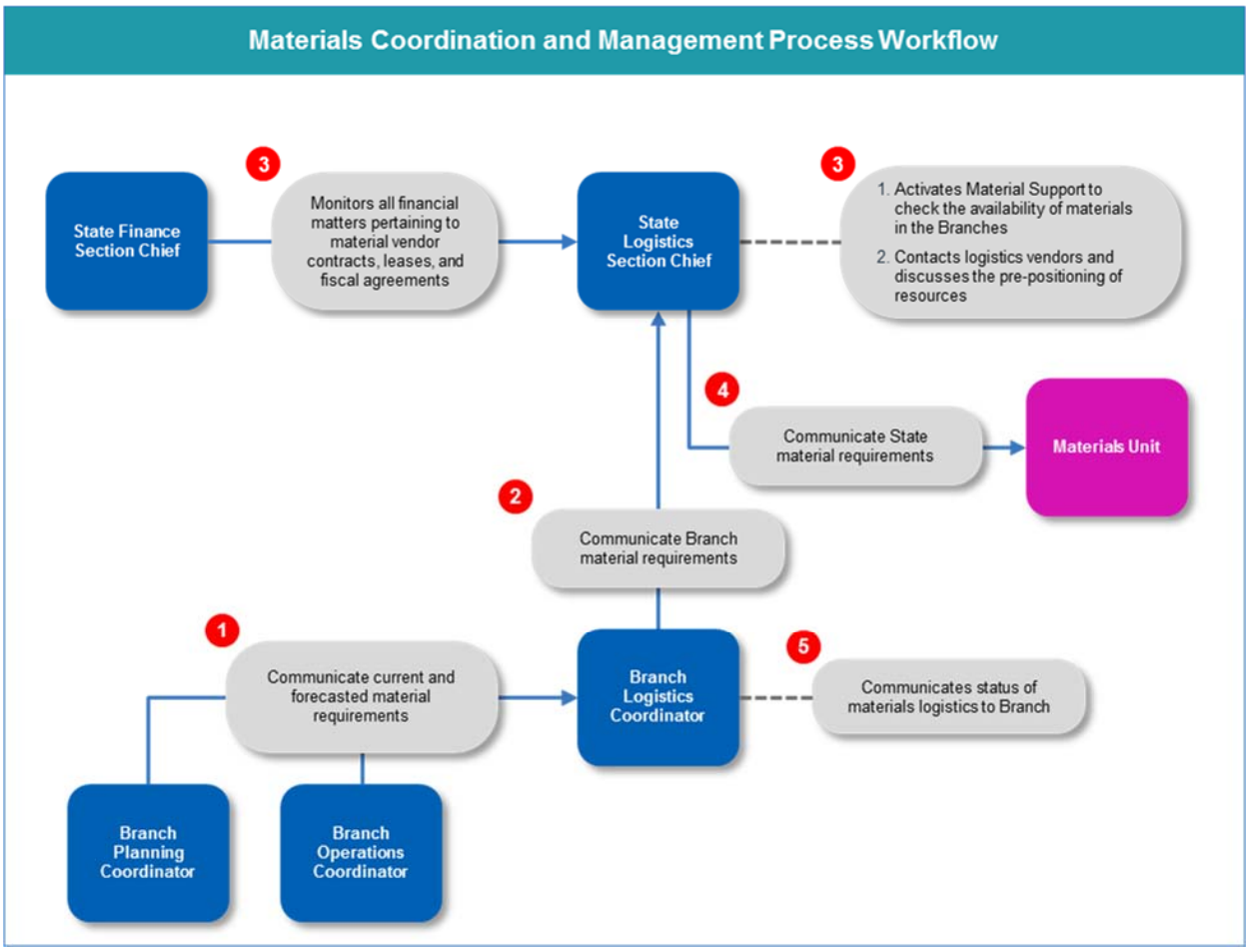


Figure 26: Materials Coordination and Management Process Workflow

Roles and Activities

7.1.1. State Logistics Section Chief

7.1.1.1. Activates Materials Unit to check the availability of materials in the field and arranges for delivery of storm materials and/or additional necessary supplies when the System Level is not activated.

7.1.1.2. If necessary, contacts logistics vendors and discusses the pre-positioning of resources depending on the anticipated impact of the Emergency.

7.1.1.3. Confirm the need and staging location for emergency generators, if necessary.

7.1.1.4. Establishes contact with the Branch Logistics Coordinators to serve as the single point of contact for material and supply requirements during an Emergency.

7.1.2. State Finance Section Chief

7.1.2.1. Monitors all financial matters pertaining to material vendor contracts, leases, and fiscal agreements.

7.1.3. Branch Operations Coordinator

7.1.3.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material requirements.

7.1.4. Branch Planning Coordinator

7.1.4.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material requirements.

7.1.5. Branch Logistics Coordinator

7.1.5.1. Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted material requirements and communicate these to the Materials Lead.

7.1.5.2. Communicates material needs to the State Logistics Section Chief.

7.1.5.3. Communicates status of outstanding material requests to Branch Planning Coordinator and Branch Operations Coordinator.

7.2. Fleet Coordination and Management

In anticipation of a possible Emergency, the Fleet Lead will review the existing inventory, identify additional fleet needs, and notify the Fleet Unit to prepare for those needs, including waterway crossings and special deployment requests.

The Fleet Unit will provide consultation to ensure that the age, type, and condition of any vehicles and equipment being mobilized are appropriate for the length and duration of the trip.

Rental of Equipment

When supplemental equipment is needed, the State Logistics Section Chief will contact the Fleet Unit. The Fleet Unit will then seek available equipment using the following order of precedence:

- Availability within the Company's Rhode Island fleet,
- Availability within the Company's New England fleet outside of Rhode Island,
- Availability from the Company's Long Island and upstate New York fleets, and

- Equipment obtained from other sources.

The goal of the Fleet Unit/Procurement is to obtain the necessary equipment when it is needed at the lowest cost.

Fuel Tax Permit

The Fleet Services Department, working in conjunction with an external permit provider, has established a fuel tax permit form to be used when applying for a fuel and trip permit for those vehicles in excess of 18,000 pounds traveling outside of Massachusetts or Rhode Island for either Emergency response or the delivery of materials.

Permits are available during normal business hours only. If permits are required on a 24 hour or weekend basis, Comdata Transceiver (fax 800-852-5248) will be used.

A listing of the Equipment IDs for all vehicles over 18,000 lbs. must be maintained and include the following:

- The states for which the trip and fuel permits are required,
- The effective date of the permit(s),
- The estimated return date,
- The National Grid Operating Company requesting the permit(s),
- The address of the location to which the paper copy of the permit should be sent,
- The fax number to which the permit should be faxed, and
- The name, E-mail address, phone number, and fax number of the contact person in Operations to whom the permits should be sent.

In most states these permits are only valid for 10 to 30 days. If the permit should expire before the vehicle leaves the state, another permit must be applied for.

Upon receipt of the fuel tax permit, the contact will distribute the permits to the appropriate vehicles where they must be kept.

Specialty Equipment

The Fleet Unit will acquire specialty equipment, including heavy lift capabilities and helicopters, as requested during an Emergency. They will be directed to acquire these resources by the System Logistics Officer when activated. In those instances, requests for this equipment will be elevated from the Transmission, External Line Resource, or Forestry Units, to the System Planning Officer for their review. When the System Logistics Officer is not activated, the Fleet Unit will be directed to acquire these resources by the State Logistics Section Chief.

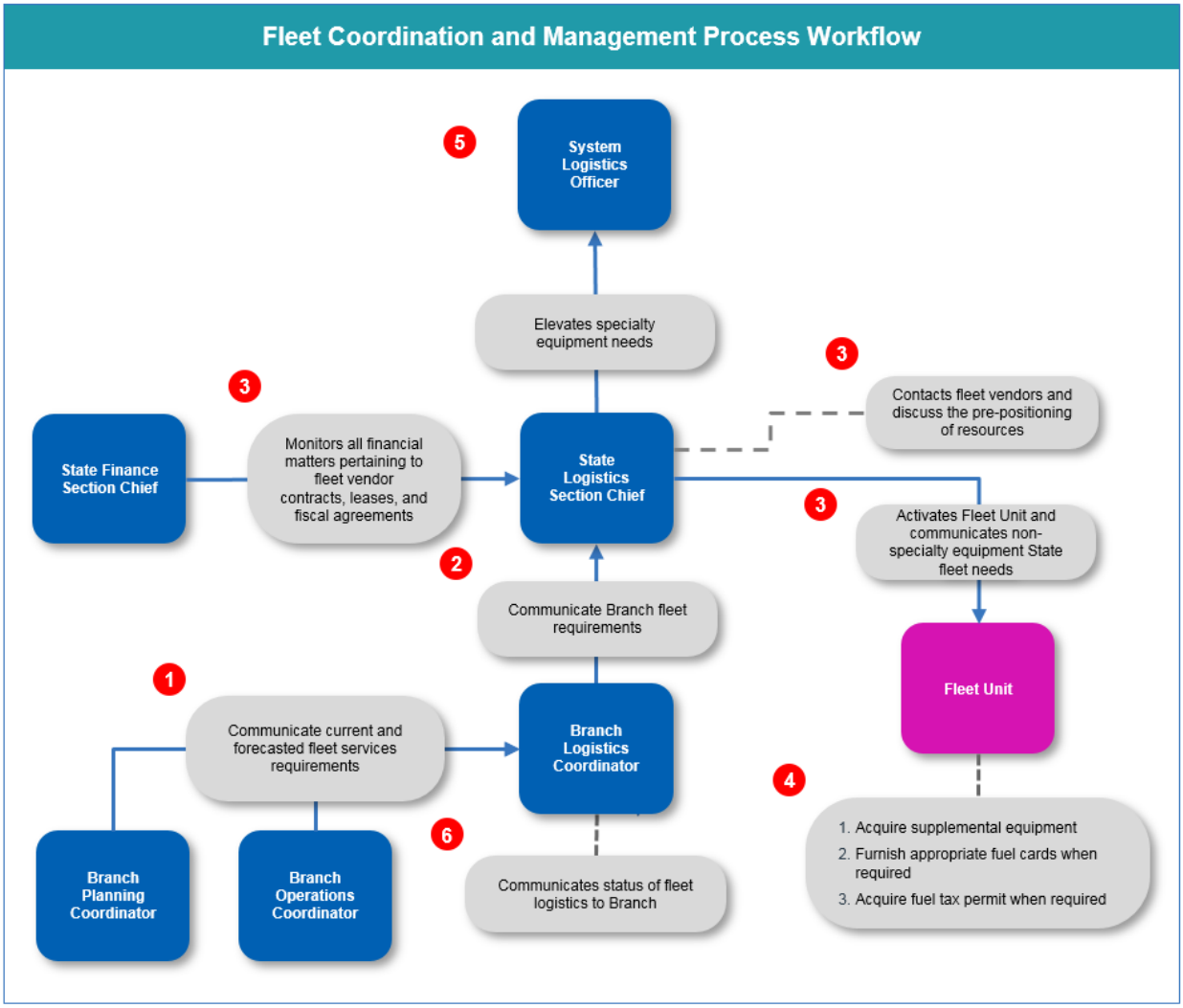


Figure 27: Fleet Coordination and Management Process Workflow

Roles and Activities

7.2.1. System Logistics Officer

7.2.1.1. Reviews requests for additional resources with the System Incident Commander during a System Level Emergency.

7.2.2. State Logistics Section Chief

7.2.2.1. Activates the Fleet Unit when the System Level is not activated to assess fleet inventory, release vehicles from maintenance if appropriate and arrange for additional vehicles and special equipment, if necessary.

7.2.2.2. If necessary, contacts fleet vendors and discuss the pre-positioning of resources depending on the anticipated impact of the Emergency.

7.2.2.3. Establishes contact with the Branch Logistics Coordinators to serve as the single point of contact for the Fleet Unit and rental vehicles.

7.2.2.4. Directs acquisition of specialty equipment when the System Level Plan is not activated.

7.2.3. State Finance Section Chief

7.2.3.1. Monitors all financial matters pertaining to fleet vendor contracts, leases, and fiscal agreements.

7.2.4. Branch Operations Coordinator

7.2.4.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted fleet support requirements.

7.2.5. Branch Planning Coordinator

7.2.5.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted fleet support requirements.

7.2.6. Branch Logistics Coordinator

7.2.6.1. Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted fleet support requirements and communicate these requirements to the Fleet Lead.

7.2.6.2. Communicates fleet logistics needs to the State Logistics Section Chief.

7.2.6.3. Serves as the single point of contact for communicating all fleet needs.

7.2.6.4. Communicates status of Branch fleet logistics to Branch Planning Coordinator and Branch Operations Coordinator.

7.2.7. Fleet Lead

7.2.7.1. Acquires supplemental equipment based on the following order: 1) availability within the Company's New England fleet; 2) availability from the Company's Long Island and New York fleets; and 3) obtaining equipment from other sources. Note that obtaining supplemental equipment from the Company's Long Island and New York fleets and from other sources is overseen at the System Level.

7.2.7.2. Furnishes appropriate fuel cards when required.

7.2.7.3. Acquires fuel tax permit when required.

7.2.7.4. Acquires specialty equipment as needed.

REDACTED

7.3. Staging Site Coordination and Management

The Staging Site Lead is responsible for implementing items within this section of the plan. The support staff for the staging sites is activated based on the type of staging site requested.

A staging site is strategically located near or just outside an area with physical or environmental damage caused by natural or manmade Emergencies. Its purpose is to provide a work platform where resources required to restore service can be marshaled and re-supplied. In anticipation of a possible Emergency, the Staging Site Lead will review the availability of the pre-determined staging site locations to ensure that the usage agreement with the sites is still valid.

The State Incident Commander is responsible for determining the type and location of staging sites to support the restoration. Staging sites are activated by the State Logistics Section Chief upon direction from the State Incident Commander.

The services provided at a staging site can range from full service staging sites to material pods. Transportation between staging sites and crew lodging will be arranged by the Staging Site Lead. Descriptions of the typical types of staging sites are outlined in Table 7.

Table 7: Staging Site Types

Level	Description	Equipment	Trigger Point	Responsible Party
Material Pod	Lowest level support: includes 1-2 storm kits or poles, etc. delivered to requested location. May or may not be staffed. May be for scheduled hours only.	Pick up or stake rack truck(s), possible material storage pod.	Decision to decentralize operations	Staging Site Lead
Material Only	Material staging area consists of several storm kits and poss bly yard kits.	May include all equipment above and tent, portable toilets, lighting, RV, scrap bins, dumpsters & material handling equipment. May include vehicle fueling.	Conditions above and Mutual Assistance Crews requested	Staging Site Lead
Staging Site Light	Services include truck parking, bus transportation, materials, vehicle fueling. May include medical, box lunches, laundry service and crew gathering area.	Includes all equipment above plus traffic control devices, buses, vehicle fueling equipment, second tent for crew meetings. May include laundry service equipment and box lunch distribution area.	Conditions above plus housing and/or crew support logistics make it impractical to have crews travel to hotels in trucks.	Staging Site Team
Full Service Staging Site	Includes above plus breakfast, lunch and dinner for crews, may include alternative housing.	Includes all equipment above plus dining facilities, food prep areas, additional RV units & hand wash stations. May include alternative lodging area and showers.	Conditions above plus local hotels/restaurants' availability reduced to a level unable to support the crews.	Staging Site Team

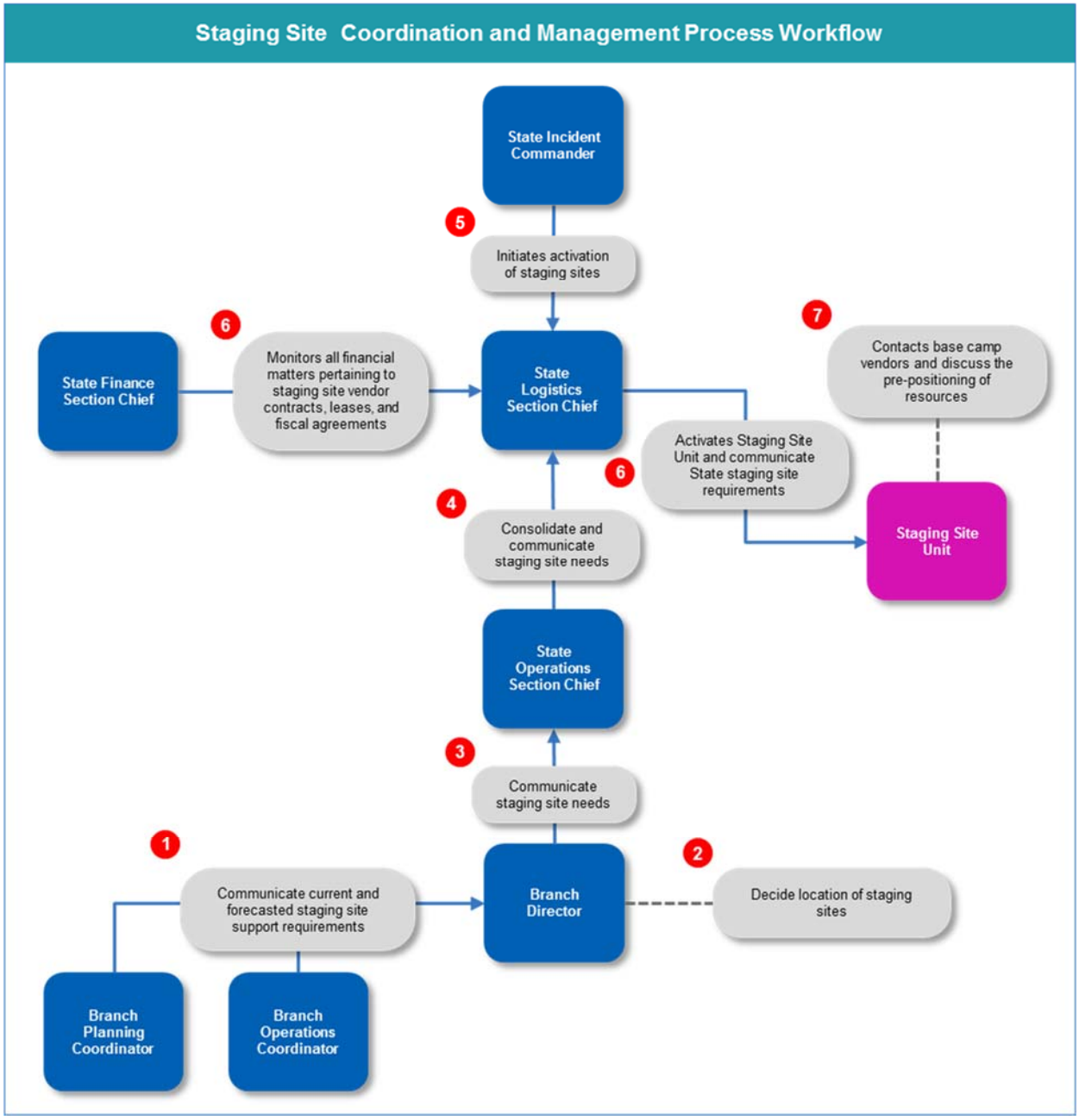


Figure 28: Staging Site Coordination and Management Process Workflow

Roles and Activities

7.3.1. State Incident Commander

7.3.1.1. Initiates activation of staging sites.

7.3.2. State Logistics Section Chief

7.3.2.1. Activates Staging Site Unit and communicates staging site needs upon request of State Incident Commander.

7.3.2.2. If necessary, requests Staging Site Unit contact staging site vendors and discusses the pre-positioning of resources depending on the anticipated impact of the Emergency.

7.3.2.3. Establishes contact with the State Operations Section Chief to serve as the single point of contact for coordination of the activities at the staging sites.

7.3.3. State Finance Section Chief

7.3.3.1. Monitors all financial matters pertaining to staging site vendor contracts, leases, and fiscal agreements associated with establishing staging sites.

7.3.4. State Operations Section Chief

7.3.4.1. Consolidate the staging site needs of the Branch Directors and communicate these needs to the State Logistics Section Chief.

7.3.5. Branch Director

7.3.5.1. Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted staging site requirements and communicate these requirements to the Staging Site Lead.

7.3.5.2. Decides on the location for staging sites.

7.3.5.3. Communicates high-level staging site needs to the State Operations Section Chief.

7.3.5.4. Serves as the single point of contact for communicating all staging site needs.

7.3.6. Branch Operations Coordinator

7.3.6.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted staging site support requirements.

7.3.7. Branch Planning Coordinator

7.3.7.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted stage site support requirements.

7.4. Facilities Coordination and Management

A facilities employee is typically on-site at all major office locations and can be dispatched to other sites as needed. Their first priority is to ensure that the facility is in safe working condition. They will respond to and arrange repair for any damage to a company facility. Additionally this employee will support restoration as needed by setting up conference rooms,

arranging for cleaning service or other logistical type needs at the direction of the Branch Logistics Coordinator.

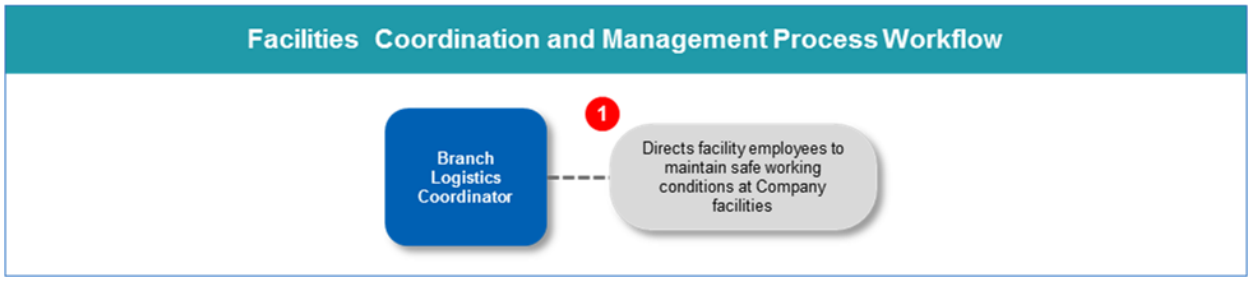


Figure 29: Facilities Coordination and Management Process Workflow

Roles and Activities

7.4.1. Branch Logistics Coordinator

7.4.1.1. Directs facility employees to maintain safe working conditions at Company facilities.

7.5. Communication Device Coordination and Management

The Company maintains an inventory of communications devices, such as tablets, cell phones, satellite phones, and Vehicle Location Devices, used during an Emergency response. If State Emergency Response Process Leads require additional equipment not available from the Company's existing inventory during an Emergency, either because all units are currently in use or they require specialty equipment not maintained by the Company, the process leads will work with logistics personnel and IS at the Branch or State Level to procure the equipment.

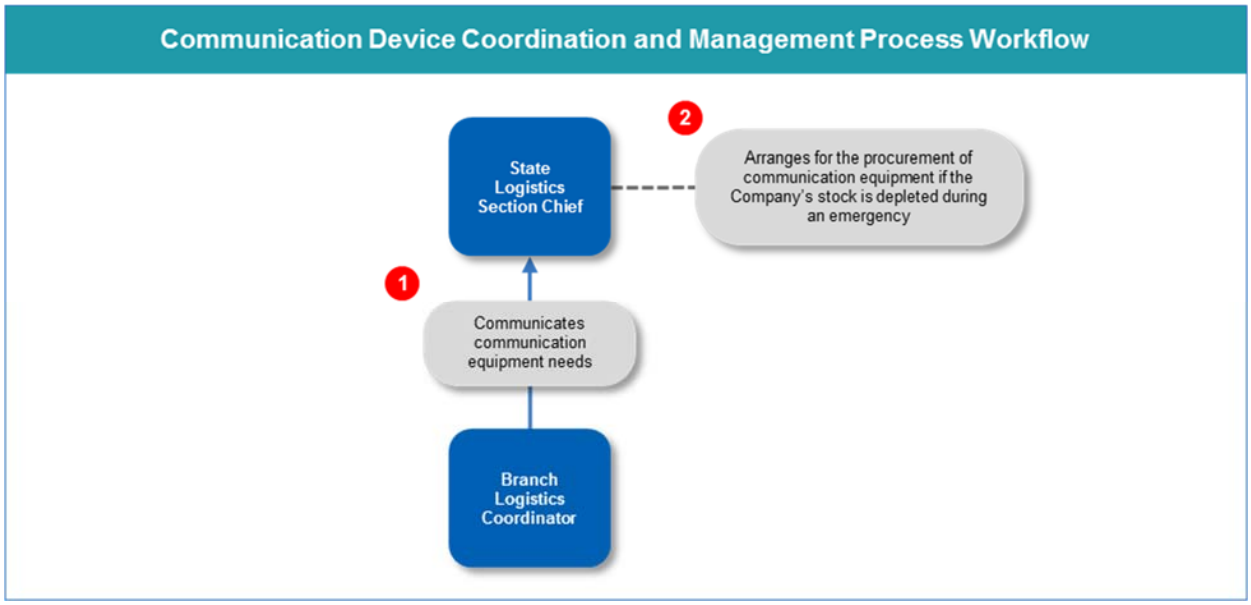


Figure 30: Communication Device Coordination and Management Process Workflow

Roles and Activities

7.5.1. State Logistics Section Chief

7.5.1.1. Arranges for the procurement of communication equipment for the ERO at the State and Branch Levels if the Company's stock is depleted during an Emergency.

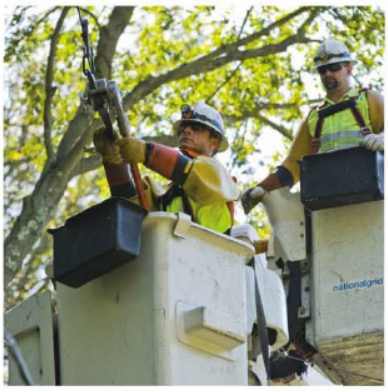
7.5.2. Branch Logistics Coordinator

7.5.2.1. Communicates communication equipment needs to the State Logistics Section Chief if the Company's stock is depleted during an Emergency.

REDACTED

nationalgrid

Chapter 8: Coordinate Personnel Logistics



8. Coordinate Personnel Logistics

Introduction

Well-coordinated personnel logistical support maximizes the time that crews spend working. This chapter documents how best to provide the means to feed and house resources supporting the restoration effort during an Emergency.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated (as covered in Chapter 4 of this ERP), and the type and number of resources required to address the Emergency have been estimated (as covered in Chapter 6 of this ERP). As the Emergency evolves, the processes described in the chapter are revisited to ensure the logistical needs of the organization are met to promote an efficient Emergency response.

Figure 31: Coordinate Personnel Logistics High Level Overview

The processes and associated roles covered in this chapter can be seen in Figure 31.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter. During an Emergency that does not trigger the activation of the System Level ERO the State Logistics Section Chief activates and oversees the Meals and Lodging Unit. The Meals and Lodging Lead oversees the validation of meals and lodging vendors and storm card(s) on an annual basis.

Processes

8.1 Meals Coordination and Management

8.2 Lodging Coordination and Management

8.3 Information Services Coordination and Management

Coordinate Personnel Logistics Overview

The coordination of personnel logistics is primarily the responsibility of the State Logistics Section Chief and Branch Logistics Coordinator and covers the provision of meals and accommodation for restoration resources. To facilitate this, the State Logistics Section Chief either

activates the logistics support units at the System EOC or, alternatively, sets up an adequate workspace for the logistics support units within or near the State EOC.

The State Logistics Section Chief and Branch Logistics Coordinator are responsible for developing applicable portions of the response or mitigation plan(s) and reviewing proposed tactics for the next Operational Period or periods at planning meetings. Additionally, the State Logistics Section Chief tracks the ERO expansion or contraction due to changes in conditions and communicates the size and complexity of the Emergency, expectations of the State Incident Commander, Emergency objectives, Emergency activities and current situation, crew movement, and special logistics concerns to the Meals and Lodging Unit to keep them informed about the Company's logistics requirements.

The Meals and Lodging Lead, when activated, is responsible for overseeing the Meals and Lodging Unit to provide lodging and meals for restoration resources as needed.

The Company's procurement department maintains a list of contact information for operators and managers of retained motels, dormitories, restaurants and vendors.

The Meals and Lodging Lead will work closely with the Branch Logistics Coordinator on matters related to meals and lodging. In addition, they will oversee the updating of lists of restaurants, catering services, halls, and hotels, which will be done by the respective team leads.

The process overviews contained in this chapter include the identification of roles and activities specific to the individual processes.

8.1. Meals Coordination and Management

The Meals and Lodging Unit will consider meal options that maximize the crews' productivity including but not limited to, boxed lunches and buffets at the staging sites or lodging locations. When needed, the Meals and Lodging Unit will distribute lists of available meal locations, preferably those which are close to work or lodging locations. In the event of a large-scale Emergency, it may be necessary to send crews to prearranged locations, such as staging sites, banquet halls, fire halls, etc. where catering services are available.

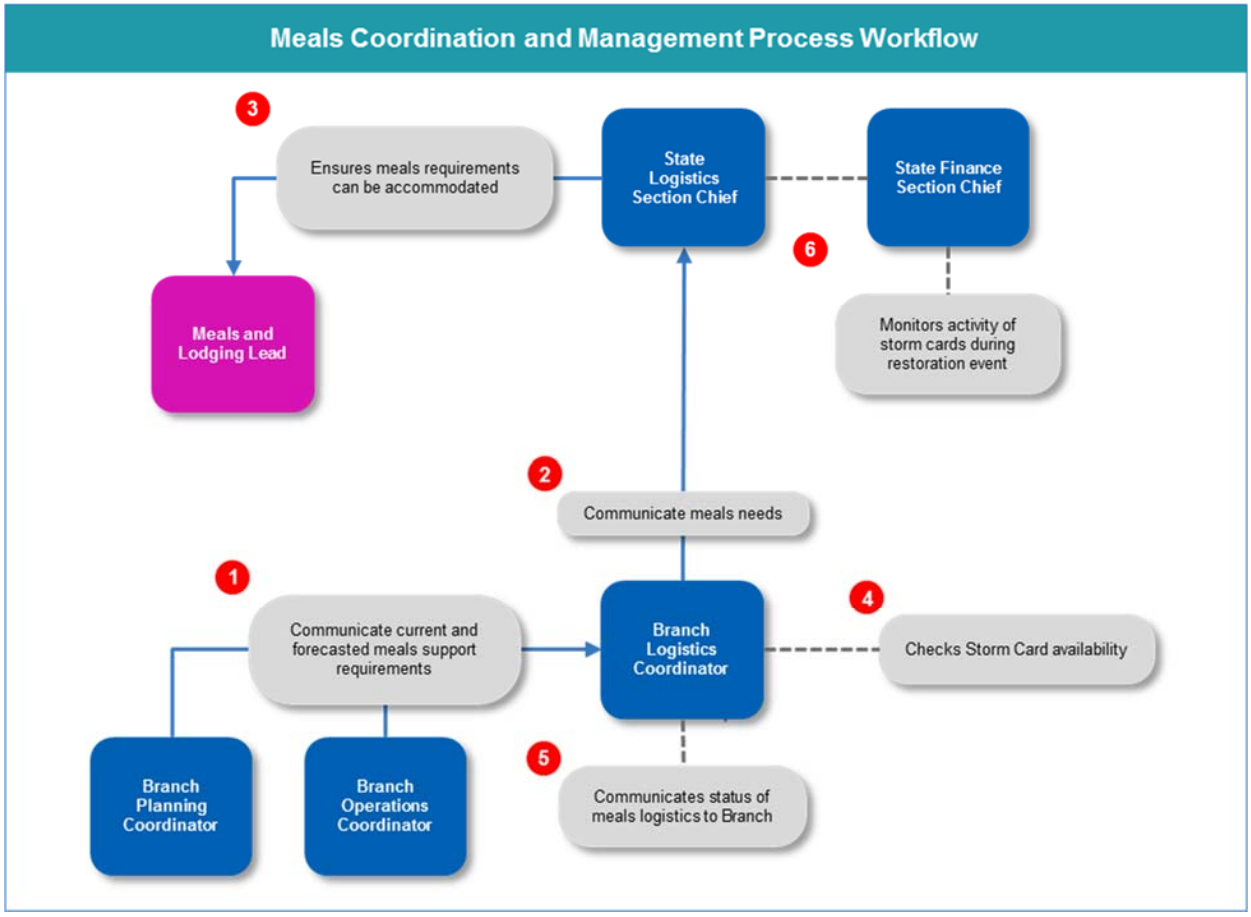


Figure 32: Meals Coordination & Management Process Workflow

Roles and Activities

8.1.1. State Logistics Section Chief

8.1.1.1. Contacts Meals and Lodging Lead and ensures their unit can accommodate the anticipated volume of meals required for the ERO personnel.

8.1.1.2. Establishes contact with the Branch Logistics Coordinators to serve as the single point of contact for meals for all resources at their Branch.

8.1.2. State Finance Section Chief

8.1.2.1. Monitors activity of storm cards during restoration event.

8.1.3. Branch Operations Coordinator

8.1.3.1. Meets with the Branch Logistics Coordinator periodically to coordinate current and forecasted meal requirements.

8.1.4. Branch Planning Coordinator

8.1.4.1. Meets with the Branch Logistics Coordinator periodically to coordinate current and forecasted meal requirements, including the arrival time of additional restoration resources procured for the Emergency response.

8.1.5. Branch Logistics Coordinator

8.1.5.1. Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted logistical support requirements and communicate these requirements to the Meals and Lodging Lead.

8.1.5.2. Communicates meal requirements, including the arrival time of additional restoration resources procured for the Emergency response, to State Logistics Section Chief.

8.1.5.3. Serves as the single point of contact for communicating all logistics needs.

8.1.5.4. Communicates status of Branch Logistics to Branch Planning Coordinator and Branch Operations Coordinator.

8.1.5.5. Checks storm card availability and arranges for their distribution, as necessary.

8.2. Lodging Coordination and Management

As soon as requests for outside resources are made by the State Incident Commander, the Meals and Lodging Unit will consider advance booking of a block of rooms on a contingency basis and arrange for lodging accommodations as close to the outside resources' anticipated work location as possible. Generally, two persons will be assigned to a room. Arrangements will also be made to stock and service vehicles at the location where the vehicles are stored during periods of rest.

The Hotel Ambassador team will serve as the liaison between the Meals and Lodging Unit and the hotel. If needed, a Hotel Ambassador will be on-site at the hotels to assist the crew with check-in, room assignment, check-out, resolution of lodging issues, and to support the collection of invoices for processing.

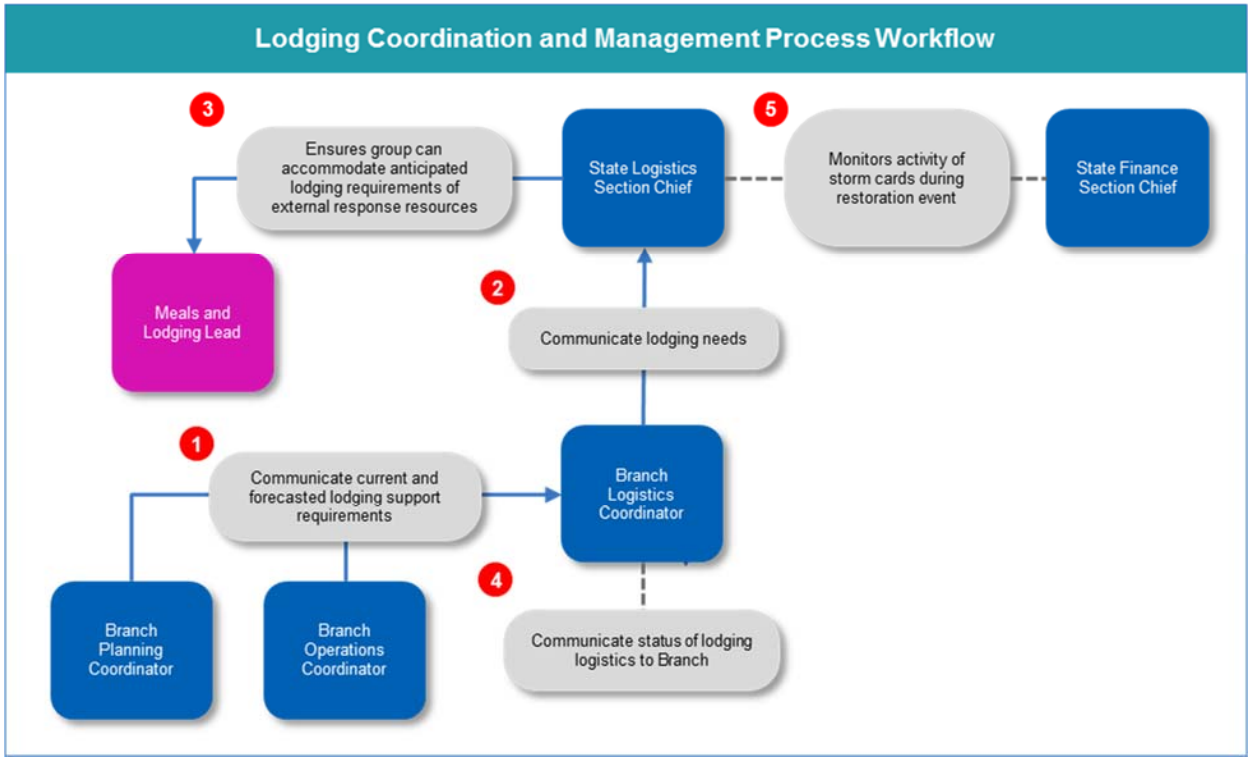


Figure 33: Lodging Coordination and Management Process Workflow

Roles and Activities

8.2.1. State Logistics Section Chief

8.2.1.1. Contacts the Meals and Lodging Lead and ensures their unit can accommodate the anticipated lodging requirements for external response resources.

8.2.1.2. Establishes contact with the Branch Logistics Coordinators to serve as the single point of contact for lodging requirements for external response resources at their Branch.

8.2.2. State Finance Section Chief

8.2.2.1. Monitors activity of storm cards during restoration event.

8.2.3. Branch Operations Coordinator

8.2.3.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted lodging logistical support requirements.

8.2.4. Branch Planning Coordinator

8.2.4.1. Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted lodging logistical support requirements.

8.2.5. Branch Logistics Coordinator

8.2.5.1. Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted lodging support requirements and communicate these requirements to the Meals and Lodging Lead.

8.2.5.2. Communicates the additional restoration resource arrival time and lodging needs to State Logistics Section Chief.

8.2.5.3. Serves as the single point of contact for communicating all lodging logistics needs.

8.2.5.4. Communicates status of Branch Logistics to Branch Planning Coordinator and Branch Operations Coordinator.

8.2.6. State Emergency Response Process Leads and All Positions that Activate Others

8.2.6.1. When responsible for activating employees, assess the lodging needs of those employees and ensure that a crew transfer sheet is completed and submitted to the Meals and Lodging Unit by submitting directly to Meals and Lodging or through the Branch Logistics Coordinator, if activated.

8.3. Information Services Coordination and Management

Information Services (IS) support resources are available to address any issues that might arise with hardware or software that is critical to a successful Emergency response. These resources are coordinated and dispatched by the IS Event Coordinator. The IS Event Coordinator may be notified of IS issues during System Level and State Level briefings. The IS Event Coordinator may reschedule planned IS maintenance on critical systems in anticipation of an Emergency.

Figure 34: IS Coordination and Management Process Workflow

Roles and Activities

8.3.1. IS Event Coordinator

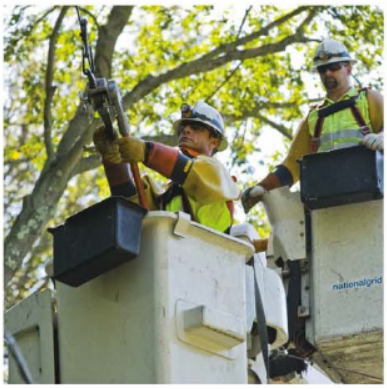
8.3.1.1. Postpones planned maintenance on critical IS systems in anticipation of an Emergency.

8.3.1.2. Directs IS support resources to address any issues with Company hardware and software that are critical to a successful Emergency response.

REDACTED

nationalgrid

Chapter 9: Financial Accounting Guidelines



REDACTED

9. Financial Accounting Guidelines

Introduction

It is in the best interest of the Company and our customers to ensure that costs incurred during an Emergency are both efficiently managed and accurately accounted for, particularly in anticipation of an internal audit or regulatory request.

The processes and activities in this chapter are initiated once the Emergency has been classified and the ERO has been activated (as covered in Chapter 4 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 35.

Processes

9.1 Establishing Emergency Charge Accounts

9.2 Tracking Time and Materials Charging

9.3 Processing Claims

9.4 Assuring Cost Recovery

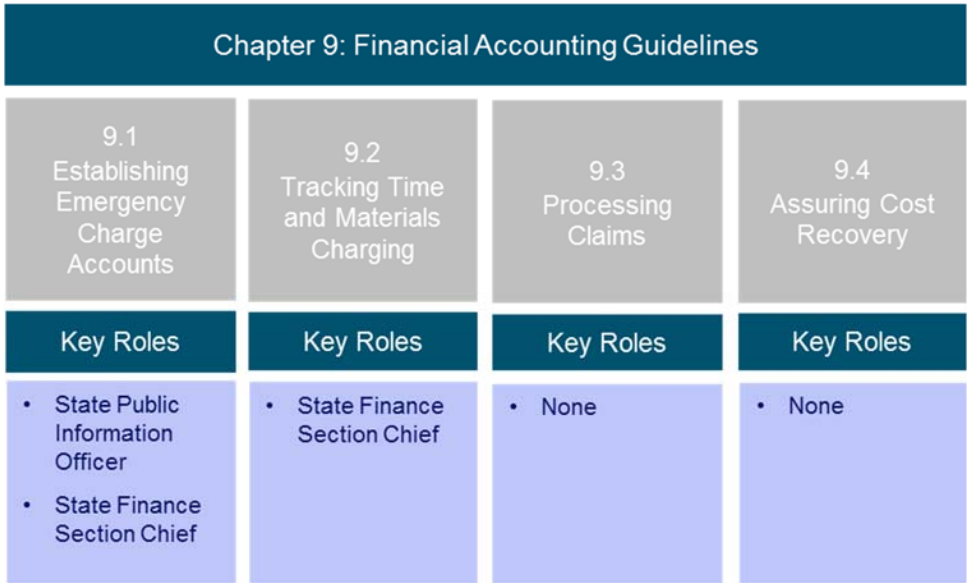


Figure 35: Financial Accounting Guidelines High Level Overview

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

9.1. Establishing Emergency Charge Accounts

The branches, as well as Shared Services, should use the following guidelines to accumulate costs associated with Emergencies in Rhode Island.

A separate work order will be created for each individualEmergency event. Prior to each Emergency, a work request should be initiated in Storms using an Operations and Maintenance (O&M) operation code. This operation will be used for all work except capital work, (e.g. replacing poles, crossarms, conductors, etc.). A work order should also be initiated in Storms using a Capital operation code. This operation will be used for all capital work. When replacing assets, capital confirming work request paperwork for capital assets replaced must be returned against this work order.

When there is capital damage to distribution-owned substations during an Emergency, a separate work order must be taken out under the project for each substation that sustains the capital damage. The location of the substation should be on the work order in Power Plant. It is the responsibility of the substation departments to supply the as-built units to Power Plant prior to unitization.

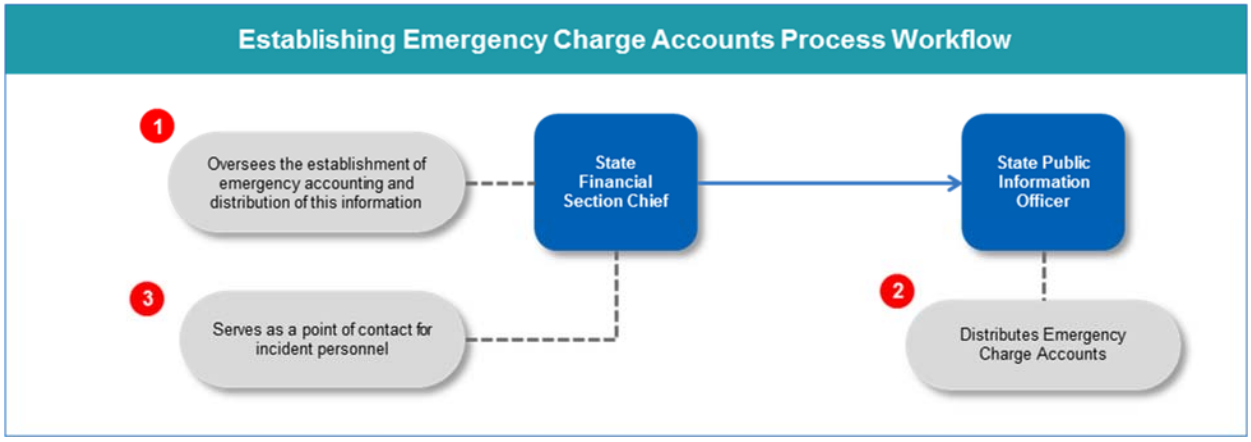


Figure 36: Establishing Emergency Charge Accounts Process Workflow

Roles and Activities

9.1.1. State Public Information Officer

9.1.1.1. Ensures the Emergency Charge Accounts and guidance provided by the State Finance Officer is distributed throughout the ERO.

9.1.2. State Finance Section Chief

9.1.2.1. Oversees the establishment of Emergency accounting and provides guidance regarding proper costs, including, but not limited to, expense account procedures. Provides accounting to the State Public Information Officer for distribution to the entire ERO.

9.1.2.2. Serves as a point of contact for incident personnel to discuss and resolve all financial issues and requirements.

9.2. Tracking Time and Materials Charging

The following guidelines should be used to accumulate costs associated with Emergencies in Rhode Island.

- All Distribution line crew labor and transportation should be charged to the appropriate work order number for the Emergency.
- All National Grid USA Service Company crew labor and transportation should be charged to the appropriate work order number
- All other labor, transportation, personal expense, and outside vendor invoices should be charged to the appropriate storm work order number.
- All stock from the Emergency should be issued to the work order number. All units of plant issued to the storm project should be charged to the capital work order number

- All invoices from external contractors providing line crews will be manually processed by Capital Program Management. Invoice charges will be charged to the work order number according to actual work performed.
- All invoices from external contractors providing tree trimming or foreign utilities providing mutual assistance will be processed by Capital Program Management with the appropriate work request order number.
- At the conclusion of the Emergency, all information related to the capital confirming work order information will be sent to Distribution and Design Engineering so an Engineer can update the plant units installed/removed. The Engineering Managers will assign an Engineer at the end of the year to revise the project budget in the event that it exceeds the approved amount.
- If the Emergency requires the State EOC to be activated, all personnel working either in the EOC or other support services will charge the expense work order number.
- All stores personnel labor should be charged to the expense work order number for the emergency.
- All transportation personnel labor should be charged to the expense work order number for the emergency.
- Emergency Restoration Services to Other Utilities: Each utility that receives assistance will require a separate work order under a billable project. The work order should have the date of the Emergency and the name of the utility that received the assistance.

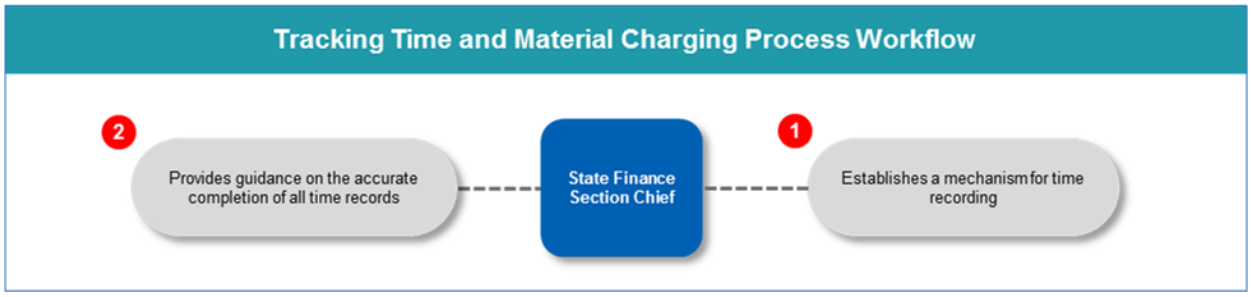


Figure 37: Tracking Time and Materials Charging Process Workflow

Roles and Activities

9.2.1. State Finance Section Chief

9.2.1.1. Establishes and maintains a mechanism for equipment and personnel time recording.

9.2.1.2. Provides guidance on the accurate completion of all personnel and equipment time records.

9.2.1.3. Serves as a point of contact for incident personnel to discuss and resolve all financial issues and requirements.

9.3. Processing Claims

Items such as damage and injury claims and employee expenses reimbursements will be subject to the corporate policies in place.

Property and Injury Claims

Both the processing of public and employee property damage and public injury claims are received and processed by the claims department as part of their day-to-day activities typically following an Emergency. Cards containing a contact number that the public can use to contact the Company are carried in each Company truck and should be provided as required to facilitate the submission of claims.

In Rhode Island, the telephone number for the public to process claims is (781) 907-3930.

Employee Expenses Reimbursement

The guideline for the reimbursement of costs incurred by the employee as a result of Company business is detailed in the policies for US Business Travel & Expense Policy, which can be found at: [redacted]

“US Travel and Business Expense Policy” - the “US Business Travel and Expenses” guidelines detail the normal types of expenses and the scenarios when employees shall be reimbursed for costs incurred as a result of Company business. During a major Emergency, instances may arise that require the employee participating in preparing for, responding to, and/or restoring power as a result of the Emergency to incur costs that are not detailed in the “US Business Travel & Expense Policy” and/or could be considered “unusual.” These types of “unusual” costs are typically associated with employees participating in Emergency restoration required to be out of town for periods of time greater than initially anticipated. Examples of “unusual” costs include but are not limited to articles of clothing, shoes, coats, gloves, hats.

All expenses incurred as a result of the Emergency should be charged to the Emergency Charge Accounts (refer to Chapter 9.1).

Roles and Activities

There are no ERO roles associated with this process. Rather this process is carried out during blue sky conditions and the information contained in this section of the ERP is included for informative purposes.

9.4. Assuring Cost Recovery

The Company can recover incremental storm costs subject to approval by the Rhode Island Public Utilities Comission (RIPUC). Charges to the storm fund may only be made for incremental, non-capital, storm related costs such as overtime pay and charges for outside

contractors. Capital costs, regular time pay and overheads should not be charged to storm contingency funds because they are recovered through other means.

The costs will be identified and accumulated by the Finance department with the assistance of other departments involved in the storm restoration process. Actual costs (as they become known) and estimated costs will be submitted by Finance and booked to the deferral account until all of a storm's costs have been identified and booked.

Roles and Activities

There are no ERO roles associated with this process. Rather this process is carried out during blue sky conditions and the information contained in this section of the ERP is included for informative purposes.

REDACTED

nationalgrid

Chapter 10: Employee Welfare

10. Employee Welfare

Introduction

The purpose of this chapter is to describe how issues that might distract employees and foreign restoration crews from concentrating on restoration activities are addressed.

The processes and activities in this chapter can begin in the pre-event stage of an emergency and continue through the service restoration stage as required upon activation of the emergency response organization (as covered in Chapter 4 of this ERP).

The processes covered in this chapter can be seen in Figure 38.

All of the processes included in this chapter are overseen by System Level ERO Officers. As such, the activities performed to support these programs are identified in detail in the System Level Plan.

Figure 38: Employee Welfare High Level Overview

Processes

10.1 Tracking and Addressing Labor Relations Issues

10.2 Providing Employee and Family Assistance

10.3 Communicating Company Policy and Expectations

10.1. Tracking and Addressing Labor Relations Issues

The System Human Resources Officer works with the System Incident Commander to address labor relations issues. This includes maintaining communications with labor unions to proactively address issues such as the movement of personnel during an Emergency and addressing issues with labor unions and individual employees as they arise.

Roles and Activities

As these issues are overseen by System Level ERO Officers, the activities performed to support these programs are identified in detail in the System Level Plan.

10.2. Providing Employee and Family Assistance

The Company offers assistance to employees and their families to help manage their needs through both formal and ad hoc programs depending on the nature of their requirements during an Emergency. The formal program, the Employee Assistance Program (EAP), includes a free and confidential counseling service that provides professional support and assistance to employees, dependents, and household members with any type of life issue or personal problem. The EAP will also be utilized to provide support and assistance to employees that have a disaster in their personal lives during a major Emergency, including logistical support to provide for the needs of the employee and their family. This service will ensure that an employee utilized for a major Emergency response is available to perform their Emergency assignment duties as required.

Additional ad hoc assistance will be provided as issues arise, and will use tools such as employee hotlines and food and clothing drives for employees impacted during an Emergency.

These programs will be administrated by the System Human Resources Officer and communicated to the Company with the assistance of the System Public Information Officer. Where applicable, the System Human Resources Officer will coordinate the provision of logistical support for employees and their family with the System Logistics Officer.

The Employee Services Unit will be activated at the discretion of the System HR Officer, and the extent of the assistance provided will be determined based on the emergency to the employee. The team may consider setting up an Employee/Family Assistance Center to serve as a centralized point to provide service to employee families impacted by disaster. The Center may provide computer access, telephones, information, and assistance in accessing other services. It would also serve as a volunteer coordination center.

The Employee Services Unit is made up of Human Resources and Services Delivery Center (SDC) employees. This unit will scale up and down depending on the Emergency.

EAP CONTACT INFORMATION:

[redacted]

Log In Code: National Grid

Internal EAP Contact (as of Oct 2012):

Jay Sandys, PhD, LCSW, SAP
Vice President of EAP Operations and Clinical Services, CCA Inc.

[redacted]

In addition to the EAP, the Company has established an HR Hotline to assist employees who have encountered major impacts (e.g., shelter, access to food, medicine, etc.). HR Representatives can assist employees with any questions they may have and advise them

about the resources available to them. The Company has put in place an additional number to promptly address employee calls. This HR Hotline will be established on an as-needed basis by the System Human Resources Officer and the number will be communicated to employees by the System Public Information Officer. Employees can typically access the HR Hotline between the hours of 7:00 am and 7:00 pm.

Roles and Activities

As these programs and initiatives are overseen by System Level ERO Officers, the activities performed to support these programs are identified in detail in the System Level Plan.

10.3. Communicating Company Policy and Expectations

The communication of Company policies and expectations during an Emergency is the responsibility of the System Human Resources Officer, System Public Information Officer and System Planning Officer. The System Human Resources Officer will determine whether any of the recommended Emergency protocols should not be followed (e.g. mandatory employee attendance) and work with the System Public Information Officer to ensure any applicable policies are communicated to Company employees through regular employee communication channels.

Roles and Activities

As these programs and initiatives are overseen by System Level ERO Officers, the activities performed to support these programs are identified in detail in the System Level Plan.

REDACTED

nationalgrid

Chapter 11: Damage Assessment

11. Damage Assessment

Introduction

The purpose of this chapter is to identify how the Company assesses physical damage on overhead Transmission, Sub-transmission and Distribution lines during an Emergency.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated (as covered in Chapter 4 of this ERP), and the type and number of resources required to address the Emergency have been estimated, and the resources have been acquired (as covered in Chapter 6 of this ERP). The data that is collected as part of Damage Assessment, both electronic and/or on paper, is used in prediction of ETRs (as covered in Chapter 15) and to reassess response resource requirements (as covered in Chapter 6). The information is used to communicate to the Company's regulators the extent of the damage sustained during an Emergency (as covered in Chapter 18.4).

The processes and associated roles covered in this chapter can be seen in Figure 39.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

Figure 39: Damage Assessment High Level Overview

Processes

11.1 Coordinating and Carrying Out Field Activities

11.1. Coordinating and Carrying Out Field Activities

Activities are undertaken to prepare for the damage assessment process where an Emergency is anticipated. Preparations begin up to 72 hours in advance of an impending Emergency with the State Emergency Response Process Lead making arrangements for the deployment of Damage Assessment Teams to the potentially affected areas in advance of or following the start of an Emergency.

Twenty-four (24) hours prior to the Emergency, the Damage Assessment Branch Managers open their respective branch to ensure that: day and night office personnel are contacted and are briefed on the Emergency and roles; maps and records are stocked; there is an appropriate amount of space to run the office and field crews; rental vehicles are secured as needed; tablets are distributed; computer and telecommunications are

working; and contact lists are posted. They will reach out to Logistics for additional needs such as helicopters and other special equipment.

Concurrently or immediately following an Emergency and when there is sufficient daylight and it is safe to do so, a survey of the transmission circuits impacting customers, sub-transmission and the primary mainline of distribution circuits will commence. The State Incident Commander will determine the level or detailed required beyond the distribution mainline.

If damage to the overhead transmission, sub-transmission or remote distribution right-of-ways is extensive as indicated by a large number of damage locations, helicopter surveys should be initiated as soon as practicable. If distribution circuits are out due to a transmission or sub-transmission outage, but it is known the distribution feeder(s) were damaged during the Emergency, distribution surveys can commence in parallel to reduce restoration time.

Transmission Surveys

The Control Center will provide to the State Incident Commander, Branch Directors and Maintenance and Construction reports and priority of transmission line outages throughout the Emergency. The first priority will be transmission outages impacting customers. Within 24 hours of the end of the Emergency and when it was safe to do so, the first patrols are performed by foot, vehicle, and air. Electric Transmission Engineering and Transmission Line Services personnel are assigned to perform foot and vehicle patrols. Based on the priority set by the ICS Command and General Staff, helicopter patrols are divided into regional areas and their flight paths along transmission corridors are coordinated with the Control Center. ETRs are set within 24 hours; they are tracked and status is reported daily to the State Incident Commander and Branch Directors.

Sub-transmission Surveys

Patrols of the sub-transmission system follow a similar process to that of transmission. Where damage is located, it is tracked, reported, repaired and returned to service. Aerial patrols of sub-transmission circuits are typically conducted in parallel with the other transmission flight patrols in a coordinated manner.

Distribution Mainline Surveys

This first step in distribution mainline surveys may involve an initial, “Phase 1,” survey assessment of a sample area in locations where damage has occurred. Based on the nature of the incident and the location and extent of outages gathered from the Outage Management System and other sources, the scope of the Phase 1 survey is set to make broad-scale preliminary assessments of system damage.

Damage assessment will begin when it is safe to perform restoration activities. This survey is to be completed within the first 24 hours of the start of damage assessment. Qualitative data will be collected, such as but not limited to: road conditions; limbs versus trees down damage; and frequency and magnitude of damage to pole/wire/transformers along the initial survey route. Results from this survey, combined with current weather forecasts, outage data, wires down calls, and 911 calls, will validate the priorities and actions for the next steps in surveying. These results will also support the creation of work packets used by restoration crews.

The next step is to perform a detailed distribution, or “Phase 2” survey, with a target completion within 48 hours of the start of damage assessment. Based on the results of the Phase 1 survey and other information gathered, the scope for the Phase 2 survey is determined. Note that for any given storm, the scope of a Phase 1 or Phase 2 survey will vary and the Company may determine that neither is beneficial to restoration in anywhere from one to all areas.

The Phase 2 survey concentrates on main 3-Phase lines, the fuses for taps, and highly populated areas. By design, not every feeder will receive a detailed survey. Thus, the number of damaged facilities collected as part of the damage assessment process is a representative sample. Combined with current weather forecasts, OMS customer data, Priority calls, and customer calls, this will allow the State Incident Commander’s Command and General Staff to formulate the appropriate level of Emergency response by the Company.

While the Phase 1 assessment is intended to provide the State Incident Commander with an immediate damage assessment, data collected during the Phase 2 survey is compiled and used to calculate more objective line hour estimates needed to repair the observed damage. These estimates, in conjunction with available and projected resources, Outage Management System (OMS) data, Priority calls, and customer calls allow the Company to:

- Adjust the appropriate level of storm response,
- Adjust restoration resource quantities and locations,
- Generate branch and global ETRs upon completion of damage assessment or after the first 24 hours following the beginning of damage assessment (whichever comes first), and
- Generate customer-specific ETRs with high confidence when isolated pockets of outages remain.

Damage Assessment Patrollers can also be asked to support assessment of Wires Down and Priority calls during restoration efforts. This priority will be determined by the Branch Planning Coordinator.

It is common practice in areas severely affected by storm damage to perform feeder sweeps at the completion of the restoration event prior to the release of line crews. This sweep ensures that all services are restored and that all temporary repairs are noted and/or completed. There are applications where line crews will be required for restoration, but some or many feeders may have already been fully restored. In this application it may be appropriate to begin feeder sweeps with damage assessment personnel partnered with Restoration Crew Supervisors or other qualified personnel responsible for the re-energization process. This allows line crews to continue with the restoration process while reducing the overall restoration time.

When Distribution surveys are complete, damage assessment branch personnel will coordinate with the Branch Operations Coordinator and can be made available to support the following restoration activities (as covered in Chapter 14):

- Assist Decentralized Substation Leader with mapping and dispatching,
- Support Restoration Crew Supervisors
- Ride ahead of the restoration crews,
- Creation of work packets,

- Complete singular outage call assessments (no-service, in-service),
- Update OMS operators when work is complete,
- Perform Priority call and wires down assessment, and
- Support Restoration Crew Supervisors with feeder sweeps.

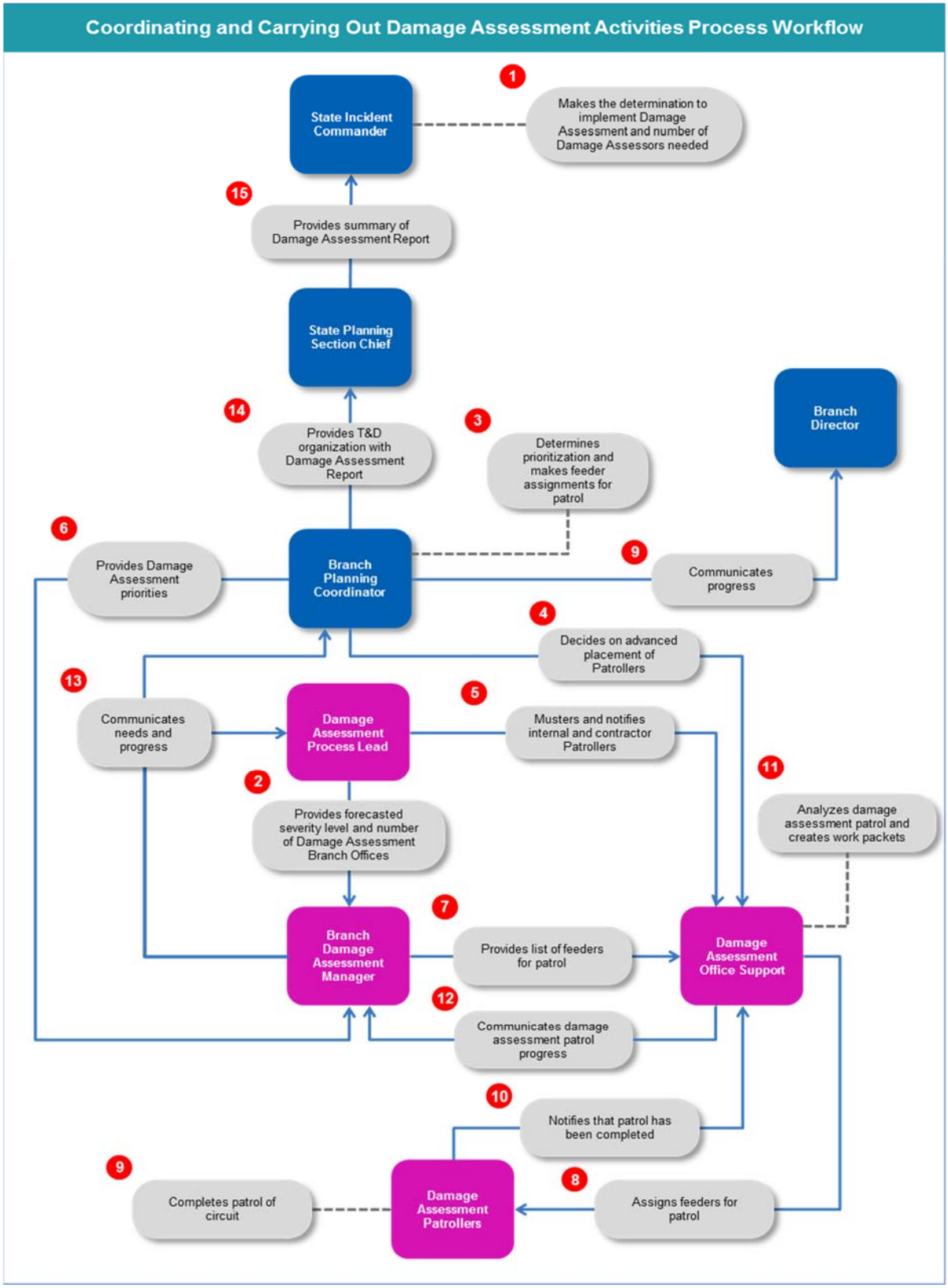


Figure 40: Coordinating and Carrying Out Field Activities Process Workflow

Roles and Activities

11.1.1. State Incident Commander

11.1.1.1. Determines whether to implement Damage Assessment and decides on the number of Damage Assessors when damage to the system is expected to be extensive; notifies State Emergency Response Process Lead (Damage Assessment).

11.1.2. State Planning Section Chief

11.1.2.1. Provides summary of Damage Assessment Report (this report is described in more detail in Chapter 21.1 of this ERP) to State Incident Commander.

11.1.3. Damage Assessment Process Lead

11.1.3.1. Stays informed of the approaching Emergency through Storm Calls and weather forecast updates hosted by the State Incident Commander.

11.1.3.2. Keeps the Damage Assessment Branch Managers informed on the forecasted Storm Severity Level and the number of Damage Assessment Branch Offices that will be opened for the Emergency.

11.1.3.3. Musters and notifies all internal and contractor Damage Assessment Patrollers.

11.1.4. Branch Director

11.1.4.1. Receives Damage Assessment updates from the Branch Planning Coordinator.

11.1.5. Branch Planning Coordinator

11.1.5.1. Decides on the advance placement of Damage Assessment Patrollers.

11.1.5.2. Determines prioritization of Damage Assessment, such as feeders for patrols, through coordination with the Branch Operations Coordinator and the Branch Director and makes feeder assignments for patrol.

11.1.5.3. Provides the Transmission and Distribution organization with the Damage Assessment Report (this report is described in more detail in Chapter 21.1 of this ERP).

11.1.5.4. Provides Damage Assessment priorities to the Damage Assessment Branch Manager.

11.1.5.5. Supplies instructions and materials to damage surveyors.

11.1.5.6. Provides Damage Assessment updates to the Branch Director.

11.1.6. Damage Assessment Branch Manager

11.1.6.1. Supervises the Damage Assessment Process.

11.1.6.2. Attends and supports daily Branch Planning Coordinator Prioritization Meetings to oversee that work is prioritized based on priority feeder ranking, OMS customer count, directives from Control Centers and input from Branch Storm Rooms.

11.1.6.3. Supervises the Damage Assessment process including patrols and office support and acts as a single point of contact for Damage Assessment teams.

11.1.6.4. Ensures delivery of maps, records, and forms to Damage Assessment personnel.

11.1.6.5. Ensures delivery of required vehicles to Damage Assessment personnel.

11.1.6.6. Ensures that IT, including tablets, and telecommunications infrastructure are in place.

11.1.6.7. Receives calls from field teams on completed patrols and informs Damage Assessment Patrollers and coordinates response appropriate to the conditions.

11.1.6.8. Informs the Branch Planning Coordinator and State Emergency Response Process Lead (Damage Assessment) of needs, problems, and progress.

11.1.6.9. Receives completed damage patrol data from IMAP and reviews it for completeness and accuracy.

11.1.6.10. Ensures that when unsafe conditions are found the area is made safe and hazardous conditions are corrected.

11.1.7. Damage Assessment Work Support

11.1.7.1. Creates packets containing feeder maps, phone numbers, and safety information. Assigns to Damage Assessment Patrollers.

11.1.7.2. Upon notification that a feeder assessment has been completed, waits for required processing to complete (approximately thirty minutes) and then creates a work packet for the contractor room.

11.1.7.3. Communicates damage assessment patrol progress to the Damage Assessment Branch Manager.

11.1.8. Damage Assessment Patrollers

11.1.8.1. Undertakes damage assessment patrol of circuits and notifies Damage Assessment Work Support of their completion.

REDACTED

nationalgrid

Chapter 12: Load Shedding

12. Proactive De-Energization and Load Shedding

Introduction

The purpose of this chapter is to document the system and environmental conditions that could precipitate the need for de-energization on the Company transmission and distribution systems.

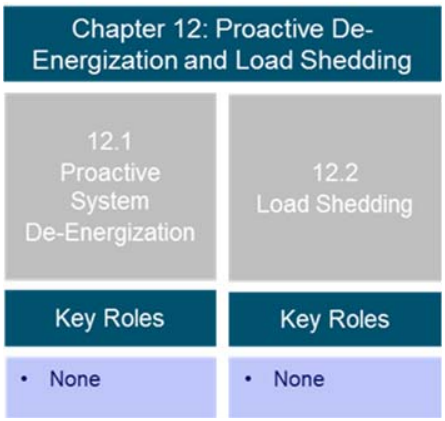


Figure 41: Load Shedding High Level Overview

The processes and activities in this chapter can be initiated at any point during an Emergency and do not necessarily require another process included in this ERP be carried out first.

There are no Emergency Response Organization roles or interactions with the System Level Plan associated with the processes in this chapter. Rather the information contained in this chapter is included for informative purposes.

Processes

12.1 Proactive System De-Energization

12.2 Load Shedding

12.1. Proactive System De-Energization

The scope of this procedure is intended to cover the preemptive de-energization of Company or customer electric facilities to protect the electric system during Emergencies that include, but are not limited to floods, fires, industrial emergencies, etc. This is not intended to cover load shed emergencies. Load shed emergencies are managed as directed by the appropriate Control Center and more information around load shedding is contained in Chapter 12.2.

In the event of flooding, fire, or damage to a customer's premise, at the request of the customer or municipality, the Company will de-energize an individual premise or facility.

In these instances, reconnection of the facility cannot occur until the customer has made arrangements for an approved electrical inspection which will be submitted to the Company as noted in Electric and Gas Service Bulletin 350. Appendix A - Exhibit A to this chapter contains information from the Flood Kit provided to customers. This includes safety information, instructions for customers getting inspections, and instructions to the inspectors, among other information.

Once the Inspection is obtained, appropriate personnel will be assigned to energize the service.

There are limited and isolated situations where a temporary electric service connection is allowed under this bulletin (Electric and Gas Service Bulletin 350) if the customer is unable to obtain services of an electrical inspection agency.

The Company may preemptively de-energize Company facilities if the Company determines the facilities are at risk due to the pending or occurring Emergency.

Large scale Emergencies, such as wide area flooding, can impact a portion of the distribution system or substation. In these situations, it may be necessary to de-energize the electric facilities prior to being submerged depending upon the existing water level or potential water level. In instances where a wide area of the distribution system is affected by flooding, it is not un-common for the local fire agency (Chief) to request de-energization. Instances impacting a Company substation most likely will be determined by the Company.

The Company must maintain situational awareness of the weather and flood concerns while monitoring river and creek levels where the known and potential impact exists to affect customers and or Company facilities. Mitigation of flooding concerns may be achieved by creating a barrier (i.e. sand bags) or performing switching thereby eliminating the need for de-energization to customers.

The Company should also review the use of communication with customers affected by the interruption of service to include the duration (ETR's) and reason through the use of outgoing calls, text messaging, or listing on the Company webpage. This will depend on size, scale and magnitude of customer impact.

In most cases, customers affected by outages due to de-energization and who incur accidental damage to their electrical service where flooding occurs will require an electrical inspection prior to re-energization.

Refer to Electric and Gas Service Bulletin 350 for requirements and exceptions.

In situations where severe damage and/or wide-reaching impacts to customers exists, the Company may implement "Emergency Procedure to Implement Expedited Customer Facility Restoration after Flooding or Other Wide Scale Emergency" located herein to assist customers with receiving proactive electrical inspections.

This process provides for a direct call number for inspectors to the Company as well as prioritized management of service re-connects. The cost of the electrical inspection shall be paid for by the customer unless the Company makes arrangements to waive or otherwise provide reimbursement for the cost of the electrical inspection. Any waiver or reimbursement of cost shall be determined by the Branch Liaison Coordinator. Customer locations not repaired or without an approved electrical inspection must be disconnected from the point of service prior to the Company energizing distribution or station facilities.

Field repairs to underground pad mount equipment impacted by flood water can be found in Electric Operating Procedure UG 021 – "Operate Maintain Padmount UG Equipment After Flood."

Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather the information contained in this section of the ERP is included for informative purposes.

12.2. Load Shedding

National Grid maintains the System & District Manual & Under-Frequency Load Shed Plans (the Load Shed Book) separate from this ERP. This document is a compilation of procedures and actions to follow during times when transmission system conditions are such that load shedding is required to protect the security of the system. Specifically, the document covers the following:

- Manual and Under Frequency Load Shed Requirements,
- Load Shed Requirements and Actual Load Shed by District and State by Step,
- OP 4 Actions Summary,
- Feeder Priority Weighting System & Critical Facility Listing,
- Feeder Priority Restoration List,
- 10 Minute Emergency Load Reduction,
- Under Frequency Plan, and
- Compliance Statement.

The Load Shed Book serves as a useful reference when system conditions warrant load shedding.

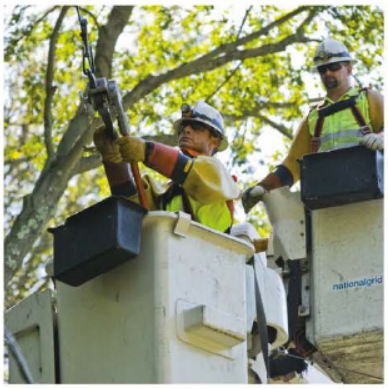
Roles and Activities

There are no Emergency Response Organization roles associated with this process. Rather the information contained in this section of the ERP is included for informative purposes.

REDACTED

nationalgrid

Chapter 13: Modes of Operation



13. Modes of Operation

Introduction

The purpose of this chapter is to describe where responsibility for certain activities lies within the organization under centralized and decentralized operations during an Emergency. This is limited to identifying where control lies for activities, either at the centralized Control Centers, Branch or substation. Chapter 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included in Chapter 14.

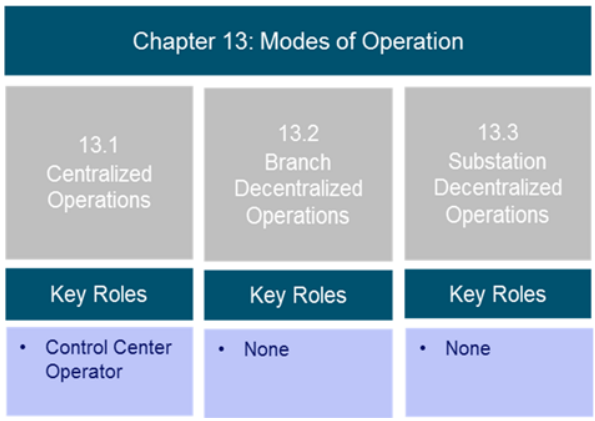


Figure 42: Modes of Operation High Level Overview

The processes and activities in this chapter are a consideration in the establishment of the ERO (as covered in Chapter 4 of this ERP) and will direct the acquisition of the appropriate restoration personnel (as covered in Chapter 6 of this ERP).

The roles for centralized operations that are included in this chapter and can be seen in Figure 42. Roles and activities for decentralized operations are included in chapter 14.

There is no interaction with the SLP when carrying out the activities associated with the processes included in this chapter.

13.1. Centralized Operations

Under normal operating conditions, such as Blue Sky, high volume days and minor Emergencies, the Control Center is primarily responsible for acting as the Control Authority for the entire transmission and distribution systems. As such, the Control Center Operator is required to issue all switching orders necessary to isolate cases of trouble and restore customers via all available main line sources. The Control Center Operator will issue switching orders to the field and record execution and completion times. These times will then be used to model outages in OMS in a timely manner by the Control Center Operator or by designated support staff.

Processes

13.1 Centralized Operations

13.2 Branch Decentralized Operations

13.3 Substation Decentralized Operations

Under normal operating conditions, the Control Center also has responsibility for:

- Maintaining the OMS model (described in more detail below),
- Prioritizing service restoration (refer to Chapter 5),
- Dispatching resources to all trouble locations, both outages and in-service (wires down), regardless of whether they are reported by a municipality or the general public (refer to Chapter 14),
- Estimating and disseminating ETA for Priority 1 through 3 ETAs based on consultation with field personnel regarding factors which may include known travel conditions and resource availability (refer to Chapter 14.1),
- Ensuring ETR accuracy (refer to Chapter 15), and
- Generating required reports (refer to Chapter 21).

Maintaining Outage Management System Model

OMS will predict outages that point to specific interrupting devices (fuse, recloser, etc.). Occasionally the OMS system outage prediction algorithm does not accurately identify the correct isolation device. To remedy this, the Control Center Operator must model the large outage correctly based on field assessments. The Control Center Operator can either “Move Up” or “Move Down” a predicted outage to the next closest predictable device in order to correct the model.

- The “Move Up” function changes the predicted device to the next upstream device, which changes the customer count accordingly (typically increasing it) and merges associate trouble orders into a single order.
- The “Move Down” function changes predicted device(s) to the next downstream option, which changes the customer count accordingly (typically decreasing it) and separates a single trouble order into multiple orders as necessary.

After the trouble crew makes repairs in the field and the outage is complete, the Control Center Operator will complete the trouble order and restore the customers in OMS. After an outage is restored in OMS, the outage will automatically be removed from the “Outage Central” Website.

It is the joint responsibility of Trouble Crews and Control Center Operators to maintain continuous communication during outages. Trouble Crews are required to keep the Control Center Operator updated on restoration progress and the Control Center Operator is required to maintain an accurate model of field conditions including current crew status and assignments.

It is important that the OMS model is accurate for the following reasons:

- The Outage Central Website, which draws directly from OMS, will reflect a true outage count and geographic location,
- Accurate predictive devices will enable more accurate ETRs,
- Allows for more efficient dispatching of resources, including prioritization of resources, avoiding chasing false outages, etc., and
- Allows for more accurate outage accounting such as CMI, true customer outage counts, etc.

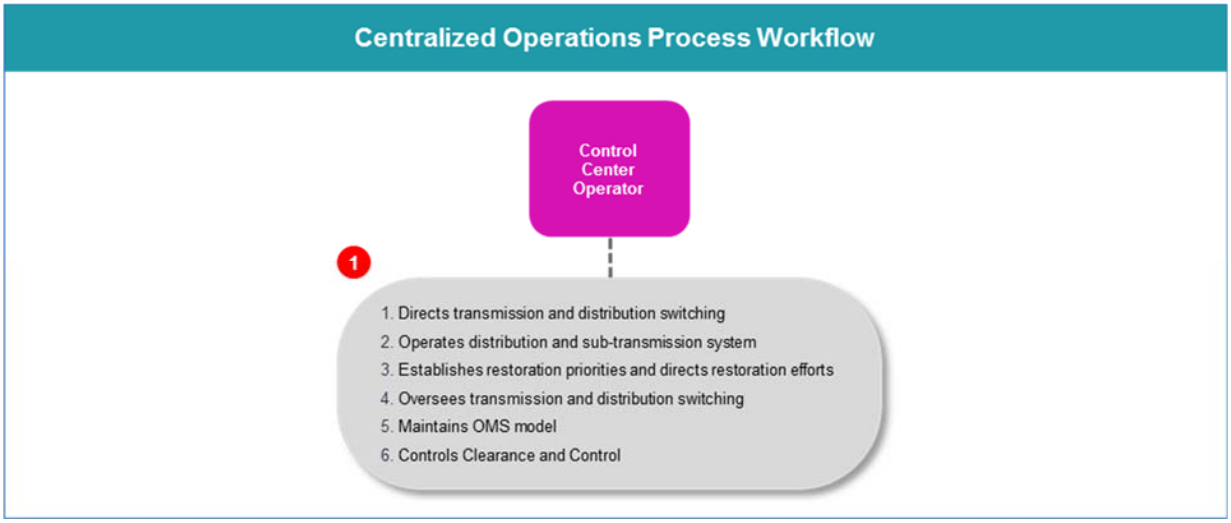


Figure 43: Centralized Operations Process Workflow

Roles and Activities

13.1.1. Control Center Operator

13.1.1.1. Prioritizes and coordinates restoration of critical transmission facilities if time allows prior to Emergency.

13.1.1.2. Establishes transmission restoration priorities.

13.1.1.3. Operates the transmission systems under the direction of the Transmission Control Security Operator.

13.1.1.4. Directs transmission switching and monitors station alarms.

13.1.1.5. Controls protective Clearance and Control.

13.1.1.6. Operates the distribution and sub-transmission systems, including stations and network.

13.1.1.7. Dispatches distribution trouble calls to Trouble, Operations, and Maintenance and Construction crews.

13.1.1.8. Controls protective Clearance and Control.

13.1.1.9. Maintains interruption-reporting data.

13.1.1.10. Notifies Manager Operations, Maintenance and Construction of severe, extensive Emergency situation.

13.1.1.11. Utilizes OMS and updates/maintains the model accordingly.

13.1.1.12. Establishes distribution circuit and station repair/restoration priorities.

13.1.1.13. Directs restoration efforts of the distribution circuit and station repair.

13.1.1.14. Coordinates switching requirements.

13.2. Branch Decentralized Operations

Decentralized operations are a key element of the Company's Emergency procedures when conducting Emergency restoration activities. Decentralization to the branch typically occurs during Type 1, 2 & 3 Events. These types of events generally require a significant increase in restoration and support personnel. Decentralization is conducted to better maintain operational control over field resources. When the ERO is decentralized to the Branch this allows for the inclusion of more organizational command and control and support staff who are able to provide an appropriate span of control to oversee and coordinate the Emergency response and draw on their knowledge of the local service territory and working relationship with local municipal officials.

When operations are decentralized to the Branch, the Branch Director has responsibility for:

- Maintaining the OMS model, the operation of which is explained in detail in Chapter 13.1 – handled by the Storm Room under supervision of the Branch Operations Coordinator,
- Prioritizing service restoration – handled by the Storm Room under supervision of the Branch Operations Coordinator (refer to Chapter 5),
- Dispatching resources to all trouble locations, both outages and in-service (wires down), regardless of whether they are reported by a municipality or the general public – handled by the Storm Room and wires down room, where appropriate, under supervision of the Branch Operations Coordinator (refer to Chapter 14),
- Estimating and disseminating ETA for Priority 1 through 3 ETAs based on consultation with field personnel regarding factors which may include known travel conditions and resource availability (refer to Chapter 14.1),
- Ensuring ETR accuracy – supervised by the Branch Planning and Operations Coordinators (refer to Chapter 15), and
- Generating required reports – supervised by the Branch Planning Coordinator (refer to Chapter 21).

The Control Center remains responsible for acting as the Control Authority for the entire transmission and distribution systems except where local control has been granted to a qualified individual as outlined in EOP GO14. As such, the Control Center Operator is required to issue all switching orders necessary to isolate cases of trouble and restore customers via all available main line sources.

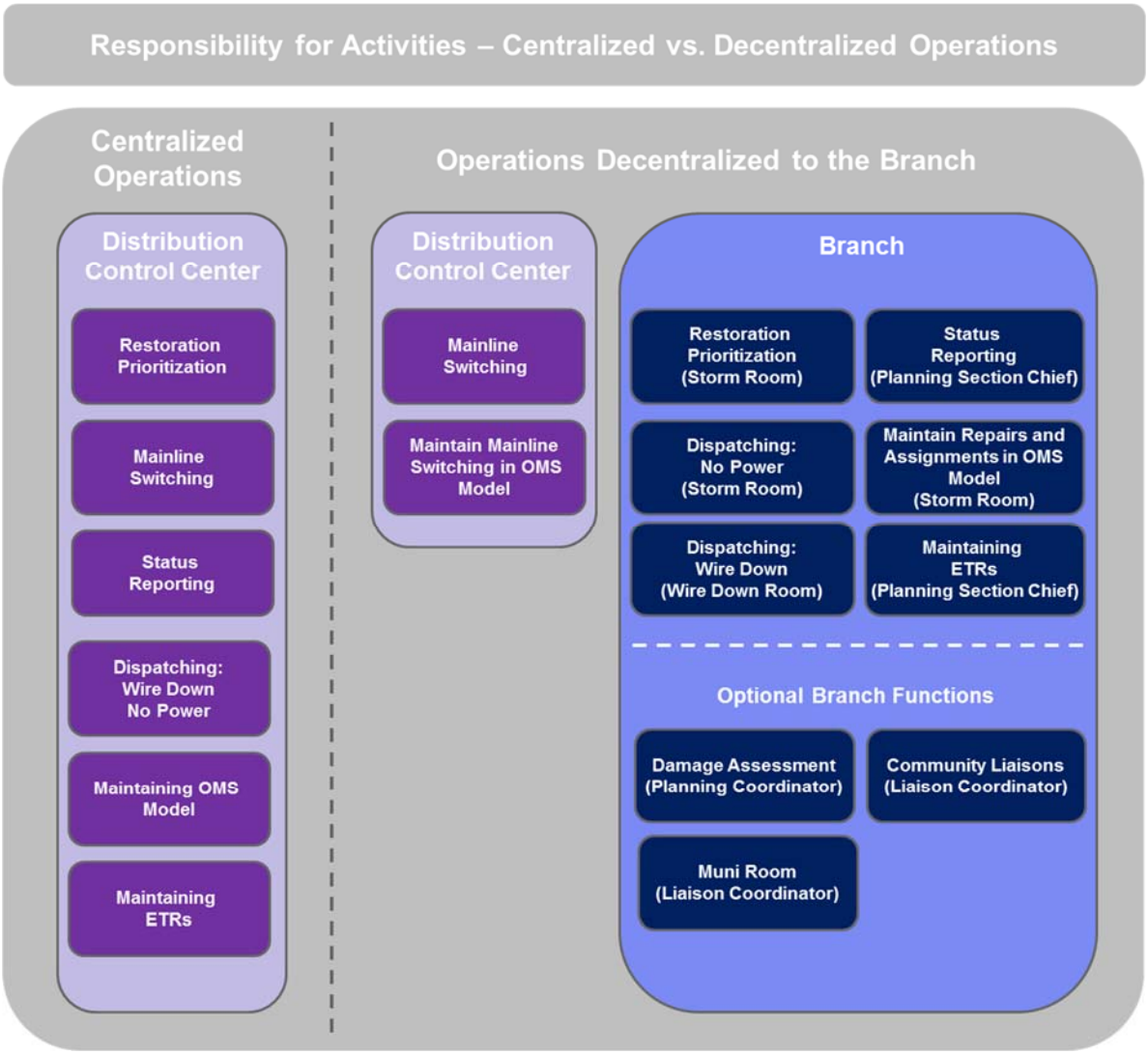


Figure 44: Overview of Restoration Responsibilities under Centralized and Decentralized Operations

For larger Emergencies, the Emergency Response Organization at the branch may scale up to include the following support functions, when appropriate:

- A Wires Down Room may be established under the supervision of the Branch Operations Coordinator (see Chapter 14.1) to support the Storm Room by dispatching field resources to wires down locations,
- A Municipal Call Center may be established under the supervision of the Branch Liaison Coordinator (see Chapter 18.1) to support communications with municipal officials including elected officials, Emergency responders, and Emergency officials,
- Community Liaisons may be activated under the supervision of the Branch Liaison Coordinator (see Chapter 18.1) to interact with elected officials, Emergency responders, and Emergency officials, and
- The Damage Assessment Group may be established under the supervision of the Branch Planning Coordinator (see Chapter 11) to provide field intelligence.

The Branch Director conducts briefings to coordinate restoration activities when operations are decentralized to the Branch (see Chapter 16.2).

Roles and Activities

This process is limited to identifying where control lies for activities when decentralization is conducted to the Branch. Chapter 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included there.

13.3. Substation Decentralized Operations

If the extent of damage is such that decentralization beyond the Branch level is prudent, the Branch Director may elect to set up Substation Groups in order to further break the restoration into more localized units. Service restoration might proceed by assigning whole feeders or substation areas to Substation Groups under the supervision of the Branch Operations Coordinator. The group would consist of necessary on-site supervision, line and tree crews, and support personnel to restore service according to established restoration priorities.

When operations are decentralized to the substation, responsibility for the following activities moves from the Branch Storm Room to the Decentralized Substation Leader, who is overseen by the Branch Operations Coordinator:

- Prioritizing service restoration,
- Dispatching resources to all trouble locations, including Damage Assessment, Restoration and Wires Down resources, and
- Reporting of present substation status to the Branch EOC including the prediction of restoration times for Customer Contact Center use.

Roles and Activities

This process is limited to identifying where control lies for activities when decentralization is conducted to the Branch. Chapter 14 describes in detail how restoration activities are conducted during decentralized operations and, as such, the roles and activities conducted under decentralized operations are included there.

REDACTED

nationalgrid

Chapter 14: Coordination of Restoration Activities

14. Coordination of Restoration Activities

Introduction

The purpose of this chapter is to identify how the Company carries out electric service restoration activities to address outages stemming from an Emergency.

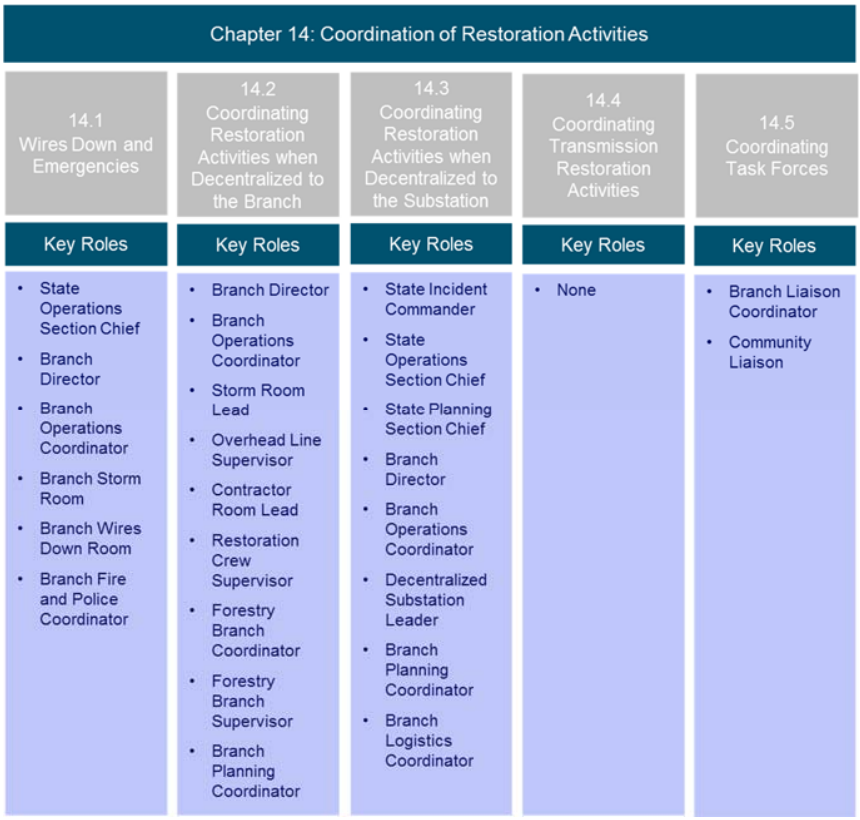


Figure 45: Coordination of Restoration Activities High Level Overview

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), the type and number of resources required to address the Emergency have been estimated, and the resources have been acquired (as covered in Chapter 6 of this ERP), and Damage Assessment has been conducted (as covered in Chapter 11 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 45.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

Processes

14.1 Wires Down and Emergencies

14.2 Coordinating Restoration Activities when Decentralized to the Branch

14.3 Coordinating Restoration Activities when Decentralized to the Substation

14.4 Coordinating Restoration Activities on Transmission

14.5 Coordinating Task Forces

Coordination of Restoration Activities Overview

Public safety during an Emergency is the Company's number one concern. As such, the elimination of hazards to the public takes precedence during Emergencies. As discussed in Chapter 4 of this ERP, decentralization may occur to the branch or substation depending on the nature of the damage to the system and ERO activated by the State Incident Commander.

Both the State Planning Section Chief and Branch Planning Coordinator determine the response strategy and consider additional actions or alternative strategies required to reach the strategy objectives of the Company during an Emergency response. They will consider the adequacy of the current organization to meet Emergency needs. As covered in Chapter 6, they will track the location and status of resources and then consider the need for resources in addition to those on-scene or ordered in during the Emergency restoration.

During an Emergency it may be necessary to send qualified individuals to reported line trouble locations and verify if trouble is in fact related to Company equipment.

When the branches are decentralized the Storm Room dispatches resources to trouble locations. During major Emergencies, the Branch Director may determine, due to the amount of down wire calls, to implement plans to activate the Wires Down Rooms to support the Branch Storm Room. The Wires Down Rooms assist the Storm Rooms by managing the additional support resources engaged in wires down appraisal and standby functions. In these situations the wires down room under the direction of the Storm Room Lead will assume responsibility for prioritizing and dispatching trouble orders with a wires down condition, and assessing or rectifying conditions found in the field.

14.1. Wires Down and Emergencies

When widespread interruptions and damage occur, the Company utilizes restoration crews and other trained individuals to respond to down wires reported by both police & fire officials as well as general customers in order to preserve public safety. A Wires Down Room may be established under the supervision of the Branch Operations Coordinator to support the Storm Room when there is a significant number of down wires.

The purpose of the wires down organization is to supplement the resources dispatched by the Storm Room in order to make wires down situations safe, and, at times, relieve police and fire apparatus standing by Company assets. These resources are dispatched by the Wires Down Room and may be used to handle cut and clear, stand-by, and Priority 2 and 3 Emergencies.

The initial trouble call to report the wire condition is received by the Company in the following ways:

1. Priority 1 - "Life Threatening" Police/Fire Emergency Lines in Northborough Customer Contact Center.
2. Priority 2 or 3 - Police/Fire Emergency Lines in Northborough Customer Contact Center.
3. All other customer calls - general customer service number

Priority Emergencies Reported by First Responders

The definition established for Police & Fire Priority 1calls, is as follows:

1. Priority 1 Emergencies are life threatening and incoming Priority 1 Calls are immediately transferred to Dispatch by the Customer Contact Center. The Company responds to Priority 1 Emergencies as soon as possible with the nearest trained resource. Examples include:
    a. A person is trapped in a vehicle that has struck a utility pole and the pole or equipment is prohibiting Emergency personnel from approaching the vehicle,
    b. A person is trapped in a burning building and Emergency personnel need electrical service disconnected before they can enter the building, and
    c. A member of the public has come in contact with electrical wires or equipment (e.g., severe electrical shock or electrocution) and the location needs to be made safe before rescue can start.

In the event that a municipality incorrectly classifies a standby call as Priority 1, the Company will reclassify the call and notify the municipality of the correct classification. The definitions established for Police & Fire Priority 2 and 3 trouble calls where municipal officials are en route to an emergency or on-site at a location of concern are as follows:

2. Priority 2 Emergencies are those that hinder emergency operations. The Company will respond to Priority 2 Emergencies with the next available trained resource. These calls are taken in the Customer Contact Center and dispatched via the OMS. Examples include:
    a. Wires and/or equipment blocking a roadway,
    b. Electrical service needing to be disconnected before a structure fire can be extinguished, and
    c. Electrical service needing to be disconnected so that Emergency personnel can enter a flooded home or area of town.

3. Priority 3 Calls are non-threatening emergency hazards. The Company will respond to Priority 3 Calls with a capable resource. These calls are taken in the Customer Contact Center and dispatched via the OMS. Examples include:
    a. Wires and/or equipment down along a sidewalk or commonly traveled way,
    b. Tree limb arcing on wires,
    c. Pad-mount transformer pushed off of its pad and wires exposed, and
    d. Utility pole struck by motor vehicle and personnel on scene unsure of pole's integrity.

Description of Priority Wires Down Process

Estimated Time of Arrival

The Company has committed to provide ETA information on all Priority 1-3 calls. For these calls, the Control Center or Storm Room communicates with the field responder to determine their estimated time of arrival before reporting that information to the municipality. If no

responders will be available for an extended period, the Control Center or Storm Room will provide an estimate based on current information for crew availability, and then update the ETA after the field responder is dispatched. The Company will provide an ETA for all Priority 1 Emergencies within ten to twenty minutes and as soon as possible for Priority 2 and 3 Calls.

In addition to the ETA information (time of ETA callback and ETA provided) the following information is also captured to provide the necessary information for post storm reporting on the Priority 1-3 police/fire trouble calls;

- Date & time of call,
- Location of trouble,
- Nature of the call,
- Priority,
- Time crew assigned,
- Time crew arrived, and
- Time made safe/repaired.

When decentralized to a branch, the Branch Police and Fire Coordinator will capture this information for Priority 1 Emergencies and will attempt to capture as much of this information as possible for Priority 2 and 3 Calls. The Branch Police and Fire Coordinator obtains the ETA for Priority 1 through 3 Calls from the Storm Room and communicates the ETA to the requesting police or fire department via a phone call. If there is a significant change to the ETA subsequent to the initial ETA communication, the Police and Fire Coordinator will call the municipality to communicate the revised ETA. Where operations remain centralized, the Control Center Operator provides ETA information to the municipalities.

When operations are centralized, the information above is documented to meet the Company's annual reporting requirements. The Control Center Operator communicates the ETA to the requesting police or fire department via phone call. If there is a significant change to the ETA subsequent to the initial ETA communication the Control Center Operator will call the municipality to communicate the revised ETA.

Dispatching Resources

Due to the life threatening nature of Priority 1 Emergencies, the Company typically uses the nearest overhead line resources to respond to these. Priority 2 or 3 Calls will be addressed by the next available trained resource. In the event a restoration crew is not available, individuals that are trained in the wires down process are sent to the reported locations to appraise the situation; therefore crews may be dispatched by the Storm Room or Wires Down Room depending on the availability of resources. If the reported wires down is dispatched to a non-overhead line resource and is an electric wire, they will either "make safe" the area by performing cut and clear activity or they will "stand by" until a crew can be dispatched to repair the outage and pick up the wire condition reported.

Wires Down Reported by Customers, Municipals or the General Public

Wires down reported by customers, municipals or the general public are dispatched to a restoration crew. In the event a restoration crew is not available, individuals that are trained in

the wires down process are sent to the reported locations to appraise the situation; therefore crews may be dispatched by the Storm Room or Wires Down Room depending on the availability of resources. If the reported wires down is dispatched to a non-overhead line resource and is an electric wire, they will either “make safe” the area by performing cut and clear activity or they will “stand by” until a crew can be dispatched to repair the outage and pick up the wire condition reported.

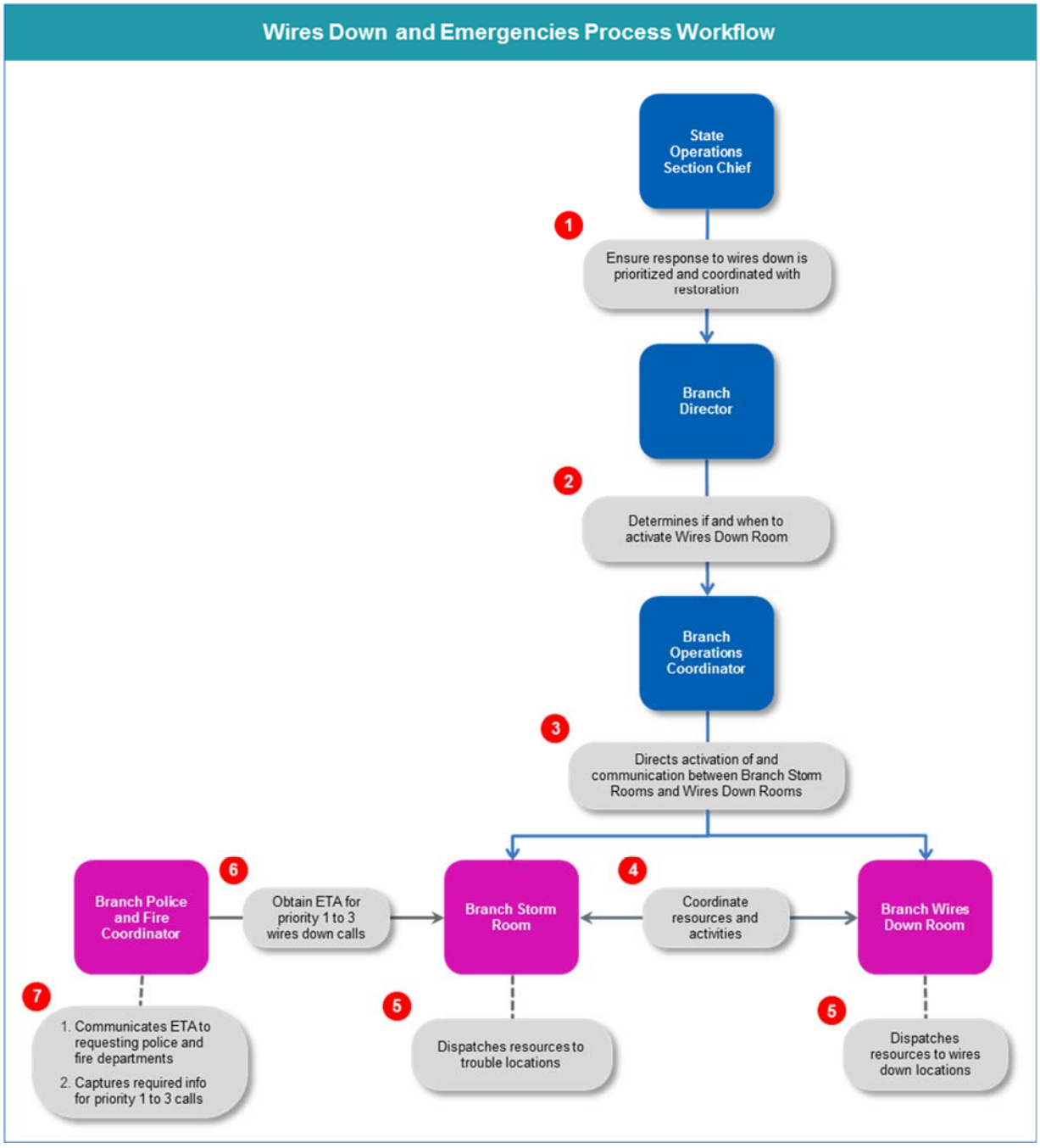


Figure 46: Wires Down and Emergencies Process Workflow

Roles and Activities

14.1.1. State Operations Section Chief

14.1.1.1. Provide objectives to Branch Directors to ensure that response to downed wires are appropriately prioritized and coordinated with restoration.

14.1.2. Branch Director

14.1.2.1. May determine, due to the amount of down wire calls, to implement plans to activate the Wires Down Rooms to support the Branch Storm Room.

14.1.3. Branch Operations Coordinator

14.1.3.1. Directs activation of Branch Storm Rooms and Wires Down Rooms which take over control for dispatching resources in specific geographic areas of the system.

14.1.3.2. Oversees communication and coordination between the Branch Storm Rooms and Wires Down Rooms.

14.1.3.3. Establishes and communicates restoration tactics for the next Operational Period.

14.1.3.4. Establishes communications with the field and sets up regularly scheduled communications to maintain situational awareness covering:

- Daily activities,
- Resources assigned,
- Resource needs,
- Weather conditions at the site,
- Safety constraints,
- Revisions to tactics, and
- Assignment recommendations.

14.1.4. Branch Storm Room

14.1.4.1. When the branches are decentralized the Storm Room dispatches resources to trouble locations including wires down when the Wires Down Room is not activated.

14.1.4.2. Works closely with the Wires Down Room to coordinate restoration activities when both rooms are activated.

14.1.5. Branch Wires Down Room

14.1.5.1. When the branches are decentralized and the Wires Down Room is activated, the Wires Down Room dispatches resources to wires down locations.

14.1.6. Branch Police and Fire Coordinator

14.1.6.1. Obtains the ETA for Priority 1 through 3 Calls from the Storm Room and communicates the ETA to the requesting police or fire department via phone call.

14.1.6.2. Captures required information for Priority 1, 2 and 3 Calls.

14.2. Coordinating Restoration Activities when Decentralized to the Branch

This process describes how the Company conducts restoration when the full ERO is activated and is fully decentralized to the Branch (as covered in Chapter 4.2). The State Incident Commander will determine the extent of the ERO that is activated, which can be comprised of a subset of the organization discussed below.

The Branch Director establishes restoration priorities on distribution lines based the Company's restoration priorities (as covered in Chapter 5 of this ERP) as well as on the info coming in from the Community Liaison or Municipal Room (as covered in Chapter 18) and communicates them to the Branch Operations Coordinator. The Branch Operations Coordinator ensures that restoration activities at the Branch adhere to these priorities. Specifically, the Branch Operations Coordinator oversees the activities of the Storm Room, Contractor Room, Forestry Room and Wires Down Room at the branch and ensures they are coordinating activities with each other and conducting restoration activities based on the priorities established by the Branch Director.

Work tickets are created and work is distributed to the field resources through the respective room, with:

- The Storm Room dispatching and tracking the progress of Company overhead line crews who are overseen by the Overhead Line Supervisor,
- The Contractor Room dispatching and tracking the progress of mutual assistance and contractor line crews who are overseen by the Restoration Crew Supervisor,
- The Forestry Branch Supervisor, who is responsible for dispatching and supervision, including tracking the progress of forestry crews, and
- The Wires Down Room dispatching and tracking the progress of field resources at wires down locations (as covered in Chapter 14.1 of this ERP).

The rooms utilize OMS to ensure that work is issued to the field based on the highest priority. Field supervision is required to maintain records of capital installations for proper accounting following the Emergency, crew safety, quality control, and adherence to Company policies, among other things.

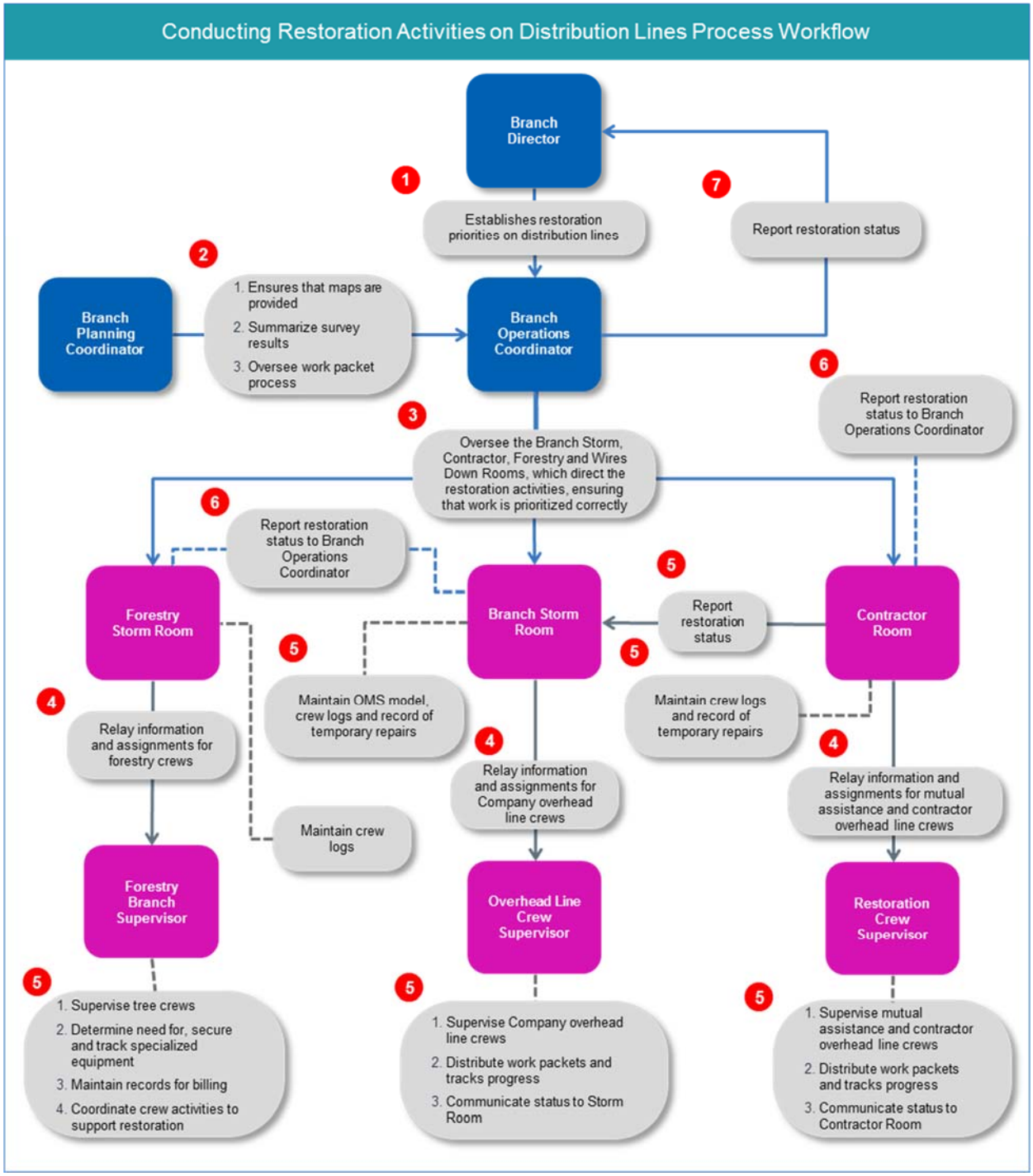


Figure 47: Conducting Restoration Activities on Distribution Lines Process Workflow

Roles and Activities

14.2.1. Branch Director

14.2.1.1. Establishes restoration priorities on distribution lines.

14.2.2. Branch Operations Coordinator

14.2.2.1. Oversees the Branch Storm Room, Contractor Room, Forestry Room and Wires Down Room which direct the restoration activities of Company crews, mutual assistance crews, contractors and support resources.

14.2.2.2. Oversees that work is prioritized based on the priority feeder ranking, customer count, direction from Dispatch Control centers, and direction from Storm Rooms as described in chapter 5 of this ERP.

14.2.2.3. Establishes and communicates restoration tactics for the next Operational Period.

14.2.2.4. Establishes communications with the field and sets up regularly scheduled communications to maintain situational awareness covering:

- Daily activities,
- Resources assigned,
- Resource needs,
- Weather conditions at the site,
- Safety constraints,
- Revisions to tactics, and
- Assignment recommendations.

14.2.2.5. Reports restoration status to the Branch Director.

14.2.2.6. Send any remaining temporary repairs to Inspections Department mailbox so that follow up work can be designed and scheduled as necessary per General Electric Operating Procedure G029.

14.2.3. Storm Room Lead

14.2.3.1. Supervise Storm Room staff as they analyze and dispatch information to overhead line crews and overhead line supervisors.

14.2.3.2. Ensure Storm Room staff maintains a log on crew locations, times, and all information given.

14.2.3.3. Supervises recordkeeping of temporary repairs so that permanent repairs may be completed later. Refer these repairs to the Branch Operations Coordinator at the end of each day.

14.2.3.4. Ensures Storm Room staff maintains the OMS model (ETRs, crew assignments, outage closeout).

14.2.3.5. Reports restoration status to the Branch Operations Coordinator.

14.2.4. Overhead Line Supervisor

14.2.4.1. Supervises Company overhead line crews responsible for restoration of feeders within a given area.

14.2.4.2. Receives restoration assignments through radio dispatcher from the Storm Room.

14.2.4.3. Receives work packets.

14.2.4.4. Notifies the Storm Room of the completion of restoration.

14.2.4.5. Notifies the Storm Room when temporary repairs are needed, the nature of these repairs and location.

14.2.4.6. Reviews completed work packets, noting any related follow up work and records the status and forward to the Storm Room.

14.2.5. Contractor Room Lead

14.2.5.1. Relays information and assignments for mutual assistance and contractor line crews to the Restoration Crew Supervisor.

14.2.5.2. Maintains a log on crew locations, times, and all information given.

14.2.5.3. Makes a record of temporary repairs so that permanent repairs may be completed later. Refer these repairs to the Branch Operations Coordinator at the end of each day.

14.2.5.4. Reports restoration status to the Storm Room.

14.2.5.5. Reports restoration status to the Branch Operations Coordinator.

14.2.6. Restoration Crew Supervisor

14.2.6.1. Supervises mutual assistance and contractor line crews responsible for restoration of feeders within a given area.

14.2.6.2. Receives restoration assignments through radio dispatcher from the Contractor Room.

14.2.6.3. Receives work packets.

14.2.6.4. Notifies the Contractor Room of the completion of restoration.

14.2.6.5. Notifies the Contractor Room when temporary repairs are needed, the nature of these repairs and location.

14.2.6.6. Reviews completed work packets, noting any related follow up work and records the status and forward to the Contractor Room.

14.2.7. Forestry Branch Coordinator

14.2.7.1. Relays information and assignments for forestry crews to the Forestry Crew Supervisor.

14.2.7.2. Maintains a log on crew locations, times, and all information given.

14.2.7.3. Reports restoration status to the Branch Operations Coordinator.

14.2.8. Forestry Branch Supervisor

14.2.8.1. Supervises tree crews responsible for clearing tree conditions on feeders within a given area.

14.2.8.2. Consults with Company Arborists and Branch Director to determine tree crew and specialized equipment needs.

14.2.8.3. Tracks and coordinates all forestry crews and reports this information periodically to the Forestry Room (when activated).

14.2.8.4. Secures, schedules, tracks and coordinates specialized equipment.

14.2.8.5. Maintains through records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.

14.2.8.6. Works with Branch Directors and Transmission Coordinator to create a prioritized list and schedule for patrolling lines and once established contacts the Transmission Unit to have the transmission and distribution lines patrolled by helicopter, if determined to be needed.

14.2.8.7. Coordinates with Overhead Line Supervisors and the Storm Room to assist in the restoration of feeders within a given area upon clearing of tree condition.

14.2.8.8. Coordinates and supervises clean-up of tree conditions after Emergency restoration has been completed. This work shall be kept to a minimum until all major tree work has been completed and shall include the removal of damaged, broken or hanging limbs and trees over or on the conductors following the Emergency.

14.2.9. Branch Planning Coordinator

14.2.9.1. Summarizes survey results for the Branch Operations Coordinator.

14.2.9.2. Ensures that copies of maps are provided as required.

14.2.9.3. Oversees work packet support process.

14.2.9.4. Assists in the operation of the Branch EOC.

14.3. Coordinating Restoration Activities when Decentralized to the Substation

This process describes the activities necessary for the initiation and operation at a Decentralized Substation Restoration Level during Emergencies.

Severe Emergencies, which eliminate the direct interchange of information between the Branch Storm Room and the field or require extremely localized response, may be worked by assigning whole feeders or substation areas to a Decentralized Substation group. The group may consist of necessary supervision, line and tree crews, and support personnel who work independently of Branch Storm Rooms to restore service according to established restoration priorities. The group will be responsible for prioritizing and carrying out restoration activities and may be given controllership of the circuits assigned to them. The group will report to the Decentralized Substation Leader who in turn will report to the Branch Operations Coordinator.

Once damage occurs and feeder lockouts are known, the State Incident Commander with input from the State Planning Section Chief will finalize the allocation of Substation teams to branches based on feedback from the Branch Directors.

The Branch Director with input from the Branch Planning Coordinator and/or Branch Operations Coordinator will assign teams to substations based on initial analysis of outages. These assignments should be communicated to the Storm Room Lead and Wires Down Room Lead as well as the Decentralized Substation Leader to ensure that all are aware of the boundaries of authority.

Communications around the progress of restoration activities being conducted at the substation and any additional needs required of the Substation Group will flow from the Decentralized Substation Leader to the Storm Room, which is overseen by the Branch Operations Coordinator.

When Entering a Substation

When entering a substation follow NG EOP GO22 “Substation Security Entry, Notification and Documentation Requirements” and complete the Substation Restoration Activation Checklist.

Decentralized Operations

As damage assessment results are identified the Substation Team will indicate situational awareness on the master set of feeder prints, such as:

- Switches and fuses that are in abnormal conditions,
- Damage locations,
- Tree conditions,
- Wires down locations,
- Crew work locations,
- Repairs, and
- Cross reference map locations with damage assessment feedback.

It is the Substation Group’s responsibility to maintain the OMS to reflect field conditions, work assignments and progress for the circuits that have been assigned to them.

At least 3 times per day at an interval determined by the Branch Operations Coordinator the Substation Team will report ETRs for outages on circuits assigned to them.

Priority Wires Down will follow the normal decentralized process and be dispatched and logged through the Storm Room or Wires Down organization.

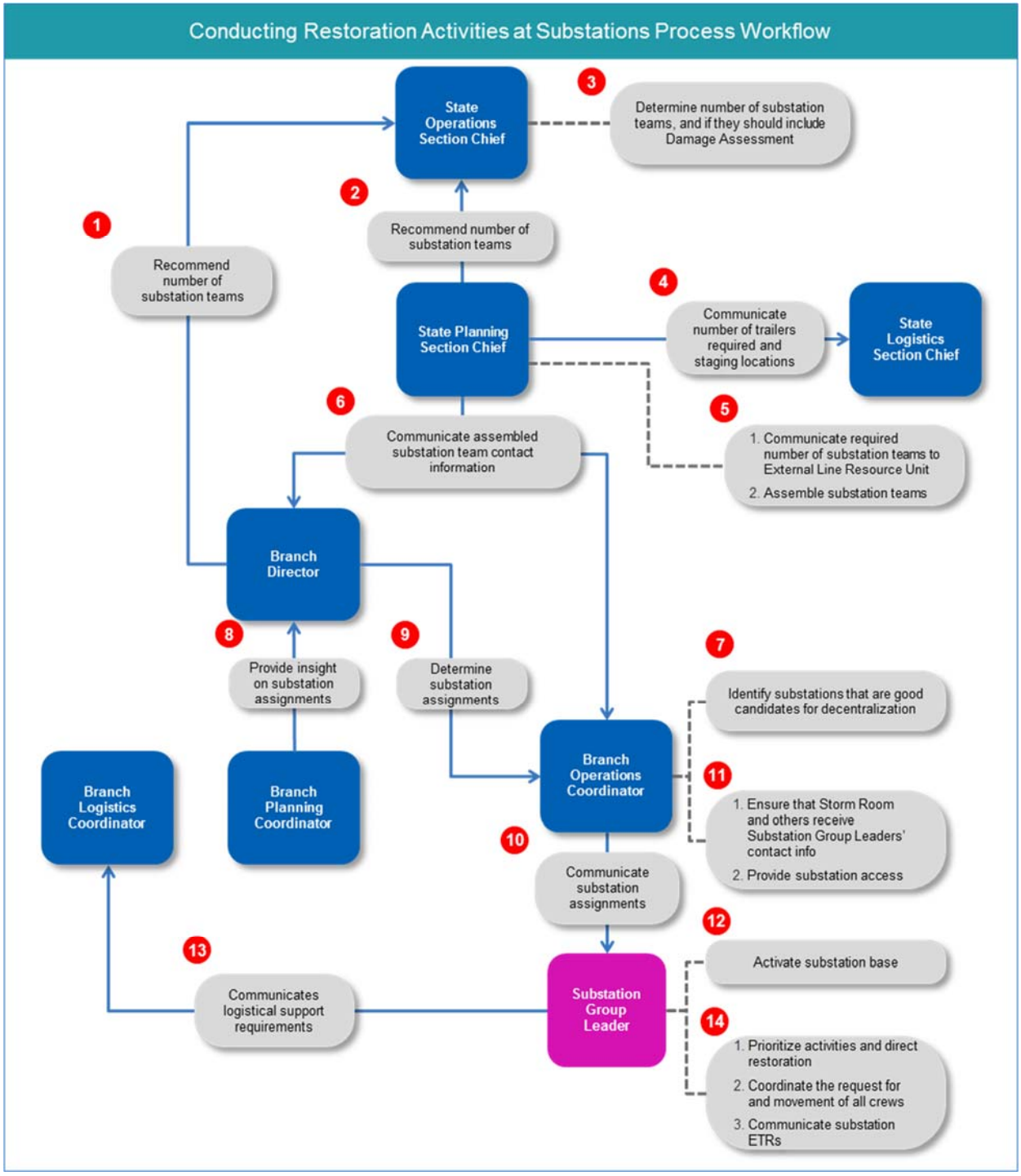


Figure 48: Conducting Restoration Activities at Substations Process Workflow

Roles and Activities

14.3.1. State Operations Section Chief

14.3.1.1. Determine the number of internal and external decentralized substation teams to assemble.

14.3.1.2. Determine if internal decentralized substation teams will include Damage Assessment.

14.3.2. State Planning Section Chief

14.3.2.1. Makes recommendations about the appropriate number of substation teams to the State Operations Section Chief.

14.3.2.2. Communicates the required number of substation teams to the External Line Resource Unit, including the roles that will be required for each of the teams.

14.3.2.3. Communicates the number of substation trailers and appropriate staging locations to the State Logistics Section Chief.

14.3.2.4. Ensures contractor provides crew transfer sheets for each substation team.

14.3.2.5. Assembles substation teams.

14.3.2.6. Works with the Restoration Crew Acquisition, Forestry, and Damage Assessment groups to pair up Restoration Crew Supervisors and forestry personnel with each team.

14.3.2.7. Communicates the assembled teams contact information to the Branch Director and Branch Operations Coordinator.

14.3.3. Branch Director

14.3.3.1. Makes recommendation about appropriate number of substation teams for the Branch to State Incident Commander.

14.3.3.2. Determines substation team assignments.

14.3.4. Branch Operations Coordinator

14.3.4.1. Identifies substations that are good candidates for substation decentralization.

14.3.4.2. Communicates Substation assignments to Decentralized Substation Leader, Restoration Crew Supervisors, Storm Room Lead and Wires Down Room Lead.

14.3.4.3. Ensures that the Storm Room, Branch and State ICS teams receive contact information for Decentralized Substation Leaders.

14.3.4.4. Provides access to the substation.

14.3.4.5. Provides daily objectives to Decentralized Substation Leader and other guidance on restoration prioritization as needed.

14.3.5. Decentralized Substation Leader

14.3.5.1. Activates the substation base.

14.3.5.2. Directs the decentralized restoration effort.

14.3.5.3. Makes all necessary decisions affecting the restoration effort of the decentralized area including mutual aid requirements.

14.3.5.4. Makes initial and subsequent situational evaluations.

14.3.5.5. Maintains understanding of status of controllership.

14.3.5.6. Identifies material lay down area and appropriate meeting locations near substation in the event that there is not adequate parking on-site.

14.3.5.7. Prioritizes the damage and work locations for the most rapid and effective restoration.

14.3.5.8. Determines in which areas Damage Assessments should be conducted and keeps abreast of their status.

14.3.5.9. Coordinates the request for and the movement of all Company and foreign crews, including service crews, for timely restoration and maintains a log of locations to which to send the crews once their current assignment is completed.

14.3.5.10. In coordination with the Branch Storm Room, groups the crews into different work schedules and staggers them for highest productivity.

14.3.5.11. Makes logistical assessment and contacts logistics for timely deliveries of materials from Inventory Management.

14.3.5.12. Arranges for the periodic reporting of present status to the Branch Operations Coordinator or his/her designee for the following:

- Manpower
- Circuit Lockouts
- Personnel attendance
- Restoration assignments through OMS
- Capturing of asset data

14.3.5.13. Oversees prediction of restoration times (ETRs) sufficient for Customer Contact Center use, etc. and provides to Branch Planning Coordinator three times daily or more frequently, as warranted.

14.3.5.14. Delivers any pertinent information from the Branch EOC to the field Supervisor and personnel.

14.3.5.15. Obtains an adequate amount of circuit maps for the crews and Damage Assessors to use.

14.3.5.16. Notifies Restoration Crew Supervisors of crew accommodations when the information is finalized.

14.3.5.17. Arranges for the restoration of station breakers in coordination with the Branch Storm Room, Dispatch & Control, and field supervision.

14.3.5.18. Collects all confirming work order sheets from Restoration Crew Supervisors for submission to the Storm Room Lead.

14.3.5.19. Coordinates with the Control Center, assumes and manages controllership or Personal Red Tags of the substation breakers and feeders.

14.3.6. Branch Planning Coordinator

14.3.6.1. Provides input on appropriate substation assignments based on initial analysis of outage information.

14.3.6.2. Receives substation ETRs from Decentralized Substation Leader on a regular basis.

14.3.7. Branch Logistics Coordinator

14.3.7.1. Consolidates any material or logistical support needs of the Decentralized Substation Leader and ensure they are addressed.

14.3.7.2. Communicates final substation assignments to the State Logistics Section Chief to ensure that trailers are delivered.

14.4. Coordinating Transmission Restoration Activities

The Company does not decentralize transmission operations. The Transmission Network Operations Center is staffed 24 hours each day. During an Emergency, this center will be responsible for communications and the coordination of restoration of the Company's bulk power system interconnections with other utilities, ISO-NE and NMPC. This center is located in Northborough, Massachusetts.

Roles and Activities

There are no ERO roles associated with this process. Rather this process is carried out by the Control Center and the information contained in this section of the ERP is included for informative purposes.

REDACTED

14.5. Coordinating Task Forces

Task Forces consisting of Company and municipal personnel are utilized to clear roads during major Emergencies. They are activated by the Company for Type 1 Events and also typically for Type 2 Events under the direction of the Branch Liaison Coordinator who will ensure the RI DOT and municipalities are notified of the intention to activate Task Forces at least forty-eight hours prior to the anticipated Emergency.

Area Community Liaison Coordinators and Community Liaisons will interact with municipal emergency management agencies, police and/or fire departments to establish Task Forces who then meet at rally points which are typically located at the State Police barracks indicated in Figure 49. Road clearance priorities for the Task Forces are determined by the Area Community Liaison Coordinators from information provided by RI DOT and municipal Department of Public Works officials.

- The RI DOT will state their road clearance needs for interstate and state highways in the towns covered by the State Police barracks as noted in Figure 49 and these will receive the highest priority.
- The collection of municipal DPW officials from the towns covered by the State Police barracks as noted in Figure 49 will work to develop a list of road clearance priorities for all municipal roads in the region.

Task Forces are comprised of the following members:

Title	Number of Personnel in Task Force	Responsibility
Company Community Liaison	One	Team lead to be located at Rhode Island State Police barracks to coordinate with muni DPW Rep from towns
Company Wire Guard	One	Stand by any location that cannot be handled by Task Force
Company Cut & Clear Crews	Two Crews	Handle any secondary clearing issues.
Company Line Crew/Troubleman	Two Crews	Handle any primary clearing issues.
Company Gas Backhoe	Two	Assist in clearing roads as needed with DPW.
DPW Representative	One per town	Prioritize road opening with Community Liaison.
RI DOT & Muni DPW Crews	Varies	Clear roadways after removal of electric facilities.
Company Tree Crews	Varies	Work with Company electric crews to clear facilities and then move on.
RI State Police	One	Traffic Safety

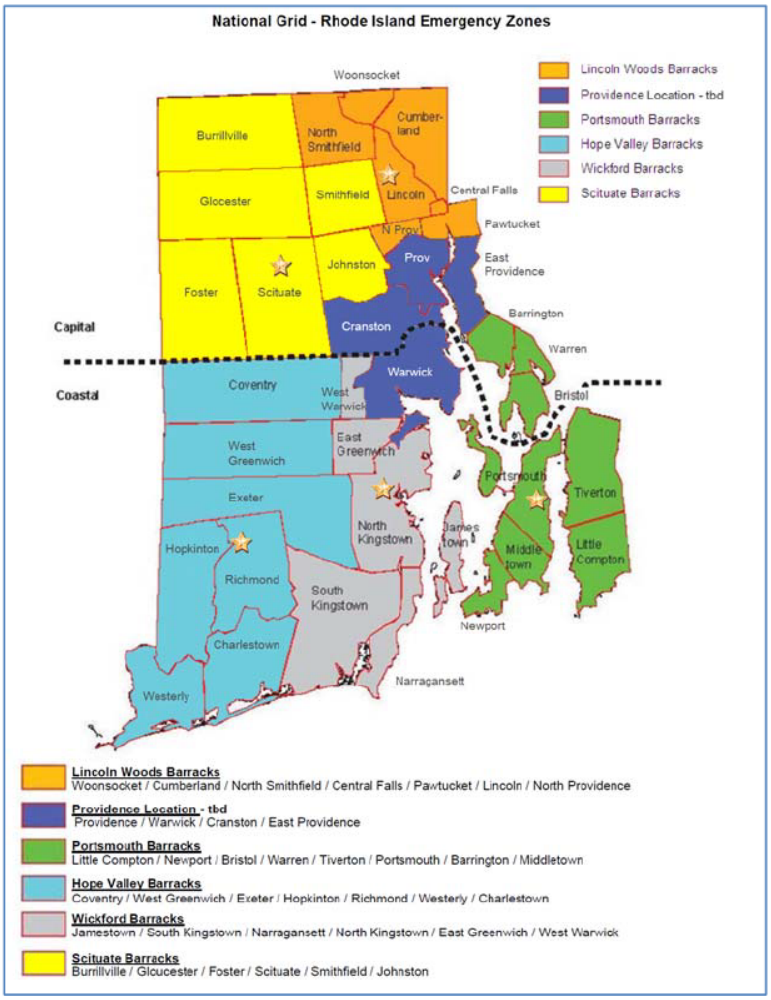


Figure 49: State Police Barracks Used for Task Force Rally Points

As cut and clear operations commence, the Community Liaison will send cut and clear locations back to the Branch Storm Room who will locate the call and close it out in OMS to avoid the duplication of restoration efforts.

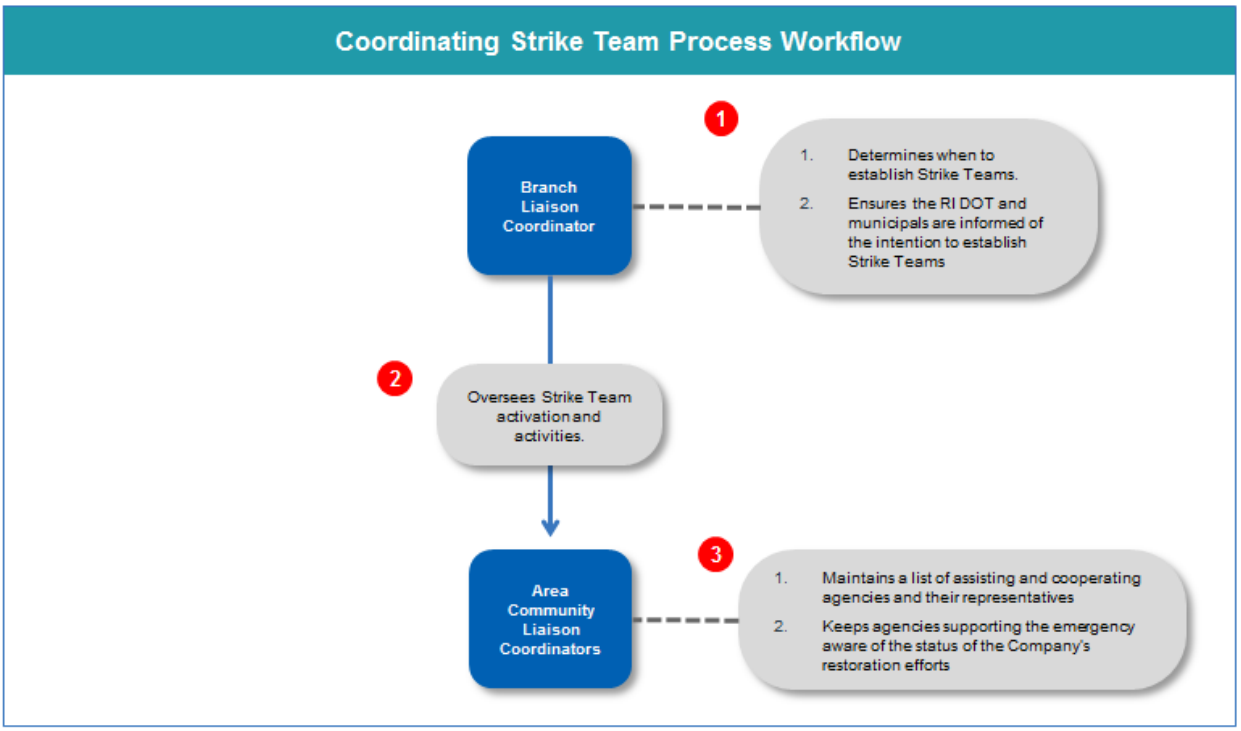


Figure 50: Coordinating Task Force Process Workflow

Roles and Activities

14.5.1. Branch Liaison Coordinator

14.5.1.1. Determines when to establish Task Force during the initial briefing or as more information regarding the extent of damage becomes available, whichever comes first, consult with the Branch Director regarding whether to activate Task Forces.

14.5.1.2. Ensures the RI DOT and municipalities are informed of the intention to activate Task Forces at least 48 hours prior to an anticipated Emergency.

14.5.1.3. Oversees Task Force activation and activities.

14.5.2. Area Community Liaison Coordinators

14.5.2.1. Communicates with municipal emergency management agencies, police and/or fire departments to establish Task Forces.

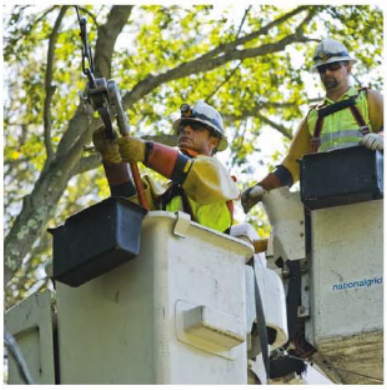
14.5.2.2. Tracks progress and location of company personnel assigned to Task Forces.

14.5.2.3. Communicates to the Branch Storm Room the locations where the Task Forces have performed cut and clear operations to avoid the duplication of work.

REDACTED

nationalgrid

Chapter 15: Developing and Reporting ETRs



15. Developing and Reporting ETRs

Introduction

The Company strives to provide accurate and timely information about the status of restoration and ETRs to the Company and external stakeholders. The purpose of this chapter is to identify the rules that govern the development of ETRs and how this information is communicated.

Figure 51: Developing and Reporting ETRs High Level Overview

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), the mode of operation has been established (as covered in Chapter 13 of this ERP), the number of crews available to restore service has been estimated (as covered in Chapter 6 of this ERP), and relies on the understanding of damage to the Transmission and Distribution Systems developed as a result of Damage Assessment (as covered in Chapter 11 of this ERP) and Service Restoration activities (as covered in Chapter 14 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 51.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

Developing and Reporting ETRs Overview

Providing an accurate ETR improves customer service and provides information required for customers to properly plan for shelter and welfare during Emergencies. This procedure provides minimum expectations of when information will be available and/or provided by the Company in response to Emergencies. The intent is to provide timely and accurate ETRs with as much detail as possible, given the amount of information available at the time.

During Emergencies which are classified as Type 1, 2 or 3 Events, the Company is required to maintain a communications system that customers can access to obtain ETRs. The modes of communication

include telephone via the Customer Contact Center, which is staffed 24 hours a day, website and at least one other form of appropriate media outreach such as broadcast media, text message, social media, etc. ETRs are updated at least three times a day. Such updates must begin upon completion of damage assessment or after the first 24 hours following the beginning of damage assessment, whichever occurs first. The initial ETRs are summarized at a branch and global level. From this time on the best available ETR will continue to be communicated. As resources are assigned and more information becomes available the Company will refine the specificity of ETRs to the breaker, main line, fused tap, transformer, and single customer levels. This time frame for refinement of ETRs may vary significantly depending on complexity and severity.

The Damage Assessment Branch Manager will provide a summary of the survey results to the Branch Planning Coordinator in a manner to determine the estimated hours of work to complete the restoration and ETR for the branch.

15.1. Developing and Reporting ETRs

Under normal Operating Conditions, the Company's OMS operates under "Blue Sky ETR Rules." Under Blue Sky ETR Rules, default estimated restoration times are automatically assigned to outages as they occur based on device type and historical restoration times. These times are then refined as outages are assigned or additional information about actual work involved in repairing the outage becomes known. These rules generally assume that there are adequate resources to address outages as they occur.

During localized high activity periods, the Control Center can request activation of "Storm ETR Rules." Storm ETR Rules function in the same manner as Blue Sky ETR Rules; however these rules generally reflect the additional time required to restore power when the number of active outages is large.

During larger Emergencies, the number of active outages or downed wires may be significantly larger than the number of resources available to address them. In these situations, it becomes necessary to manually triage outages by device type and geography. In such instances, custom rules must be created to assign ETRs to outages as they occur. These custom rules are primarily driven by damage assessment, available resources, OMS data and transmission line status.

During Emergencies where the ERO organization has been activated, it is the responsibility of the State Planning Section Chief to determine which type of ETR rules best applies to the situation at hand, as well as the timeframe to put them into effect and which geographical areas will require modified rules. This decision should be considered during the Pre-Event Stage whenever possible.

Chapter 11.1, "Coordinating and Carrying Out (Damage Assessment) Field Activities," provides a detailed accounting of how the damage assessment is conducted and how that information is used to develop ETRs. In general, the information gathered during the distribution mainline survey, in conjunction with available and projected resources, OMS data, Priority calls, and customer calls allows the Company to generate branch, global and customer-specific ETRs with

high confidence when isolated pockets of outages remain. ETR updates shall begin upon completion of damage assessment or after the first 24 hours following the beginning of damage assessment, whichever comes first.

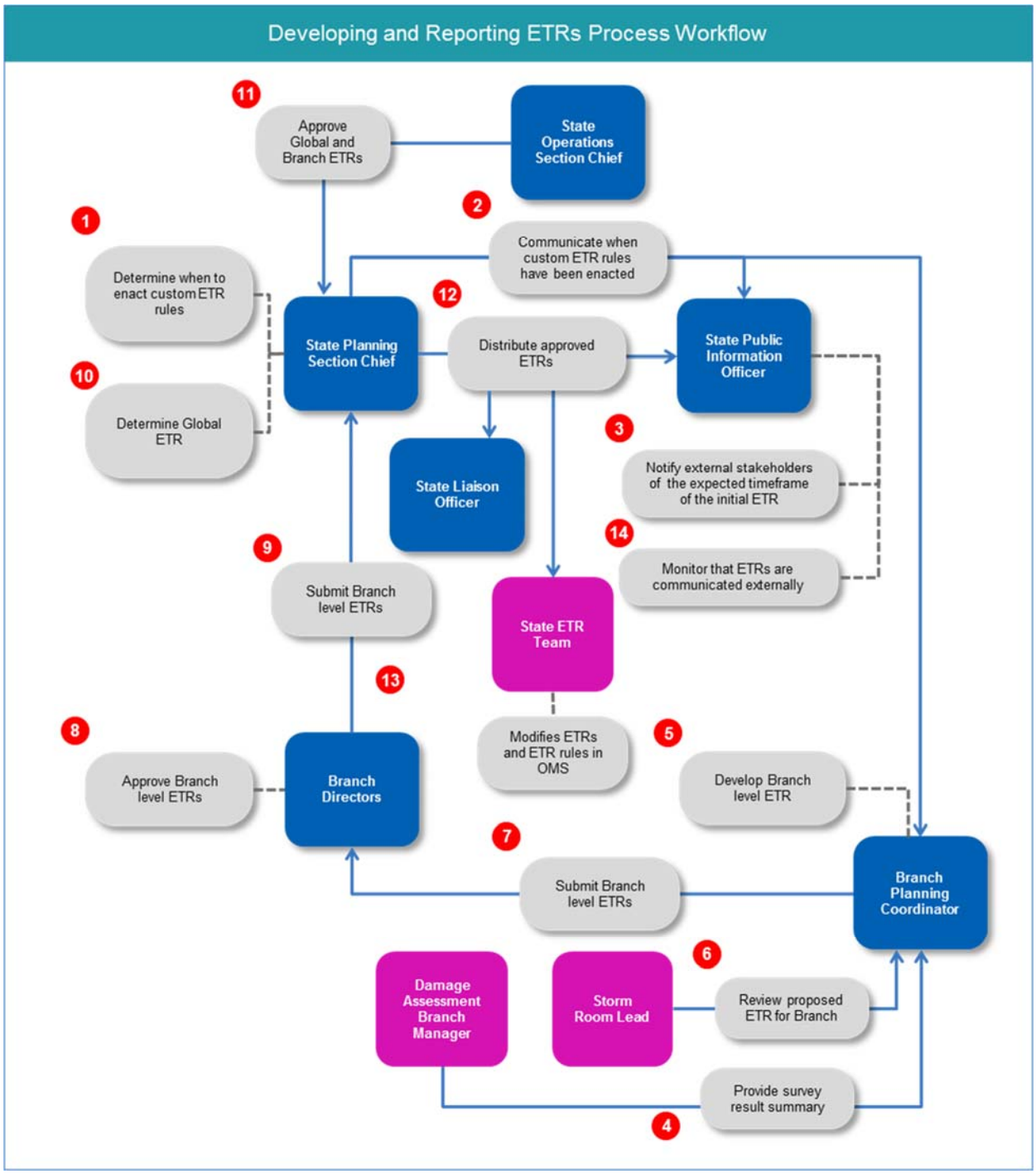


Figure 52: Developing and Reporting ETRs Process Workflow

Roles and Activities

15.1.1. State Operations Section Chief

15.1.1.1. Approves Global ETRs and provides final approval of Branch Level ETRs for public distribution during the Emergency.

15.1.2. State Public Information Officer

15.1.2.1. Notifies appropriate Jurisdictional Presidents and leads notification of regulators, public officials and media outlets of the expected timeframe for the initial ETR.

15.1.2.2. Monitors that ETRs are communicated via telephone, website and at least one other form of appropriate media outreach.

15.1.3. State Planning Section Chief

15.1.3.1. Determines when it is necessary to enact custom ETR rules and notifies the Branch Planning Coordinators in the affected branches, and the State Public Information Officer of the following during the Pre-Event Stage, when practical:

- The time that Damage Assessment begins or is expected to begin.
- The time that the first ETR update is expected to be due. (No later than upon completion of Damage Assessment or 24 hours from the beginning of the Damage Assessment, whichever comes first.)
- The reporting period for subsequent reports (minimum 3x per day).
- Time that Blue Sky or Storm ETR Rules will be turned off.

15.1.3.2. Determines a global ETR based on feedback from the branches, obtains ETR approval from the State Incident Commander, and distributes approved ETRs to the State ETR Team and State Public Information Officer.

15.1.4. State ETR Team

15.1.4.1. Modifies ETRs and ETR rules in OMS.

15.1.4.2. Deletes any existing automatic ETRs that may remain in the system during the time period after automatic ETRs are disabled and Custom ETRs are input into the system so that they are not reported publicly in error.

15.1.5. Branch Director

15.1.5.1. Approves Branch Level ETRs prior to submission to the State Planning Section Chief during the Service Restoration Stage.

15.1.6. Storm Room Lead (or Control Center Representative)

15.1.6.1. Meets with the Branch Planning Coordinator to review the proposed ETRs for the Branch prior to submission to Branch Director for approval.

15.1.7. Branch Planning Coordinator

15.1.7.1. Receives from the State Planning Section Chief:

- The time that Damage Assessment begins or is expected to begin.
- The time that the first Branch ETR update is expected to be due. (No later than upon completion of Damage Assessment or 24 hours from the beginning of the Damage Assessment, whichever comes first.)
- The reporting period for subsequent reports (minimum 3x per day).
- Time that Blue Sky or Storm ETR Rules will be turned off.

15.1.7.2. Evaluates the following information to estimate the time required to repair observed damage and generate a Branch Level ETR three times daily (or more frequently, as warranted). Further refines those ETRs as additional information is known:

- Data collected during the initial and detailed distribution surveys,
- Transmission restoration information,
- Situational reports of available and projected resources,
- OMS customer data,
- Priority calls, and
- Customer calls.

15.1.7.3. Meet with the Storm Room Lead (or Control Center Representative) to review the proposed ETRs for the branch prior to submission to the Branch Director three times daily (or more frequently, as warranted).

15.1.7.4. Obtains approval of Branch ETRs from the Branch Director.

15.1.8. Damage Assessment Branch Manager

15.1.8.1. Provides a summary of the damage assessment survey results to the Branch Planning Coordinator in a manner to determine the estimated hours of work to complete the restoration and ETR for the branch.

REDACTED

nationalgrid

Chapter 16: Internal Communications

16. Internal Communications

Introduction

Effective communications ensure that all restoration and support resources receive and understand a unified message throughout the Emergency so that their actions remain aligned with the objectives of the leadership team. The purpose of this chapter is to describe communications that are carried out in response to an Emergency. This includes the State and Branch Level briefings conducted to plan for and track the Company's restoration progress and share information among ICS Command and General Staff and other broader company communications conducted to disseminate general facts around the Emergency and the Company's response.

Figure 53: Internal Communications High Level Overview

Processes

16.1 Conducting State Level Briefings

16.2 Conducting Branch Level Briefings

16.3 Conducting Broader Company Communications

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), and personnel have been activated to fill the required ICS positions (as covered in Chapter 6 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 53.

There is no interaction with the System Level ERO when carrying out the activities associated with the processes included in this chapter.

16.1. Conducting State Level Briefings

State Level Briefings are led by the State Incident Commander and are conducted to maintain situational awareness and relay the specifics of the Emergency. During these briefings, the State Incident Commander's

direct reports, including State Command and General Staff personnel, will provide status summaries of the activities they oversee. Attendees of these briefings may include a limited subset of: decision makers, people who are expected to provide information relevant to the decision-making process, and/or those who are expected to take immediate action based on the decisions made during pre-event briefings. Not all of these attendees, however, have a formal speaking role. Call attendees and non-decision makers are cascaded the results of the briefings in the form of meeting notes.

Briefings are used to establish strategies and drive changes around objectives for the current and forthcoming Operational Periods. These briefings begin up to three days in advance of an Emergency, when the Emergency is foreseen, and continue through the end of the Emergency to communicate relevant information as required.

As described in the SLP, the State Incident Commander will attend System Level briefings during Emergencies where the System Level is activated. They will provide status updates on State Level activities and make requests for any required System Level support.

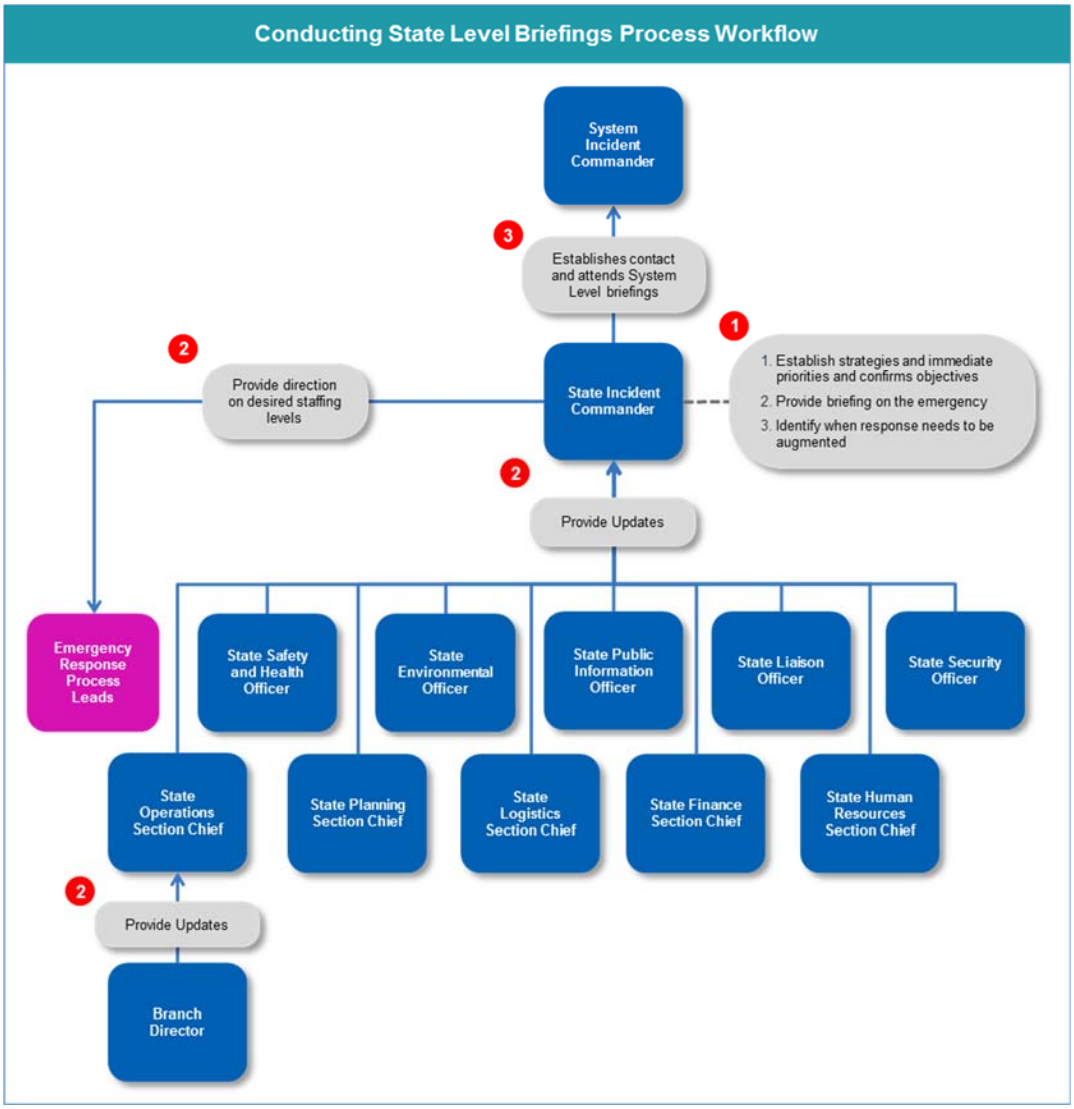


Figure 54: Conducting State Level Briefings Process Workflow

Roles and Activities

16.1.1. State Incident Commander

16.1.1.1. Establishes tactical objectives and immediate priorities for the current Operational Period; defines objectives for the next Operational Period once restoration has commenced.

16.1.1.2. Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These briefings cover, among other things:

- Size and complexity of the Emergency,
- Emergency objectives,
- Agencies/organizations/stakeholders involved,
- Political ramifications,
- Employee or public injuries and safety concerns,
- Environmental concerns,
- Emergency activities and current situation, and
- Special concerns.

16.1.1.3. Identifies operational situation changes that require augmentation/demobilization of resources and revises the level of response activation and communicates it to State Level ICS Command and General staff during an Emergency.

16.1.1.4. Establishes contact with the System Incident Commander (System Level) when applicable.

16.1.1.5. Attends System Level briefings and provides status updates on State Level activities and State level operational objectives and make requests for any required System Level support.

16.1.2. State Safety and Health Officer

16.1.2.1. During State Level briefing, provides an update on any issues with the Safety and Health organization's preparation and activities.

16.1.2.2. During State Level briefing, provides an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the incident, number and severity of injuries, and outside emergency response agencies responding to the incident.

16.1.3. State Environmental Officer

16.1.3.1. During State Level briefing, provides an update on any issues with the Environmental organization's preparation and activities.

16.1.3.2. During State Level briefing, provides an update on any environmental incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.

16.1.4. State Public Information Officer

16.1.4.1. During State Level briefing, provides an update on any concerns issues with the preparation and related activities.

16.1.4.2. During State Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and news clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.

16.1.5. State Liaison Officer

16.1.5.1. During State Level briefing, provides an update on any concerns issues with the preparation and related activities.

16.1.5.2. During State Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the Emergency, and stakeholders' issues and concerns.

16.1.6. State Planning Section Chief

16.1.6.1. During State Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.

16.1.6.2. During State Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.

16.1.7. State Logistics Section Chief

16.1.7.1. During State Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.

16.1.8. State Security Officer

16.1.8.1. During State Level briefing, provides an update on any issues with the Security organization's preparation and activities.

16.1.8.2. During State Level briefing, provides an overview of any security incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities, available security resources, stakeholders' concerns/issues, the status of cooperating agency activities in support of an incident, location of shelters (if utilized), and any evacuation of facilities and assembly areas including results of employee accountability surveys.

16.1.9. State Finance Section Chief

16.1.9.1. During State Level briefing, provides an update on any concerns issues with the preparation and related activities.

16.1.9.2. During State Level briefing, provides an overview of the current disposition of matters related to Emergency response financial activities during the Emergency.

16.1.10. State Human Resources Section Chief

16.1.10.1. During State Level briefing, provides an update on any concerns issues with the preparation and related activities.

16.1.10.2. During State Level briefing, provides an overview of any significant employee or labor issues.

16.1.11. State Operations Section Chief

16.1.11.1. During State Level briefing, provides an update on the Emergency response at the Branch Level including primary and alternate strategies/tactics.

16.1.11.2. During State Level briefing, makes requests for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.)

16.1.12. Branch Director

16.1.12.1. Prior to State Level briefing, provides an update to State Operations Section Chief on the Emergency response at the Branch Level including primary and alternate strategies/tactics.

16.1.12.2. Prior to State Level briefing, communicates requests to State Operations Section Chief for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.).

16.1.13. State Emergency Response Process Leads

16.1.13.1. Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.

16.2. Conducting Branch Level Briefings

Briefings are conducted at the Branch Level to maintain situational awareness and relay the specifics of the Emergency. These briefings will be led by the Branch Director and ICS Command and General Staff personnel will provide status summaries of the activities they oversee that will be used to establish strategies and drive changes around objectives for the current and forthcoming Operational Periods. These briefings begin up to three days in advance of an Emergency, when the Emergency is foreseen, and continue through the end of the Emergency to communicate relevant information as required.

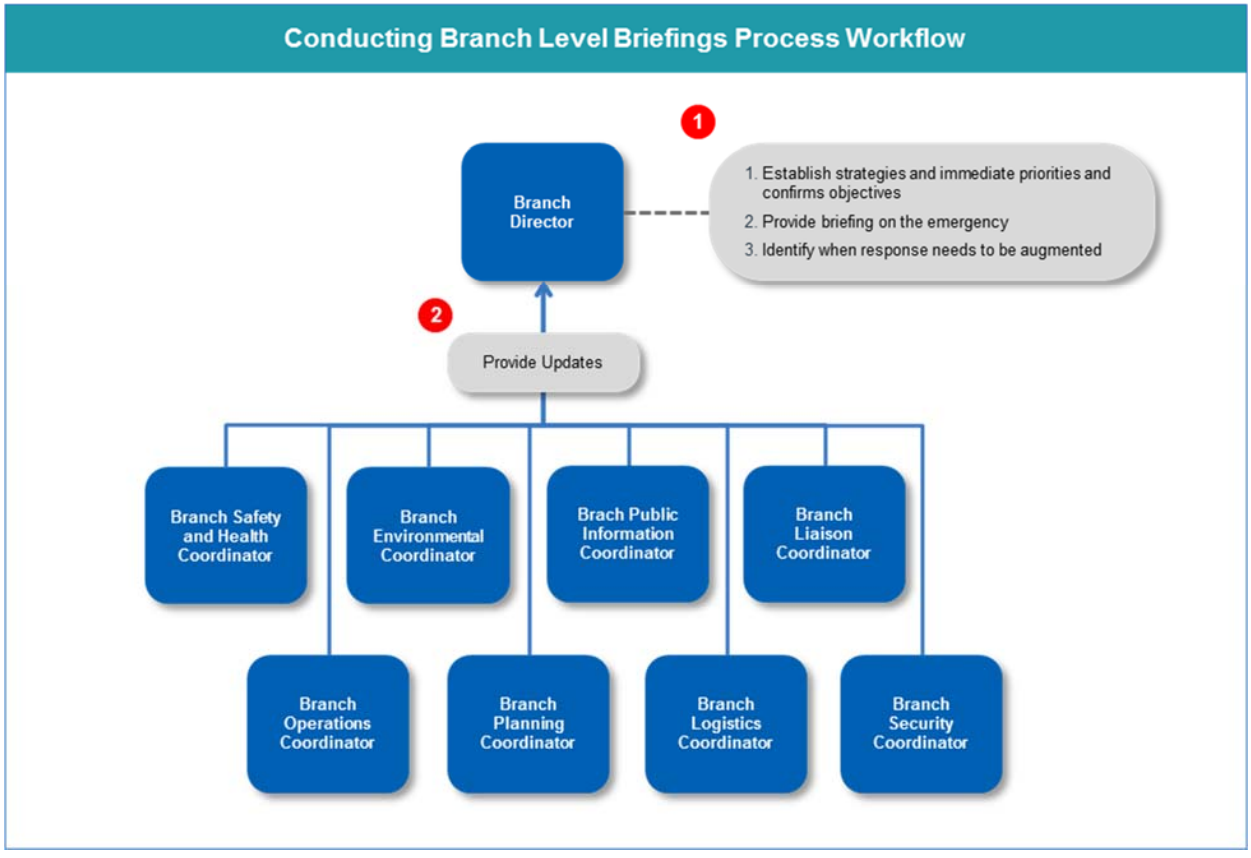


Figure 55: Conducting State Level Briefings Process Workflow

Roles and Activities

16.2.1. Branch Director

16.2.1.1. Establishes operational objectives and immediate priorities for the current Operational Period; defines objectives for the next Operational Period during an Emergency.

16.2.1.2. Sets up and conducts regular briefings with Branch ICS Command and General Staff beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These briefings cover, among other things:

- Emergency objectives,
- Agencies/organizations/stakeholders involved,
- Political ramifications,
- Employee or public injuries and safety concerns,
- Environmental concerns,
- Emergency activities and current situation,
- Special concerns,
- Municipal communications,
- Media relations,
- Internal communications,
- Regulatory communications,
- Government affairs,
- Decentralized operations,
- Outage management,
- Restoration crew management,
- Wires down response,
- Damage assessment,
- Work order close out,
- Logistics,
- Cost tracking, and
- Employee and labor relations.

16.2.1.3. Identifies an operational situation change that requires augmentation/demobilization of resources revises level of response activation and communicates to staff during an Emergency.

16.2.2. Branch Safety and Health Coordinator

16.2.2.1. During Branch Level briefing, provides an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the incident, number and severity of injuries, and outside emergency response agencies responding to the incident.

16.2.3. Branch Environmental Coordinator

16.2.3.1. During Branch Level briefing, provides an update on any environmental incidents that occur during an Emergency including actions being taken to mitigate the incident, number and severity of injuries, and outside emergency response agencies responding to the incident.

16.2.4. Branch Public Information Coordinator

16.2.4.1. During Branch Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.

16.2.5. Branch Liaison Coordinator

16.2.5.1. During Branch Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.

16.2.6. Branch Operations Coordinator

16.2.6.1. During Branch Level briefing, provides feedback on the status of response objectives, recommends strategies and tactics to meet the objectives for the next Operational Period, and provides input into the demobilization plans, future resource needs and the functions of various operational groups.

16.2.6.2. During Branch Level briefing, ensures there is coordination with the Branch Planning Coordinator and obtains from them:

- Alternative strategies and tactics,
- Briefing on the situation, critical/sensitive areas, resource status and availability, and weather, and
- Resource availability.

16.2.7. Branch Planning Coordinator

16.2.7.1. During Branch Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.

16.2.7.2. During Branch Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.

16.2.8. Branch Logistics Coordinator

16.2.8.1. During Branch Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.

16.2.9. Branch Security Coordinator

16.2.9.1. During Branch Level briefing, provides an overview of any security incidents, information on any on-going law enforcement investigations the status of security at the incident site and Company facilities, the status of cooperating agency activities in support of an incident, any evacuation of facilities and assembly areas including results of employee accountability surveys, and the location of shelters, if any, being utilized.

16.3. Conducting Broader Company Communications

Internal Company communications are an important requirement during extended outages. Effective employee communications is a valuable motivational tool, and research indicates that the public frequently contacts field crews and district offices for word of restoration efforts.

Employees will be kept informed during an Emergency via a combination of updates posted to the Company Infonet website, E-mail system, and broadcast telephone messages. The State Public Information Officer will be responsible for implementing the messages when directed by the State Incident Commander. The State Public Information Officer also will handle all video and photo documentation of the Emergency.

When the System Level Plan is activated, the System Public Information Officer is responsible for developing the message while the System Incident Commander retains authority for approving it. Approved messages will be distributed by the System Public Information Officer to Company personnel.

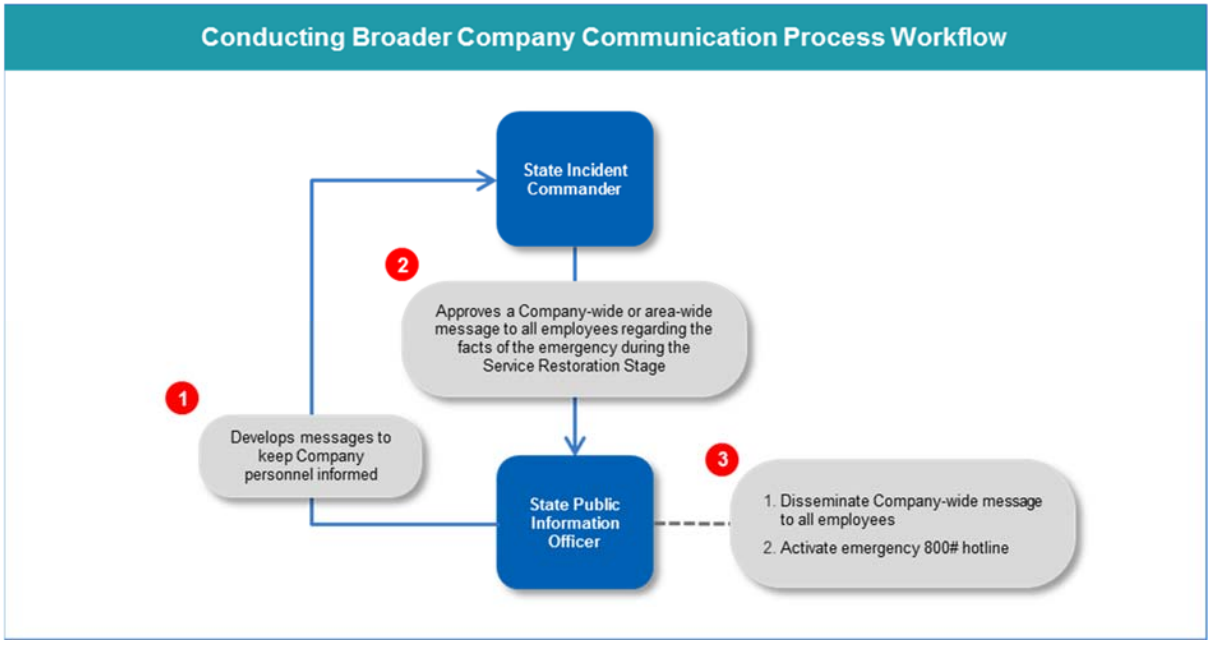


Figure 56: Conducting Broader Company Communications Process Workflow

Roles and Activities

16.3.1. State Incident Commander

16.3.1.1. Approves a Company-wide or area-wide message to all employees regarding the facts of the Emergency during the Service Restoration Stage and works with the State Public Information Officer to develop and disseminate this message; provides periodic updates.

16.3.2. State Public Information Officer

16.3.2.1. Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all employees.

16.3.2.2. Activates the Emergency 800 # hotline as required and records an employee hotline message for each of the Company areas and oversees that the message is updated every four hours, at a minimum, or as information becomes available.

16.3.3. Branch Director

16.3.3.1. Considers posting a branch-wide message to all employees regarding the facts and objectives of the incident and provides periodic updates.

16.3.4. Field Supervisor (e.g. Restoration Crew Supervisor, Overhead Line Supervisor, Forestry Crew Supervisor)

16.3.4.1. Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all direct reports.

REDACTED

nationalgrid

Chapter 17: Public Information Communications

17. Public Information Communications

Introduction

Effective and coordinated public information communications ensure external stakeholders have the knowledge required to make appropriate life safety and business decisions during an Emergency and are paramount to the Company's reputation. This chapter identifies how the Company develops and disseminates consistent information about the Emergency and restoration efforts to external stakeholders.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), and personnel have been activated to fill ICS positions (as covered in Chapter 6 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 57.

When carrying out public information communications activities, issues and decisions may be escalated through the System Level ERO for the Corporate Message Development and Dissemination Controls process.

Processes

17.1 Corporate Message Development and Dissemination Controls

17.2 Coordinating with the Customer Contact Center

17.3 Initiating Communications for Notification of Possible Emergency and Updates

17.4 Communicating with Life Support Customers

17.5 Managing Media Communications and Relations

17.6 Managing Social Media, Web, Digital and Print Communications

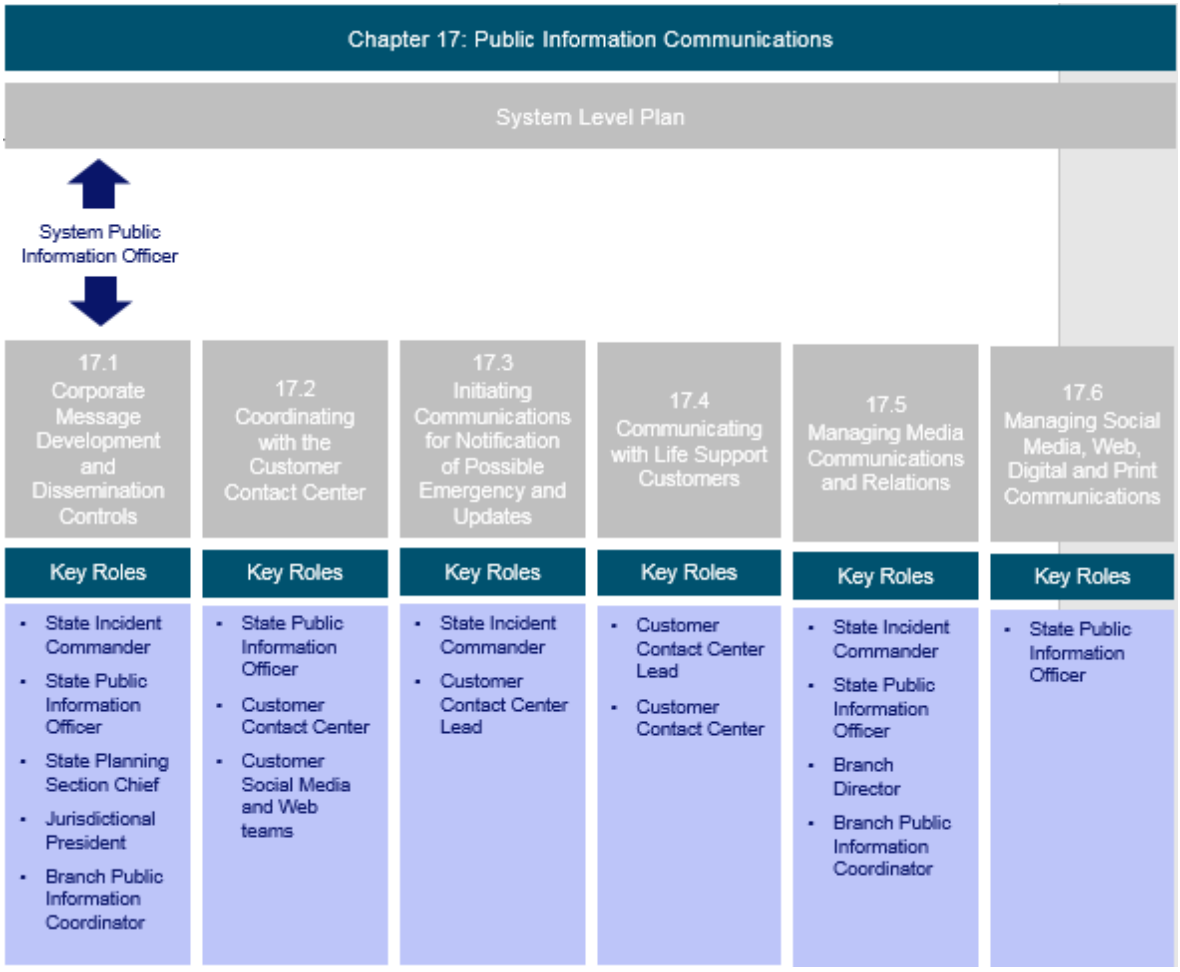


Figure 57: Public Information Communications High Level Overview

The State Public Information Officer is responsible for implementing items within this section of the plan.

17.1. Corporate Message Development and Dissemination Controls

The need for communicating with our customers, general public, news media and local officials is more important during Emergency conditions, such as storms, load-shedding events, and other Emergencies, than at any other time. During an extended power outage, for example, customers without lights or heat can become upset and expect restoration within a few hours after calling the Company. Obviously, this cannot always be accomplished, and often, due to widespread damage to the transmission and/or distribution system, large numbers of customers may be without service for many hours or even days before restoration.

It is important, therefore, that timely and accurate information about restoration efforts be announced as widely as possible and consider the input of the Jurisdictional Presidents. Often, the assurance that Emergency restoration activities are underway may be sufficient to lessen customer concerns.

The development and delivery of consistent corporate message entails gathering pertinent information about the Emergency response effort, maintaining a current stakeholder dissemination list, developing a dissemination plan and schedule, and delivering messages through a multitude of channels.

The State Public Information Officer is responsible for establishing points of contact throughout the Company to gather information about the Emergency response and communicating the information dissemination plan with the Branch Public Information Coordinators. The State Data Center will act as the central data source upon which all communications related to ETRs and other restoration information shall be tied back to.

The State Public Information Officer will coordinate with the State Incident Commander and consider the input of the Jurisdictional Presidents to develop messages to be disseminated to the media, government, community leaders, regulators and employees through various channels including, but not limited to, the Customer Contact Center, press conferences, web and social media, interviews, dedicated press phone lines and the State Liaison Officer. The State Incident Commander maintains ultimate authority for approving information to be released unless the System Level Plan is activated.

When the System Level Plan is activated, the System Public Information Officer is responsible for developing messages while the System Incident Commander retains authority for approving it. Approved messages will be distributed by the System Public Information Officer to the State Public Information Officer and Branch Public Information Coordinator for distribution to personnel at the State and Branch Levels, respectively. The Branch Public Information Coordinator will disseminate these messages to external stakeholders.

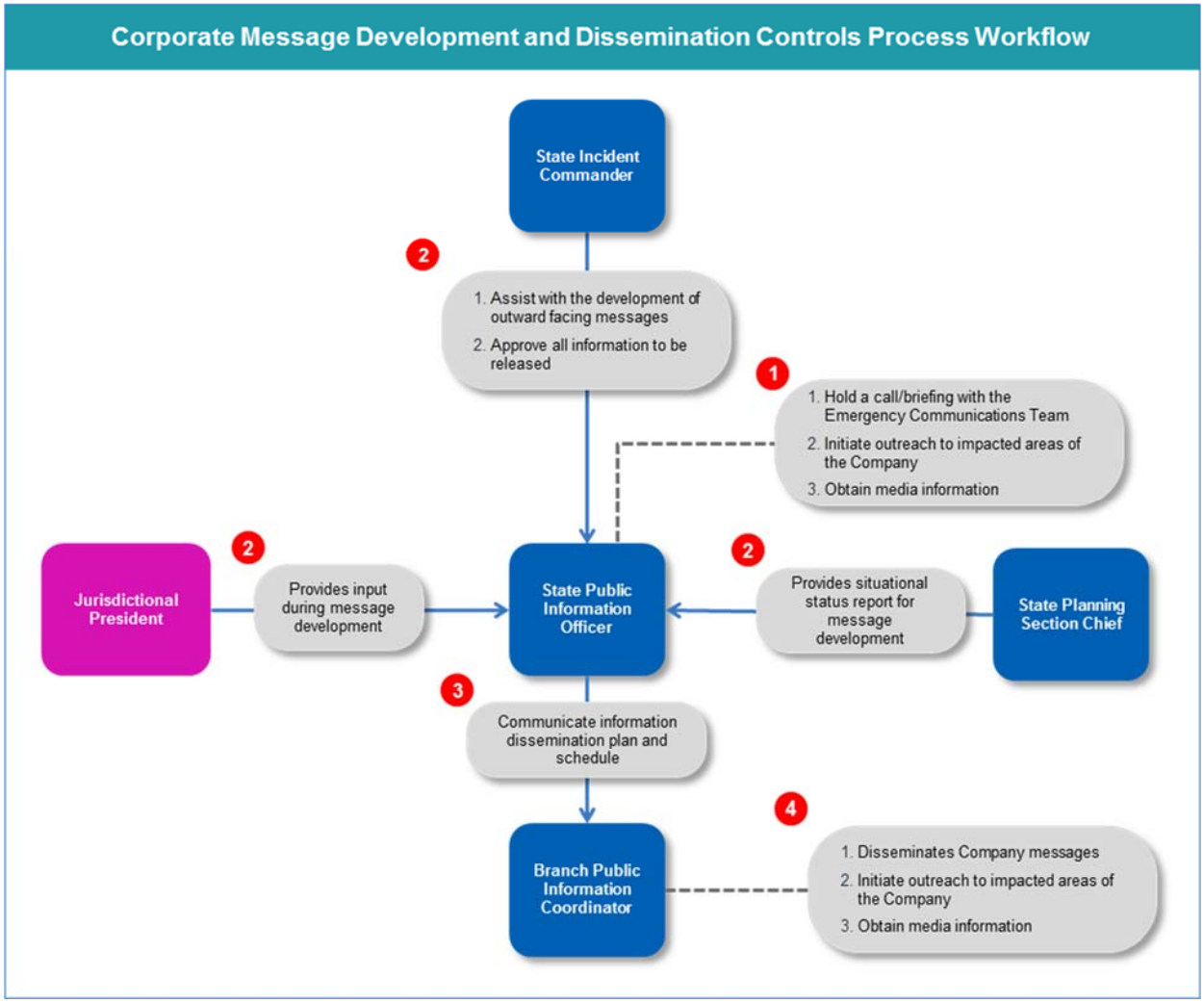


Figure 58: Corporate Message Development and Dissemination Controls Process Workflow

Roles and Activities

17.1.1. State Incident Commander

17.1.1.1. Works with the State Public Information Officer to develop messages and provide approval for all information to be released by the Company.

17.1.2. State Public Information Officer

17.1.2.1. Communicates with the Branch Public Information Coordinator regarding the information dissemination plan and schedule.

17.1.2.2. Holds a call/briefing with the Emergency Communications Team prior to the Emergency, when the Emergency is anticipated, to discuss overall messaging strategy, Pre-Event messages, Internal Communications, Media Communications, Web and Social Media Strategy, Government and Regulatory Relations, and Community and Customer Messaging.

17.1.2.3. Initiates outreach to impacted areas of the Company and establishes communications “points of contact” with Company facility site managers, gas and electric service operators, Human Resources, and Customer Relations to receive periodic updates.

17.1.2.4. Obtains situational status report from the State Planning Section Chief for use in message development.

17.1.2.5. Develops messages in conjunction with the State Incident Commander to be disseminated to the media, government and community leaders, and employees.

17.1.2.6. Obtains approval from the State Incident Commander on all information to be released.

17.1.2.7. Obtains media information that may be useful for planning during the Service Restoration Stage.

17.1.3. State Planning Section Chief

17.1.3.1. Provides situational status report to the State Public Information Officer.

17.1.4. Jurisdictional President

17.1.4.1. Provides input into the Company message that will be disseminated to the media, government and community leaders, and employees.

17.1.5. Branch Public Information Coordinator

17.1.5.1. Communicates with the State Public Information Officer to obtain the information dissemination plan and schedule prior to an Emergency, when practical, and maintains contact as needed throughout the Emergency.

17.1.5.2. Initiates outreach to impacted areas of the Company and establishes communications “points of contact” with Company Electric and Gas Operations, Human Resources, and Customer Relations to receive periodic updates.

17.1.5.3. Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.

17.1.5.4. Obtains media information that may be useful for planning.

17.1.5.5. Periodically meets with the Branch Liaison Coordinator to align messaging and obtains the names and numbers of additional agencies, organizations and stakeholders to be added to the dissemination list.

17.2. Coordinating with the Customer Contact Center

The Customer Contact Center located in Northborough, Massachusetts is able to operate beyond normal conditions and can be operational 24 hours a day for the duration of an Emergency or until full service is restored, whichever occurs last, with sufficient staffing to handle all customer calls.

The Customer Contact Center has the ability to reallocate available telephone lines, allowing for greater customer access during major outages. The Contact Center is also equipped with an Interactive Voice Response (IVR, an automated answering system) that is used to handle Emergency outage calls received on the 1-800 number. The automated system is designed to reroute customers who have indicated that they have an Emergency situation back into the Customer Contact Center queue.

Prior to an anticipated Emergency, the Customer Contact Center Lead, or his/her designee, based on the most recent weather forecast and historical experience, makes resource staffing level decisions, establishes schedules to adequately handle the increased customer call volume, and coordinates additional resources to meet those requirements and answer calls in a timely manner.

Coordinating with the Emergency Response Organization

The Customer Contact Center coordinates with multiple parts of the ERO to gather and disseminate information, including the State Public Information Officer, Community Liaisons, the Municipal Call Room, and Wires Down Room.

The Customer Contact Center Lead and Public Information Officer Team works with the State Public Information Officer to obtain communications that are delivered to customers via the Company website, broadcast messaging system and IVR system (as covered in Chapter 17.3 and 17.6 of this ERP).

1. Estimated Time of Restoration (ETR)

ETR messaging will be managed by the Control Centers and/or activated Storm Center(s) at the direction of the State Incident Commander or designee. ETRs noted in the Customer Service System will reflect edited ETR information within the OMS. ETRs noted in Outage Central will also reflect information within the OMS unless disabled, in which case “Assessing Conditions” will be noted until field information becomes available. ETRs should be populated with the most updated information provided by Field Operations. ETRs will be managed by Branch, Crew Area, Municipality or Device.

2. High Priority Outages

The Director of the Customer Contact Center, or his/her designee, will work with the Community Liaison Managers and Municipal Call Center to gather information about high priority outages to develop consistent messaging for dissemination to Customer Call Center representatives. Information will also be passed to the Community Liaison Managers and the Municipal Call Center if the Customer Contact Center receives information from customers.

3. Wires Down Calls Reported by the General Public

The Customer Contact Center will work with Wires Down Rooms when they are open or, when they are not open, the Storm Rooms to ensure wires down calls that are reported by customers, municipals or the general public (as covered in Chapter 14.1 of this ERP) are being addressed. The Customer Contact Center will code these calls in the Customer Service System for action by the Wires Down Room or Storm Room.

4. Clear Waivers to Restart Service

The Customer Contact Center will work with Dispatch and the Municipal Call Rooms during a large number of outages to clear waivers to restart service if there has been damage to customer equipment. Normally the Company requires an inspection prior to reconnecting service to a customer if their equipment has been serviced by an electrician but will reconnect service prior to the inspection with the understanding that the customer will get the inspection in the coming days (e.g. waive the inspection).

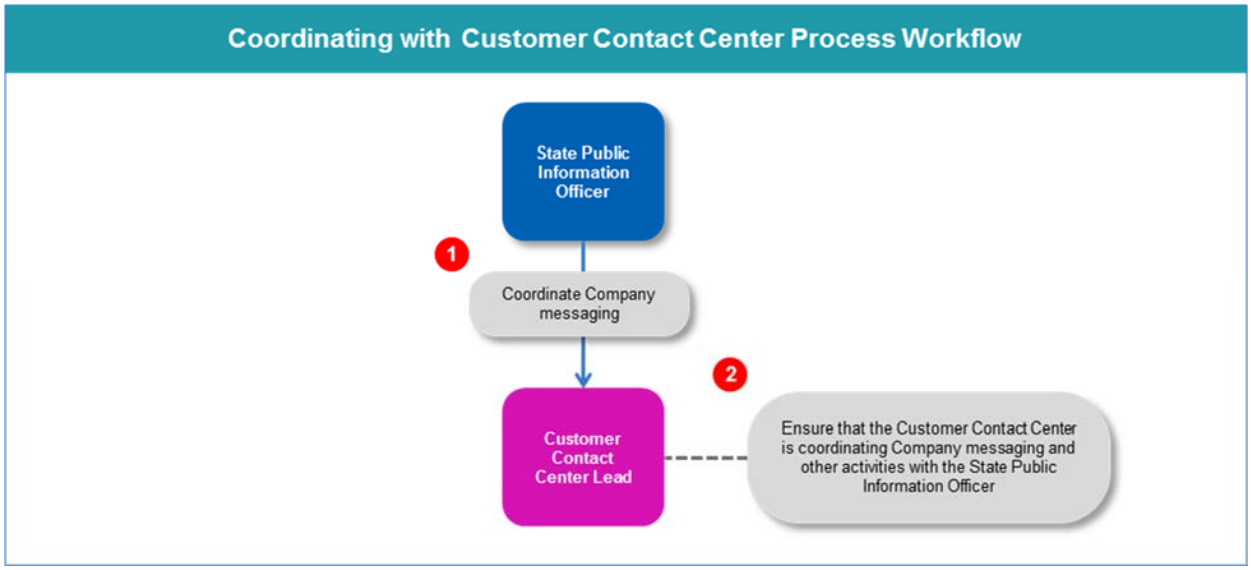


Figure 59: Coordinating with the Customer Contact Center Process Workflow

Roles and Activities

17.2.1. State Public Information Officer

17.2.1.1. Coordinates messaging and other activities with the Customer Contact Center Director.

17.2.2. Customer Contact Center Lead

17.2.2.1. Ensures that the Customer Contact Center is coordinating messaging and other activities across all customer-facing channels with the State Public Information Officer.

17.3. Initiating Communications for Notification of Possible Emergency and Updates

The Customer Contact Center will be responsible for implementing items within this section of the plan and will use messages developed by the State Public Information Officer as appropriate as part of its communications with customers.

1. Broadcast Messaging

The Company has the ability to broadcast outage communications to customers to verify if their power has been restored during a large scale Emergency. The process is a fast, low cost way of determining if services are damaged on the feeders that have been identified as restored in OMS. The decision to activate the messaging will be made by the State Incident Commander or designee.

2. IVR/Public Service Announcements

The Customer Contact Center will create appropriate informational messages on the Customer Contact Center's IVRs if warranted, notifying customers of potential service interruptions due to an Emergency. The Customer Contact Center will also update the IVRs with information regarding restoration times for the affected area, safety information, and Public Service Announcements, to oversee that a unified message is provided to customers.

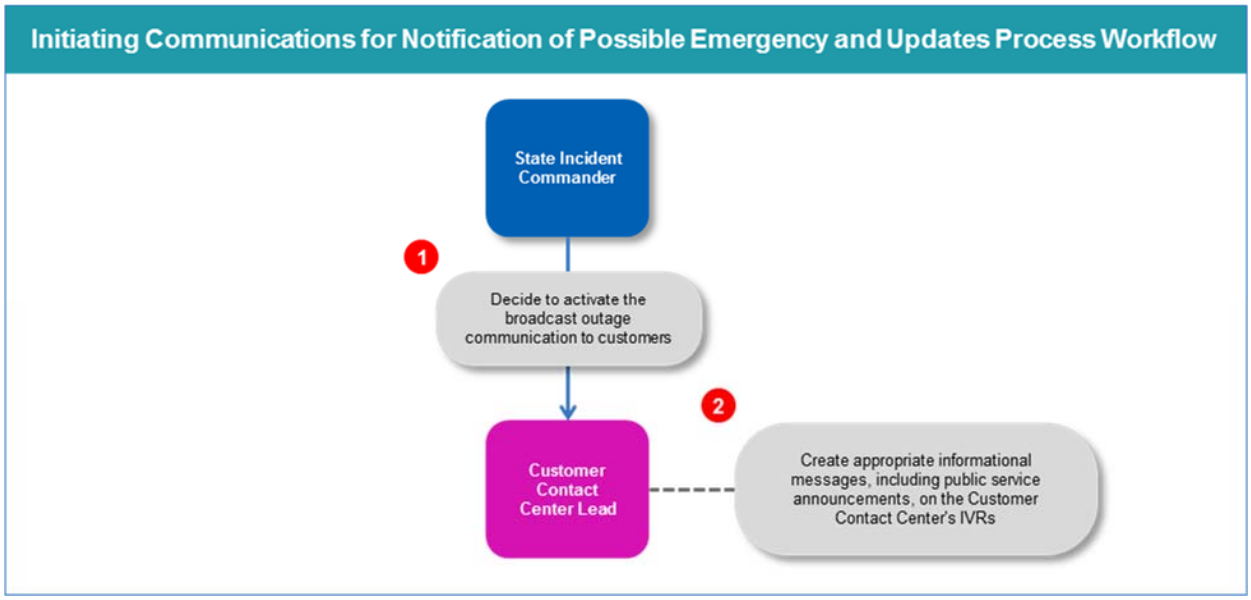


Figure 60: Initiating Communications for Notification of Possible Emergency and Updates

Roles and Activities

17.3.1. State Incident Commander

17.3.1.1. Decides to activate the broadcast outage communication to customers to verify if their power has been restored during a large scale Emergency.

17.3.2. Customer Contact Center Lead

17.3.2.1. Creates appropriate informational messages on the Customer Contact Center's IVRs if warranted, notifying customers of potential service interruptions due to an Emergency.

17.3.2.2. Ensures the Customer Contact Center updates the IVRs with information regarding restoration times for the affected area, safety information, and Public Service Announcements, to oversee that a unified message is provided to customers.

17.4. Communicating with Life Support Customers

Life Support Customers (LSCs) are coded in the Customer Service System as Life Support Outage upon successful completion by the customer of enrollment criteria. This coding allows for a query of LSCs to be run at any time, including before an Emergency. Additionally, a list of all LSCs is extracted monthly from the customer system.[2]

The Customer Contact Center updates its LSC list monthly. When a customer contacts National Grid because medical equipment is used by someone at a premise, National Grid sends a "Notice of Life Sustaining Equipment" form to the customer and requests that the customer complete and return the form. While the account is not coded as Life Support Outage until the customer returns the form, the account's status is coded as pending.

Annually, in May, the Customer Contact Center also includes information in a bill insert asking customers to notify us if an individual in a home uses life support equipment. Customers who are already on National Grid's LSC list renew their LSC status annually through renewal letters and forms sent by the Customer Contact Center.

Any customer that contacts the Customer Contact Center and states they feel they are in a life threatening situation will be advised to call police, fire, or 911. This includes any customer with special needs and the elderly.

The Customer Contact Center Lead will ensure that the Customer Contact Center will attempt to communicate with all LSCs in Rhode Island for those Emergencies anticipated to be classified as Type 1, 2, 3 or 4 Events. During an Emergency the Customer Contact Center will track the status of LSCs utilizing FocalPoint and will attempt to contact on a daily basis any whose service has been impacted by the Emergency to inform them of the scope of the interruption and the restoration forecast. These daily attempts to contact LSCs will continue until their power is restored. If a customer cannot be reached, attempts will be made to make contact at the third party number if that information is available (always leave a message on the answering machine).

[2] As of the effective date of this ERP, this section and related provisions pertaining to LSCs are still under review and therefore are subject to change. Any changes will be communicated in accordance with National Grid's procedures for communicating revisions to its ERP.

Customer Contact Center Representatives are to cover the following “Key Points” when contacting LSCs:

- Identify yourself as calling from the Company,
- If leaving a message on an answering machine, indicate the date and time of your call,
- Provide information concerning potential service interruptions due to an Emergency or provide actual outage and restoration as available, and
- Advise that if the customer feels they are in a life threatening situation, to call police, fire, or 911.

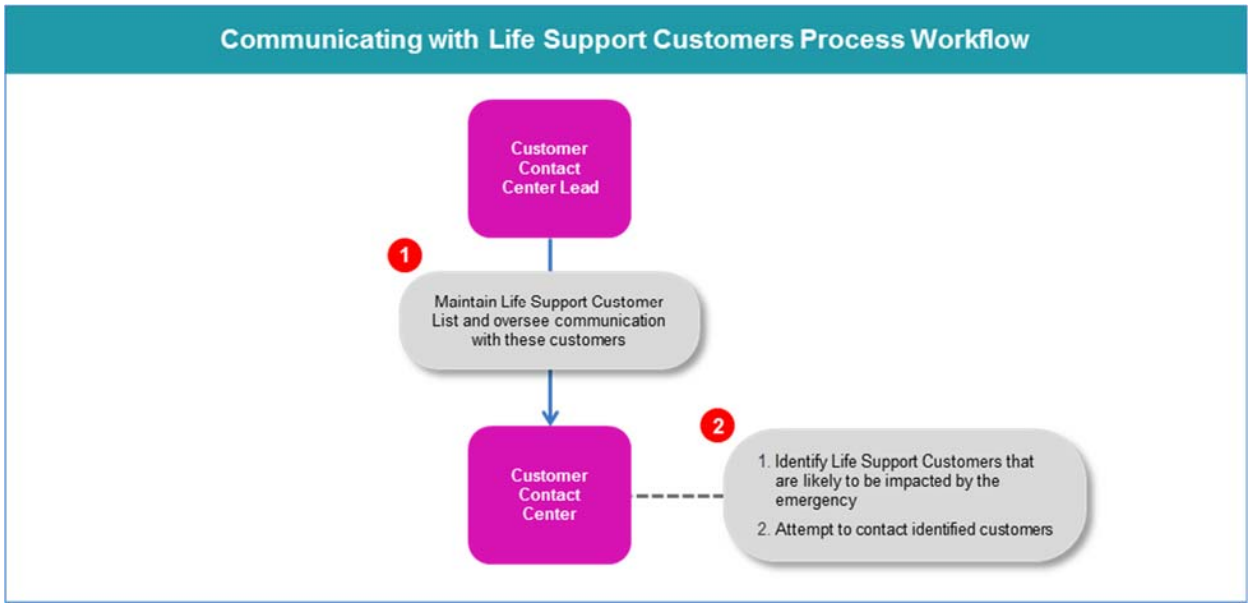


Figure 61: Communicating with Life Support Customers Process Workflow

Roles and Activities

17.4.1. Customer Contact Center Lead

17.4.1.1. Maintains Life Support Customer list.

17.4.1.2. Oversees that the Customer Contact Center will attempt to communicate with LSCs likely to be impacted by an Emergency.

17.4.2. Customer Contact Center

17.4.2.1. Identifies LSCs that are impacted by the Emergency and attempts to contact them to inform them of the scope of the interruption and the restoration forecast.

17.5. Managing Media Communications and Relations

The Company maintains a list of print and broadcast media contact information. The Public Information Officer team (PIO team), supported by other designated spokespeople (including

company executives) as appropriate, will handle all interactions with the media during an Emergency. The PIO team will determine the best means to disseminate information to the press, including news releases, news conferences and teleconferences, interviews, etc.

During Type 1, 2, and 3 Events, the State Public Information Officer will assign PIO Support representatives to communicate directly with the RI EOC in the most affected areas. These representatives will maintain contact with local Branch Public Information Coordinators, PIO Support, and other Company personnel, as required, in the affected areas.

Whenever an electric Emergency is classified as a Type 1, 2, or 3 Event, a subset of the PIO team will be placed on standby for possible deployment to the stricken area to address any localized media relations issues.

News media representatives may be permitted access to facilities in times of Emergency when accompanied by appropriate management personnel. Pre-designated areas within the limits of safety and security will be selected.

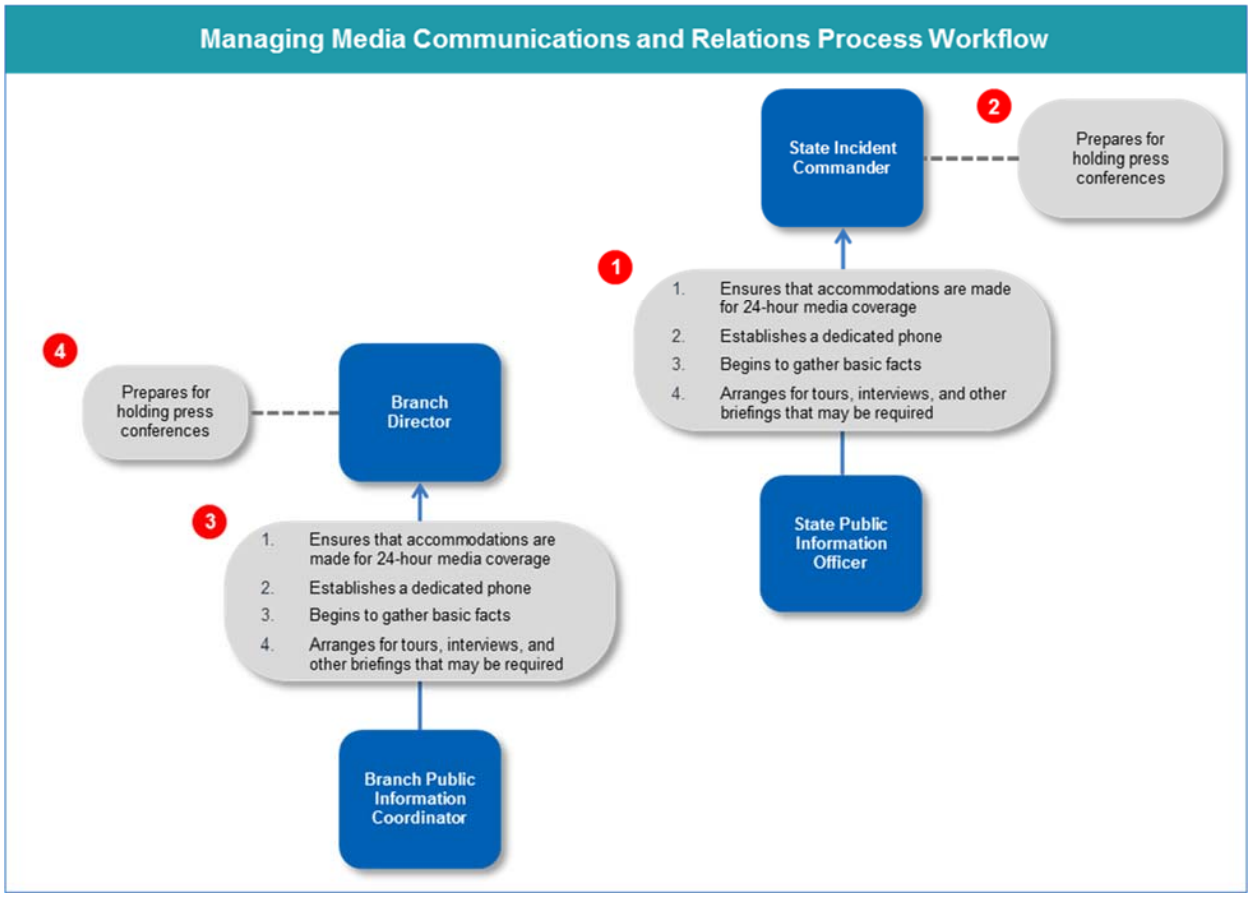


Figure 62: Managing Media Communications and Relations Process Workflow

Roles and Activities

17.5.1. State Incident Commander

17.5.1.1. Prepares for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials.

17.5.2. State Public Information Officer

17.5.2.1. Ensures that accommodations are made for 24-hour media coverage.

17.5.2.2. Establishes a dedicated phone line(s) for inquiries from the press.

17.5.2.3. Begins to gather basic facts about the crisis - who, what, where, and when and use this info to answer inquiries.

17.5.2.4. Arranges for tours, interviews, and other briefings that may be required.

17.5.3. Branch Director

17.5.3.1. Prepares for any required press conferences by working with the Branch Public Information Coordinator to compile the necessary briefing materials.

17.5.4. Branch Public Information Coordinator

17.5.4.1. Arranges for tours, interviews, and other briefings that may be required.

17.5.4.2. Begins to gather basic facts about the crisis - who, what, where and when and use this info to answer inquiries.

17.6. Managing Social Media, Web, Digital and Print Communications

Communication with customers necessitates the use of all available media, including popular media and/or technology. The Company has worked to enhance its existing customer communication channels and uses technology-based channels for customers to communicate with and receive important information from the Company. Currently, the Company is utilizing the following media in communicating with customers:

- Broadcast Text Alerts – The Company will only activate broadcast text message alerts for major Emergencies and updates. At the peak of an Emergency, the Company will not send more than four messages per day. Messaging should be relevant and actionable.
- ETR Update by Text Message – Customers can get the total number of outages for an area and the estimated restoration times. The feed for this information is from the OMS.
- Website and Mobile Device Applications for Outage Reporting – The website and applications allow customers to view the outage map, view area outage summaries, and report or check the status of their outage directly from their mobile device.
- Facebook – The Company maintains a Facebook page where customers can receive information specific to their region.
- YouTube – The Company provides videos on outages and restoration for viewing.
- Twitter – The Company utilizes Twitter to keep customers informed.

- Email Notifications – The Company continues to promote the use of email to communicate with customers during Emergencies.
- Print and Broadcast Outlets – As conditions warrant, the Company may place advertising with print and/or broadcast outlets to convey safety, storm restoration status, projections for service restoration or other Emergency information.

The State Public Information Officer is responsible for development and maintenance of social media communications, providing approved messaging. In addition, he/she will oversee the updating of these applications, where needed, during major Emergencies.

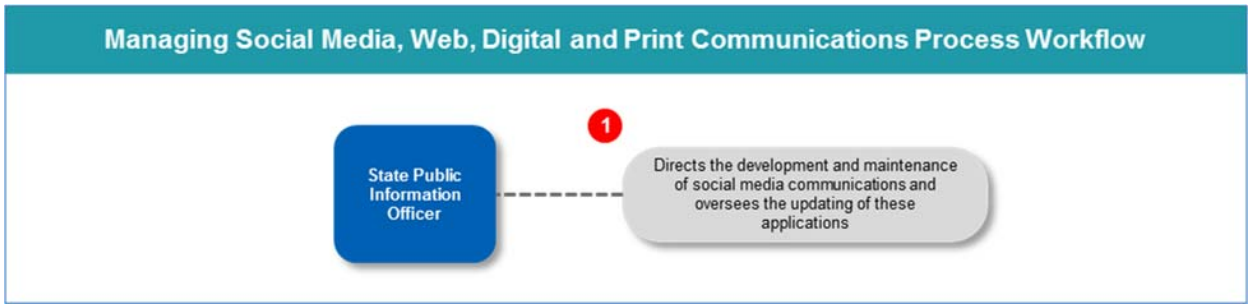


Figure 63: Managing Social Media, Web, Digital and Print Communications Process Workflow

Roles and Activities

17.6.1. State Public Information Officer

17.6.1.1. Directs the development and maintenance of social media, web, digital and print communications, provides messaging approvals, and oversees the updating of these applications, where needed, during major Emergencies.

REDACTED

nationalgrid

Chapter 18: Liaison Interactions

18. Liaison Interactions

Introduction

Emergencies affecting the Company's assets typically require responses from numerous other agencies as well. The Company attempts to coordinate its response with the response of other responding agencies through the use of liaisons. This chapter identifies how the Company interacts and coordinates with outside agencies responding to the Emergency.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), and personnel have been activated to fill ICS positions (as covered in Chapter 6 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 64.

When carrying out liaison interaction activities, issues and decisions may be escalated through the System Level ERO for the following processes:

18.2 Managing State Agency Coordination
18.3 Managing Regulatory Affairs
18.4 Managing Federal Agency Coordination
18.5 Coordinating with Other Responding Agencies

Processes

18.1 Managing Municipal Coordination

18.2 Managing State Agency Coordination

18.3 Managing Regulatory and Government Affairs

18.4 Managing Federal Agency Coordination

18.5 Coordinating with Other Responding Agencies

18.6 Coordinating with Other Utilities

18.7 Coordinating with Other Stakeholders

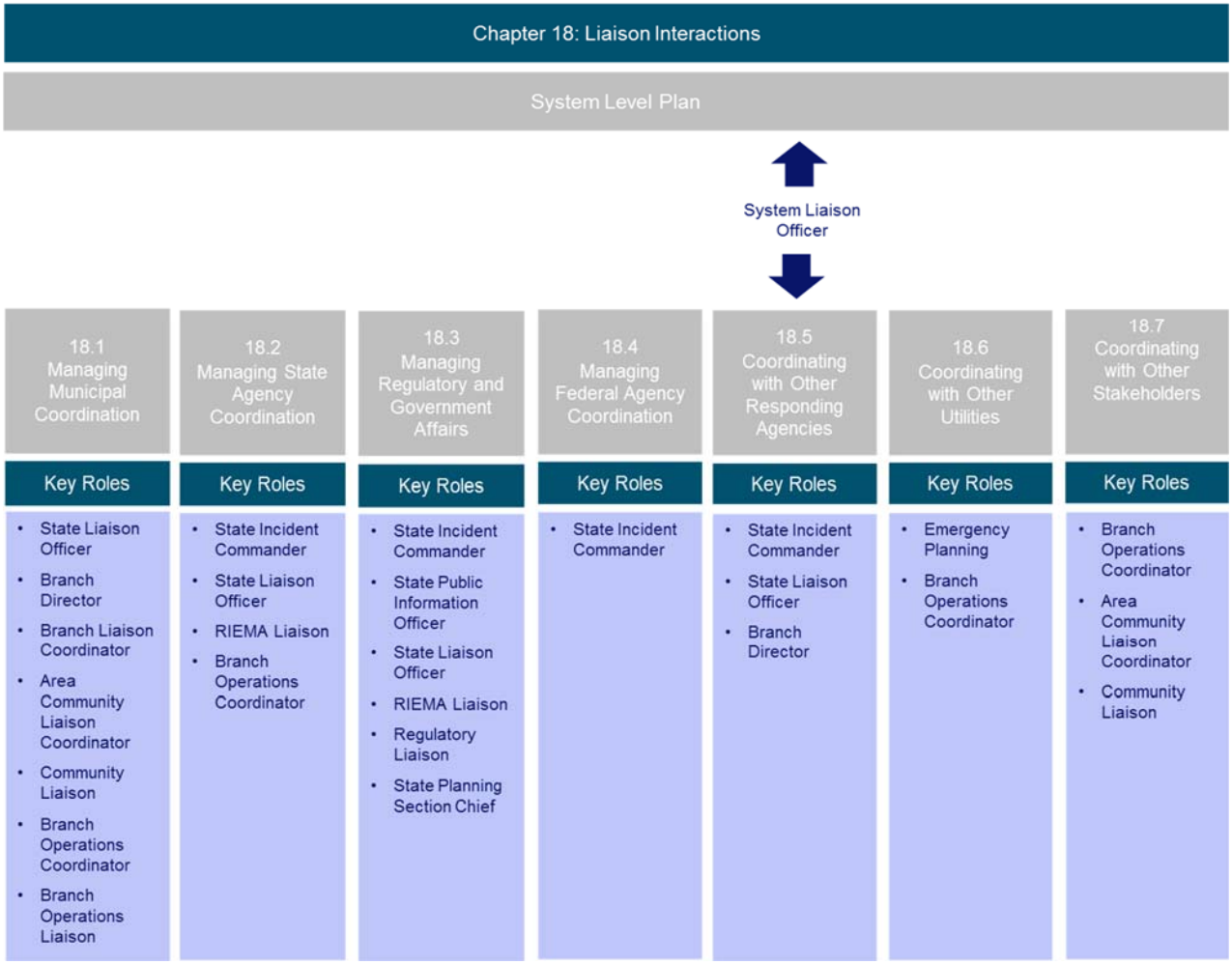


Figure 64: Liaison Interactions High Level Overview

Liaison Interactions Overview

The interactions between the Company and outside agencies responding to an Emergency are handled at both the State and Branch Levels of the Company's ERO.

The State Liaison Officer typically handles the interactions and response coordination with state government agencies and other stakeholders present in the RIEMA EOC. The RIEMA EOC is located in Cranston, RI and is headed by the Director of RIEMA. Other agencies typically represented in the RIEMA EOC include the State Police, National Guard, other utilities, State Department of Transportation, State Department of Health and the RIPUC.

The Branch Liaison Coordinator typically handles the interactions and response coordination with municipal government and other stakeholders present in the Community EOCs. Community EOCs are headed by the town Emergency Management Director, who is often the fire or police chief, and other agencies typically represented in the EOC include town officials, local emergency response organizations and town Public Works. The Company regularly

emphasizes the value of a single point of contact to be utilized within each municipality to streamline communications, establish consistent priorities, and coordinate with the Company.

The only interactions with agencies represented in the RIEMA and Community EOCs not handled by the State Liaison Officer or Branch Liaison Coordinator include interactions with other utilities, which are handled by Emergency Planning and the Branch Operations Coordinator, and interactions with municipal Public Works, which are handled by the Branch Operations Coordinator.

The Company and outside agencies typically communicate information on the availability of response resources, needs and activities being carried out by the outside agency, status updates, and the continuing need for representation in the respective EOC, among others.

Federal agencies may be involved during major Emergencies but would interact with the System Liaison Officer.

18.1. Managing Municipal Coordination

During an Emergency response, the Branch Liaison Coordinator will be responsible for coordinating activities with municipal Emergency Managers, local public safety officials and emergency responders and/or their designees, and Critical Facilities. This coordination can take place via a Municipal Call Center, Municipal Conference Call, or the Community Liaison Program, each of which are described in detail below:

1. The Company may establish a 24-hour Municipal Call Center (“Muni Room”) under the direction of the Branch Liaison Coordinator with a dedicated telephone number(s) for responding to local governmental authority inquiries during Type, 1, 2, or 3 events or at the request of the State Incident Commander for all other Emergencies. The telephone number will only be provided to authorized municipal officials, for their official use, prior to activation of the dedicated line. A minimum of two Company representatives will staff the Muni Room when this telephone number has been activated. If a municipality is concerned over the loss of electrical service to Critical Facilities they should communicate this concern to the Company via this dedicated line. If this dedicated line has not been activated, the municipality should make contact with the Company via their assigned Community & Customer Manager.

2. During a Type 1, 2, and 3 Event, where restoration is not expected to be completed within 48 hours, or at the request of the State Incident Commander, a Municipal Conference Call will be utilized daily until the completion of the restoration effort. Additionally, in extraordinary Emergencies such as load shed scenarios where information on restoration needs to be communicated to community leaders, the Municipal Conference Call will be utilized. The Branch Liaison Coordinator will be responsible for coordinating the call and providing advance notice to the applicable community leaders of the conference call number and time that the conference call will take place. All information to be shared during the conference call will be reviewed with the Branch Director and State Incident Commander prior to the call and available to be

shared with respective state regulatory staffs as necessary. In the event that phone lines are incapacitated, the requirement to conduct this call is waived. Community leaders will acquire information through the state emergency management agencies as is normal operating procedure under ICS.

3. The day to day Community & Customer Manager is the primary liaison between the Company and each municipality, and is established to develop relationships between the Company and municipal officials to better respond to the community needs during a restoration effort. During Type 1 and 2 Events and extended restoration efforts, additional employees who are trained as Community Liaisons are deployed to supplement the Community and Customer Manager.

4. Each community liaison will have access to feeder maps or maps outlining municipal substations and distribution networks and up-to-date customer outage information. In addition the liaison will have the key contact, facility and other municipal information to facilitate communications. During an Emergency, the Company shall provide each community liaison with three times daily customer outage report updates for the liaison's respective city or town. The community liaison shall utilize the maps and outage reports to respond to inquiries from state and local officials and relevant regulatory agencies.

In addition to the methods described above to coordinate with municipalities, the Company can deploy its Mobile Emergency Operations Center (MEOC) and Community Assistance Vehicles (CAVs) to heavily damaged areas, as necessary. The MEOC and CAVs have capabilities such as phone charging, internet access, and radios (MEOC only) and are typically utilized for community and customer engagement. The decision to deploy the MEOC and CAVs lies with the System Liaison Officer.

Advanced Planning and Training

On an annual basis (during Blue Sky operations), the Company will conduct activities to ensure coordination with the proper authorities during an Emergency. These activities include conducting planning and training, distributing the ERP and maintaining a list of Emergency contact information for local officials and Emergency response personnel.

1. Conducting Annual Meetings

Community & Customer Management will work closely with Emergency Planning in conducting at least one annual Government/Public Safety Official Meeting between May 15th and November 31st of each year. The invitee list includes the following agencies/persons in each city and town which the Company serves:

- Appropriate local elected and appointed officials (to ensure the effective and efficient flow of information between the Company and local elected and appointed officials during an Emergency),
- State and local public safety officials (to ensure the effective and efficient coordination between the Company and local public safety officials during an Emergency and to review Company policies and procedures that will identify the service locations of its

LSCs and refer all requests by LSCs and other special needs customers to public safety officials for response),
- Regulatory agencies,
- RIEMA, and
- State emergency responders.

In addition to the Government/Public Safety Official Meeting, the Company will meet annually with tree wardens or appropriate officials of each of the cities and towns in which it provides service, to ensure the effective and efficient coordination between the Company and the city or town regarding the Company's annual forestry practices and the Company's response during an Emergency.

The Company shall provide advanced notice of these annual meetings no less than 30 days prior to the meeting including an agenda and presentation materials to maximize participation.

In addition, Community & Customer Management will submit to Emergency Planning a report from the Government/Public Safety Official Meeting that includes the following information:

- Invitees and their job titles,
- Attendees and their job titles,
- Agenda,
- All presentation materials,
- Meeting minutes,
- Action items that result from the meeting, and
- Status of each identified action item.

2. Distribution of Emergency Response Plan

On or before October 1st of each year, or more frequently as required by new municipal employees, every city or town shall provide the Community and Customer Manager and RIEMA the name of the Emergency management official or designee responsible for coordinating the Emergency response during storm restoration. If a municipality does not have a designated Emergency management official, the chief municipal officer shall designate one public safety official responsible for said Emergency response.

3. Contact Information

The Company will maintain lists of contact persons for Emergencies with names, titles, addresses, phone numbers and other pertinent data as appropriate.

- The Company will maintain lists of personnel and entities for Emergencies which will include state and local public officials, and Emergency management personnel.
- The Company will maintain lists of contact persons for facilities which are jointly considered critical to both the community and the Company. These facilities are typically engaged in providing services essential to the health and safety of the community, and where the loss of electrical service would interrupt vital services to the public, e.g., hospitals, nursing homes, key municipal facilities, sewage treatment plants, military installations, and public transportation.

- The Community & Customer Management group will distribute the existing Critical Facilities lists to the Municipalities to solicit updates and confirm the contact information. This contact information will include titles, addresses, phone numbers, and other pertinent data as appropriate and will be maintained by Community & Customer Management. During an Emergency, this list is used to identify and align restoration with the predefined life-safety priorities of the community.

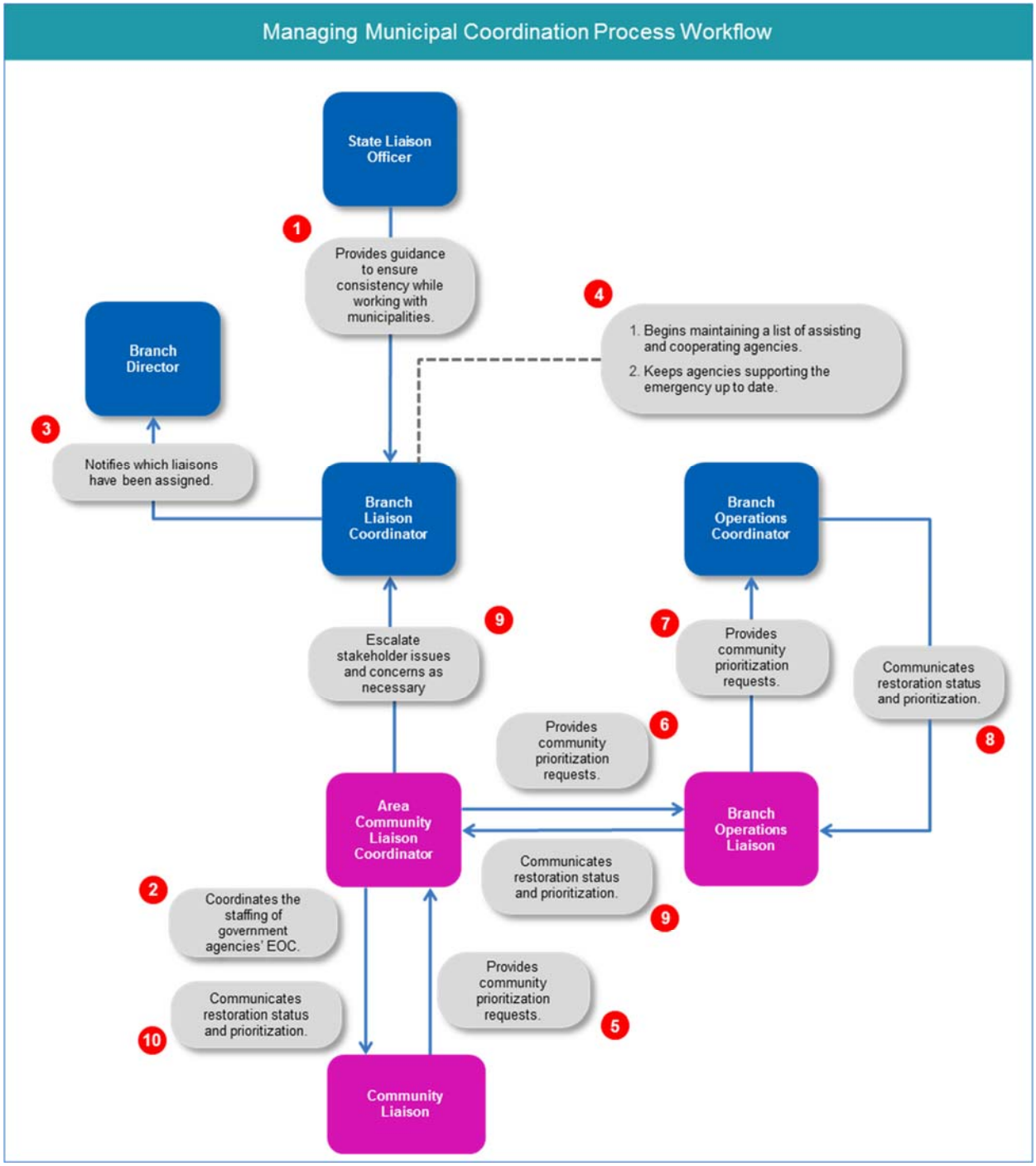


Figure 65: Managing Municipal Coordination Process Workflow

Roles and Activities

18.1.1. State Liaison Officer

18.1.1.1. Provides guidance to the Branch Liaison Coordinators to ensure consistency while working with municipalities.

18.1.2. Branch Director

18.1.2.1. Considers health and safety-related prioritization requests from the Municipal Room or Community Liaisons and incorporates them into the restoration plan in order to align the restoration priorities of the branch with the health and safety needs of the community.

18.1.3. Branch Liaison Coordinator

18.1.3.1. Assigns an Area Community Liaison Coordinator to manage the assignment of Community Liaisons when directed to do so by the Branch Director.

18.1.3.2. Ensures Area Community Liaison Coordinator maintains a list of assisting and cooperating agencies and their representatives and confirms contact information of local Emergency Management Personnel.

18.1.3.3. Receive updates from Area Community Liaison Coordinator about any issues that need escalation and provides guidance on resolution.

18.1.3.4. Notify municipalities of dedicated municipal room contact numbers, community liaison deployment, and municipal conference call information.

18.1.4. Area Community Liaison Coordinator

18.1.4.1. Coordinates assignment of Community Liaisons to towns when directed to do so by the Branch Liaison Coordinator.

18.1.4.2. Begins maintaining a list of assisting and cooperating agencies and their representatives and confirms contact information of local Emergency Management Personnel.

18.1.4.3. Reports community restoration priority requests to the Branch Operations Liaison.

18.1.4.4. Communicates the restoration status of municipal requests to the Community Liaison so that they can communicate effectively and in a timely manner with municipal stakeholders.

18.1.5. Community Liaison

18.1.5.1. Contacts the assigned Emergency Management Director of the individual community as forecasts for an impending weather Emergency become more certain.

18.1.5.2. When directed to do so by the Area Community Liaison Coordinator, reports to the Emergency Management Director of the individual community and provides assistance in the prioritization of work and communication of municipal priorities to maintain public safety and to facilitate the restoration of electric service to the assigned community.

18.1.5.3. Keep agencies supporting the Emergency aware of the Emergency status, including:

- Identification of a contact person/supervisor for each agency/stakeholder,
- Discussion of the Emergency and plans for restoration, and
- Information on various resources and support services available to the agencies/stakeholders.

18.1.5.4. Reports community restoration priority requests to the Area Community Liaison Coordinator.

18.1.6. Branch Operations Coordinator

18.1.6.1. Keeps the Branch Operations Liaison abreast of restoration status and prioritization to ensure that they have a clear understanding of the restoration priorities and status so that they can communicate effectively and in a timely manner with municipal stakeholders.

18.1.6.2. Receives health and safety-related prioritization requests from the Branch Operations Liaison and incorporates them into the restoration plan in order to align the restoration priorities of the Branch with the health and safety needs of the community or escalates these requests to the Branch Director as necessary.

18.1.7. Branch Operations Liaison

18.1.7.1. Keeps the Area Community Liaison Coordinator informed of restoration status and prioritization to ensure that they have a clear understanding of the restoration priorities and status so that they can communicate effectively and in a timely manner with municipal stakeholders.

18.1.7.2. Receives health and safety-related prioritization requests from the Municipal Room or Area Community Liaison Coordinator and provides them to the Branch Operations Coordinator who will incorporate them into

the restoration plan in order to align the restoration priorities of the branch with the health and safety needs of the community.

18.2. Managing State Agency Coordination

For Type 1 and 2 events, Emergency Planning will contact RIEMA to report the Emergency and will maintain contact with RIEMA throughout the Emergency.

The Company will provide an Emergency Management Liaison to the RIEMA EOC in Cranston when requested by RIEMA. In an event of the virtual activation of RIEMA, the Emergency Management Liaison will participate virtually as required. The Emergency Management Liaison reports to the State Liaison Officer. The state emergency management agencies will typically assist with the following functions:

1. Assistance with coordinating work permits to allow the entry of foreign (Canadian crews) or out of state crews to aid in Emergency restoration.
2. Assistance with facilitating crew movements by coordinating escorts as required.
3. Assistance with coordinating and/or logistical support functions that may be required during an electrical Emergency including liaising with other state and federal agencies as required.
4. Providing situational information, such as road closures, to facilitate the movement of crews and resources. Department of Transportation personnel to support activities of utility crews or possibly close roads.
5. Coordination of personnel to ensure public safety.
6. Supplemental support for temporary lodging and feeding for incoming foreign crews.
7. Special equipment needs (large back-up generators for vital facilities)
8. Unified Command between State, Utility and/or county should be considered for flood control situations.
9. Fueling waiver when fuel shortages are anticipated.

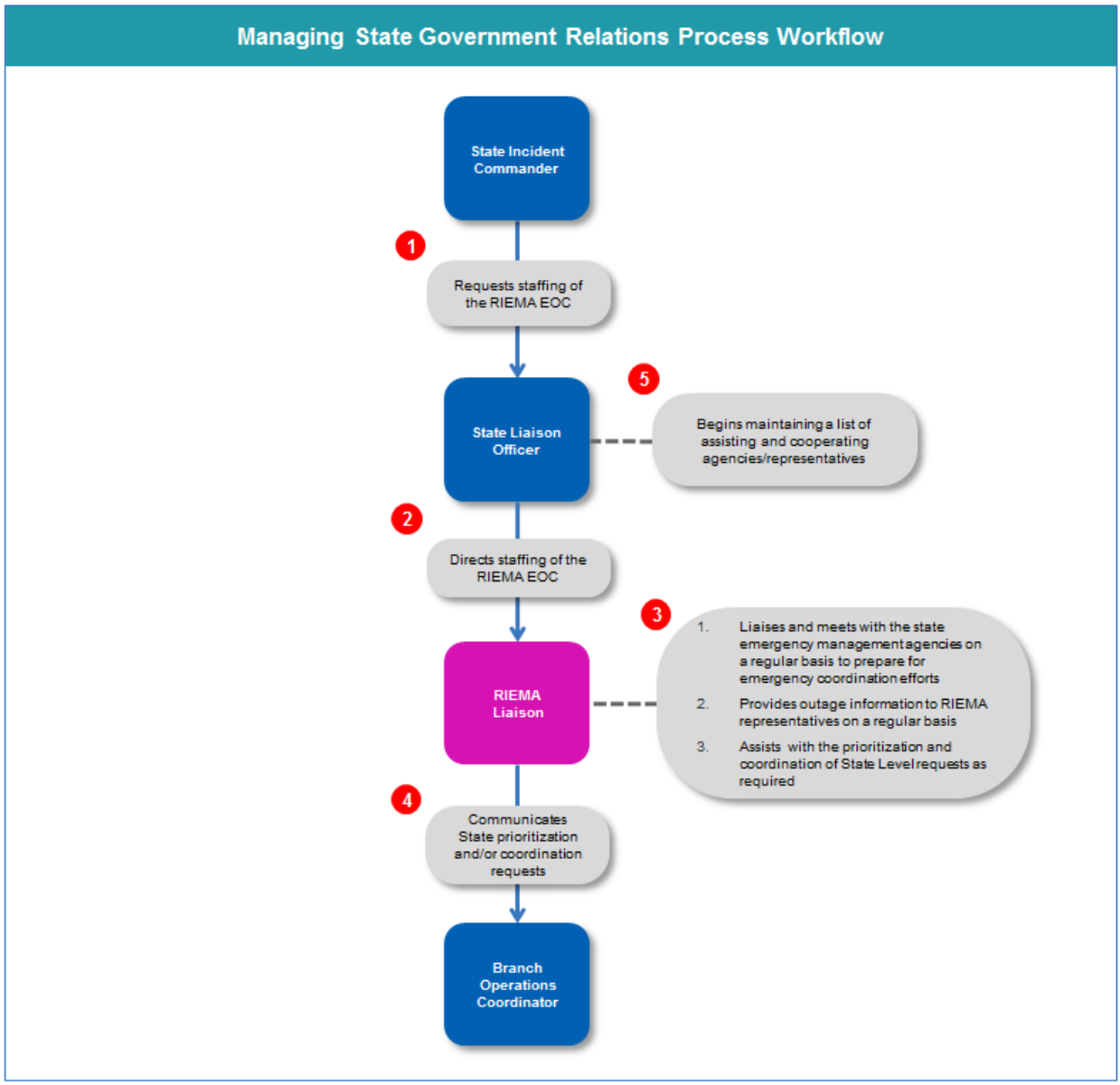


Figure 66: Managing State Government Relations Process Workflow

Roles and Activities

18.2.1. State Incident Commander

18.2.1.1. Directs the State Liaison Officer to coordinate staffing of the RIEMA EOC.

18.2.2. State Liaison Officer

18.2.2.1. Coordinates the staffing of the RIEMA EOC as requested by the State Incident Commander.

18.2.2.2. Begins maintaining a list of assisting and cooperating agencies/ representatives.

18.2.2.3. Establishes contact with the System Liaison Officer during a System Level Emergency.

18.2.3. RIEMA Liaison

18.2.3.1. Liaises and meets with the state Emergency management agencies on a regular basis to prepare for Emergency coordination efforts. Prior to meeting with agencies and stakeholders:

- Review incident objectives,
- Company requests for assistance from or coordination with other agencies,
- Determine status of outstanding requests from other agencies, and
- Availability of personnel and equipment available to assist other agencies.

18.2.3.2. Provides outage information to RIEMA representatives on a regular basis by uploading it to RIEMA's WebEOC.

18.2.3.3. Assists with the prioritization and coordination of State Level requests as required.

18.2.3.4. Communicates State prioritization and/or coordination requests to the Branch Operations Coordinator.

18.2.4. Branch Operations Coordinator

18.2.4.1. Receives health and safety related prioritization requests from the RIEMA Liaison and incorporates them into the restoration plan in order to align the restoration priorities of the branch with the health and safety needs of the State; may also escalate these requests to the Branch Director.

18.3. Managing Regulatory and Government Affairs

The RIPUC and Division of Public Utilities and Carriers (Division) will be kept informed of the Company's emergency response actions and status during an Emergency through the submission of updates.

The RIPUC may also receive updates from the Company's RIEMA Liaison(s), who, if staffed, will be present in the RIEMA EOC and will coordinate with RIEMA's Emergency Support Function-12 (ESF 12) representative.

The Company staffs a Regulatory Liaison to coordinate with high-ranking regulatory officials during Emergencies. These high-ranking regulatory officials serve as the primary point of contact for the Rhode Island executive branch. Both the ERO and Regulatory Liaisons will work

closely with the State Public Information Officer to oversee the timeliness and unity of message communications.

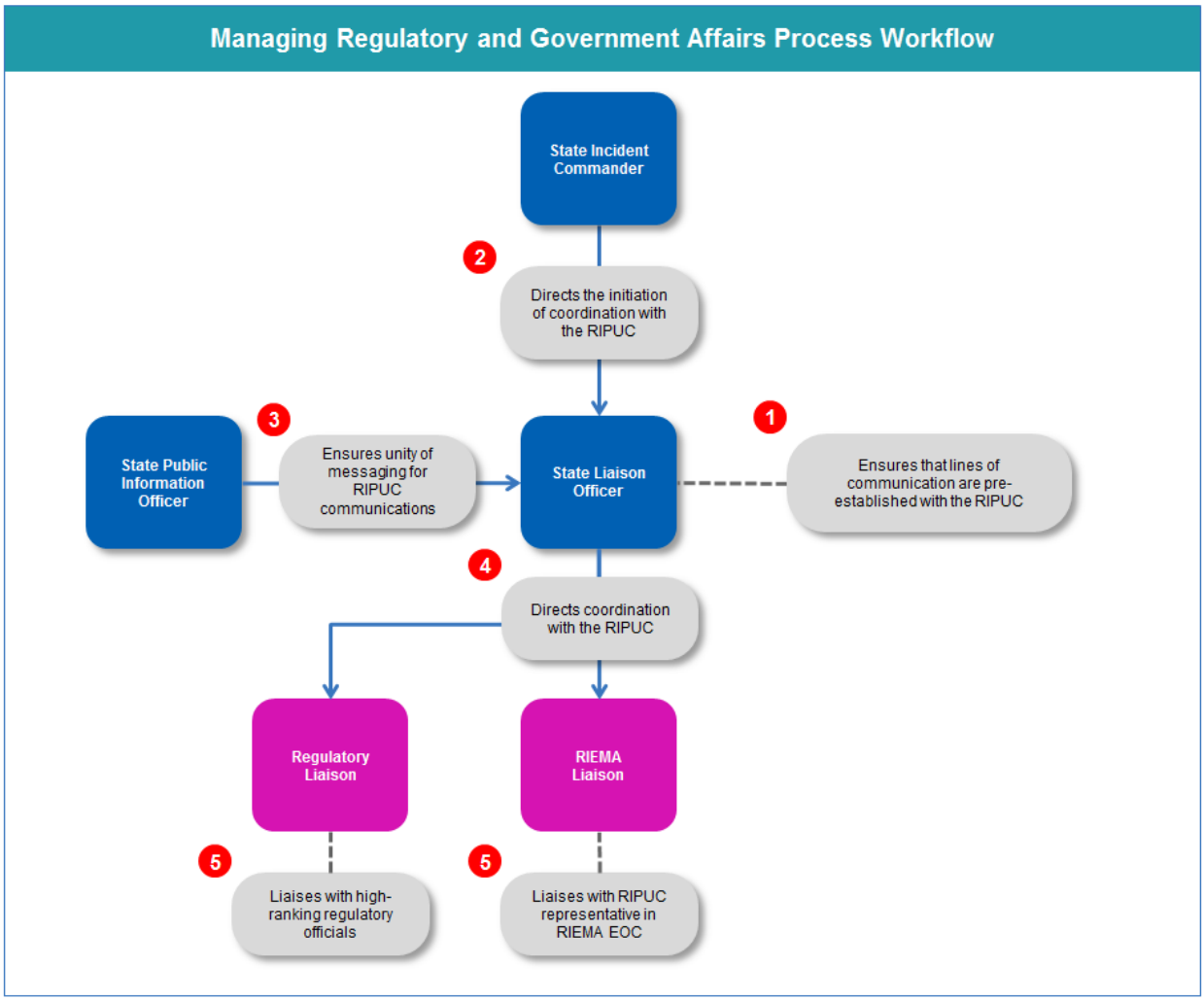


Figure 67: Managing Regulatory Affairs Process Workflow

Roles and Activities

18.3.1. State Incident Commander

18.3.1.1. Directs State Liaison Officer to coordinate with RIPUC.

18.3.2. State Public Information Officer

18.3.2.1. Coordinates with the State Liaison Officer to ensure the unity of communications with the Company's regulatory agencies during an Emergency.

18.3.3. State Liaison Officer

18.3.3.1. Ensures that lines of communication are pre-established with the Company's regulatory agencies prior to an Emergency.

18.3.3.2. Manages Liaisons coordinating with the RIPUC representative in the RIEMA EOC and other high-ranking regulatory officials as required.

18.3.4. RIEMA Liaison

18.3.4.1. Liaises and meets with the RIPUC representative in the RIEMA EOC as required.

18.3.5. Regulatory Liaison

18.3.5.1. Liaises and meets with high-ranking regulatory officials as required.

18.4. Managing Federal Agency Coordination

Interactions with responding agencies at the federal level such as FEMA are typically handled by Company personnel at the System Level. Situations that require coordinating with these agencies are escalated to the appropriate System Level personnel through the System EOC.

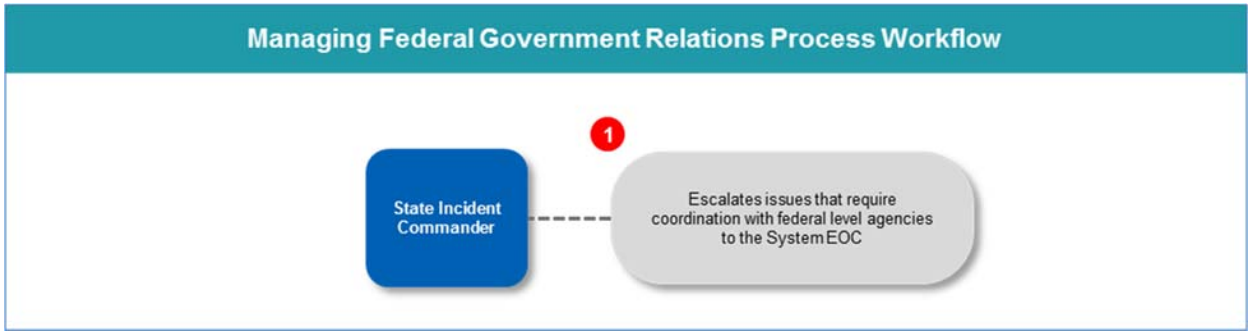


Figure 68: Managing Federal Government Relations Process Workflow

Roles and Activities

18.4.1. State Incident Commander

18.4.1.1. Escalates issues that require coordination with federal level agencies to the System EOC.

18.5. Coordinating with Other Responding Agencies

Interactions with other agencies operating throughout the state during an Emergency, such as the Red Cross, are overseen by the State Liaison Officer as needed.

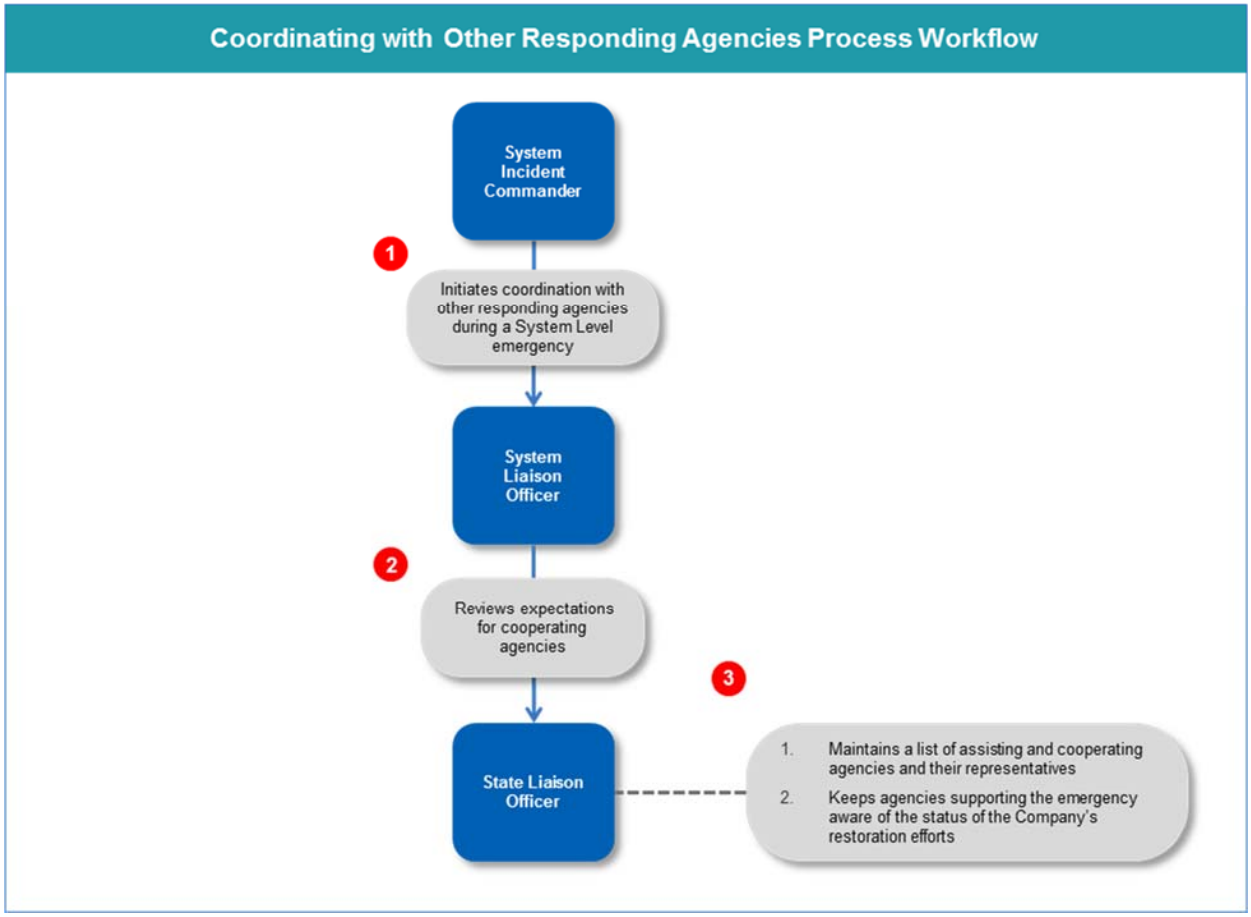


Figure 69: Coordinating with Other Responding Agencies Process Workflow

Roles and Activities

18.5.1. System Liaison Officer

18.5.1.1. Establishes contact with the State Liaison Officer during System Level Emergencies to coordinate with other responding agencies, as required.

18.5.2. State Incident Commander

18.5.2.1. Reviews expectations for cooperating agencies with State Liaison Officer prior to State Liaison Officer meeting with them.

18.5.3. State Liaison Officer

18.5.3.1. Maintains a list of assisting and cooperating agencies and their representatives.

18.5.3.2. Keep agencies supporting the Emergency aware of the status of the Company's restoration efforts. Prior to meeting with agency representatives and stakeholders:

- Review incident objectives,

- Company requests for assistance from or coordination with other agencies,
- Determine status of outstanding requests from other agencies, and
- Availability of personnel and equipment available to assist other agencies.

18.5.3.3. Establishes contact with the System Liaison Officer during a System Level Emergency.

18.5.4. Branch Director

18.5.4.1. Identifies additional individuals or groups that are potentially adversely affected by the Emergency.

18.6. Coordinating with Other Utilities

The Company participates in a joint Electric Utilities, Cable and Communication Companies Working Group intended to enhance the communication, coordination and collaboration between Rhode Island electric utilities, cable companies, and communications companies to align resources to enhance public safety. Any working group member can request a utility coordination conference call be held for any Emergency.

Typical agenda items include:

A. The sharing of administrative resources at specific EOCs, and
B. Wires down assignments coordination between parties.

These Utility coordination conference calls are typically scheduled for Type 1 or 2 events or Emergencies that impact multiple electrical utilities, cable and communication companies and are staffed by Emergency Planning.

A list of points of contacts for members of the Electric Utilities, Cable and Communications Companies Working Group can be found in Appendix A - Exhibit A to this chapter.

Neighboring Electric Utilities

Communications must be maintained with other electric utilities concerning line outages which affect their operations. Normally, such interfaces would be between the Transmission Network Operations or Dispatch & Control and their counterpart(s) when dealing with electric utilities. Exchanges of information may then be made between the Manager, Overhead Lines, Distribution Engineering Services, Emergency Planning, or their alternates, and the foreign utility. In some instances it will be advantageous to employ the other companies' crews to perform patrols and effect repairs.

Communication Companies

The Company should attempt to obtain assistance from telephone companies (our Joint Owners) in placing new poles (see the attached contact listings for Verizon and FairPoint).

Representatives from telephone or cable companies may be assigned to Branch or State EOC's to coordinate their work with the Company's operations. Allocation of these representatives is typically coordinated through the joint Electric Utilities, Cable and Communication companies Working Group.

The Telephone or Cable Company's representative gathers pertinent information and relays it to the representative's respective company. Coordination of joint work with telephone forces is handled through this representative. Emergency Planning will provide the Branch Operations Coordinator with contact telephone numbers for telephone and cable representatives and the Branch Operations Coordinator will maintain communications with cable and communications companies to coordinate restoration activities such as dealing with down wires and settling poles. The representative may also assist in cases of failure of supervisory and voice telephone circuits leased by the Company.

A telephone technician may also be on-site during major Emergencies to provide emergency assistance.

In situations where a telephone company representative is not provided, the pertinent information may be relayed to the Verizon Dispatch Resource Center at 800-446-8946.

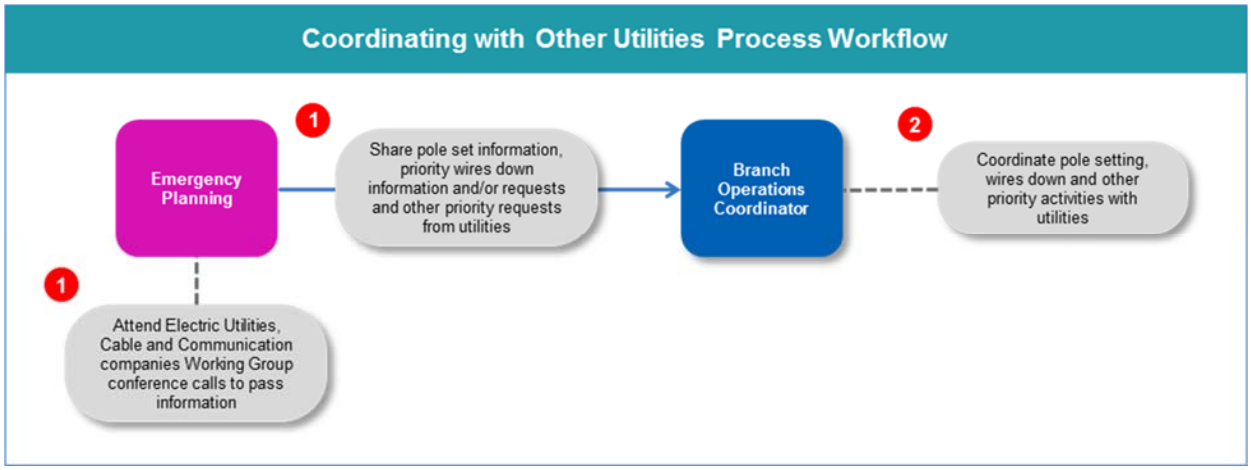


Figure 70: Coordinating with Other Utilities Process Workflow

Roles and Activities

18.6.1. Emergency Planning

18.6.1.1. Attends Electric Utilities, Cable and Communication Companies Working Group conference calls and pass telephone and cable company contact information to Branch Operations Coordinator for coordination of pole setting and wires down.

18.6.1.2. Share pole set information, priority wires down information and/or requests and other priority requests from utilities.

18.6.2. Branch Operations Coordinator

18.6.2.1. Receives telephone and cable company contact information for coordination of pole setting and wires down.

18.6.2.2. Coordinates pole setting, wires down and other priority activities with utilities.

18.7. Coordinating with Other Stakeholders

This process provides direction for coordinating restoration activities with stakeholders not covered elsewhere in this chapter and currently only covers interactions with Public Works.

Public Works

The local Public Works Department may assign a representative to Branch EOCs similar to the telephone company representative. The Public Works Representative's function is to coordinate the work of their department with the Company’s operations.

It has been agreed that the Company will cooperate with Public Works in clearing streets. The local Public Works Department representative will act as a point of contact to facilitate this work. In minor cases, contact may be made by telephone if the extent of the damage does not require the assignment of a representative to Company headquarters.

A list of points of contacts for members of the Electric Utilities, Cable and Communications Companies Working Group can be found in Appendix A - Exhibit A to this chapter.

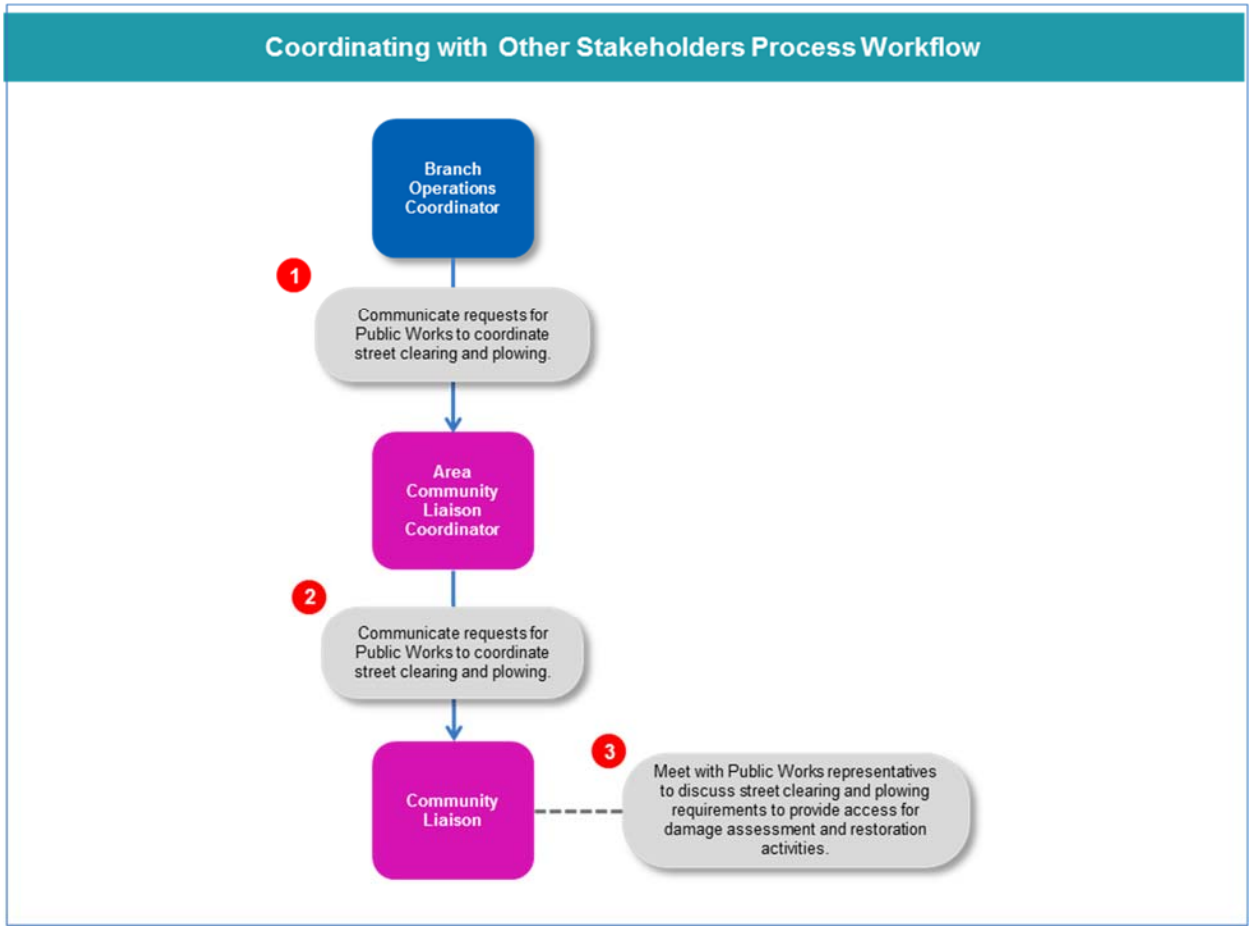


Figure 71: Coordinating with Other Stakeholders Process Workflow

Roles and Activities

18.7.1. Branch Operations Coordinator

18.7.1.1. Communicates to the Area Community Liaison Coordinator requests for Public Works to coordinate street clearing and plowing.

18.7.2. Area Community Liaison Coordinator

18.7.2.1. Communicates to the Community Liaisons requests for Public Works to coordinate street clearing and plowing.

18.7.3. Community Liaison

18.7.3.1. Meets with Public Works representatives to discuss street clearing and plowing requirements to provide access for damage assessment and restoration activities.

REDACTED

nationalgrid

Chapter 19: Safety, Health and Environmental Coordination

19. Safety, Health and Environmental Coordination

Introduction

The safety of employees, contractors and the public as well as the implementation of responsible environmental practices are two of the Company's core values. This chapter identifies how the Company ensures the safety of employees, contractors and the public and remediates environmental hazards during an Emergency.

Figure 72: Safety, Health and Environmental Coordination High Level Overview

The processes and activities in this chapter are initiated following a Safety or Environmental incident once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), and personnel have been activated to fill the required ICS positions (as covered in Chapter 6 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 72.

When carrying out safety, health and environmental activities, issues and decisions may be escalated through the System Level ICS for the following processes:

- Safety and Health Coordination
- Environmental Impact Coordination

Processes

19.1 Safety and Health Coordination

19.2 Environmental Impact Coordination

Safety, Health and Environmental Coordination Overview

The safety of employees, contractors and the public is the primary focus throughout restoration activities. All Company employees are empowered to stop and prevent unsafe acts and correct unsafe or hazardous conditions; this is particularly true of employees supervising outside contractors.

Another focus of the Company during restoration activities is identifying, reporting and remediating environmental hazards typically resulting from damaged equipment.

There is added risk of an incident during an Emergency; therefore it is paramount that the Company follows its well established safety, health and environmental processes to ensure the safety of the general public, employees and contract partners.

To minimize this risk, the Company employs a three-pronged approach to address safety, health and environmental impacts during an Emergency comprised of:

1. Prevention through proactive means such as education, personnel on-boarding, safety messages, training and tail boards, to name a few,

2. The enforcement of policies through inspections and audits, and

3. A process to promote continuous improvement through incident reporting and analysis functions.

19.1. Safety and Health Coordination

The System Safety, Health and Environmental Officer will arrange to provide dedicated safety and health staff for designated and specified work locations. This dedicated staff will conduct business in accordance with direction provided by System, State and Branch Level leadership. The safety and health professionals will be assigned to work with local supervision regarding the restoration effort and will conduct field observations/audits, incident analyses, and training in accordance with the established roles and responsibilities. Furthermore, the safety and health professionals will act as a liaison between Supervisors and outside utilities concerning any safety and health-related activity or situation.

During a restoration Emergency, there are numerous factors that can create hazardous conditions. These include but are not limited to:

- Difficult working conditions,
- Unusual or unforeseen hazards,
- Extended work hours,
- Pressure to restore service quickly,
- Expanded employee responsibilities during restoration, and
- Effective internal and external communication networks, field observations, Emergency response and thorough “on boarding” of visiting crews will contribute to the protection of all engaged with the restoration efforts.

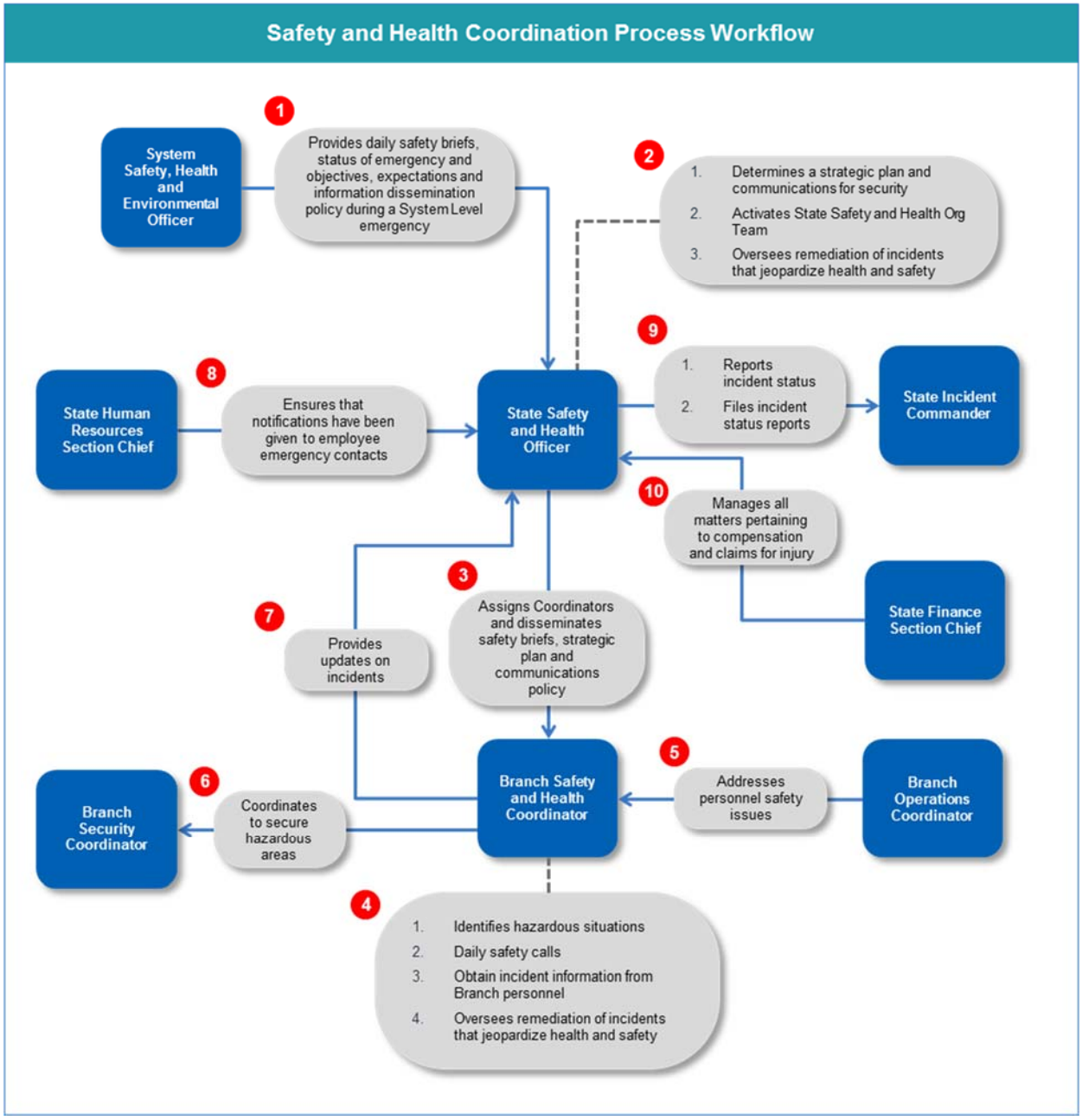


Figure 73: Safety and Health Coordination Process Workflow

Roles and Activities

19.1.1. System Safety, Health and Environmental Officer

19.1.1.1. Provides daily safety briefs, status of Emergency and objectives, expectations and information dissemination policy during a System Level Emergency.

19.1.2. State Incident Commander

19.1.2.1. Oversees safety and health incident response and receives incident reports from the State Safety and Health Officer.

19.1.3. State Safety and Health Officer

19.1.3.1. Directs the activation of a State Safety and Health Organization Team.

19.1.3.2. Assesses the need for safety and makes arrangements to acquire needed supplies if so approved by the State Incident Commander

19.1.3.3. Relays key facts about a safety incident to the System Safety, Health and Environmental Officer during a System Level Emergency.

19.1.3.4. Determines a strategic plan for safety.

19.1.3.5. Assigns, coordinates and schedules qualified and competent safety & health professionals to the restoration area based on the classification and location of the Emergency situation.

19.1.3.6. Identifies and assigns Branch Safety Coordinator(s) and obtain appropriate contact information.

19.1.3.7. Exchanges contact information with Branch Safety and Health Coordinator. Maintains communications with the Branch Safety Coordinator(s) throughout the Emergency. Provide the following information:

- Regional incident status,
- Incident objectives,
- Safety briefs,
- Expectations, and
- Communicate policy on information dissemination as well as any other pertinent information.

19.1.3.8. Coordinates with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.

19.1.3.9. Assesses the need for outside safety and industrial hygiene resources and makes appropriate arrangements after obtaining approval from the State Incident Commander.

19.1.3.10. Ensures medical services are available, as needed.

19.1.3.11. Coordinates incident analysis, field audits, training and regulatory inquiries.

19.1.3.12. Assesses the need for outside Safety training services to support training and for qualifying additional personnel or outside resources to perform required tasks.

19.1.3.13. In case of a safety incident, communicates with the Branch Safety Coordinator to obtain the following information:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and severity of injuries (personnel and public),
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Outside emergency agencies responding to the incident and any additional resources required or requested,
- Support needed from internal organizations to protect the safety of employees, the public, or Company facilities,
- Instructions or additional information that may need to be communicated with employees or the public relating to safety, and
- Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.

19.1.3.14. Ensures that safety and health personnel have been accounted for prior to their release from affected locations.

19.1.3.15. Reviews for approval any State Level safety-related communications to employees or the public to ensure that the communications conform to the strategic Safety plan.

19.1.3.16. Ensures that Safety Incident Reports (as described in Chapter 21.1 of this ERP) are filed with the State Incident Commander.

19.1.3.17. Acts as a liaison to external safety regulatory agencies for response coordination, support and pre-approvals if applicable (if State-Level Emergency).

19.1.4. State Finance Section Chief

19.1.4.1. Manages all administrative matters pertaining to compensation for injury and claims-related activities for an incident.

19.1.5. State Human Resources Section Chief

19.1.5.1. Ensures that notifications have been given to the employee's emergency contacts in the event of a serious injury or death.

19.1.6. Branch Safety and Health Coordinator

19.1.6.1. Assesses the need for safety and fire protection supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.

19.1.6.2. Exchanges contact information with State Safety and Health Officer. Establishes contact with the State Safety & Health Officer and obtains the following:

- Strategic plan for safety,
- Safety briefing,
- Policy on information dissemination as well as any other pertinent information, and
- Schedule of telephone conferences between the State Safety and Health Officer and the Branch Safety Coordinators.

19.1.6.3. Ensures that hazardous situations are identified, inspections of staging areas, emergency work practices, and equipment are conducted, and on-boarding materials are available.

19.1.6.4. Ensures that daily safety calls and a daily sampling of safety brief effectiveness are conducted with contractor safety personnel.

19.1.6.5. Ensures that safety performance is tracked.

19.1.6.6. Ensures that the State Safety and Health Officer receives updates and reports on safety incidents.

19.1.6.7. Ensures all investigations are managed to closure.

19.1.6.8. Assigns, coordinates and schedules qualified and competent safety & health professionals to the restoration area based on the classification and location of the Emergency situation and obtains and distributes contact information.

19.1.6.9. Assesses the need for outside safety and industrial hygiene resources and makes appropriate arrangements after obtaining approval from the Branch Director.

19.1.6.10. Ensures medical services are available, as needed.

19.1.6.11. Coordinates incident analysis, field audits, training and regulatory inquiries.

19.1.6.12. Assesses the need for outside safety training services to support training and for qualifying additional personnel or outside resources to perform required tasks.

19.1.6.13. Acts as a liaison between Supervisors and outside utilities concerning any Safety & Health-related activities or incidents.

19.1.6.14. Reviews for approval any Branch Level safety-related communications to employees or the public to ensure that the communications conform to the strategic Safety plan.

19.1.6.15. In case of a safety incident, communicates with the Branch Safety Personnel to obtain the following information:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and severity of injuries (personnel and public),
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Any other information necessary for the Branch Director to be fully informed of Safety impacts and concerns during the incident management,
- Outside Emergency response agencies responding to the incident and any additional resources required or requested,
- Support needed from internal organizations to protect the safety of employees, the public, or Company facilities, and
- Instructions or additional information that may need to be communicated with employees or the public relating to safety.

19.1.6.16. Coordinates with security to secure any hazardous areas following the incident and to protect the integrity of any evidence.

19.1.6.17. Ensures that Safety and Health personnel have been accounted for prior to their release from affected locations.

19.1.7. Branch Operations Coordinator

19.1.7.1. Addresses personnel safety issues while coordinating this work with the Branch Safety and Health Coordinator.

19.1.8. Branch Security Coordinator

19.1.8.1. Ensures hazardous areas are secured based on requests from the Branch Safety and Health Coordinator.

19.2. Environmental Impact Coordination

The System Safety, Health and Environmental Officer will arrange to provide dedicated Environmental staff for designated and specified work locations. This dedicated staff will conduct business in accordance with direction provided by System, State and Branch Level leadership. The environmental professionals will be assigned to work with local supervision regarding the restoration effort and will conduct field observations/audits, incident analyses, and training in accordance with the established roles and responsibilities. Furthermore, the environmental professionals will act as a liaison between Supervisors and outside utilities concerning any environmental-related activity or situation.

The Company has Environmental Procedures, Guidance, and Instruction documents that contain the processes utilized by environmental incident personnel when responding to an environmental incident. Collectively, the documents capture, among other things, the processes for:

- Assessing environmental incidents to determine the appropriate level of response,
- Identifying hazardous conditions,
- Evaluating and securing spill response resource needs,
- Establishing and maintaining communications with spill response personnel, and
- Reporting conditions to applicable environmental regulatory agencies as well as to the State Incident Commander.

The documents are held outside the Emergency Response Plan and are available as required.

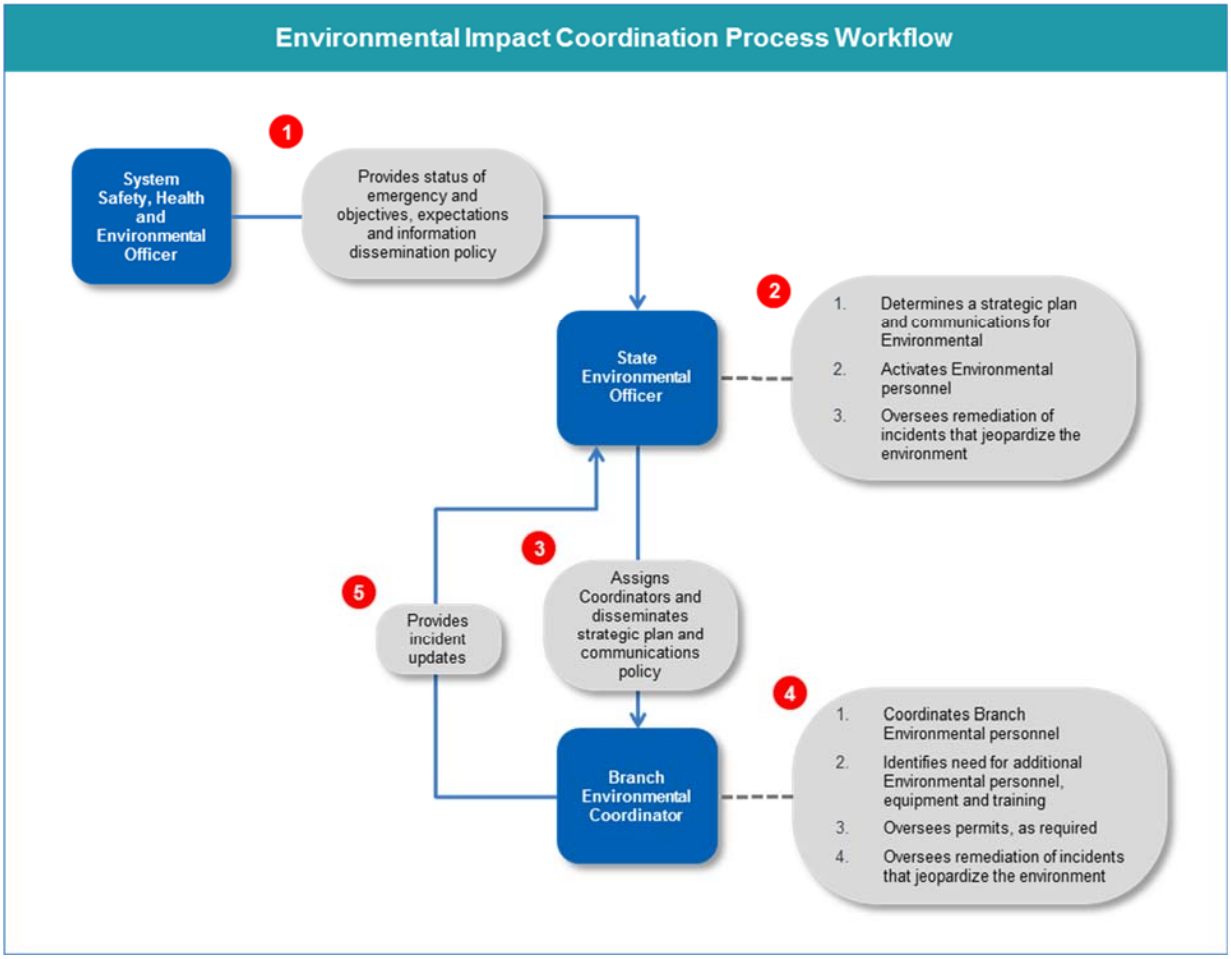


Figure 74: Environmental Impact Coordinator Process Workflow

Roles and Activities

19.2.1. System Safety, Health and Environmental Officer

19.2.1.1. Provides status of Emergency and objectives, expectations and information dissemination policy during a System Level Emergency.

19.2.2. State Environmental Officer

19.2.2.1. Relays key facts about an environmental incident to the System Safety, Health and Environmental Officer during a System Level Emergency.

19.2.2.2. Coordinates branch personnel and other resources as requested or required.

19.2.2.3. Determines the strategic plan for Environmental.

19.2.2.4. Assigns, coordinates and schedules qualified and competent Environmental professionals to the restoration area based on the classification and location of the Emergency situation.

19.2.2.5. In coordination with the Branch Director, identifies and assigns Branch Environmental Coordinators and obtains appropriate contact information.

19.2.2.6. Establishes contact with Branch Environmental Coordinator(s) and provides:

- The incident status, objectives and expectations,
- Policy on information dissemination and other pertinent information, and
- Schedule telephone conferences between the State Environmental Officer and Branch Environmental Coordinator(s).

19.2.2.7. Assesses the need for outside environmental resources and makes appropriate arrangements after obtaining approval from the State Incident Commander.

19.2.2.8. Assess the need for environmental supplies and make arrangements to acquire needed supplies if so approved by the State Incident Commander.

19.2.2.9. Assesses the need for outside environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.

19.2.2.10. Identifies the need for and obtains permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions during the Service Restoration Stage.

19.2.2.11. Develops assessment and clean-up plans; identifies the need for and prepares any special advisories or orders.

19.2.2.12. Identifies sensitive areas and recommends response priorities.

19.2.2.13. Obtains copies of any relevant exposure data such as SDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.

19.2.2.14. Coordinates incident analysis, field audits, training and regulatory inquiries.

19.2.2.15. Develops disposal plans as conditions require.

19.2.2.16. Tracks and documents quantity of oil spills that occur throughout the event.

19.2.2.17. Acts as a liaison between Supervisors and outside utilities concerning any Environmental-related activities or incidents.

19.2.2.18. In case of an environmental incident, communicates with the Branch Environmental Coordinator to obtain the following information:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and severity of injuries (personnel and public),
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Extent, rate, and effects and environmental impact as a result of the incident,
- Outside Emergency response agencies responding to the incident and any additional resources required or requested,
- Support need from internal organizations to protect the environment,
- Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and
- Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.

19.2.2.19. Notify the State Incident Commander of environmental conditions as necessary.

19.2.2.20. Monitors the environmental consequences of response actions.

19.2.2.21. Ensures that accountability for personnel has been completed prior to the release of personnel from affected locations.

19.2.2.22. Reviews for approval any State-Level Environmental-related communications to employees or the public to assure that the communications conform to the strategic Environmental plan.

19.2.2.23. Ensures that Environmental Incident Reports (as described in Chapter 21.1 of this ERP) are filed following an environmental incident.

19.2.2.24. Ensures that permits are closed out.

19.2.2.25. Completes all paperwork and turns it into the State Planning Section Chief at the termination of the incident.

19.2.3. Branch Safety and Health Coordinator

19.2.3.1. Upon Request from the Branch Environmental Coordinator aid with communications regarding exposure and the effects of exposure to affected parties.

19.2.4. Branch Environmental Coordinator

19.2.4.1. Coordinates Branch environmental personnel and other resources as requested or required.

19.2.4.2. Identifies or assigns Branch Environmental personnel and obtain appropriate contact information.

19.2.4.3. Maintains contact with the State Environmental Officer. Obtains the following information:

- Regional incident status
- Incident objectives
- Expectations

19.2.4.4. Communicates the following information to the Branch:

- Strategic plan for Environmental response
- Communicate policy on information dissemination as well as any other pertinent information

19.2.4.5. Assesses the need for outside Environmental resources and makes appropriate arrangements after obtaining approval from the Branch Director.

19.2.4.6. Assesses the need for Environmental supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.

19.2.4.7. Assesses the need for outside Environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.

19.2.4.8. Supports construction activity during restoration in or near protected resources, impacting endangered species, etc.

19.2.4.9. Identifies the need for and obtain permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.

19.2.4.10. Develops assessment and clean-up plans; identifies the need for and prepares any special advisories or orders.

19.2.4.11. Ensures that sensitive areas have been identified and response priorities established.

19.2.4.12. Obtains copies of any relevant exposure data such as SDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.

19.2.4.13. Verifies that monitoring and sampling plans have been developed at the State Level and provides guidance as necessary.

19.2.4.14. Verifies that disposal plans have been developed at the State Level and provides guidance as necessary.

19.2.4.15. Coordinates incident analysis, field audits, training and regulatory inquiries.

19.2.4.16. Acts as a liaison between supervisors and outside utilities concerning any environmental-related activities or incidents.

19.2.4.17. In case of environmental incident:

- Assume responsibility for directing spill cleanup,
- Assess the scope of contamination including property and personnel,
- Determine if release is reportable to RI DEM and/or other applicable agencies,
- Communicate with owners of property or items contaminated by the spill,
- Coordinate with Branch Safety and Health Coordinator to communicate with employees exposed to the spilled material and answer any questions the employees may have regarding exposure and cleanup.
- Coordinate clean up with the spill response contractor
- Enter the incident, or designate a person to enter the incident into National Grid's Incident Management System

19.2.4.18. In case of an environmental incident, communicates the following information to the State Environmental Officer:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and severity of injuries (personnel and public),
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Extent, rate, and effects and environmental impact as a result of the incident,
- Outside emergency response agencies responding to the incident and any additional resources required or requested,
- Support need from internal organizations to protect the environment,
- Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and

- Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.

19.2.4.19. Monitors the environmental consequences of response actions.

19.2.4.20. Ensures that accountability for personnel has been completed in each branch prior to the release of personnel from affected locations.

19.2.4.21. Reviews for approval any Branch Level environmental-related communications to employees or the public to assure that the communications conform to the strategic Environmental Plan.

19.2.5. Field Supervisor (e.g. Restoration Crew Supervisor, Overhead Line Supervisor)

19.2.5.1. In the event of an environmental spill or release:

- Notify Branch Environmental Coordinator of any release.
- Assess the contaminated area and items and document the assessment.
- Minimize employee and public exposure to the spill.
- Minimize contamination to larger area, company vehicles, tools, equipment, clothing etc.
- Do not allow employees who were in the spill area to leave the location until:
  - Clothing, boots, tools, equipment and vehicles have been assessed for contamination,
  - Contaminated items have been decontaminated or disposed of,
  - Clothing/Boots that cannot be removed are covered, and
  - Exposed employees should shower at the Operations center.

19.2.5.2. In case of an environmental incident, ensure that field employees on-site:

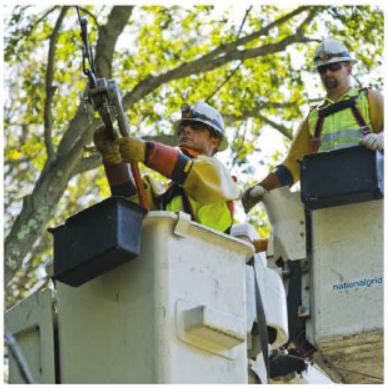
- Determine what material and what quantity has spilled,
- Stop or control the spill and secure the area, and
- Convey the following information to field Supervisor or Storm Room Support:
  - Location of release,
  - Material that was spilled,

- Estimated amount that was spilled,
- When spill was discovered,
- Cause of spill, and
- Description of spill area.

REDACTED

nationalgrid

Chapter 20: Security Coordination



20. Security Coordination

Introduction

This chapter identifies how the Company ensures the security of employees, contractors, and Company facilities during an Emergency.

Figure 75: Security Coordination High Level Overview

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated, the level of decentralization has been determined (as covered in Chapter 4 of this ERP), and personnel have been activated to fill the required ICS positions (as covered in Chapter 6 of this ERP).

The processes and associated roles covered in this chapter can be seen in Figure 75.

When carrying out security activities, issues and decisions may be escalated through the System Level ERO for the Security Strategy Coordination and Implementation process.

Processes

20.1 Security Strategy Coordination and Implementation

20.1. Security Strategy Coordination and Implementation

Whenever severe damage is sustained by the transmission and/or distribution system, branch personnel may deem that assistance from the security organization is required. In this event, the Branch Director(s) will contact the Security Supervisor of the affected region as follows:

- 24 Hour contact number is [redacted]

The State Security Officer or Branch Security Coordinator will determine the scope of the Emergency and will, if appropriate, assign a Security Investigator to the scene of the Emergency.

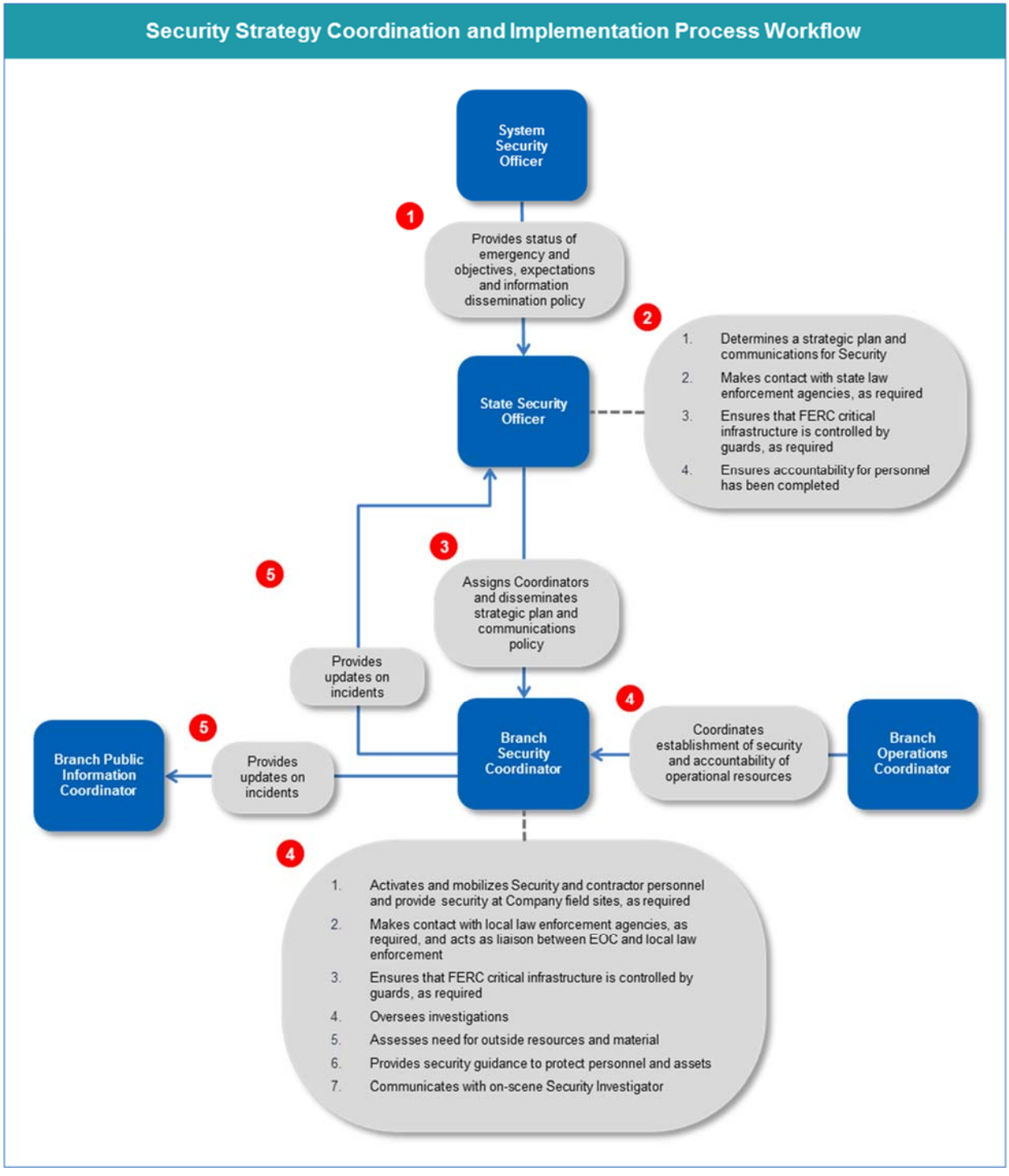


Figure 76: Security Strategy Coordination and Implementation Process Workflow

Roles and Activities

20.1.1. System Security Officer

20.1.1.1. Provides status of Emergency and objectives, expectations and information dissemination policy during a System Level Emergency.

20.1.2. State Security Officer

20.1.2.1. Relays key facts about security to the System Security Officer during a System Level Emergency.

20.1.2.2. Directs the activation of the State Level security response organization and activates and mobilizes the appropriate security and contractor personnel in accordance with the directives specified in applicable security procedures.

20.1.2.3. Establishes contact with state law enforcement agencies and ascertains their needs and/or concerns, as necessary. Notify appropriate agencies of location of Company staging sites.

20.1.2.4. Assesses the need for outside Security resources (provide best estimate of number of guards necessary for securing personnel, vehicles and equipment at staging areas and lodging facilities) and makes appropriate arrangements (put guard service(s) on standby) after obtaining approval from the State Incident Commander. Assesses the need for Security supplies and makes arrangements to acquire needed supplies if so approved by the State Incident Commander.

20.1.2.5. Ensures that admittance to Federal Energy Regulatory Commission (FERC) critical infrastructure is controlled by a guard force and limited to personnel with proper identification, as required.

20.1.2.6. In case of a security incident, communicates with the on-scene Security Safety Coordinator to obtain the following information:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and severity of injuries (personnel and public), if any,
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Outside Emergency response agencies responding to the incident and any additional resources required or requested,
- Support needed from internal organizations to protect the security of employees, the public, or our facilities, and
- Instructions or additional information that may need to be communicated with employees or the public relating to security.

20.1.2.7. Obtains and distributes security personnel contact information.

20.1.2.8. During a System Level Emergency, establishes contact with the System Security Officer, if activated, and obtains strategic plan for Security,

security expectations, policy on information dissemination as well as any other pertinent information, and ensures that critical locations have appropriate security coverage and that guards are on duty at all times.

20.1.2.9. Schedule telephone conferences between appropriate security personnel.

20.1.2.10. Provides security guidance to protect personnel and assets.

20.1.2.11. Reviews for approval any State Security-related communications to employees or the public to ensure that the communications conform to the strategic Security Plan for the event.

20.1.2.12. Ensures that Security Incident Reports (as described in Chapter 21.1 of this ERP) are compiled Post-Event.

20.1.3. Branch Public Information Coordinator

20.1.3.1. Gathers security status updates from Branch Security Coordinator when there is a security incident.

20.1.4. Branch Operations Coordinator

20.1.4.1. Works with the Branch Security Coordinator to oversee the establishment of security for operational resources.

20.1.5. Branch Security Coordinator

20.1.5.1. Directs the activation of the Branch Level security response organization.

20.1.5.2. Activates and mobilizes the appropriate security and contractor personnel in accordance with the directives specified in the Security Emergency Response Guide.

20.1.5.3. Establishes contact with local law enforcement agencies and ascertains their needs and/or concerns, as necessary. Notify appropriate agencies of location of Company staging sites.

20.1.5.4. Acts as a liaison between EOC and local law enforcement concerning any Emergency-related activity or situation.

20.1.5.5. Arranges to provide Company-dedicated security at field sites, motels and other staging sites, as necessary.

20.1.5.6. Oversees that investigations are conducted, as necessary.

20.1.5.7. Oversees that on-scene security photographic services are provided, as necessary, to secure evidence.

20.1.5.8. Assists and supports other Company resources during the Emergency with the gathering of visual and documented data for post-Emergency claims and asset recovery purposes.

20.1.5.9. Assesses the need for outside security resources and makes appropriate arrangements after obtaining approval from the Branch Director.

20.1.5.10. Assesses the need for security supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.

20.1.5.11. Assesses the need for outside security training services to qualify additional personnel or outside resources to perform required tasks.

20.1.5.12. Ensures that admittance to FERC critical facilities is controlled by the guard force and limited to personnel with proper identification, as required.

20.1.5.13. Provides periodic updates to the Branch Public Information Coordinator when a Security event occurs including:

- Security status at the scene,
- Any planned augmentation of security at other sites, and
- Status of Security and external agency investigations

20.1.5.14. In case of a security incident, communicates with the on-scene Security Investigator to obtain the following information:

- Status of the situation,
- Actions taken or being taken to mitigate the incident,
- Number and seriousness of injuries (personnel and public), if any,
- Extent of any additional personnel or public exposure or impact as a result of the incident,
- Outside emergency response agencies responding to the incident and any additional resources required or requested,
- Support needed from internal organizations to protect the security of employees, the public, or our facilities, and
- Instructions or additional information that may need to be communicated with employees or the public relating to security.

20.1.5.15. Provides security guidance to protect personnel and assets.

20.1.5.16. Reviews for approval any Branch Level security-related communications to employees or the public to assure that the communications conform to the strategic Security Plan.

20.1.5.17. Perform site audits to ensure security protection is established.

REDACTED

nationalgrid

Chapter 21: Reports and Documentation

21. Reports and Documentation

Introduction

This chapter identifies the reports and documentation generated to facilitate and record the response to an Emergency. These are broken out by those required by regulators and those utilized by the Company during an Emergency response. Each of the reports included in this chapter are tied back to the process in the plan from which they are generated or for which they are used.

The processes and activities in this chapter are initiated once the Emergency has been classified, the ERO has been activated and the level of decentralization has been determined (as covered in Chapter 4 of this ERP).

Figure 77: Reports and Documentation High Level Overview

The processes and associated roles covered in this chapter can be seen in Figure 77.

There is no interaction with the System Level ERO when carrying out the activities associated with the processes included in this chapter. That said, the System Security Officer is responsible for developing Safety Incident Reports and communicating a summary of security incidents to the System Incident Commander, as required.

Processes

21.1 Internal Reports and Documentation

22.2 Regulatory Driven Reports and Documentation

22.3 After Action Review

21.1. Internal Reports and Documentation

This section provides an overview of the reports and documents generated by the Company to facilitate its Emergency response.

Incident Action Plan

The State EOC uses an Incident Action Plan (IAP) for Type 1 and 2 Events which includes a definition of and the objectives for the Operational Period, organization chart for the active ERO, and restoration status update including damage assessment information. The plan is developed at the beginning of every Operational Period (as part of the EOC activities described in Chapter 4.3 of this ERP) or at other pre-designated intervals to the applicable functional groups responding to the Emergency. The development of this plan is overseen by the State Planning Section Chief. This is an internal report intended to provide a high level understanding of the Emergency response status.

Damage Assessment Report

The Damage Assessment Report is produced as part of the damage assessment process (as covered in Chapter 11.1 of this ERP). The report provides a summary of the system damage discovered by the damage assessment organization. The report's production is overseen by the Branch Planning Coordinator who is responsible for distributing it to the Transmission and Distribution Organization. The State Planning Section Chief will acquire a copy of the report for distribution to the State Incident Commander.

Safety Incident Reports

Safety incidents (as covered in Chapter 19.1 of this ERP) that occur during an Emergency are entered into the Company's Incident Management System (IMS) when they occur and flagged as Emergency related. IMS reports on safety incidents capture the pertinent details and will include a basic description of the incident including:

- Description of the incident,
- Activity being done at the time,
- Source of the activity,
- Location of the activity,
- Department carrying out the activity,
- Employee involved,
- Backup medical information in the event it results in lost time or restricted duty, and
- Expected return to work date if applicable.

The State Safety and Health Officer and Branch Safety and Health Coordinators will summarize Emergency-related environmental incidents and communicate appropriate information to the System and State Incident Commanders and Branch Directors as necessary.

Environmental Incident Reports

Environmental incidents (as covered in Chapter 19.2 of this ERP) that occur during an Emergency are entered into the Company's IMS when they occur and flagged as Emergency related. IMS reports on environmental incidents capture the pertinent details and will include a basic description of the incident including:

- The time and location of the incident,
- The reason why the incident occurred,
- The amount and type of oil and/or hazardous materials spilled,
- Equipment involved in the incident,
- Receptors affected by the incident,
- Regulatory notifications made,
- Assessment and cleanup activities completed and proposed, and
- The category of the incident (as defined in National Grid's EP-15).

The State Environmental Officer and Branch Environmental Coordinators will summarize Emergency-related environmental incidents and communicate appropriate information to the System and State Incident Commanders and Branch Directors as necessary.

Security Incident Report

Security incidents (as covered in Chapter 20.1 of this ERP) that occur during an Emergency are entered into the Company's IMS when they occur. The pertinent details of a security incident captured and entered into the system typically include the:

- Nature of the incident and number of any injuries,
- Damage to and/or losses of Company and external equipment or property,
- Identities of authorities, complainants, witnesses, subjects and suspects involved,
- Arrests, and
- Internal or external notifications, as required.

Security Incident Reports are generated by the System Security Officer and passed along to the System Incident Commander as necessary.

Roles and Activities

21.1.1. System Security Officer

21.1.1.1. Ensures the development and distribution of Security Incident Reports, as required.

21.1.2. State Safety and Health Officer

21.1.2.1. Ensures the development and distribution of Safety Incident Reports to the State Level, as required.

21.1.3. State Environmental Officer

21.1.3.1. Ensures the development and distribution of Environmental Incident Reports to the State Level, as required.

21.1.4. State Planning Section Chief

21.1.4.1. Oversees completion of the IAP and Damage Assessment Report and makes sure they are prominently displayed.

21.1.4.2. Establishes information requirements and resource status information reporting schedules as needed (e.g. Resource Coordination, Storm Damage Analysis Units).

21.1.4.3. Establishes information requirements, situation reports, and resource status information reporting intervals (schedules) with all ICS Command and General Staff.

21.1.5. Branch Safety and Health Coordinator

21.1.5.1. Ensures the development and distribution of Safety Incident Reports to the Branch Level, as required.

21.1.6. Branch Environmental Coordinator

21.1.6.1. Ensures the development and distribution of Environmental Incident Reports to the Branch Level, as required.

21.1.7. Branch Planning Coordinator

21.1.7.1. Establishes Branch Level information requirements and resource status information reporting schedules as needed (e.g. Resource Coordination, Storm Damage Analysis Units).

21.1.7.2. Ensures the State EOC Status Update Report and Damage Assessment Report are prominently displayed at the Branch.

21.1.7.3. Responsible for distributing Incident Action Plan to Transmission and Distribution Organization.

21.2. Regulatory Driven Reports and Documentation

90-Day Event Report

For any storm in which the Company incurs incremental operation and maintenance costs above the applicable dollar threshold ($1,120,000), the Company is required to file an event report with the Rhode Island Public Utilities Commission within 90 days of the end of restoration activities, providing a description of the storm along with a summary of the extent of damage to the Company's system, including the number of outages and length of outages. In addition, the

Company is required to submit a copy of its 90-day event report to the Division in Docket D-11-94. Emergency Planning will coordinate the drafting and filing of the 90-day event report.

See Exhibit A to this chapter, which is included in Appendix A of this ERP, for a template of the 90-day event report.

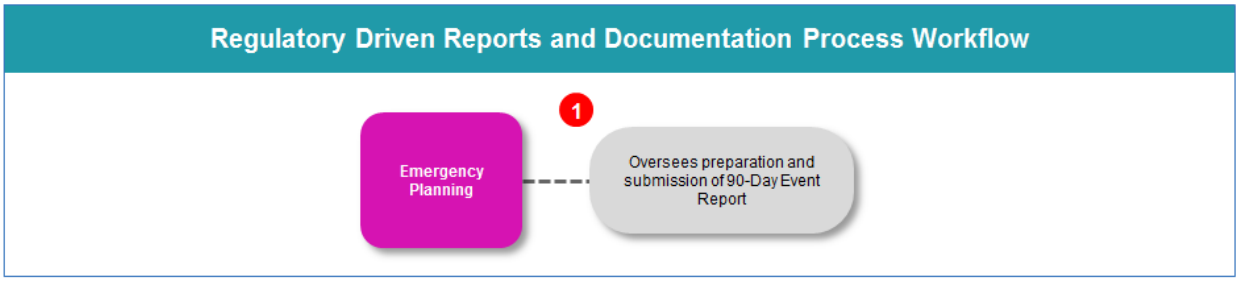


Figure 78: Regulatory Driven Reports and Documentation Process Workflow

Roles and Activities

21.2.1. Emergency Planning

21.2.1.1. Oversees preparation and submission of 90-Day Event Report.

21.3. After Action Review

To ensure a cycle of continuous improvement, individuals with responsibilities within the ERO are requested to assess actual performance vs. plan, and to identify functions and operations which may have deviated from the established plan, in addition to assessing the established emergency response process. During the Emergency, participants are requested to make note of opportunities to improve the process and/or participants' performance in implementing the process. Participants are encouraged to record observations and recommendations as they occur.

Post event, those who participated in the Company response to the emergency are requested to submit observations electronically to Emergency Planning.

An After Action Review (AAR) will be held following any Type 1 or 2 Event or as determined by the State Incident Commander. Emergency Planning is responsible to schedule, conduct and document the performance of all AARs. Emergency Planning shall notify leaders/process leads and participants from each business area who contributed to the Emergency or exercise and will schedule an AAR meeting within 14 calendar days of the Emergency conclusion.

The AAR meeting attendees collectively will form actionable items based on the observations of Emergency participants. These action items will be assigned action owners. Action items and owners will be tracked by Emergency Planning. The Vice President of Emergency Planning and Electric Services shall provide periodic updates on progress to the leadership team, as appropriate.

The Company will also plan to accept and solicit feedback from affected stakeholders through an appropriate channel (e.g. online survey, meeting with EMD, phone calls) for all Type 1 and 2 events. This Post-Event feedback, along with Emergency-based experiences will be included in the AAR.

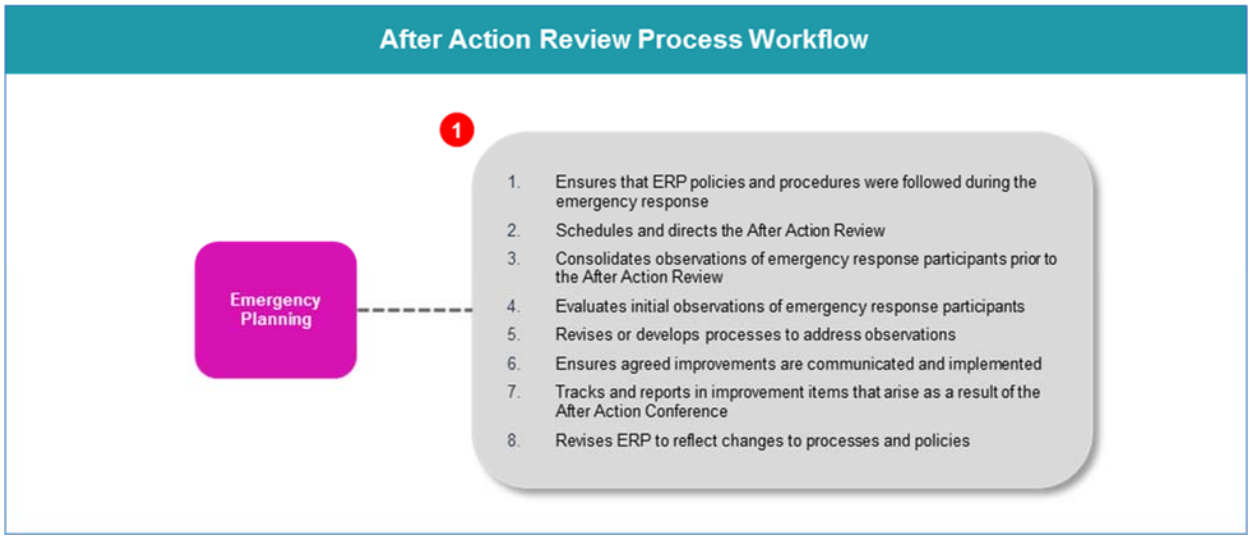


Figure 79: After Action Review Process Workflow

Roles and Activities

21.3.1. Emergency Planning

21.3.1.1. Ensures that ERP policies and procedures were followed during the Emergency response.

21.3.1.2. Schedules and directs the After Action Conference.

21.3.1.3. Consolidates and evaluates initial observations of emergency response participants in preparation for the After Action Conference.

21.3.1.4. Devises an appropriate methodology for correcting the underlying deviation from the plan and tracks and reports on improvement items that arise as a result of the After Action Conference.

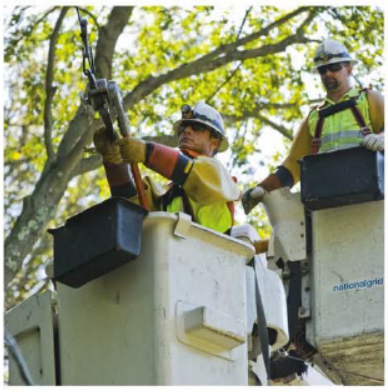
21.3.1.5. Revises the ERP to reflect necessary changes to policies and procedures (as discussed in Chapter 24.1 Timing of and Procedure for Updating the Plan).

21.3.1.6. Ensures agreed improvements are communicated and implemented (as discussed in Chapter 24.1 Timing of and Procedure for Updating the Plan).

REDACTED

nationalgrid

Chapter 22: Demobilization



22. Demobilization

Introduction

The purpose of this chapter is to identify how the Company reviews the need for the activated portions of the ERO throughout the course of the Emergency and releases those resources no longer required for the Emergency response.

Figure 80: Demobilization Plan Development and Implementation High Level Overview

Planning for demobilization is done on an on-going process in coordination with the situational awareness briefings (as described in Chapter 17 of this ERP) and begins as soon as the Emergency response begins.

The processes and associated roles covered in this chapter can be seen in Figure 80.

When carrying out demobilization activities, issues and decisions may be escalated through the System Level ERO during a System Level Emergency.

Processes

22.1Demobilization Plan Development and Implementation

22.1. Demobilization Plan Development and Implementation

The State Incident Commander is responsible for initiating the Demobilization process during an Emergency response. Planning for Demobilization is an on-going process starting as soon as the Emergency response begins.

The State Planning Section Chief gathers information about the status of restoration activities from the affected Branches and State Level and recommends to the State Incident Commander the re-allocation or release of resources as warranted. The State Incident Commander will then decide to demobilize partial or entire functions at the Branch and/or State Levels. When the State Incident Commander decides to reallocate resources from one branch to another or release resources, the Branch Director or their delegate will notify the resources of their transfer or release and provide contact information for their new assignment as applicable.

Tracking resource requirements and releasing those resources that are no longer required to support the response is essential for accountability

and managing control. This assists in reducing the misplacement of resources, reduces operating costs and ensures resources are available for other activities and assignments as needed. The ERO may be fully demobilized when:

- All Emergency-related jobs are assigned,
- Control Center is managing the Emergency, and
- All non-regional crews are released.

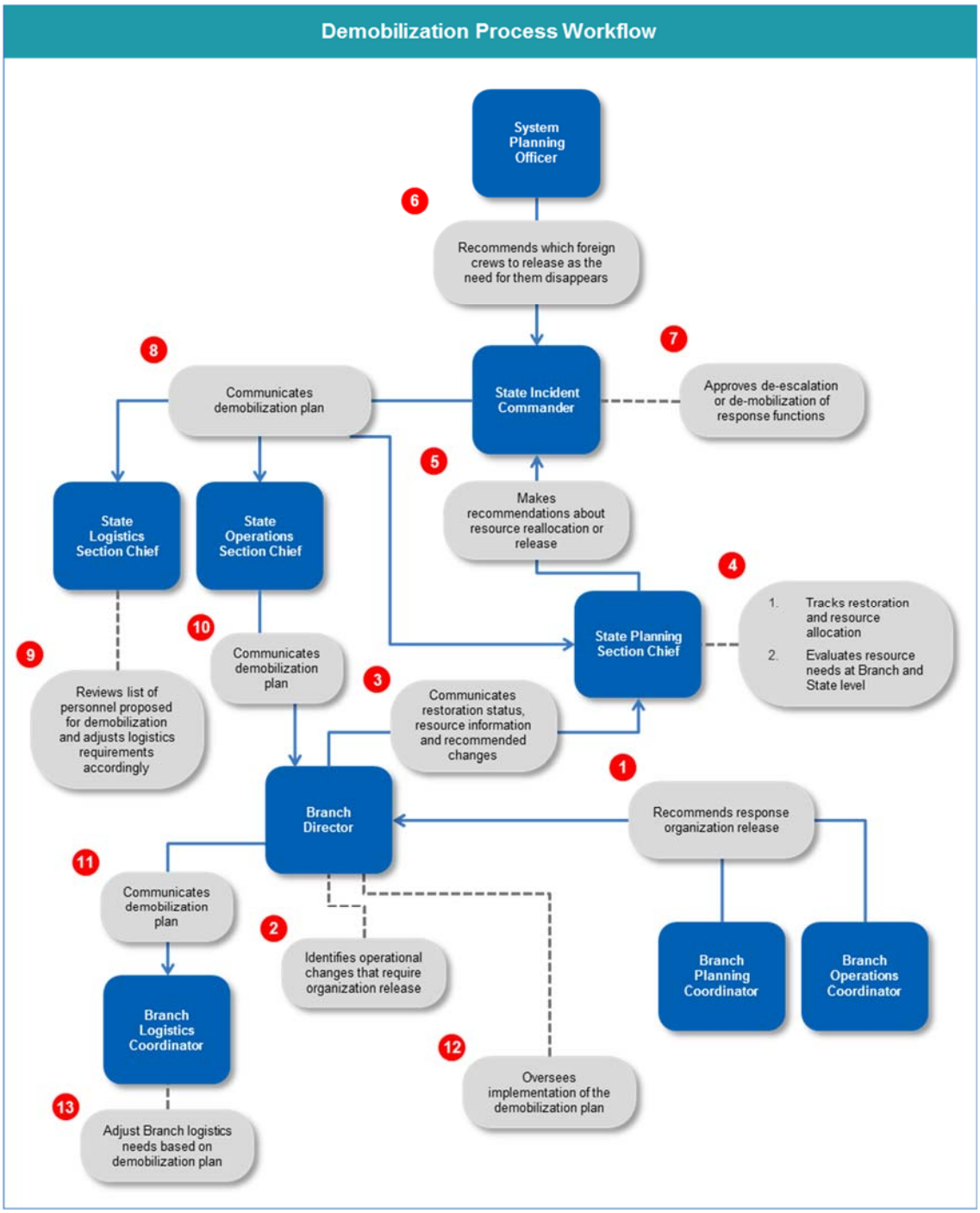


Figure 81: Demobilization Process Workflow

Roles and Activities

22.1.1. System Planning Officer

22.1.1.1. Makes recommendations to the State Incident Commander about which foreign crews to release as the need for them subsides.

22.1.2. State Incident Commander

22.1.2.1. Approves the Demobilization of response functions based on recommendations from the State Planning Section Chief including, but not limited to, the re-allocation and/or release of foreign crews and Company crews and support staff.

22.1.3. State Operations Section Chief

22.1.3.1. Consolidates operational situation changes that require augmenting/demobilizing resources from the Branch Directors and communicates this during the State-level briefing.

22.1.3.2. Review demobilization recommendations of the State Planning Section Chief including, but not limited to, the re-allocation and/or release of foreign crews and Company crews and support staff.

22.1.3.3. Communicate approved Demobilization plan to Branch Directors.

22.1.4. State Planning Section Chief

22.1.4.1. Tracks restoration and resource allocation status throughout the Emergency.

22.1.4.2. Evaluates resource needs at the Branch and State Levels and makes recommendations to the State Incident Commander about re-allocating or releasing resources.

22.1.4.3. Oversees the preparation and implementation of the demobilization plan based on the Demobilization decisions of the State Incident Commander.

22.1.5. State Logistics Section Chief

22.1.5.1. Reviews the list of personnel proposed for demobilization daily and adjusts material, fleet, staging site, communication, meal and lodging requirements accordingly as resources are re-allocated or released.

22.1.6. Branch Director

22.1.6.1. Identifies operational situation changes that require augmenting/ demobilizing resources.

22.1.6.2. Provides restoration status and resource request information to the State Planning Section Chief.

22.1.6.3. When appropriate, oversees the preparation and implementation of the demobilization plan based on the Demobilization decisions of the State Incident Commander.

22.1.6.4. Notifies resources of their transfer or release and provides contact information for their new assignment as applicable.

22.1.7. Branch Planning Coordinator

22.1.7.1. Makes recommendations to the Branch Director regarding opportunities for augmenting the ERO or demobilizing resources.

22.1.7.2. When appropriate, oversees the preparation and implementation of the demobilization plan.

22.1.8. Branch Logistics Coordinator

22.1.8.1. Adjusts branch logistics accordingly as the demobilization plan dictates.

REDACTED

nationalgrid

Chapter 23: Training and Exercises

23. Training and Exercises

Introduction

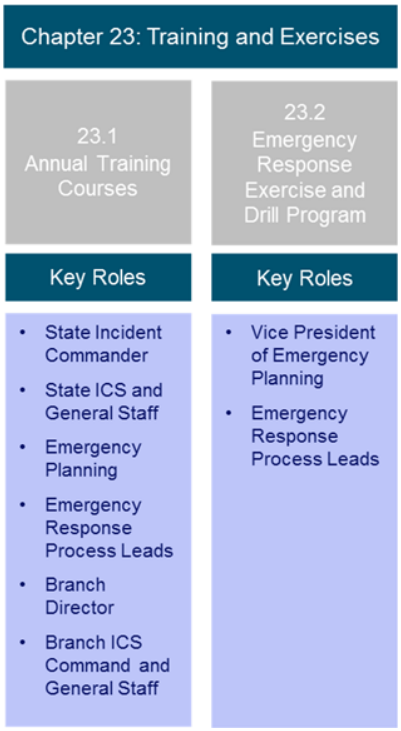


Figure 82: Drills and Training High Level Overview

The purpose of this chapter is to identify the means by which Company personnel practice for an Emergency response.

The Company's annual preparations include a training program and restoration exercises, are conducted throughout the year during Blue Sky conditions.

The processes and associated roles covered in this chapter can be seen in Figure 82.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

Processes

23.1 Annual Training Courses

23.2 Emergency Response Exercise and Drill Program

23.1. Annual Training Courses

Training is to be scheduled at least annually for all employees with restoration related activities who may be activated during an Emergency. Emergency Planning verifies the training status of each employee using a training tracker tool, and is also responsible for tracking the development and scheduling of training, which is to be conducted prior to August 1 of each year. Detailed training for new or newly assigned employees should take place before November 1st of each year. The purpose of this training is to ensure that these employees can safely and efficiently perform their assigned responsibilities during such an Emergency. All training attendance records should be coordinated and tracked through the Learning Management System.

Roles and Activities

23.1.1. State Incident Commander; State ICS Command and General Staff

23.1.1.1. Participates in EMR004, “Annual Emergency Response Plan Overview,” prior to assuming the role during an Emergency.

23.1.2. Emergency Planning

23.1.2.1. Oversees the annual training program. Tracks the development and scheduling of training.

23.1.3. State Emergency Response Process Leads

23.1.3.1. Ensures that Company employees for a process are adequately prepared in terms of training and PPE.

23.1.3.2. Assists with the development of training for the process they oversee.

23.1.3.3. Participates in EMR004, “Annual Emergency Response Plan Overview,” prior to assuming the role during an Emergency.

23.1.3.4. Determines appropriate training requirements for each Emergency response role included in their process.

23.1.3.5. Develops and modifies training courses; establishes course codes, curriculum, and training material in coordination with Emergency Planning.

23.1.3.6. Coordinates training sessions, including tracking participation by sending attendance sheets to Learning and Development to be entered into the Company’s Learning Management System.

23.1.3.7. Seeks feedback on training (such as the effectiveness and frequency) to improve training courses and sessions.

23.1.4. Branch Director; Branch ICS Command and General Staff

23.1.4.1. Participates in EMR004, “Annual Emergency Response Plan Overview,” prior to assuming the role during an Emergency.

23.2. Emergency Response Exercise and Drill Program

National Grid’s Emergency Response Exercise and Drill Program models the Department of Homeland Security’s (DHS) Homeland Security Exercise and Evaluation Program (HSEEP). Exercises and Drills are conducted to prepare for an Emergency Event, and to test the adequacy and effectiveness of its personnel performing job functions outside of their normal areas of responsibility. The Program also identifies capability gaps and areas for improvement in the implementation of the Company’s ERP during an Emergency Event.

As part of the program, the Company will conduct a New England State Emergency Response Functional Exercise annually. The annual exercise should include:

1. Simulations of all Emergency response assignments, and
2. Communication with outside agencies, local governments, and others who would normally be included in a service restoration response.

On an annual basis the Company will conduct a functional exercise that address how the Company would respond to an Emergency that occurred coincidentally with (i) loss of business continuity, (ii) a national Emergency, or (iii) a pandemic incident.

Through the use of the HSEEP, the Company conducts and evaluates exercises that address the priorities established by National Grid's leadership. These priorities are established as part of a Training and Exercise Planning Workshop (TEPW), a recurring, annual workshop with executive-level involvement representing multiple Company disciplines. Included in the activities of this workshop is the identification of additional training, drills and exercises for inclusion under the umbrella of Emergency Planning's Training and Exercise program.

Consideration should be given to the following when planning the Company's exercise program:

1. Past drills and exercises,
2. Recent events and Emergencies,
3. Recent modification to plans and procedures, and
4. State or local drills and exercises that may incorporate an electric utility response.

These priorities guide the overall direction of the Company's exercise program, where individual exercises are anchored to a common set of priorities or objectives and build toward an increasing level of complexity over time. Accordingly, these priorities guide the design and development of individual exercises as planners identify exercise objectives and align them to core capabilities for evaluation during the exercise. Exercise evaluation assesses the ability to meet exercise objectives and capabilities by documenting strengths, areas for improvement, core capability performance, and corrective actions in an After Action Report/Improvement Plan. The format, content and scope of the exercise will be determined by the Exercise Planning Team.

Throughout the year, the Company may conduct other types of development and training exercises with any functional group within the Emergency Response organization. The Emergency Response Exercise and Drill Program utilizes the following HSEEP exercise and drill components:

- **Seminar** – informal discussion to orient participants to new or updated plans, policies, or procedures;
- **Workshop** – used to build specific products such as policies or plans;
- **Tabletop Exercise** – involves key personnel discussing simulated scenarios in an informal setting to assess plans, policies and procedures;

- **Game** – a simulation of operations designed to depict actual situations. Used to validate plans, policies and procedures in an operational environment. Usually conducted between teams in a competitive environment;
- **Drill** – an activity designed to test a specific operation or function within a single entity;
- **Functional Exercise** – a single or multi-agency activity designed to evaluate capabilities and multiple functions using a simulated response. Used to evaluate the management of EOCs, command posts, etc., and assess the response plans and resources. Usually includes a simulated deployment of resources and personnel, rapid problem solving, and a highly stressful environment; and
- **Full-Scale Exercise** – a multi-agency, multi-jurisdictional, multi-discipline response to a simulated Emergency which involves a real time response to simulated but realistic conditions.

The schedule of drills will be coordinated through the Vice President of Emergency Planning and Electric Services who is responsible for maintaining the Company's consolidated, multi-year Exercise & Drill Calendar. The New England State Emergency Response Functional Exercise will be completed prior to August 1st. An example of the Emergency Response Exercise and Drill Program Attendance Records and the Exercise Report are included as Exhibits A and B to this chapter, which can be found in Appendix A to this ERP.

Roles and Activities

23.2.1. Vice President of Emergency Planning and Electric Services

23.2.1.1. Determines the format, content and scope of the exercise with input from Operations, Maintenance & Construction, and Control Center Operations.

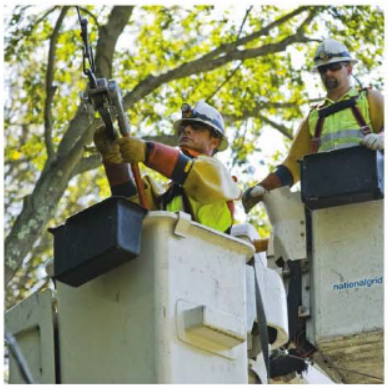
23.2.1.2. Ensures that drill/exercise participant requests are communicated to the Company's personnel.

23.2.1.3. Ensures that drill/exercise notifications are communicated to any outside agency with restoration responsibilities, local elected and appointed officials, state and local public safety officials, and the RIPUC and, if the objectives of the exercise would benefit from their presence, ensures that these stakeholders receive drill/exercise participation requests.

REDACTED

nationalgrid

Chapter 24: Emergency Plan Maintenance



24. Emergency Plan Maintenance

Introduction

The purpose of this chapter is to identify how the Company ensures the ERP contains an accurate overview of the processes they employ when responding to an Emergency.

Figure 83: Emergency Plan Maintenance High Level Overview

The ERP is maintained over the course of the year and is updated to reflect changes in the Company's response procedures that arise from myriad factors.

The processes and associated roles covered in this chapter can be seen in Figure 83.

There is no interaction with the System Level Plan when carrying out the activities associated with the processes included in this chapter.

Processes

24.1 Timing of and Procedure for Updating the ERP

24.1. Timing of and Procedure for Updating the ERP

The RI ERP will be revised and filed with the Division by June 1st of each year, at a minimum, but can be revised and refiled at other times during the year to address changes based on developments in technology or regulations, critical lessons learned, or the Company's organizational structure, for example.

When a required change to the ERP has been identified, it is the responsibility of the Process Leads to revise the language, process flow diagram, roles and activities describing any changed process. Emergency Planning will update the RI ERP, and SLP and ERPs of other states, if they are also impacted, to include the changes made to the process by the Process Leads and obtain sign-off from the appropriate Company executives prior to filing the revised ERP with the RIPUC. The Process Leads will ensure that any documents external to the ERP or systems relied on to execute the process will be updated in conjunction with updating the ERP.

Emergency Planning will distribute the revised ERP throughout the Company and ensure that Intranet is updated to reflect the changes.

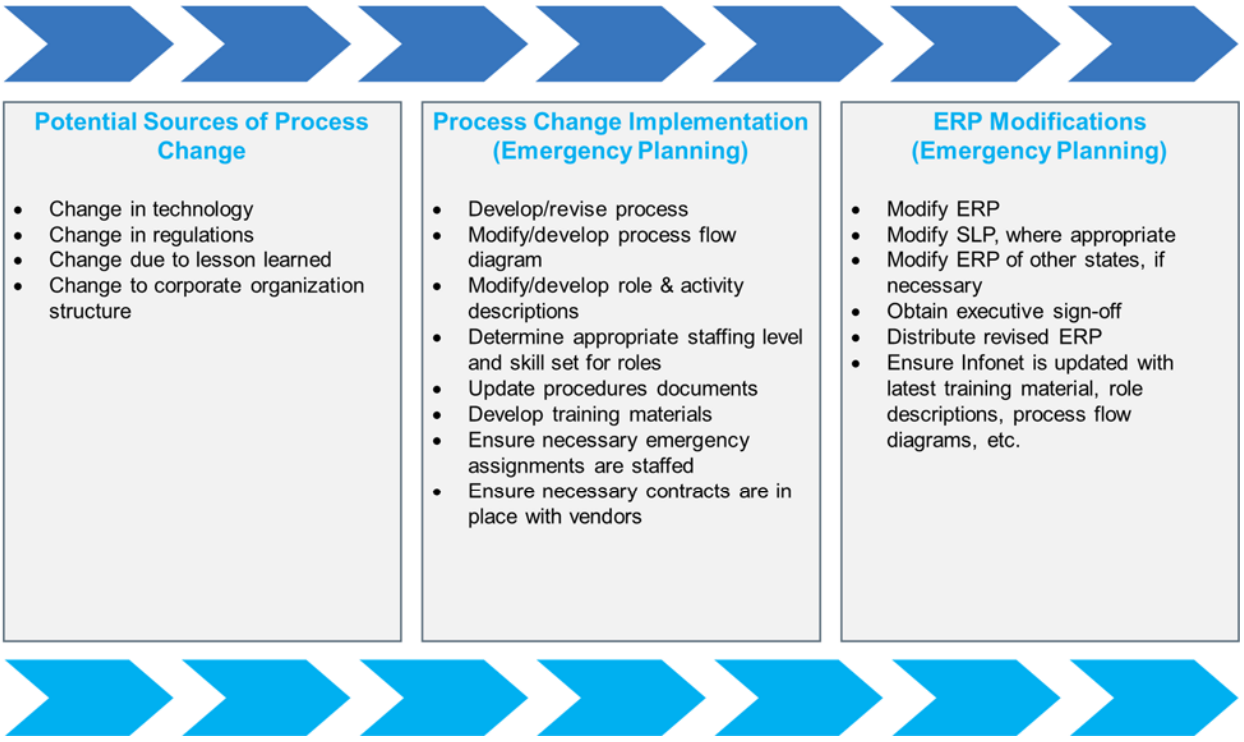


Figure 84: Updating the ERP Process Change Diagram

Roles and Activities

24.1.1. Emergency Planning

24.1.1.1. Revises or develops new processes including process flow diagrams, roles and activities, and training materials, as required and communicates them to Company employees involved with these processes.

24.1.1.2. Updates Company systems to reflect updated processes.

24.1.1.3. Modifies the ERP to reflect changes to Emergency response processes.

24.1.1.4. Obtains executive sign-off for updated plan.

24.1.1.5. Distributes the updated ERP within the Company.

24.1.1.6. Ensures the necessary contracts are in place with the required vendors.

REDACTED

nationalgrid

Chapter 25: Regulatory Compliance Translation Table

REDACTED

25. Legislative and Regulatory Compliance Translation Table

Introduction

This chapter contains an overview of the legislative and regulatory requirements that drive certain content within this ERP.

Table 8: Legislative and Regulatory Compliance Translation Table

Legislative or Regulatory Requirement
From the Rhode Island Division of Public Utilities and Carriers' Rules Prescribing Standards for Electric Utilities, 815-RICR-30-00-1, Section 1.6 (Interruptions of Service) ("Division Standards"), p. 7 .
Each public utility shall use all reasonable means to avoid interruption of service but should an interruption occur, service shall be re-established within the shortest time practicable, consistent with safety requirements. (Division Standards at Section 1.6.A, p. 7).
Each public utility shall make a record of all interruptions of service of more than five (5) minutes' duration affecting the entire distribution system of a single community or the entire distribution circuit serving a division of a community and shall include in such record the date and time of interruption, approximate number of customers affected, the date and time of service restoration, and, when known, the cause of such interruption. Reports with reference to such service interruption shall be made monthly to the Division on Form E-1. (Division Standards at Section 1.6.B, p. 7).
Each utility shall notify the Commission (or a designated member of the staff) by telephonic means of any major interruption of service when the interruption results in 1000 or more customer hours between normal working hours increasing to 3000 or more customer hours after normal business hours. A company having less than 5,000 customers will notify the Commission when outages exceed 100 customer hours during normal working hours and increasing to 200 customer hours after normal business hours. (Division Standards at Section 1.6.C, p. 7).
When service is interrupted to perform work on lines or equipment, such work shall be done at a time causing minimum inconvenience to customers consistent with the circumstances. Customers seriously affected by such interruption shall, whenever reasonably possible, be notified of the time and expected duration of the service interruption. When service is interrupted to perform work on lines or equipment, such work shall be done at a time causing minimum inconvenience to customers consistent with the circumstances. Customers seriously affected by such interruption shall, whenever reasonably possible, be notified of the time and expected duration of the service interruption. (Division Standards at Section 1.6.D, p. 7).

REDACTED

From the Rhode Island Division of Public Utilities and Carriers' Review of the Narragansett Electric Company, D/B/A National Grid's Preparedness and Restoration Efforts Related to the October 29 – 30, 2017 Storm, Docket No. D-17-45, Report and Order, (Effective date, January 31, 2019).

1. Implementation Plan

The Parties agree that the Company shall implement certain improvements to its Emergency Response Plan ("ERP") and take actions to improve its preparedness and response to
future major storm events. Specifically, the Parties agree that the Company shall implement the actions set forth below:

b. By November 16, 2018, the Company will develop a simplified classification table to be added to its ERP for the Division's review and comment and meet with the Division to discuss adjustments and enhancements to the ERP with the objective of developing a simplified classification table by June 1, 2019;

c. The Company will work together with the Division to derive a detailed storm restoration matrix and review the ranges and classification. By November 16, 2018, the Company will meet with the Division to discuss adjustments and enhancements to the ERP with the objective of developing a detailed storm restoration matrix by June 1, 2019;

e. The Company shall review its storm summary report format in light of the proposed enhancements recommended by PowerServices and present a new format to the Division for its review. By November 16, 2018, the Company will provide a draft of its revised storm summary report format for the Division's review. Once the Company and the Division agree on the revised report format, the Company will use that format for subsequent major storm events that occur after June 1, 2019.

REDACTED

nationalgrid

Chapter 26: Service Territory/Facility Overview

26. Service Territory/Facility Overview

Introduction

This Chapter identifies the towns in which the Company operates in Rhode Island.

Barrington	Exeter	North Smithfield	Smithfield
Bristol	Foster	Narragansett	Tiverton
Burrillville	Gloucester	Newport	West Greenwich
Central Falls	Hopkinton	North Providence	West Warwick
Charlestown	Jamestown	Pawtucket	Warren
Coventry	Johnston	Portsmouth	Warwick
Cranston	Lincoln	Providence	Westerly
Cumberland	Little Compton	Richmond	Woonsocket
East Greenwich	Middletown	South Kingstown	
E. Providence	North Kingstown	Scituate	

Figure 85: Rhode Island's 38 Cities and Towns Served

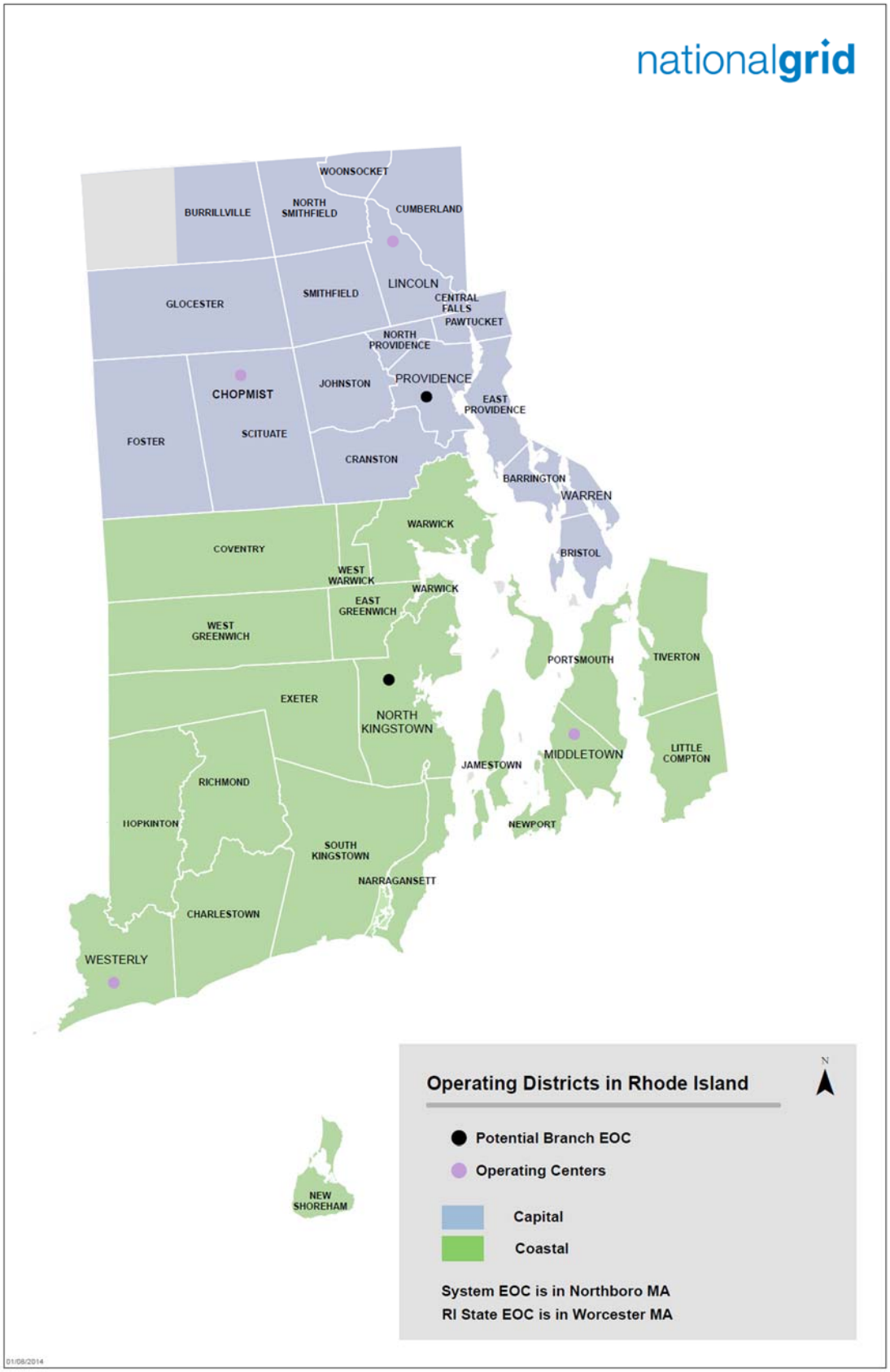
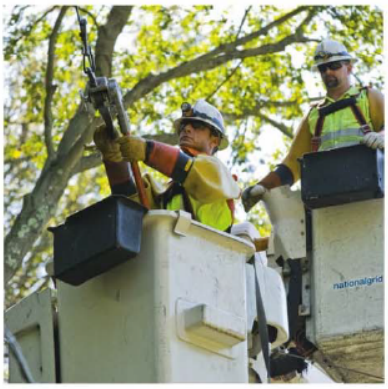


Figure 86: Rhode Island Service Territory Map

REDACTED

nationalgrid

Chapter 27: Definitions



27. Definitions

After Action Review: A structured review or debrief process administered by Emergency Planning to analyze what happened, why it happened, and how it can be improved. This review is conducted by the participants and those responsible for the project or Emergency.

Branch Level: Level of response that involves the control and coordination of restoration efforts at one or more decentralized locations.

Command Positions: Those Key Positions that report and provide direct support to the Incident Commander as the Command and General Staff. This includes System and State General and Command Staff as well as Branch Directors. Those who fill these positions must complete and turn in their checklist to Emergency Planning for Type 1, 2 and 3 events.

Command Staff: The state-level Command Staff consists of the Public Information Officer, Safety and Health Officer, Environmental Officer, Security Officer and Liaison Officer. They report directly to the Incident Commander. They may have an Assistant or Assistants, as needed.

The branch-level Command Staff consists of the Public Information Coordinator, Safety and Health Coordinator, Environmental Coordinator, Security Coordinator and Liaison Coordinator. They report directly to the Branch Director.

Company: An electric utility comprised of Narragansett Electric.

Crisis Management Team: National Grid personnel responsible for coordinating and carrying out the crisis management activities covered in the Group Crisis Management Framework.

Critical Facility: A building or structure where the loss of electrical service would result in disruption of a critical public safety function. Critical Facilities are those facilities deemed critical by both the Electric Company and the municipality. Examples of critical facilities may include: hospitals, police and fire stations, airports, Emergency management agencies, acute/post-acute medical facilities with life sustaining equipment, water sewer, pump stations, evacuation centers, and Emergency communications centers which serve a life safety function (E911 centers). These facilities are typically required by the town or state to have emergency generation or provisions for Emergency generation on-site in order to address safety concerns.

Demobilization: The orderly, safe and efficient return of an Emergency resource to its original status and/or location.

Drill: an activity designed to test a specific operation or function within a single entity.

Electric Operations: This term can be used interchangeably with “Electric Maintenance and Construction.”

Emergency: An event where widespread outages or service interruptions have occurred in the service area due to storms or other causes beyond the control of National Grid. An Emergency is an event classified as a Type 1, 2 or 3 Event.

Emergency Classification Type: Storm severity scale that the Company uses to simplify the communication of the Emergency Response Organization characteristics to internal and external stakeholders. Information aligned to the scale includes the Type viewpoint, typical event characteristics, typical response organization, typical resource activation and communication and coordination. This is aligned with the NIMS incident complexity table.

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management activities takes place.

Emergency Response Exercise and Drill Program: A series of annual exercises and drills that model the Department of Homeland Security's (DHS) Homeland Security Exercise and Evaluation Program (HSEEP). Activities are conducted to prepare for an Emergency Event, and to test the adequacy and effectiveness of its personnel performing job functions outside of their normal areas of responsibility. The Program is part of a larger preparedness cycle that helps to identify capability gaps and areas for improvement in the implementation of the Company's ERP during an Emergency Event.

Emergency Response Organization: The designated group of National Grid personnel responsible for coping with and mitigating the effects of an Emergency. It is comprised of a Strategic Level, Tactical Level and Operational Level.

Full-Scale Exercise: A multi-agency, multi-jurisdictional, multi-discipline response to a simulated Emergency which involves a real time response to simulated but realistic conditions.

Functional Exercise: A single or multi-agency activity designed to evaluate capabilities and multiple functions using a simulated response. Used to evaluate the management of EOCs, command posts, etc., and assess the response plans and resources. Usually includes a simulated deployment of resources and personnel, rapid problem solving, and a highly stressful environment.

Game: A simulation of operations designed to depict actual situations. Used to validate plans, policies and procedures in an operational environment. Usually conducted between teams in a competitive environment;

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The state-level General Staff may consist of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, Finance Section Chief, and Human Resources Section Chief.

The branch-level General Staff may consist of the Operations Coordinator, Planning Coordinator, Logistics Coordinator, and Finance Coordinator.

Group Crisis Management Framework: A construct that sets out National Grid's approach to crisis management; both proactive and reactive, and also contains the details required to activate the Crisis Management Team. It will be supported by training and exercising of Emergency response plans to ensure that National Grid can protect the safety of the public, our employees and contractors, and the infrastructure and reputation of National Grid.

Incident Anticipation Phase: *(Pre-Event Stage*) The period of time between when (1) an impending Emergency is first identified, and (2) the Emergency first causes damage to the system resulting in service interruptions.

Incident Command System (ICS): The coordinated and collaborative incident management construct specifically designed and made a part of the National Incident Management System ("NIMS") under the Federal Emergency Management Agency. ICS enables effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

Incident Commander (IC): The individual who has overall responsibility for National Grid's response in an Emergency including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Response Phase: (Service Restoration Stage) The period of time between when an Emergency first causes damage to the system resulting in service interruptions and the time when service is restored to all customers.

Key Functions: These are denoted in ERP Guideline 14-72 and are service restoration, environmental response, worker health and safety, customer communications, communications with government officials, logistics and field support, and finance and administration.

Key Positions: Report directly to the System/State Incident Commander or Branch Director as Command or General staff and are primarily responsible for overseeing one of the Key Functions. Those who fill these positions must complete and turn in their checklist to Emergency Planning for Type 1, 2 and 3 events.

Life Support Customers (LSCs): Those customers who have provided documentation of their medical conditions necessitating electric service.

Mutual Assistance Agreement: An agreement among a utilities, both inside and outside the state, that details specifics for obtaining or lending resources, including, but not limited to, material, equipment, and trained personnel, when internal resources are not sufficient to ensure the safe and reasonably prompt restoration of service during an Emergency.

National Grid Incident Management System: Database used to store and track information about safety or environmental incidents.

National Incident Management System: A comprehensive approach to incident management that is applicable at all jurisdictional levels and across functional groups whose principles improve coordination and cooperation between public and private entities and are applicable across a full spectrum of potential Emergency scenarios, regardless of size or complexity.

Non-Key Positions: Any role that does not report directly to an Incident Commander or Branch Director as General or Command Staff. Role descriptions and checklists are provided in this ERP to serve as job aids and training tools. These checklists are not required to be collected following an emergency.

Operating Condition: The set of parameters or circumstances that the Emergency Response Organization must consider during an Emergency response.

Operational Level: A level within the Emergency Response Organization whose responsibility is to execute the objectives of both the Strategic and Tactical Levels of the Emergency Response Organization.

Operational Period: The period of time scheduled for execution of a given set of actions or objectives. Operational Periods can be of various lengths depending on the Emergency.

Outage Management System: System to identify customer outages, assign trouble crew and record outage event statistics.

Post Incident Phase: (Post-Event Stage) The period of time immediately following restoration of service to all customers after an Emergency.

Seminar: Informal discussion to orient participants to new or updated plans, policies, or procedures.

Service Interruption: The loss of service to one or more customers connected to an electric distribution system.

State Level: Level of response that involves the control and coordination of restoration efforts across the service territory of a single state (e.g. Massachusetts, Rhode Island or New York). This may include the control and coordination of one or more Branches.

Strategic Level: A level within the Emergency Response Organization whose responsibility is to provide clear, broad objectives during an Emergency to advance the overall organization as well as coordinate resources.

Task Force: Road clearing team comprised of Company, state and municipal resources activated during Type 1 and typically Type 2 Events.

System Level: Level of response that involves the control and coordination of restoration efforts across multiple states and/or business areas.

Tabletop Exercise – involves key personnel discussing simulated scenarios in an informal setting to assess plans, policies and procedures;

Tactical Level: A level within the Emergency Response Organization whose responsibility it is to utilize specific resources to achieve sub-objectives in support of the defined mission.

Workshop: Used to build specific products such as policies or plans.

REDACTED

nationalgrid

Chapter 28: Acronyms

28. Acronyms

AAR	After Action Review
CAV	Community Assistance Vehicle
CMT	Crisis Management Team
COO	Chief Operating Officer
EAP	Employee Assistance Program
EOC	Emergency Operations Center
EEI	Edison Electric Institute
EMS	Energy Management System
ERO	Emergency Response Organization
ERP	Emergency Response Plan
ESA	Endangered Species Act
ETA	Estimated Time of Arrival
ETR	Estimated Time of Restoration
FEMA	Federal Emergency Management Agency
FERC	Federal Energy Regulatory Commission
HSEEP	Homeland Security Exercise and Evaluation Program
ICS	Incident Command System
IMS	(National Grid) Incident Management System
IOU	Investor Owned Utility
IS	Information Services
ISO-NE	Independent System Operator New England
IVR	Interactive Voice Response
MEOC	Mobile Emergency Operations Center
NAMAG	North Atlantic Mutual Assistance Group
NIMS	National Incident Management System
NMPC	Niagara Mohawk Power Company
O&M	Operations and Maintenance
OMS	Outage Management System
RIDEM	Rhode Island Dept. of Environmental Management
RIPUC	Rhode Island Public Utilities Commission
RIEMA	Rhode Island Emergency Management Agency
RMAG	Regional Mutual Assistance Group
SEAL	Storm Emergency Assignment Listing
SDC	Service Delivery Center
SLP	System Level Plan
SVP	Senior Vice President
VP	Vice President

REDACTED

nationalgrid

Chapter 29: Document Revision History

29. Document Revision History

Entire document	Removed instances of double spacing between sentences and replaced with a single space for consistency.
Entire document	Where inconsistent, replaced bullets under role descriptions with arrows for consistency.
Entire document	Where inconsistent, replaced bullets in remaining text with solid triangles for consistency.
Entire document	Where inconsistent, aligned indentation such that any style of text has the same indentation.
Entire document	Removed spaces before/after slashes (“/”), where necessary, to conform with proper grammar rules.
Entire document	Updated work flow diagrams to include State Operations Section Chief and to reflect changes in role responsibilities.
Entire document	Updated Chapter Introduction Figures for clarity.
Entire document	Changed instances of: • “Strategic Response Team” to “Crisis Management Team” • “SRT” to “CMT” • “vegetation management” to “forestry” • “OH Line Crew Supervisor” to “Overhead Line Supervisor” • “Substation Group Leader” to “Decentralized Substation Leader” • “Damage Assessment Office Support” to “Damage Assessment Work Support” • “iMap” to “IMAP” • “in order to” to “to” (in many, but not all instances) • “manning” to “staffing” • “Media Relations” to “Communications” • “his” to “his/her” • “he” to “he/she” • “Final Storm Report” to “Final Event Report” • “exercise” to “drill”
Ch. 1 Introduction	Edited text for clarification.
Ch. 3.1 Figure 1	Updated figure for clarification. Added number and title to figure.
Ch. 3.2 Overview	Edited text for clarification.
Ch. 3.2	Updated all structure charts for clarification. Enlarged text and consolidated smaller charts into larger ones. Updated figure numbers and references to previous diagrams accordingly. Additionally: Added roles: 1. State Operations Section Chief 2. Area Community Liaison Coordinator 3. Reconciliation Support Consolidated roles into “Staging Site Support”: 4. Staging Site Coordinator 5. Staging Site Administrative Coordinator 6. Staging Site Transportation Lead 7. Staging Site Laundry Lead 8. Staging Site Meals Lead 9. Staging Site Parking Lead Consolidated roles into “Forestry Branch Supervisor”: 10. Forestry Platform Coordinator 11. Forestry Crew Supervisor Removed role: 12. Branch Human Resources Coordinator

Ch. 3.3	Changed “Storm” to “Emergency” to maintain the ERP as an all-hazards plan. Updated Figure in Introduction to conform to previous changes. Updated State Incident Commander for clarification and added State Operations Section Chief position, including “REPORTS TO” and “JOB Description” sections.
Ch. 3.4	Changed “Storm” to “Emergency” to maintain the ERP as an all-hazards plan; updated text for clarification. Removed Branch Human Resources coordinator position to conform to previous changes.
Ch 4.2	Edited text for clarification. Updated Branch Director’s responsibility and removed Branch Planning Coordinator’s responsibility to better reflect positions’ responsibilities.
Ch 6.1, 6.2, 6.3 Roles and Activities	Transferred responsibilities from State Incident Commander to State Operations Section Chief. Clarified Branch Director reporting responsibilities based on new Operations Section Chief role.
Ch 6.4 Roles and Activities	Clarified responsibilities of Emergency Planning and System/State Human Resources Officer.
Ch 6.6	Edited text for clarification. Added further direction regarding checklists.
Ch 6.6 Roles and Activities	Edited for length: compiled same responsibilities for positions under fewer summarizing titles.
Ch 6.7	Updated text based on process change. Added further direction regarding checklists.
Ch 6.7 Roles and Activities	Updated responsibilities based on process change, including shifting of responsibilities.
Ch 7 Overview	Edited text for clarification.
Ch 7 Figure 25	Enlarged figure’s text for clarification.
Ch 7.1 Roles and Activities	Updated State Logistics Section Chief position to better-reflect position’s responsibilities.
Ch 7.3	Edited text for clarification.
Ch 7.3 Table 7	Edited table for clarification. Removed “Material Lead” to conform to previous role changes.
Ch 7.3 Roles and Activities	Created responsibility for State Operations Section Chief. Clarified State Logistics Section Chief responsibilities and Branch Director reporting responsibilities based on new Operations Section Chief role.
Ch 7 Overview	Edited text for clarification. Updated title of Overview to reflect section title. Edited text for clarification.
Ch 8.1	Edited text for clarification. Added “Emergency Response Process Leads and All Positions that Activate Others” role and a responsibility.
Ch 9.1	Updated responsibilities based on current processes. Updated text based on current processes.
Ch 10.2 Distribution Mainline Surveys	Edited text to clarify Phase 1 and 2 surveys and to describe the factors considered to determine the area surveyed after an event.
Ch 13.1	Edited text based on current practices.
Ch 13.1 Roles and Activities	Updated Control Center Operator responsibilities based on current practices.
Ch 13.2 Figure 44	Updated Figure for clarity.
Ch 14.1 Roles and Activities	Created responsibility for State Operations Section Chief.
Ch 14.2	Updated Forestry Branch Supervisor dispatching responsibilities based on current practices.
Ch 14.2 Roles and Activities	Updated Branch Operations Coordinator, Storm Room Lead, Contractor Room Lead, Forestry Branch Coordinator, and Forestry Branch Supervisor roles based on current practices.
Ch 14.3 Roles and Activities	Created responsibility for State Operations Section Chief. Updated Decentralized Substation Leader roles based on current practices.

Ch 14.4	Updated title to parallel previous Distribution-focused section title.
Ch 15.1 Roles and Activities	Created responsibility for State Operations Section Chief. Updated State Public Information Officer and Branch Planning Coordinator responsibilities.
Ch 16.1 Roles and Activities	Added “During State Level briefing” to responsibilities and updated text for clarification. Created responsibility for State Operations Section Chief.
Ch 16.2 Roles and Activities	Added “During Branch Level briefing” to responsibilities and updated text for clarification.
Ch 17.4	Updated section to explain process for updating Life Support Customer list.
Ch 17.5 Roles and Activities	Moved responsibilities from State Public Information Officer to Branch Public Information Officer to reflect current process.
Ch 18.1	Changed “Community and Customer Manager” to “Branch Liaison Coordinator” to differentiate between one’s storm role and day job. Edited text for clarification.
Ch 18.1 Roles and Activities	Created responsibility for Area Community Liaison Coordinator. Modified Branch Liaison Coordinator and Community Liaison Coordinator based on updated processes and based on new responsibilities assumed by Area Community Liaison Coordinator. Modified remaining text for clarity.
Ch 18.2	Edited text for clarification. Updated Branch Operations Coordinator activities based on current practices. Created responsibility for Area Community Liaison Coordinator.
Ch 19 Roles and Activities	Edited text for clarification.
Ch 20.1	Updated State Security Officer and Branch Security Coordinator responsibilities.
Ch 21.1	Edited text for clarification.
Ch 21.1 Roles and Activities	Updated Branch Planning Coordinator activities based on current practices.
Ch 21.2 Roles and Activities	Updated Emergency Planning activities based on current practices.
Ch 21.3	Updated text based on current practices.
Ch 21.3 Roles and Activities	Updated text based on current practices.
Ch 22.1 Roles and Activities	Created responsibility for State Operations Section Chief.
Ch 23.1	Edited for length: compiled same responsibilities for positions under fewer summarizing titles.
Ch 23.2	Updated text to describe use of Homeland Security Exercise and Evaluation Program.
Ch 23.2	Updated Emergency Response Process Leads responsibilities for clarity.
Ch 24.1 Figure 82	Updated Figure for clarity.
Ch 25 Table 8	Updated table to include new regulations and sections of ERP that comply with those regulations.
Ch 27	Added definitions and updated existing definitions for additional clarification. Added the following terms: Command Positions, Critical Facility, Drill, Full-Scale Exercise, Functional Exercise, Game, Key Functions, Key Positions, Non-Key Positions, Seminar, Tabletop Exercise.
Ch 30 and 31	Updated matrices based on updates to text and SLP.
Ch 32	Updated every position to include “Position Type.” Added text to clarify when to submit checklists to Emergency Planning. Added line for user to sign and date checklists for submittal. Replaced duplicate “Pre-Event/Service Restoration/Post-Event Stage Responsibility” text from role descriptions with “Please refer to the following checklist.” Those three sections appear in full in the checklist following each role description. Added and subtracted responsibilities from role descriptions and checklists based on process improvements and for clarification. Adjusted spacing to reduce size of section. Added role descriptions and checklists for

REDACTED

	new/consolidated roles added to Chapter 3.2. Removed role descriptions and checklists for those roles removed from Chapter 3.2.
Ch 33	Updated appendices based on updated procedures, vendors, emergency roles, contact information, etc. Removed Appendices C and D to Chapter 36.
May 13, 2016	
Entire document	Updated Chapter Introduction Figures based on process changes in some chapters.
Entire document	Changed instances of: • "Branch Damage Assessment Manager" to "Damage Branch Manager"" • "PowerOn" to "FocalPoint" • "storm room" to "Storm Room" • "TDC" to "SDC" • "Transaction Delivery Center" to "Services Delivery Center"
Ch. 3.1	Edited text for clarification.
Ch. 3.2	Updated structure charts based on added/subtracted roles. Updated figure numbers accordingly. Additionally: Added roles: IS State Coordinator IS Branch Support Language Translator Contractor Room Support Removed: Branch Finance Coordinator Consolidated into "Municipal Room Support": Municipal Room Support Municipal Room Analyst
Ch. 3.4	Removed Branch Finance Coordinator position
Ch. 4	Updated employee job titles of those responsible for Monitoring the Weather, Classifying the Emergency, etc.
Ch. 4.1	Updated crew count numbers to reflect current staffing levels.
Ch. 6 Overview	Removed "restoration" from "restoration resource" to make the chapter refer to a broader number of resources. Updated the text of the Overview for clarification.
Ch. 6.4	Updated the "Services from Retirees" subchapter based on process updates. Also updated the corresponding process flow based on the process update. Updated Roles and Activities section in support of updated process.
Ch. 6.7	Updated process to include approval of travel of NY crews by VP of NY electric Maintenance and Construction.
Ch. 7.1	Changed "Corporate Procurement" to "Procurement Support." Edited text for clarification.
Ch. 7.2	Updated process so the logistics function would have more responsibility requesting approval for resource requests.
Ch. 9	Updated chapter with input from Finance department. Updated Damage Assessment Work Support's responsibilities.
Ch. 11.1	Updated text for clarification.
Ch. 12	Updated chapter title to "Proactive De-Energization and Load Shedding."
Ch. 13.3	Updated text for clarification.
Ch. 14	Changed "Strike Force" to "Task Force"
Ch. 14.1	Updated text for clarification. Updated trigger for when the company provides ETA information.
Ch. 14.3	Updated name from "task force group" to "Decentralized Substation Group." Updated roles State Planning Section Chief reports to: State Operations Section Chief (14.3.2.1) and External Line Resource Unit (14.3.2.2).

REDACTED

Ch. 16.1	Updated State Incident Commander's responsibilities so that he/she establishes tactical objectives. Moved a responsibility from the State Operations Section Chief's role to the State HR Section Chief's role.
Ch. 16.2	Updated Branch Director's responsibilities so that he/she establishes operational objectives. Updated Branch Operations Coordinator's role so that he/she provides a situational awareness update in briefings. Removed Branch Finance Coordinator's responsibilities.
Ch. 16.3	Added responsibility to Field Supervisors to disseminate Company messaging to direct reports.
Ch. 17	Updated text to assign Emergency responsibilities to emergency positions instead of blue sky positions/departments.
Ch. 20.1	Updated State Security Officer's and Branch Security Coordinator's responsibilities.
Ch. 21.2	Added responsibility to State Planning Section Chief regarding post-event reporting.
Ch. 23.2	Added reference to additional exercises the company may perform.
Ch. 24.1 Figure 82	Updated Figure based on updated Company organizational structure.
Ch. 28	Added several new acronyms: EMS, ESF, IAP, IMAP and SDC.
Ch. 27	Added definitions and updated existing definitions for additional clarification. Added/updated the following terms: Critical Facility, and Electric Operations.
Ch. 30 and 31	Updated matrices based on updates to text and SLP.
Ch. 32	Added and subtracted responsibilities from role descriptions and checklists based on process improvements and for clarification. Added role descriptions and checklists for new/consolidated roles added to Chapter 3.2. Removed role descriptions and checklists for those roles removed from Chapter 3.2.
Ch. 33 and 34	Updated appendices based on updated procedures, vendors, emergency roles, contact information, etc.
May 15, 2017	
Entire document	Corrected spelling errors.
Entire document	Where inconsistent, aligned indentation such that any style of text has the same indentation.
Entire document	Revised punctuation where necessary, to conform to proper grammar rules.
Entire document	Updated work flow diagrams to reflect changes in role responsibilities.
Entire document	Updated Chapter Introduction Figures for clarity.
Entire document	Changed instances of: • "iPAD" to "Tablet" • "Storm Card Fund" to "Storm Card" • "Director of Emergency Planning" to "Vice President of Emergency Planning and Business Resilience" • "MSDS" to "SDS" • "Emergency Response Process Lead" to "State Emergency Response Process Lead" • "State Finance Officer" to "State Finance Section Chief"
Ch. 3.1	Expanded Types of Emergencies that make up a crisis.
Ch. 3.2	Updated State Level Emergency Organization Chart to reflect new roles (Fig. 6).
Ch. 6.5	Updated "Providing Mutual Assistance" language with consistent NY and NE practices.
Ch. 7	Updated text based on current practices.
Ch. 7 and 8	Updated State Finance Section Chief Roles and Activities around vendor contract management.
Ch. 8	Updated text based on current practices.

REDACTED

Ch.10 Introduction	Modified wording to clarify activation.
Ch. 11	Updated text based on current processes.
Ch. 23 Introduction	Changed the process title for Chapter 23.2 to "Emergency Response Exercise and Drill Program"
Ch. 23.1	Moved State Emergency Response Process Lead Roles and Activities from 23.2 to 23.1.
Ch. 23.2	Added wording to describe how National Grid's Training and Exercise program models the DHS HSEEP.
Ch. 27	Added Emergency Response Exercise and Drill Program definition.
Ch. 31	Updated ERP & SLP Interaction Matrix.
Ch. 32	Updated text based on current practices.
Ch. 32.3	Clarified checklists for roles supporting Emergency 911 Response Process.
Ch. 32.3	Added External Damage Assessment Unit Lead and External Damage Assessment Unit roles.
Ch. 33	Updated appendices based on updated procedures, emergency roles, contact information, etc.
May 15, 2018	
Entire document	Changed "2017" to "2018" where appropriate
Entire document	Corrected spelling errors and typographical errors.
Entire document	Revised title of EMR004 to be consistent throughout document; changed to "Annual Emergency Response Plan Overview"
Entire document	Revised title for executive leading Emergency Planning to "Vice President of Emergency Planning, Business Resilience, and Operations Support"
Ch. 3.2, Organizational Charts	Changed "Continued from Page 15" to "Continued from Page 16" in State Level Emergency Response Organization chart
Ch. 3.4	Removed "Branch Finance Coordinator" role, consistent with 2017 ERP Revision.
Ch. 7 and 8	Updated wording based on current practices.
Ch. 11, 12, 13, 14	Updated wording in opening sentence of each Chapter for clarity.
Ch. 12.1	Updated wording to reference newly revised titles of documents.
Ch. 18, Overview	Added wording to clarify single point of contact between Community Liaison and municipality EMD.
Ch. 18.1	Revised wording based on current practices, to clarify meeting attendance.
Ch. 18.1	Revised Figure 63, "Managing Municipal Coordination Process Workflow", based on current practices.
Ch. 21.2	Updated applicable dollar threshold for 90-Day Event Report requirements
Ch. 32.2	Updated training requirements for Branch Environmental Coordinator;
Ch. 32.3	Updated Regulatory Liaison job description and checklist, to reflect current process.
Ch. 32.3	Revised Control Center Lead and Control Center Operator checklists, to reflect current processes.
Ch. 32.3	Revised Emergency Planning Support checklist to reflect current processes.
Ch. 32.3	Updated External Damage Unit Checklist to provide additional detail around Service Restoration Stage actions.
Ch. 33 and 34	Updated appendices based on updated procedures, emergency roles, contact information, etc.
May 15, 2019	
Entire document	Changed "2018" to "2019" where appropriate
Ch. 4.1	Added clarifying wording to indicate that the estimated duration of an event is based on 95% of the customers restored.
Ch. 4.1	Added RI Simplified Event Classification Index.

Ch. 4.1	Revised Typical Event Characteristics and Typical Resource Activation for Event Types 1 – 5.
Ch. 4.1	Added clarifying wording regarding changing Emergency Classification Types.
Ch. 6	Updated Table 6, Typical Resource Requirements, based on Typical Resource Activation for Event Types 1 – 4.
Ch. 16	Updated wording to reflect current process.
Ch. 17	Updated wording to reflect current process.
Ch. 18.1	Updated wording to reflect that a minimum of two representatives will staff the Muni Room, and also to describe routing for calls that come into the Muni Room.
Ch. 21.2	Updated applicable dollar threshold for 90-Day Event Report requirements.
Ch. 25	Updated Legislative and Regulatory Compliance Translation Table based on requirements from the Rhode Island Division of Public Utilities and Carriers' Review of the Narragansett Electric Company, D/B/A National Grid's Preparedness and Restoration Efforts Related to the October 29 – 30, 2017 Storm, Docket No. D-17-45, Report and Order, (Effective date, January 31, 2019).
Ch. 32.3	Updated Branch Police & Fire Coordinator checklist, to reflect current processes.
Ch. 33.1	Updated Appendix G to include current Letters of Invite.
Ch. 33.1	Updated Appendix H, Portfolio of Contractor Companies.
Ch. 33.2	Updated Exhibit A, Vendor Contact Lists.
Ch. 33.4	Updated Exhibit A: Electric Utilities, Cable and Communication Companies Working Group – Points of Contact
Ch. 34	Updated Appendix B, Storm Assignment Listing.
May 15, 2020	
Entire document	Changed "2019" to "2020" where appropriate
Entire document	Changed instances of "Vice President of Emergency Planning and Business Resilience" to "Vice President of Emergency Planning and Electric Services".
Entire document	Included minor wording changes to reflect current processes.
Ch. 4.1	Added wording in Table 1 to indicate the number of service workers available to respond within twenty-four (24) hours of an emergency event; and an estimation of the number of crews and full-time equivalents available to respond within twenty-four (24) hours of an emergency event.
Ch. 6.3	Updated wording to reflect current process.
Ch. 7	Updated wording to reflect current process.
Ch.14	Updated Chapter Introduction Figure to reflect accurate terminology of "Task Forces".
Ch. 18.1	Updated reference to Contact Information maintained by the Company.
Ch. 18.2	Included wording to cover virtual activation of RIEMA.
Ch. 19.2	Updated wording to reflect current process.
Ch. 21.2	Updated applicable dollar threshold for 90-Day Event Report requirements.
Ch. 21.3	Updated After Action Review to reflect current process.
Ch. 24.1	Added wording to document the annual submission of the RI ERP on or before June 1, 2020.
Ch. 24.1	Updated Figure 84 to reflect current process.
Ch. 32.3	Updated Branch Environmental Coordinator checklist, to reflect current processes.
Ch. 32.3	Added new role of SEAL ANALYST.
Ch. 33.1	Updated Appendix B, North Atlantic Mutual Assistance Group Members
Ch. 33.1	Updated Appendix H, Portfolio of Contractor Companies.
Ch. 33.2	Updated Exhibit A, Vendor Contact Lists.
Ch. 33.5	Updated Exhibit A, Rhode Island 90-Day Event Report to reflect changes agreed to during a meeting between the Company and the Division on July 24, 2019.
Ch. 34	Updated Appendix B, Storm Assignment Listing.

REDACTED

nationalgrid

Chapter 30: Roles vs. Process/Activity Matrix

REDACTED

30. Roles vs. Process/Activity Matrix

Introduction

The matrices included in this chapter note the processes for which a particular role has an associated activity. The number included in the matrix under a process corresponds to the number of the role included in the Roles and Activities section of that process.

Below is an example of how to read the matrix:

The matrix below shows some of the ERO roles that have activities associated with the three processes that comprise Chapter 4 Emergency Classification and Response Plan Activation. The fact that the State Incident Commander has a number under processes 4.1 Classification of Emergencies and 4.2 Activating the Emergency Response Organization but no number under 4.3 Emergency Operation Center Overview indicates that they have activities associated with 4.1 and 4.2 but no activities associated with 4.3. The State Incident Commander's activities associated with 4.1 Classification of Emergencies can be found under header 4.1.4, as indicated by the number in the matrix, of the Roles and Activities section.

Role	Ch. 4 Emergency Classification and Response Plan Activation		
	4.1 Classification of Emergencies	4.2 Activating the Response Organization	4.3 Emergency Operation Center Overview
SVP of Maintenance & Construction	4.1.3		
System Safety, Health and Environmental Officer			
System Public Information Officer			
System Liaison Officer			
System Planning Officer			
System Security Officer			
State Incident Commander	4.1.4	4.2.1	
Director Emergency Planning			
Emergency Planning	4.1.1		
Emergency Response Process Leads			
Transmission Control Center Operator			
Distribution Control Center	4.1.2		

REDACTED

Role	Ch. 4 Emergency Classification and Response Plan Activation			Ch. 5 Restoration Prioritization	Ch. 6 Resource Acquisition							Ch. 7 Coordinate Support Logistics				
	4.1 Classification of Emergencies	4.2 Activating the Emergency Response Organization	4.3 Emergency Operation Center Overview	5.1 Restoration Prioritization Summary	6.1 Acquisition of Internal Restoration Resources	6.2 Acquisition of Utility Mutual Assistance Resources	6.3 Acquisition of External Contractors	6.4 Acquisition of Services from Retirees	6.5 Providing Mutual Assistance	6.6 Acquisition of ICS Command and General Staff Resources	6.7 Acquisition of Support Resources	7.1 Materials Coordination and Management	7.2 Fleet Coordination and Management	7.3 Staging Site Coordination and Management	7.4 Facilities Coordination and Management	7.5 Communication Device Coordination and Management
Area Community Liaison Coordinator																
Branch Damage Assessment Manager																
Branch Director		4.2.3			6.1.6	6.2.5	6.3.5			6.6.3				7.3.5		
Branch Environmental Coordinator										6.6.4						
Branch Finance Coordinator										6.6.4						
Branch Fire and Police Coordinator																
Branch Liaison Coordinator										6.6.4						
Branch Logistics Coordinator										6.6.4		7.1.5	7.2.7		7.4.1	7.5.2
Branch Operations Coordinator										6.6.4	6.7.4	7.1.3	7.2.5	7.3.6		
Branch Operations Liaison																
Branch Planning Coordinator					6.1.7	6.2.6	6.3.6			6.6.4	6.7.5	7.1.4	7.2.6	7.3.7		
Branch Public Information Coordinator										6.6.4						
Branch Safety and Health Coordinator										6.6.4						
Branch Security Coordinator										6.6.4						
Branch Wires Down Room																
Community Liaison																
Contractor Room Lead																
Control Center Lead	4.1.2															
Control Center Operator																
Customer Contact Center																
Customer Contact Center Lead																
Damage Assessment Patrollers																
Damage Assessment Process Lead																
Damage Assessment Work Support																
Decentralized Substation Leader																
VP of Emergency Planning & Electric Services																
Emergency Planning	4.1.1							6.4.2	6.5.1							
Emergency Planning Support											6.7.6					
Emergency Response Process Leads											6.7.3					
Fleet Lead													7.2.8			
Forestry Branch Coordinator																
Forestry Branch Supervisor																
IS Event Coordinator																
Jurisdictional President																
MEMA Liaison																
Overhead Line Supervisor																
Regulatory Liaison																
Restoration Crew Supervisor																
State Environmental Officer										6.6.2						
State ETR Team																
State Finance Section Chief										6.6.2		7.1.2	7.2.4	7.3.3		
State Human Resources Section Chief								6.4.3		6.6.2						
State Incident Commander	4.1.4	4.2.1			6.1.3	6.2.2	6.3.2	6.4.1		6.6.1	6.7.1		7.2.2	7.3.1		
State Liaison Officer										6.6.2						
State Logistics Section Chief										6.6.2		7.1.1	7.2.3	7.3.2		7.5.1
State Operations Section Chief					6.1.5	6.2.4	6.3.4			6.6.2				7.3.4		
State Planning Section Chief		4.2.2			6.1.4	6.2.3	6.3.3			6.6.2	6.7.2					
State Public Information Officer										6.6.2						
State Safety and Health Officer										6.6.2						
State Security Officer										6.6.2						
Storm Room Lead																
SVP of Electric Operations	4.1.3															
System Human Resources Officer								6.4.3								
System Incident Commander					6.1.1											
System Liaison Officer																
System Planning Officer					6.1.2	6.2.1	6.3.1						7.2.1			
System Safety, Health and Environmental Officer																
System Security Officer																

Role	Ch. 8 Coordinate Personnel Logistics			Ch. 9 Financial Accounting Guidelines				Ch. 10 Employee Welfare			Ch. 11 Damage Assessment	Ch. 12 Load Shedding		Ch. 13 Modes of Operation		
	8.1 Meals Coordination and Management	8.2 Lodging Coordination and Management	8.3 Information Services Coordination and Management	9.1 Establishing Emergency Charge Accounts	9.2 Tracking Time and Materials Charging	9.3 Processing Claims	9.4 Assuring Cost Recovery	10.1 Tracking and Addressing Labor Relations Issues	10.2 Providing Employee and Family Assistance	10.3 Communicating Company Policy and Expectations	11.1 Coordinating and Carrying Out Field Activities	12.1 Proactive System De-Energization	12.2 Load Shedding	13.1 Centralized Operations	13.2 Branch Decentralized Operations	13.3 Substation Decentralized Operations
Area Community Liaison Coordinator																
Branch Damage Assessment Manager											11.1.6					
Branch Director											11.1.4					
Branch Environmental Coordinator																
Branch Finance Coordinator	8.1.6			9.1.3	9.2.3											
Branch Fire and Police Coordinator																
Branch Liaison Coordinator																
Branch Logistics Coordinator	8.1.5	8.2.5														
Branch Operations Coordinator	8.1.3	8.2.3			9.2.2											
Branch Operations Liaison																
Branch Planning Coordinator	8.1.4	8.2.4									11.1.5					
Branch Public Information Coordinator																
Branch Safety and Health Coordinator																
Branch Security Coordinator																
Branch Wires Down Room																
Community Liaison																
Contractor Room Lead																
Control Center Lead																
Control Center Operator														13.1.1		
Customer Contact Center																
Customer Contact Center Lead																
Damage Assessment Patrollers											11.1.8					
Damage Assessment Process Lead											11.1.3					
Damage Assessment Office Support											11.1.7					
Decentralized Substation Leader																
VP of Emergency Planning & Electric Services																
Emergency Planning																
Emergency Planning Support																
Emergency Response Process Leads		8.2.6														
Fleet Lead																
Forestry Branch Coordinator																
Forestry Branch Supervisor																
IS Event Coordinator			8.3.1													
Jurisdictional President																
MEMA Liaison																
Overhead Line Supervisor																
Regulatory Liaison																
Restoration Crew Supervisor																
State Environmental Officer																
State ETR Team																
State Finance Section Chief	8.1.2	8.2.2		9.1.2	9.2.1											
State Human Resources Section Chief																
State Incident Commander											11.1.1					
State Liaison Officer																
State Logistics Section Chief	8.1.1	8.2.1														
State Operations Section Chief																
State Planning Section Chief											11.1.2					
State Public Information Officer				9.1.1												
State Safety and Health Officer																
State Security Officer																
Storm Room Lead																
SVP of Electric Operations																
System Human Resources Officer																
System Incident Commander																
System Liaison Officer																
System Planning Officer																
System Safety, Health and Environmental Officer																
System Security Officer																

REDACTED

Role	Ch. 14 Coordination of Restoration Activities					Ch. 15 Developing and Reporting ETRs	Ch. 16 Internal Communications			Ch. 17 Public Information Communications					
	14.1 Wires Down and Emergencies	14.2 Coordinating Restoration Activities when Decentralized to the Branch	14.3 Coordinating Restoration Activities when Decentralized to the Substation	14.4 Cooordinating Transmission Restoration Activities	14.5 Cooordinating Strike Teams	15.1 Developing and Reporting ETRs	16.1 Conducting State Level Briefings	16.2 Conducting Branch Level Briefings	16.3 Conducting Broader Company Communications	17.1 Corporate Message Development and Dissemination Controls	17.2 Coordinating with the Customer Contact Center	17.3 Initiating Communications for Notification of Possible Emergency and Updates	17.4 Communicating with Life Support Customers	17.5 Managing Media Communications and Relations	17.6 Managing Social Media, Web, Digital and Print Communications
Area Community Liaison Coordinator					14.5.2										
Branch Damage Assessment Manager						15.1.8									
Branch Director	14.1.2	14.2.1	14.3.3			15.1.5	16.1.12	16.2.1	16.3.3					17.5.3	
Branch Environmental Coordinator								16.2.3							
Branch Finance Coordinator								16.2.10							
Branch Fire and Police Coordinator	14.1.6														
Branch Liaison Coordinator					14.5.1			16.2.5							
Branch Logistics Coordinator			14.3.7					16.2.8							
Branch Operations Coordinator	14.1.3	14.2.2	14.3.4					16.2.6							
Branch Operations Liaison															
Branch Planning Coordinator		14.2.9	14.3.6			15.1.7		16.2.7							
Branch Public Information Coordinator								16.2.4		17.1.5				17.5.4	
Branch Safety and Health Coordinator								16.2.2							
Branch Security Coordinator								16.2.9							
Branch Wires Down Room	14.1.5														
Community Liaison															
Contractor Room Lead		14.2.5													
Control Center Lead															
Control Center Operator															
Customer Contact Center													17.4.2		
Customer Contact Center Lead											17.2.2	17.3.2	17.4.1		
Damage Assessment Patrollers															
Damage Assessment Process Lead															
Damage Assessment Work Support															
Decentralized Substation Leader			14.3.5												
VP of Emergency Planning & Electric Services															
Emergency Planning															
Emergency Planning Support															
Emergency Response Process Leads							16.1.13								
Fleet Lead															
Forestry Branch Coordinator		14.2.7													
Forestry Branch Supervisor		14.2.8													
IS Event Coordinator															
Jurisdictional President										17.1.4					
MEMA Liaison															
Overhead Line Supervisor		14.2.4													
Regulatory Liaison															
Restoration Crew Supervisor		14.2.6													
State Environmental Officer							16.1.3								
State ETR Team						15.1.4									
State Finance Section Chief							16.1.9								
State Human Resources Section Chief							16.1.10								
State Incident Commander							16.1.1		16.3.1	17.1.1		17.3.1		17.5.1	
State Liaison Officer							16.1.5								
State Logistics Section Chief							16.1.7								
State Operations Section Chief	14.1.1		14.3.1			15.1.1	16.1.11								
State Planning Section Chief			14.3.2			15.1.3	16.1.6			17.1.3					
State Public Information Officer						15.1.2	16.1.4		16.3.2	17.1.2	17.2.1			17.5.2	17.6.1
State Safety and Health Officer							16.1.2								
State Security Officer							16.1.8								
Storm Room Lead	14.1.4	14.2.3				15.1.6									
SVP of Electric Operations															
System Human Resources Officer															
System Incident Commander															
System Liaison Officer															
System Planning Officer															
System Safety, Health and Environmental Officer															
System Security Officer															

REDACTED

Role	Ch. 18 Liaison Interactions							Ch. 19 Safety, Health and Environmental Coordination		Ch. 20 Security Coordination	Ch. 21 Reports and Documentation			Ch. 22 Demobilization	Ch. 23 Training and Exercises		Ch. 24 Emergency Plan Maintenance
	18.1 Managing Municipal Coordination	18.2 Managing State Agency Coordination	18.3 Managing Regulatory and Government Affairs	18.4 Managing Federal Agency Coordination	18.5 Coordinating with Other Responding Agencies	18.6 Coordinating with Other Utilities	18.7 Coordinating with Other Stakeholders	19.1 Safety and Health Coordination	19.2 Environmental Impact Coordination	20.1 Security Strategy Coordination and Implementation	21.1 Internal Reports and Documentation	21.2 Regulatory Driven Reports and Documentation	21.3 After Action Review	22.1 Demobilization Plan Development and Implementation	23.1 Annual Training Courses	23.2 Annual Emergency Response Functional Exercise	24.1 Timing of and Procedure for Updating the ERP
Area Community Liaison Coordinator	18.1.4						18.7.2										
Branch Damage Assessment Manager																	
Branch Director	18.1.2				18.5.4									22.1.6	23.1.4		
Branch Environmental Coordinator									19.2.4		21.1.6				23.1.4		
Branch Finance Coordinator															23.1.4		
Branch Fire and Police Coordinator																	
Branch Liaison Coordinator	18.1.3														23.1.4		
Branch Logistics Coordinator														22.1.8	23.1.4		
Branch Operations Coordinator	18.1.6	18.2.4				18.6.2	18.7.1	19.1.7		20.1.4					23.1.4		
Branch Operations Liaison	18.1.7																
Branch Planning Coordinator											21.1.7			22.1.7	23.1.4		
Branch Public Information Coordinator										20.1.3					23.1.4		
Branch Safety and Health Coordinator								19.1.6	19.2.3		21.1.5				23.1.4		
Branch Security Coordinator								19.1.8		20.1.5					23.1.4		
Branch Wires Down Room																	
Community Liaison	18.1.5						18.7.3										
Contractor Room Lead																	
Control Center Lead																	
Control Center Operator																	
Customer Contact Center																	
Customer Contact Center Lead																	
Damage Assessment Patrollers																	
Damage Assessment Process Lead																	
Damage Assessment Work Support																	
Decentralized Substation Leader																	
VP of Emergency Planning & Electric Services																23.2.1	
Emergency Planning						18.6.1						21.2.1	21.3.1		23.1.2		24.1.1
Emergency Planning Support																	
Emergency Response Process Leads															23.1.3	23.2.2	
Fleet Lead																	
Forestry Branch Coordinator																	
Forestry Branch Supervisor																	
IS Event Coordinator																	
Jurisdictional President																	
MEMA Liaison		18.2.3	18.3.4														
Overhead Line Supervisor									19.2.5								
Regulatory Liaison			18.3.5														
Restoration Crew Supervisor									19.2.5								
State Environmental Officer									19.2.2		21.1.3				23.1.1		
State ETR Team																	
State Finance Section Chief								19.1.4							23.1.1		
State Human Resources Section Chief								19.1.5							23.1.1		
State Incident Commander		18.2.1	18.3.1	18.4.1	18.5.2			19.1.2						22.1.2	23.1.1		
State Liaison Officer	18.1.1	18.2.2	18.3.3		18.5.3										23.1.1		
State Logistics Section Chief														22.1.5	23.1.1		
State Operations Section Chief														22.1.3			
State Planning Section Chief			18.3.6								21.1.4			22.1.4	23.1.1		
State Public Information Officer			18.3.2												23.1.1		
State Safety and Health Officer								19.1.3			21.1.2				23.1.1		
State Security Officer										20.1.2					23.1.1		
Storm Room Lead																	
SVP of Electric Operations																	
System Human Resources Officer																	
System Incident Commander																	
System Liaison Officer					18.5.1												
System Planning Officer														22.1.1			
System Safety, Health and Environmental Officer								19.1.1	19.2.1								
System Security Officer										20.1.1	21.1.1						

REDACTED

nationalgrid

Chapter 31: ERP & SLP Interaction Matrix

31. ERP & SLP Interaction Matrix

Introduction

The matrices included in this chapter note the processes that potentially require interaction with System Level ERO Officers when the System Level of the ERO has been activated. In the instances where there is potentially interaction with System Level ERO Officers, the SLP will identify the activities carried out by those officers.

		System Level Officers Potentially Involved with the Process During a System Level Emergency							
Chapter	Process	System Incident Commander	System Safety, Health and Environmental Officer	System Liaison Officer	System Planning Officer	System Logistics Officer	System Security Officer	System HR Officer	System Public Information Officer
Ch. 4 Emergency Classification and Response Plan Activation	4.1 Classification of Emergencies								
	4.2 Activating the Emergency Response Organization								
	4.3 Emergency Operation Center Overview								
Ch. 5 Restoration Prioritization	5.1 Restoration Prioritization Summary								
Ch. 6 Resource Acquisition	6.1 Acquisition of Internal Restoration Resources	X			X				
	6.2 Acquisition of Utility Mutual Assistance Resources				X				
	6.3 Acquisition of External Contractors				X				
	6.4 Acquisition of Services from Retirees								
	6.5 Providing Mutual Assistance								
	6.6 Acquisition of ICS Command and General Staff Resources								
	6.7 Acquisition of Support Resources								
Ch. 7 Coordinate Support Logistics	7.1 Materials Coordination and Management								
	7.2 Fleet Coordination and Management					X			
	7.3 Staging Site Coordination and Management								
	7.4 Facilities Coordination and Management								
	7.5 Communication Device Coordination and Management								
Ch. 8 Coordinate Personnel Logistics	8.1 Meals Coordination and Management								
	8.2 Lodging Coordination and Management								
	8.3 Information Services Coordination and Management								
Ch. 9 Financial Accounting Guidelines	9.1 Establishing Emergency Charge Accounts								
	9.2 Tracking Time and Materials Charging								
	9.3 Processing Claims								
	9.4 Assuring Cost Recovery								
Ch. 10 Employee Welfare	10.1 Tracking and Addressing Labor Relations Issues	X						X	
	10.2 Providing Employee and Family Assistance					X		X	X
	10.3 Communicating Company Policy and Expectations				X			X	X
Ch. 11 Damage Assessment	11.1 Coordinating and Carrying Out Field Activities								
Ch. 12 Proactive De-Energization and Load Shedding	12.1 Proactive System De-Energization								
	12.2 Load Shedding								
Ch. 13 Modes of Operation	13.1 Centralized Operations								
	13.2 Branch Decentralized Operations								
	13.3 Substation Decentralized Operations								

		System Level Officers Potentially Involved with the Process During a System Level Emergency							
Chapter	Process	System Incident Commander	System Safety, Health and Environmental Officer	System Liaison Officer	System Planning Officer	System Logistics Officer	System Security Officer	System HR Officer	System Public Information Officer
Ch. 14 Coordination of Restoration Activities	14.1 Wires Down and Emergencies								
	14.2 Coordinating Restoration Activities when Decentralized to the Branch								
	14.3 Coordinating Restoration Activities when Decentralized to the Substation								
	14.4 Cooordinating Transmission Restoration Activities								
Ch. 15 Developing and Reporting ETRs	15.1 Developing and Reporting ETRs								
Ch. 16 Internal Communications	16.1 Conducting State Level Briefings								
	16.2 Conducting Branch Level Briefings								
	16.3 Conducting Broader Company Communications								
Ch. 17 Public Information Communications	17.1 Corporate Message Development and Dissemination Controls								X
	17.2 Coordinating with the Customer Contact Center								
	17.3 Initiating Communications for Notification of Possible Emergency and Updates								
	17.4 Communicating with Life Support Customers								
	17.5 Managing Media Communications and Relations								
	17.6 Managing Social Media, Web, Digital and Print Communications								
Ch. 18 Liaison Interactions	18.1 Managing Municipal Coordination								
	18.2 Managing State Agency Coordination								
	18.3 Managing Regulatory and Government Affairs								
	18.4 Managing Federal Agency Coordination								
	18.5 Coordinating with Other Responding Agencies			X					
	18.6 Coordinating with Other Utilities								
	18.7 Coordinating with Other Stakeholders								
Ch. 19 Safety, Health and Environmental Coordination	19.1 Safety and Health Coordination		X						
	19.2 Environmental Impact Coordination		X						
Ch. 20 Security Coordination	20.1 Security Strategy Coordination and Implementation						X		
Ch. 21 Reports and Documentation	21.1 Internal Reports and Documentation								X
	21.2 Regulatory Driven Reports and Documentation								
	21.3 After Action Review								
Ch. 22 Demobilization	22.1 Demobilization Plan Development and Implementation				X				
Ch. 23 Training and Exercises	23.1 Annual Training Courses								
	23.2 Annual Emergency Response Functional Exercise								
Ch. 24 Emergency Plan Maintenance	24.1 Timing of and Procedure for Updating the ERP								

REDACTED

nationalgrid

Chapter 32: ICS Positions Checklist

32. ERP ICS Positions Responsibilities and Checklists

Index:

32.1.1. STATE INCIDENT COMMANDER (St-IC) 284
32.1.2. STATE SAFETY AND HEALTH OFFICER (St-SHO) 291
32.1.3. STATE ENVIRONMENTAL OFFICER (St-EO) 296
32.1.4. STATE PUBLIC INFORMATION OFFICER (St-PIO) 301
32.1.5. STATE LIAISON OFFICER (St-LO) 306
32.1.6. STATE PLANNING SECTION CHIEF (St-PSC) 310
32.1.7. STATE LOGISTICS SECTION CHIEF (St-LSC) 315
32.1.8. STATE SECURITY OFFICER (St-SO) 320
32.1.9. STATE FINANCE SECTION CHIEF (St-FSC) 324
32.1.10. STATE HUMAN RESOURCES SECTION CHIEF (St-HRSC) 327
32.1.11. STATE OPERATIONS SECTION CHIEF (St-OSC) 330
32.2.1. BRANCH DIRECTOR 334
32.2.2. BRANCH SAFETY AND HEALTH COORDINATOR 342
32.2.3. BRANCH ENVIRONMENTAL COORDINATOR 347
32.2.4. BRANCH PUBLIC INFORMATION COORDINATOR 353
32.2.5. BRANCH LIAISON COORDINATOR 357
32.2.6. BRANCH OPERATIONS COORDINATOR 362
32.2.7. BRANCH PLANNING COORDINATOR 369
32.2.8. BRANCH LOGISTICS COORDINATOR 376
32.2.9. BRANCH SECURITY COORDINATOR 381
32.3.1. IS EVENT LEAD 386
32.3.2. IS EVENT COORDINATOR 387
32.3.3. IS SUPPORT 388
32.3.4. SAFETY COMMUNICATIONS COORDINATOR 389
32.3.5. SYSTEM LIAISON SUPPORT 390
32.3.6. TRANSMISSION UNIT 391
32.3.7. EXTERNAL RESOURCE STORM ROOM LEAD 393
32.3.8. FORESTRY RESOURCE UNIT 394
32.3.9. MUTUAL ASSISTANCE COORDINATOR 396
32.3.10. EXTERNAL LINE RESOURCE UNIT 397

32.3.11. FACILITIES LEAD 399
32.3.12. FACILITIES SUPPORT 401
32.3.13. PUBLIC INFORMATION OFFICER SUPPORT 403
32.3.14. SOCIAL MEDIA 405
32.3.15. JURISDICTIONAL PRESIDENT 407
32.3.16. JURISDICTIONAL TEAM 410
32.3.17. RIEMA LIAISON 412
32.3.18. REGULATORY LIAISON 417
32.3.19. DATA CENTER LEAD 419
32.3.20. DATA CENTER ANALYST 421
32.3.21. STORM MODELER/ANALYSIS 423
32.3.22. REGULATORY REPORTING LEAD 425
32.3.23. REGULATORY REPORTING ANALYST 427
32.3.24. ETR LEAD 429
32.3.25. ETR ANALYST 432
32.3.26. STATE EMERGENCY RESPONSE PROCESS LEADS 434
32.3.27. FLEET LEAD 441
32.3.28. FLEET MANAGER 444
32.3.29. FLEET SUPERVISOR 446
32.3.30. FLEET ADMIN SUPPORT 448
32.3.31. FLEET TECHNICIAN 450
32.3.32. PROCUREMENT SUPPORT 452
32.3.33. MATERIALS LEAD 454
32.3.34. WAREHOUSE MATERIAL COORDINATOR 457
32.3.35. INVENTORY PLANNER 459
32.3.36. WAREHOUSE MATERIAL HANDLER 461
32.3.37. WAREHOUSE ASSISTANT 463
32.3.38. STAGING SITE MATERIAL COORDINATOR 465
32.3.39. MEALS AND LODGING LEAD 467
32.3.40. RESOURCES ON DEMAND COORDINATOR 471
32.3.41. RESOURCES ON DEMAND SUPPORT 473
32.3.42. LODGING COORDINATOR 475
32.3.43. LODGING SUPPORT 477

32.3.44. RECONCILIATION COORDINATOR 479
32.3.45. RECONCILIATION SUPPORT 481
32.3.46. HOTEL AMBASSADOR COORDINATOR 483
32.3.47. HOTEL AMBASSADOR 485
32.3.48. MEAL COORDINATOR 487
32.3.49. MEAL SUPPORT 489
32.3.50. STAGING SITE LEAD 491
32.3.51. STAGING SITE MANAGER 494
32.3.52. STAGING SITE SECURITY LEAD 497
32.3.53. STAGING SITE SUPPORT 499
32.3.54. CONTROL CENTER LEAD 502
32.3.55. CONTROL CENTER OPERATOR 506
32.3.56. PRIORITY ETA COORDINATOR 509
32.3.57. POLICE AND FIRE ROOM LEAD 511
32.3.58. POLICE AND FIRE SUPPORT 513
32.3.59. EMERGENCY PLANNING SUPPORT 515
32.3.60. CUSTOMER CONTACT CENTER LEAD 520
32.3.61. CUSTOMER CONTACT CENTER TRAINING AND SUPPORT TEAM 525
32.3.62. LIFE SUPPORT COORDINATOR 527
32.3.63. LIFE SUPPORT ANALYST 529
32.3.64. OUTBOUND CALLING SPECIALIST 531
32.3.65. CUSTOMER CONTACT CENTER SEAL SUPPORT 533
32.3.66. CUSTOMER CONTACT CENTER SUPERVISOR 535
32.3.67. CUSTOMER CONTACT CENTER REPRESENTATIVE 537
32.3.68. CUSTOMER CONTACT CENTER MANAGEMENT SUPPORT 539
32.3.69. INCIDENT PREVENTION COORDINATOR 542
32.3.70. INCIDENT REPORTING AND INVESTIGATION COORDINATOR 544
32.3.71. INCIDENT REPORTING AND INVESTIGATION ANALYST 546
32.3.72. FIELD SAFETY SUPPORT 548
32.3.73. ENVIRONMENTAL SUPPORT 550
32.3.74. MUNICIPAL ROOM LEAD 552
32.3.75. MUNICIPAL ROOM SUPPORT 554
32.3.76. AREA COMMUNITY LIAISON COORDINATOR 556

32.3.77. COMMUNITY LIAISON 560
32.3.78. SECURITY SUPPORT 563
32.3.79. SUBSTATIONS 565
32.3.80. FORESTRY BRANCH COORDINATOR 567
32.3.81. FORESTRY BRANCH SUPPORT 569
32.3.82. FORESTRY BRANCH SUPERVISOR 571
32.3.83. PROTECTION AND TELECOM OPS 574
32.3.84. OVERHEAD LINE SUPERVISOR 576
32.3.85. CREW LOGISTICS SUPPORT 579
32.3.86. NATIONAL GRID RESTORATION CREW 581
32.3.87. DECENTRALIZED SUBSTATION LEADER 583
32.3.88. CONTRACTOR ROOM LEAD 586
32.3.89. CONTRACTOR ROOM SUPPORT 589
32.3.90. RESTORATION CREW SUPERVISOR 591
32.3.91. STORM ROOM LEAD 595
32.3.92. BRANCH POLICE AND FIRE COORDINATOR 598
32.3.93. WIRES DOWN ROOM LEAD 601
32.3.94. STORM ROOM SUPPORT 603
32.3.95. WIRES DOWN ROOM SUPPORT 605
32.3.96. WIRES DOWN FIELD SUPERVISOR 607
32.3.97. WIRES DOWN APPRAISER 609
32.3.98. WIRES DOWN SUPPORT – STANDBY PERSONNEL 611
32.3.99. SERVICE RESTORATION/WIRES DOWN CREW 613
32.3.100. BRANCH OPERATIONS LIAISON 616
32.3.101. BRANCH OPERATIONS COORDINATOR SUPPORT 618
32.3.102. UNDERGROUND 620
32.3.103. DAMAGE ASSESSMENT BRANCH MANAGER 622
32.3.104. DAMAGE ASSESSMENT PATROLLER 625
32.3.105. DAMAGE ASSESSMENT DRIVER 627
32.3.106. DAMAGE ASSESSMENT WORK SUPPORT 629
32.3.107. DAMAGE ASSESSMENT MAPS AND RECORDS DESIGNER 631
32.3.108. BRANCH PLANNING SUPPORT 633
32.3.109. FINANCE SUPPORT 635

32.3.110. IS STATE COORDINATOR 637
32.3.111. IS BRANCH SUPPORT 639
32.3.112. LANGUAGE TRANSLATOR 641
32.3.113. EXTERNAL DAMAGE ASSESSMENT UNIT LEAD 643
32.3.114. EXTERNAL DAMAGE ASSESSMENT UNIT 645
32.3.115. SEAL ANALYST 647

Introduction

This chapter contains a detailed overview of the State and Branch Level ICS positions that the Company can activate to respond to an Emergency. The following information is reported for each position:

- Who the position reports to,
- Job description,
- Responsibilities broken out by Annual (Non-Emergency), Pre-Event Stage, Service Restoration Stage, and Post-Event Stage,
- Training recommendations,
- Personal protective equipment,
- Position-specific equipment,
- Activation location,
- Work location,
- Additional staff requirements,
- Position-specific instructions, and
- A checklist of all actions to be taken during the (i) Pre-Event Stage, (ii) Service Restoration Stage, and (iii) Post-Event Stage of an Emergency that is to be signed and returned to Emergency Planning following a Level 1 – 3 Emergency.

32.1. State Level ICS Positions

32.1.1. STATE INCIDENT COMMANDER (St-IC)

REPORTS TO: System Incident Commander

POSITION TYPE: Incident Commander (Key Position)

JOB DESCRIPTION:

1. Responsible for the overall management of the Emergency at the State Level, including:
   a. Restoration,
   b. Safety and health,
   c. Environmental,
   d. Media relations,
   e. Regulatory affairs,
   f. External communications,
   g. Employee communications,
   h. Municipal relations,
   i. Transmission and distribution control centers,
   j. Customer Contact Center,
   k. EOC operations,
   l. Resource coordination,
   m. Damage assessment,
   n. Documentation,
   o. Logistics
   p. Security,
   q. Time and materials cost tracking, and
   r. Demobilization.
2. Provides tactical response guidance to the Command and General Staff in RI and also to the Branch Incident Commanders within the affected region.
3. Provides periodic updates to the System Incident Commander to ensure that the Tactical Level response is aligned with Strategic Level guidance.
4. Additional responsibilities as assigned by the System Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the System Incident Commander.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the System Incident Commander

REDACTED

State Incident Commander Checklist

Signature _____ Date _____ Location State EOC

Activity	Action	Date	Initials
Pre-Event Stage			
4.1.4.1	Analyzes the severity and complexity of the Emergency, establishes the Emergency Classification Type, and communicates the Emergency Classification Type to the State Level ICS positions that are activated in response to the Emergency.		
4.2.1.1	Determines which EOCs, both State and Branch Level, they would like activated based on the severity of the Emergency.		
6.6.1.1	Determines which State Level ICS positions and support functions are required to respond to an Emergency. Position — Activated — Not Activated State Public Information Officer ____ ____ State Liaison Officer ____ ____ State Environmental Officer ____ ____ State Security Officer ____ ____ State Safety and Health Officer ____ ____ State Planning Section Chief ____ ____ State Logistics Section Chief ____ ____ State Finance Section Chief ____ ____ State Human Resources Section Chief ____ ____ State Operations Section Chief ____ ____		
6.1.3.1	Elevates requests for additional resources to the System Planning Officer if there are not enough Company restoration resources available in Massachusetts or Rhode Island.		
6.2.2.1 6.3.2.1	Works with System Planning Officer to develop restoration strategy and associated resource requirements during a System Level Emergency.		

6.2.2.2 6.3.2.2	Elevates requests for resources to System Planning Officer who will them work to procure mutual assistance and contractor resources as needed.		
6.4.1.1	Works with State Planning Officer to fulfill resource requirements.		
6.6	Ensure that all response personnel are aware that you are now the State Incident Commander.		
6.7.1.1	Coordinates with the appropriate parties to fill any remaining emergency assignments, as required.		
7.3.1.1	Initiates activation of staging sites.		
11.1.1.1	Determines whether to implement Damage Assessment and decides on the number of Damage Assessors when damage to the system is expected to be extensive; notifies State Emergency Response Process Lead (Damage Assessment).		
16.1.1.1	Establishes strategies and immediate priorities and confirms objectives for the current Operational Period and defines objectives for the next Operational Period once restoration has commenced.		
16.1.1.2	Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.1.3	Identifies operational situation changes that require augmentation/demobilization of resources and revises the level of response activation and communicates it to State Level ICS Command and General staff during an Emergency.		
16.1.1.5 SLP 9.1.3.1	Attends System Level briefings and provides status update on State Level activities and State level operational objectives and make requests for any required System Level support.		

REDACTED

17.1.1.1	Works with the State Public Information Officer to develop messages and provide approval for all information to be released by the Company.		
17.5.1.1	Prepares for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials.		
18.2.1.1	Directs State Liaison Officer to coordinate staffing of the RIEMA EOC.		
18.3.1.1	Directs State Liaison Officer to coordinate with RIPUC.		
18.4.1.1	Escalates issues that require coordination with federal level agencies to the System EOC.		
18.5.2.1	Reviews expectations for cooperating agencies with State Liaison Officer prior to State Liaison Officer meeting with them.		
Service Restoration Stage			
6.6.1.1	Determines which State Level ICS positions and support functions are required to respond to an Emergency. Position — Activated — Not Activated State Public Information Officer ____ ____ State Liaison Officer ____ ____ State Environmental Officer ____ ____ State Security Officer ____ ____ State Safety and Health Officer ____ ____ State Planning Section Chief ____ ____ State Logistics Section Chief ____ ____ State Finance Section Chief ____ ____ State Human Resources Section Chief ____ ____ State Operations Section Chief ____ ____		
4.2.1.3	Oversees operation of the State EOC or appoints a designee to do so in their absence.		
6.2.2.1 6.3.2.1	Works with System Planning Officer to develop restoration strategy and associated resource requirements during a System Level Emergency.		
6.2.2.2 6.3.2.2	Elevates requests for resources to System Planning Officer who will them work to procure mutual assistance and contractor resources as needed.		

6.4.1.1	Works with State Planning Officer to fulfill resource requirements.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the individual currently in command of the situation.		
11.1.1.1	Determines whether to implement Damage Assessment and decides on the number of Damage Assessors when damage to the system is expected to be extensive; notifies State Emergency Response Process Lead (Damage Assessment).		
16.1.1.1	Establishes strategies and immediate priorities and confirms objectives for the current Operational Period and defines objectives for the next Operational Period once restoration has commenced.		
16.1.1.2	Sets up and conducts regular briefings with ICS Command and General Staff (includes State Level and Branch Directors) beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.1.3	Identifies operational situation changes that require augmentation/ demobilization of resources and revises the level of response activation and communicates it to State Level ICS Command and General staff during an Emergency.		
16.1.1.4	Establishes contact with the System Incident Commander (System Level) if applicable.		
16.1.1.5	Attends System Level briefings and provides status update on State Level activities and make requests for any required System Level support.		
16.3.1.1	Approves a Company-wide or area-wide message to all employees regarding the facts of the Emergency during the Service Restoration Stage and works with the State Public Information Officer to develop and disseminate this message; provides periodic updates.		

REDACTED

17.1.1.1	Works with the State Public Information Officer to develop messages and provide approval for all information to be released by the Company.		
17.3.1.1	Decides to activate the broadcast outage communication to customers to verify if their power has been restored during a large scale Emergency.		
17.5.1.1	Prepares for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials.		
18.4.1.1	Escalates issues that require coordination with federal level agencies to the System EOC.		
18.5.2.1	Reviews expectations for cooperating agencies with State Liaison Officer prior to State Liaison Officer meeting with them.		
19.1.2.1	Oversees safety and health incident response and receives incident reports from the State Safety and Health Officer.		
22.1.2.1	Approves the Demobilization of response functions based on recommendations from the State Planning Section Chief including, but not limited to, the re-allocation and/or release of foreign crews and Company crews and support staff.		
Post-Event Stage			
6.6.1.2	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.2. STATE SAFETY AND HEALTH OFFICER (St-SHO)

REPORTS TO: State Incident Commander

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Develops and manages Safety and Health objectives for the Emergency at the State Level.
2. Oversees that the Safety and Health response is aligned with Strategic Level guidance.
3. Provides operational safety response guidance for employees and restoration workers.
4. The Safety and Health Officer and Safety Specialists will have the authority to stop any job or task deemed by them to be immediately dangerous to life or property.
5. Serves as a resource on Safety-related matters for the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hardhat, safety shoes, safety glasses, gloves, and protective clothing as necessary per operating equipment.
2. Class 3 Hi-viz garment

POSITION-SPECIFIC EQUIPMENT:

1. Laptop with network capabilities
2. Cellular phone
3. Vehicle for travel to remote locations as necessary

ACTIVATION NOTIFICATION:

State Incident Commander

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander

REDACTED

State Safety and Health Officer Checklist

Signature _____ Date _____ Location State EOC

Activity	Action	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Receive update on: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.2.1	During State Level briefing, provides an update on any issues with the Safety and Health organization's preparation and activities.		
19.1.3.1	Directs the activation of a State Safety and Health Organization Team.		
19.1.3.2	Assesses the need for safety and makes arrangements to acquire needed supplies if so approved by the State Incident Commander.		
19.1.3.4	Determines a strategic plan for safety.		
19.1.3.5	Assigns, coordinates and schedules qualified and competent safety & health professionals to the restoration area based on the classification and location of the Emergency situation.		
19.1.3.6	Identifies and assigns Branch Safety Coordinator(s) and obtain appropriate contact information.		
19.1.3.7	Maintains communications with the Branch Safety Coordinator(s) prior to the Emergency. Provide the following information:		

REDACTED

	➢ Regional incident status, ➢ Incident objectives, ➢ Safety briefs, ➢ Expectations, and ➢ Communicate policy on information dissemination as well as any other pertinent information.		
19.1.3.10	Ensures medical services are available, as needed.		
19.1.3.12	Assesses the need for outside Safety training services to support training and for qualifying additional personnel or outside resources to perform required tasks.		
19.1.3.17	Contact external safety regulatory agencies for response coordination, support and pre-approvals (if State Level Emergency).		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assesses the situation and/or obtains a briefing from the individual currently in command of the situation.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Receive update on: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.2.2	During State Level briefing, provides an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside Emergencies response agencies responding to the incident.		
19.1.3.3	Relays key facts about a safety incident to the System Safety, Health and Environmental Officer during a System Level Emergency.		

19.1.3.7	Exchanges contact information with Branch Safety and Health Coordinator. Maintains communications with the Branch Safety Coordinator(s) throughout the Emergency. Provide the following information: ➢ Regional incident status, ➢ Incident objectives, ➢ Safety briefs, ➢ Expectations, and ➢ Communicate policy on information dissemination as well as any other pertinent information.		
19.1.3.8	Coordinates with the Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.		
19.1.3.9	Assesses the need for outside safety and industrial hygiene resources and make appropriate arrangements after obtaining approval from the State Incident Commander.		
19.1.3.11	Coordinates incident analysis, field audits, training and regulatory inquiries.		
19.1.3.13	➢ In case of a safety incident, communicates with the Branch Safety Coordinator to obtain the following information: ➢ Status of the situation, ➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Outside Emergency agencies responding to the incident and any additional resources required or requested, ➢ Support needed from internal organizations to protect the safety of employees, the public, or Company facilities, ➢ Instructions or additional information that may need to be communicated with employees or the public relating to safety, and ➢ Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.		
19.1.3.14	Ensures that safety and health personnel have been accounted for prior to their release from affected locations.		
19.1.3.15	Reviews for approval any State Level safety-related communications to employees or the public to ensure that the communications conform to the strategic Safety plan.		

REDACTED

19.1.3.16	Ensures that Safety Incident Reports (as described in Chapter 21.1 of this ERP) are filed with the State Incident Commander.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.3. STATE ENVIRONMENTAL OFFICER (St-EO)

REPORTS TO: State Incident Commander

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Oversee Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting.
2. Oversee that the Environmental response is aligned with strategic level guidance.
3. Serve as a resource on Environmental-related matters.
4. Serve as the primary point of contact for other responding agencies in the event of an environmental impact.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. ENV-250 (training video)

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cellular phone
3. Vehicle
4. Reference Materials

ACTIVATION NOTIFICATION:
State Incident Commander

WORK LOCATION:
State Emergency Operations Center (EOC).

WORK PERIOD:
As determined by the State Incident Commander

REDACTED

State Environmental Officer Checklist

Signature _____ Date _____ Location State EOC

Activity	Action	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.3.1	During State Level briefing, provide an update on any issues with the Environmental organization's preparation and activities.		
19.2.2.2	Coordinates branch personnel and other resources as requested or required.		
19.2.2.7	Assess the need for external environmental resources and make appropriate arrangements after obtaining approval from the State Incident Commander.		
19.2.2.8	Assess the need for environmental supplies and make arrangements to acquire needed supplies if so approved by the State Incident Commander.		
19.2.2.9	Assesses the need for outside environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.		
19.2.2.10	Identifies the need for and obtains permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.		

REDACTED

Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assesses the situation and/or obtain a briefing from the outgoing State Environmental Officer.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.3.2	Provides an update on any environmental incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside Emergency response agencies responding to the incident.		
19.2.2.1	Relays key facts about an environmental incident to the System Safety, Health and Environmental Officer during a System Level Emergency.		
19.2.2.3	Determines the strategic plan for Environmental.		
19.2.2.4	Assigns, coordinates and schedules qualified and competent Environmental professionals to the restoration area based on the classification and location of the Emergency situation.		
19.2.2.5	In coordination with the Branch Director, identifies and assigns Branch Environmental Coordinators and obtains appropriate contact information.		
19.2.2.6	Establishes contact with Branch Environmental Coordinator(s) and provides: ➢ The incident status, objectives and expectations, ➢ Policy on information dissemination and other pertinent information, and		

	➢ Schedule telephone conferences between the State Environmental Officer and Branch Environmental Coordinator(s).		
19.2.2.7	Assesses the need for outside environmental resources and makes appropriate arrangements after obtaining approval from the State Incident Commander.		
19.2.2.8	Assess the need for environmental supplies and make arrangements to acquire needed supplies if so approved by the State Incident Commander.		
19.2.2.9	Assesses the need for outside environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.		
19.2.2.10	Identifies the need for and obtains permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.		
19.2.2.11	Develops assessment and clean-up plans; identifies the need for and prepares any special advisories or orders.		
19.2.2.12	Identifies sensitive areas and recommends response priorities.		
19.2.2.13	Obtains copies of any relevant exposure data such as SDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.		
19.2.2.14	Coordinates incident analysis, field audits, training and regulatory inquiries.		
19.2.2.15	Develops disposal plans as conditions require.		
19.2.2.16	Tracks and documents quantity of oil spills that occur throughout the event.		
19.2.2.17	Acts as a liaison between Supervisors and outside utilities concerning any Environmental-related activities or incidents.		
19.2.2.18	In case of an environmental incident, communicates with the Branch Environmental Coordinator to obtain the following information: ➢ Status of the situation, ➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Extent, rate, and effects and environmental impact as a result of the incident,		

REDACTED

	➢ Outside Emergency response agencies responding to the incident and any additional resources required or requested, ➢ Support need from internal organizations to protect the environment, ➢ Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and ➢ Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.		
19.2.2.19	Notify the State Incident Commander of environmental conditions as necessary		
19.2.2.20	Monitors the environmental consequences of response actions.		
19.2.2.21	Ensures that accountability for personnel has been completed prior to the release of personnel from affected locations.		
19.2.2.23	Reviews for approval any State-Level Environmental-related communications to employees or the public to assure that the communications conform to the strategic Environmental plan.		
19.2.2.24	Completes all paperwork and turn it into the State Planning Section Chief at the termination of the incident.		
21.1.3.1	Ensures the development and distribution of Environmental Incident Reports to the State Level, as required.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		
19.2.2.22	Ensures that Environmental Incident Reports (as described in Chapter 21.1 of this ERP) are filed following an environmental incident.		
19.2.2.23	Ensures that permits are closed out.		
19.2.2.24	Completes all paperwork and turns it into the State Planning Section Chief at the termination of the incident.		

32.1.4. STATE PUBLIC INFORMATION OFFICER (St-PIO)

REPORTS TO: State Incident Commander

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Develop and/or approves all communications messages based on guidance from the State Incident Commander.
2. Coordinate the release of all Emergency-related communications within the state.
3. Oversee additional communications responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the State Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

State Incident Commander

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander

REDACTED

State Public Information Officer Checklist

Signature _____ Date _____ Location State EOC

Activity	Action	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.7	Activate the Public Information Officer Support and Social Media roles as required.		
	Position — Activated — Not Activated Public Information Officer Support ____ ____ Social Media ____ ____		
9.1.1.1	Ensures the Emergency Charge Accounts and guidance provided by the State Finance Officer is distributed throughout the ERO.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.4.1	During State Level briefing, provides an update on any concerns or issues with the preparation and related activities.		
16.1.4.2	During State Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and		

REDACTED

	news clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.		
17.1.2.1	Communicates with the Branch Public Information Coordinator regarding the information dissemination plan and schedule.		
17.1.2.2	Holds a call/briefing with the Emergency Communications Team prior to the Emergency, when the Emergency is anticipated, to discuss: ➢ Overall messaging strategy, ➢ Pre-Event messages, ➢ Internal Communications (internal employee communications line message, email reminders and phone numbers, daily employee messaging bulletins), ➢ Media Communications (news releases, safety/weather related tips), ➢ Web and Social Media Strategy, ➢ Government and Regulatory Relations, and ➢ Community and Customer Messaging.		
	Request Jurisdictional Presidents to communicate with Regulatory contacts and elected officials (MA, RI). Receive input from Jurisdictional Presidents to incorporate into messaging and ensure that Jurisdictional Presidents have latest approved talking points.		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assesses the situation and/or obtain a briefing from the outgoing State Public Information Officer.		
6.7	Activate the Public Information Officer Support and Social Media roles as required.		
	Position — Activated — Not Activated Public Information Officer Support ____ ____ Social Media ____ ____		

15.1.2.1	Notifies appropriate Jurisdictional Presidents and leads notification of regulators, public officials and media outlets of the expected timeframe for the initial ETR.		
15.1.2.2	Monitors that ETRs are communicated via telephone, a website and at least 1 other form of appropriate media outreach.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.4.2	During State Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.		
16.3.2.1	Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all employees.		
16.3.2.2	Activates the Emergency 800 # hotline as required and records an employee hotline message for each of the Company areas and oversees that the message is updated every four hours, at a minimum, or as information becomes available.		
17.1.2.3	Initiates outreach to impacted areas of the Company and establishes communications “points of contact” with Company facility site managers, gas and electric service operators, Human Resources, and Customer Relations to receive periodic updates.		
17.1.2.4.	Obtains situational status report from the State Planning Section Chief for use in message development.		

REDACTED

17.1.2.5	Develops messages in conjunction with the State Incident Commander to be disseminated to the media, government and community leaders, and employees.		
17.1.2.6	Obtains approval from the State Incident Commander on all information to be released.		
17.1.2.7	Obtains media information that may be useful for planning during the Service Restoration Stage.		
17.2.1.1	Coordinates messaging and other activities with the Customer Contact Center Director.		
17.5.2.1	Ensures that accommodations are made for 24-hour media coverage.		
17.5.2.2	Establishes a dedicated phone line(s) for inquiries from the press.		
17.5.2.3	Begins to gather basic facts about the crisis - who, what, where, and when and use this info to answer inquiries.		
17.5.2.4	Arranges for tours, interviews, and other briefings that may be required.		
17.6.1.1	Directs the development and maintenance of social media, web, digital and print communications and oversees the updating of these applications, where needed, during major Emergencies.		
18.3.2.1	Coordinates with the State Liaison Officer to ensure the unity of communications with the Company's regulatory agencies during an Emergency.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.5. STATE LIAISON OFFICER (St-LO)

REPORTS TO: State Incident Commander

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Direct the assignment of Company personnel to the RIEMA EOC as requested.
2. Serve as the primary point of contact for Company liaison reporting to the RIEMA EOC.
3. Provide Tactical Level guidance to the Branch Liaison Coordinator(s).
4. Coordinate restoration activities and support with RI government response agencies.
5. Provide periodic updates to the State Incident Commander as appropriate.
6. Oversee additional responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the State Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander

REDACTED

State Liaison Officer Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.7	Activate the RIEMA Liaison, and Regulatory Liaison roles as required. Position — Activated — Not Activated RIEMA Liaison ____ ____ Regulatory Liaison ____ ____		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.5.1	During State Level briefing, provides an update on any concerns issues with the preparation and related activities.		
16.1.5.2	During State Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.		
18.2.2.1	Coordinates the staffing of the RIEMA EOC as requested by the State Incident Commander.		

REDACTED

18.3.3.1	Ensures that lines of communication are pre-established with the Company's regulatory agencies prior to an Emergency.		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command, obtain a briefing from the outgoing State Liaison Officer		
6.7	Activate the RIEMA Liaison, and Regulatory Liaison roles as required.		
	Position Activated Not Activated RIEMA Liaison ____ ____ Regulatory Liaison ____ ____		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.5.2	During State Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.		
18.1.1.1	Provides guidance to the Branch Liaison Coordinators to ensure consistency while working with municipalities.		
18.2.2.2 18.5.3.1	Begins maintaining a list of assisting and cooperating agencies/representatives.		

REDACTED

18.2.2.3 18.5.3.3	Establishes contact with the System Liaison Officer during a System Level Emergency.		
18.3.3.2	Manages Liaisons coordinating with the RIPUC representative in the RIEMA EOC and other high-ranking regulatory officials as required.		
18.5.3.2	Keep agencies supporting the Emergency aware of the status of the Company's restoration efforts. Prior to meeting with Agency Representatives and Stakeholders: ➢ Review incident objectives, ➢ Company requests for assistance from or coordination with other agencies, ➢ Determine status of outstanding requests from other agencies, and ➢ Availability of personnel and equipment available to assist other agencies.		
Post Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.6. STATE PLANNING SECTION CHIEF (St-PSC)

REPORTS TO: State Incident Commander

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Assist the State Incident Commander with developing restoration strategies.
2. Maintain situational awareness including the reporting on and progress of restoration activities (State Data Center and Regulatory Reporting).
3. Assist the State Incident Commander with evaluation of requests from the Branch Director(s) primarily as they relate to restoration resources and ETRs.
4. Oversee additional responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N /A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the State Emergency Operations Center (EOC) manual for room layout and equipment requirements
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander

WORK LOCATION:

State Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the State Incident Commander

REDACTED

State Planning Section Chief Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
4.2.2.1	Activates the State EOC if directed to do so by State Incident Commander.		
6.1.3.1 6.2.3.1 6.3.3.1	Reviews all Branch Director resource requests and performs an assessment of available resources within the region and makes recommendations to the State Incident Commander regarding appropriate resource levels and allocation to branches.		
6.1.3.2	Determines resources on-scene and ordered in (location/status) and then considers the need for resources in addition to those on-scene or ordered in.		
6.4.2.1	Reviews all requests for retirees and performs an assessment of available resources within the region. Makes recommendations to the State Incident Commander regarding allocation of retirees to branches.		
6.6	Report to the designated State Incident Commander and check in as required.		
6.7.2.1	Determines the need to activate the State Data Center, ETR team, storm modeling/Analytics team, and regulatory reporting team.		
6.7	Activate Data Center Lead, ETR Lead, and Regulatory Reporting Lead as required.		
	Position — Activated — Not Activated Data Center Lead ____ ____ ETR Lead ____ ____ Regulatory Reporting Lead ____ ____		
15.1.3.1	Determines when it is necessary to enact custom ETR rules and notifies the Branch Planning Coordinators in the affected branches, and the State Public Information Officer of the following during the Pre-Event Stage, when practical: ➢ The time that Damage Assessment begins or is expected to begin.		

REDACTED

	➢ The time that the first ETR update is expected to be due. (No later than upon completion of Damage Assessment or 24 hours from the beginning of Damage Assessment, whichever comes first.) ➢ The reporting period for subsequent reports (minimum 3x per day). ➢ Time that Blue Sky or Storm ETR Rules will be turned off.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.6.1	During State Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.		
16.1.6.2	During State Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.		
Service Restoration Stage			
6.4.2.1	Reviews all requests for retirees and performs an assessment of available resources within the region. Makes recommendations to the State Incident Commander regarding allocation of retirees to branches.		
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing State Planning Section Chief.		
11.1.2.1	Provides summary of Damage Assessment Report (this report is described in more detail in Chapter 21.1 of this ERP) to State Incident Commander.		

14.3.1.1	Makes recommendations about the appropriate number of substation teams to the State Incident Commander.		
14.3.1.2	Communicates the required number of Substation teams to the contractor including the roles that will be required for each of the teams.		
14.3.1.3	Communicates the number of substation trailers and appropriate staging locations to the State Logistics Section Chief.		
14.3.1.4	Ensures contractor provides crew transfer sheets for each substation team.		
14.3.1.5	Assembles substation teams.		
14.3.1.6	Works with the Restoration Crew Acquisition, Forestry, and Damage Assessment groups to pair up Restoration Crew Supervisors and forestry personnel with each team.		
14.3.1.7	Communicates the assembled teams contact information to the Branch Director and Branch Operations Coordinator.		
15.1.3.2	Determines a global ETR based on feedback from the branches, obtains ETR approval from the State Incident Commander, and distributes approved ETRs to the State ETR Team and State Public Information Officer.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.6.1	During State Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.		

REDACTED

16.1.6.2	During State Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.		
17.1.3.1.	Provides situational status report to the State Public Information Officer.		
18.3.6.1	Prepares and disseminates any required periodic governmental reports.		
21.1.4.1	Oversees completion of the State EOC Status Update Report and Damage Assessment Report and makes sure they are prominently displayed.		
21.1.4.2	Establishes information requirements and resource status information reporting schedules as needed (e.g. Resource Coordination, Storm Damage Analysis Units).		
21.1.4.3	Establishes information requirements, situation reports, and resource status information reporting intervals (schedules) with all ICS Command and General Staff.		
21.2.2.3	Oversees preparation and submission of 90 Day Report to RIPUC.		
22.1.4.1	Tracks restoration and resource allocation status throughout the Emergency.		
22.1.4.2	Evaluates resource needs at the Branch and State Levels and makes recommendations to the State Incident Commander about re-allocating or releasing resources.		
22.1.4.3	Oversees the preparation and implementation of the demobilization plan based on the demobilization decisions of the State Incident Commander.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.7. STATE LOGISTICS SECTION CHIEF (St-LSC)

REPORTS TO: State Incident Commander

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Manages the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals and lodging) in support of restoration.
   Activates the Logistics team (materials, staging sites, fleet services, facility, materials, communications, meals and lodging) for State level emergencies.
2. Oversees additional responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the State Emergency Operations Center (EOC) manual for room layout and equipment requirements.

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander.

REDACTED

State Logistics Section Chief Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
	Establish and maintain contact with System Logistics Officer when activated.		
6.7	Activates the Facilities Lead, Fleet Lead, Materials Lead, Meals and Lodging Lead and Staging Site Lead roles, as required. Position — Activated — Not Activated Facilities Lead ____ ____ Fleet Lead ____ ____ Materials Lead ____ ____ Meals and Lodging Lead ____ ____ Staging Site Lead ____ ____		
SLP 6.1.5.1	Communicates materials/fleet/staging site requirements required in excess of those that can be obtained at the State Level to the System Logistics Officer.		
SLP 6.2.4.1	Communicates meals and lodging requirements to appropriate Meals and Lodging Support Unit.		
7.1.1.1	Activates Material Support to check the availability of materials in the Branches and arranges for delivery of storm kits and/or additional necessary supplies when the System Level is not activated.		
7.1.1.2 7.3.2.2	If necessary, contacts logistics vendors and discusses the pre-positioning of resources depending on the anticipated impact of the Emergency.		
7.1.1.3.	Confirm the need and staging location for emergency generators, if necessary.		
7.1.1.4 7.2.2.3	Establish contact with the Branch Logistics Coordinators to serve as the single point of contact for the following logistics needs: ➢ Material and supply requirements,		

7.5.1.1 8.1.1.2 8.2.1.2	➢ Fleet services and rental vehicles, ➢ Coordinate all communication equipment needs for the event, ➢ Meals for all resources, and ➢ Lodging for all resources.		
7.2.2.1	Activates Fleet services when the System Level is not activated to assess fleet inventory, releasing vehicles from maintenance if appropriate and arranging for additional vehicles and special equipment, if necessary.		
7.2.2.2	If necessary, contacts fleet vendors and discuss the pre-positioning of resources depending on the anticipated impact of the Emergency.		
7.2.2.4.	Directs acquisition of specialty equipment when the System Level Plan is not activated.		
7.3.2.1	Activates Staging Site Unit and communicates staging site needs upon request of State Incident Commander.		
7.3.2.2.	If necessary, requests Staging Site Unit contact staging site vendors and discusses the pre-positioning of resources depending on the anticipated impact of the Emergency.		
7.3.2.3.	Establishes contact with the State Operations Section Chief to serve as the single point of contact for coordination of the activities at the staging sites.		
7.5.1.1.	Arranges for the procurement of communication equipment for the ERO at the State and Branch Levels if the Company's stock is depleted during an Emergency.		
8.1.1.1	Contacts Meals and Lodging Lead and ensures their group can accommodate the anticipated volume of meals required for the ERO personnel.		
8.2.1.1	Contacts Meals and Lodging Lead and ensures their group can accommodate the anticipated lodging requirements for external response resources.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns,		

REDACTED

	➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.7.1	During State Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing State Logistics Officer.		
6.7	Activates the Facilities Lead, Fleet Lead, Materials Lead, Meals and Lodging Lead and Staging Site Lead roles, as required. Position — Activated — Not Activated Facilities Lead ____ ____ Fleet Lead ____ ____ Materials Lead ____ ____ Meals and Lodging Lead ____ ____ Staging Site Lead ____ ____		
SLP 6.1.5.1	Communicates materials/fleet/staging site requirements required in excess of those that can be obtained at the State Level to the System Logistics Officer.		
SLP 6.2.4.1	Communicates meals and lodging requirements to appropriate Meals and Lodging Support Unit.		
7.1.1.3 7.2.2.3 7.5.1.1 8.1.1.2 8.2.1.2	Establish contact with the Branch Logistics Coordinators to serve as the single point of contact for the following logistics needs: ➢ Material and supply requirements, ➢ Fleet services and rental vehicles, ➢ Coordinate all communication equipment needs for the Emergency, ➢ Meals for all resources, and ➢ Lodging for all resources.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander.		

REDACTED

	Determine: ➢ Size and complexity (expansion and contraction) of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.7.1	During State Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.		
22.1.5.1	Reviews the list of personnel proposed for demobilization daily and adjusts material, fleet, staging site, communication, meal and lodging requirements accordingly as resources are re-allocated or released.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.8. STATE SECURITY OFFICER (St-SO)

REPORTS TO: State Incident Commander

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Manages and supervises the Security organization's actions and response objectives for restoration at the State Level.
2. Establishes appropriate utilization of Security services.
3. Serves as a resource on Security-related matters.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cellular phone
3. Transportation as necessary

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander or VP Global Security.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander.

REDACTED

State Security Officer Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.8.1	During State Level briefing, provides an update on any issues with the Security organization's preparation and activities.		
20.1.2.2	Directs the activation of the State Security response organization and activates and mobilizes the appropriate Security and contractor personnel in accordance with the directives specified in applicable security procedures.		
20.1.2.3	Establishes contact with State law enforcement agencies and ascertains their needs and/or concerns, as necessary. Notify appropriate agencies of Company staging site locations.		
20.1.2.4	Assesses the need for outside Security resources (provide best estimate of number of guards necessary for securing personnel, vehicles and equipment at staging areas and lodging facilities) and makes appropriate arrangements (put guard service(s) on standby) after obtaining approval from the State Incident Commander. Assesses the need for Security supplies and makes arrangements to acquire needed supplies if so approved by the State Incident Commander.		

REDACTED

20.1.2.5	Ensures that admittance to Federal Energy Regulatory Commission (FERC) critical infrastructure is controlled by a guard force and limited to personnel with proper identification, as required.		
	Test security-specific communication equipment		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the individual currently in command of the situation.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.8.2	During State Level briefing, provides an overview of any security incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities, available security resources, stakeholders' concerns/issues, the status of cooperating agency activities in support of an incident, location of shelters (if utilized), and any evacuation of facilities and assembly areas including results of employee accountability surveys.		
20.1.2.1	Relays key facts about security to the System Security Officer during a System Level Emergency.		
20.1.2.5	Ensures that admittance to Federal Energy Regulatory Commission (FERC) critical infrastructure is controlled by a guard force and limited to personnel with proper identification, as required.		

REDACTED

20.1.2.6	In case of a security incident, communicates with the on-scene Security Safety Coordinator to obtain the following information: ➢ Status of the situation, ➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), if any, ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Outside Emergency response agencies responding to the incident and any additional resources required or requested, ➢ Support needed from internal organizations to protect the Security of employees, the public, or our facilities, and ➢ Instructions or additional information that may need to be communicated with employees or the public relating to security.		
20.1.2.7	Obtains and distributes security personnel contact information.		
20.1.2.8	During a System Level Emergency, establishes contact with the System Security Officer, if activated, and obtains strategic plan for Security, security expectations, policy on information dissemination as well as any other pertinent information, and ensures that critical locations have appropriate security coverage and that guards are on duty at all times.		
20.1.2.9	Schedule telephone conferences between appropriate security personnel.		
20.1.2.10	Provides security guidance to protect personnel and assets.		
20.1.2.11	Reviews for approval any State Security-related communications to employees or the public to ensure that the communications conform to the strategic Security Plan for the event.		
Post-Event Stage			
20.1.2.12	Ensures that Security Incident Reports (as described in Chapter 21.1 of this ERP) are compiled Post-Event.		
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.9. STATE FINANCE SECTION CHIEF (St-FSC)

REPORTS TO: State Incident Commander

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Establish Emergency charge codes.
2. Serve as the primary point of contact for all financial and cost analysis information within the affected State.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander.

REDACTED

State Finance Section Chief Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
8.1.2	Monitors activity of storm cards during restoration event.		
9.1.2.1	Oversees the establishment of Emergency accounting and provides guidance regarding proper costs, including, but not limited to, expense account procedures. Distributes to the State Public Information Officer for distribution to the entire ERO.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.9.1	During State Level briefing, provides an update on any concerns issues with the preparation and related activities.		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing State Finance Section Chief.		
8.1.2	Monitors activity of storm cards during restoration event.		

REDACTED

9.1.2.2	Serves as a point of contact for incident personnel to discuss and resolve all financial issues and requirements.		
9.2.1.2	Provides guidance on the accurate completion of all personnel and equipment time records.		
9.2.1.3	Serves as a point of contact for incident personnel to discuss and resolve all financial issues and requirements.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.9.2	During State Level briefing, provides an overview of the current disposition of matters related to Emergency response financial activities during the Emergency.		
19.1.4.1	Manages all administrative matters pertaining to compensation for injury and claims-related activities for an incident.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		
	Provides guidance on the accurate completion of all personnel and equipment time records.		

32.1.10. STATE HUMAN RESOURCES SECTION CHIEF (St-HRSC)

REPORTS TO: State Incident Commander

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Serves as the primary point of contact for all human resource requirements within the affected State.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.
2. Handles the administrative details of retiree employment arrangements.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander.

REDACTED

State Human Resources Section Chief Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
SLP 23.1.9	If System Level Human Resource Officer is not activated, assume the responsibilities denoted in the System Human Resources Officer Checklist.		
6.6	Report to the designated State Incident Commander and check in as required.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.10.1	During State Level briefing, provides an update on any concerns issues with the preparation and related activities.		
Service Restoration Stage			
6.6	Report to the designated State Incident Commander and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing State Human Resources Officer.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives,		

	➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.10.2	During State Level briefing, provides an overview of any significant employee or labor issues.		
19.1.5.1	Ensures that notifications have been given to the employee's emergency contacts in the event of a serious injury or death.		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.1.11. STATE OPERATIONS SECTION CHIEF (St-OSC)

REPORTS TO: State Incident Commander

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Responsible for the operational management of the Emergency at the State Level.
2. Provides tactical response guidance to the Branch Directors within the affected region.
3. Provides periodic updates to the State Incident Commander to ensure that the Operational response is aligned with Tactical Level guidance.
4. Additional responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the State Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the State Incident Commander.

WORK LOCATION:

State Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander

REDACTED

State Operations Section Chief Checklist

Signature _____ Date _____ Location State EOC

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
4.2.1.2	Activate Branch Director positions as required to respond to an Emergency. Position Activated Not Activated Branch Director ____ ____		
6.1.5.1 6.2.4.1 6.3.4.1 6.4.3.1	Consolidates requests for additional resources from the Branch Directors and reports them to the State Incident Commander.		
6.1.5.2	Determines the number of additional distribution crews, forestry resources, and transmission resources needed to respond to an Emergency and allocates resources from unaffected branches in the state to affected branches.		
6.1.5.3 6.2.4.2 6.3.4.2	Allocates resources from out of state, mutual assistance resources, contractors and retirees to affected branches.		
7.3.4.1	Consolidate the staging site needs of the Branch Directors and communicate these needs to the State Logistics Section Chief.		
14.1.1.1	Provide objectives to Branch Directors to ensure that response to downed wires are appropriately prioritized and coordinated with restoration.		
14.3.1.1	Determine the number of internal and external decentralized substation teams to assemble.		
14.3.1.2	Determine if internal decentralized substation teams will include Damage Assessment.		
16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved,		

REDACTED

	➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.11.1	During State Level briefing, provides an update on the Emergency response at the Branch Level including primary and alternate strategies/tactics.		
16.1.11.2	During State Level briefing, makes requests for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.)		
Service Restoration Stage			
4.2.1.2	Activate Branch Director positions as required to respond to an Emergency. Position — Activated — Not Activated Branch Director ____ ____		
6.1.5.1 6.2.4.1 6.3.4.1 6.4.3.1	Consolidates requests for additional resources from the Branch Directors and reports them to the State Incident Commander.		
6.1.5.2	Determines the number of additional distribution crews, forestry resources, and transmission resources needed to respond to an Emergency and allocates resources from unaffected branches in the state to affected branches.		
6.1.5.3 6.2.4.2 6.3.4.2	Allocates resources from out of state, mutual assistance resources, contractors and retirees to affected branches.		
7.3.4.1	Consolidate the staging site needs of the Branch Directors and communicate these needs to the State Logistics Section Chief.		
14.1.1.1	Provide objectives to Branch Directors to ensure that response to downed wires are appropriately prioritized and coordinated with restoration.		
14.3.1.1	Determine the number of internal and external decentralized substation teams to assemble.		
14.3.1.2	Determine if internal decentralized substation teams will include Damage Assessment.		
15.1.1.1	Approves Global ETRs and provides final approval of Branch Level ETRs for public distribution during the Emergency.		

REDACTED

16.1.1.2	Attends State Level briefings or receive a briefing from the State Incident Commander. Determine: ➢ Size and complexity of the Emergency, ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, and ➢ Special concerns.		
16.1.11.1	During State Level briefing, provides an update on the Emergency response at the Branch Level including primary and alternate strategies/tactics.		
16.1.11.2	During State Level briefing, makes requests for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.)		
22.1.3.1	Consolidates operational situation changes that require augmenting/demobilizing resources from the Branch Directors and communicates this during the State-level briefing.		
22.1.3.2	Review Demobilization recommendations of the State Planning Section Chief including, but not limited to, the re-allocation and/or release of foreign crews and Company crews and support staff.		
22.1.3.3	Communicates approved Demobilization plan to Branch Directors		
Post-Event Stage			
6.6.2.1	In a Type 1, 2 or 3 event: complete, sign and date checklist and submit it to Emergency Planning.		

32.2. Branch Level ICS Positions

32.2.1. BRANCH DIRECTOR

REPORTS TO: State Incident Commander

POSITION TYPE: Branch Director (Key Position)

JOB DESCRIPTION:

1. Responsible for directing the restoration effort of an assigned area location within the State. There are 2 predetermined Branch locations which could potentially be activated:

State	Location	Branch
Rhode Island	Providence	RI-Capital
	North Kingstown	RI-Coastal

2. Using the available resources within the Branch, as well as resources requested via the State EOC, the Branch Director will coordinate his/her efforts to effect a safe and timely restoration of electric service. The Branch Director will also ensure that the State EOC is fully informed of the local restoration status
3. Accountable for all aspects of the Branch Level Storm Response including but not limited to:
    a. Municipal Communications,
    b. Media Relations,
    c. Internal Communications,
    d. ETR Development,
    e. Municipal Coordination,
    f. Decentralized Operations,
    g. Outage Management,
    h. Restoration Crew Management,
    i. Wires Down Response,
    j. Damage Assessment,
    k. Logistics,
    l. Cost tracking, and
    m. Employee and Labor Relations.
4. Provides tactical and operational response guidance to the ICS Command and General Staff and support staff for the affected branch.
5. Provides periodic updates to the State Incident Commander to ensure that the operational level response is aligned with tactical level guidance.
6. Approves Branch Level ETRs
7. Additional responsibilities as assigned by the State Incident Commander.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the State Operations Section Chief.

WORK LOCATION:

Branch Emergency Operations Center (EOC).

WORK PERIOD:

As determined by the State Incident Commander.

REDACTED

Branch Director Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
4.2.3.1 6.6.3.1	Determines which Branch Level ICS positions are required to oversee the functions desired by the State Operations Section Chief.		
	ICS Positions — Activated — Not Activated Branch Safety & Health Coordinator ____ ____ Branch Environmental Coordinator ____ ____ Branch Public Information Coordinator ____ ____ Branch Liaison Coordinator ____ ____ Branch Operations Coordinator ____ ____ Branch Planning Coordinator ____ ____ Branch Logistics Coordinator ____ ____ Branch Security Coordinator ____ ____		
4.2.3.2	Direct activation and oversee operation of the Branch EOC or appoints a designee to do so in their absence.		
6.1.6.1 6.2.5.1 6.3.5.1 6.4.4.1	Requests additional resources from the State Operations Section Chief if resource needs can't be met by resources allocated to the branch.		
6.6	Ensure that all response personnel are aware that you are now the Branch Director.		
7.3.5.1	Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted staging site requirements and communicate these requirements to the Staging Site Lead.		
7.3.5.2	Decides on the location for staging sites.		
7.3.5.3	Communicates staging site needs to the State Logistics Section Chief.		

7.3.5.4	Serves as the single point of contact for communicating all staging site needs.		
	Ensures established Emergency accounting is disseminated to Branch Emergency Response Organization.		
16.1.12.1	Prior to State Level briefing, provides an update to State Operations Section Chief on the Emergency response at the Branch Level including primary and alternate strategies/tactics.		
16.1.12.2	Prior to State Level briefing, communicates requests to State Operations Section Chief for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.).		
16.2.1.2	Sets up and conducts regular briefings with Branch ICS Command and General Staff beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics,		

REDACTED

	➢ Cost tracking, and ➢ Employee and Labor Relations.		
Service Restoration Stage			
4.2.3.1 6.6.3.1	Determines which Branch Level ICS positions are required to oversee the functions desired by the State Operations Section Chief. ICS Positions — Activated — Not Activated Branch Safety & Health Coordinator ____ ____ Branch Environmental Coordinator ____ ____ Branch Public Information Coordinator ____ ____ Branch Liaison Coordinator ____ ____ Branch Operations Coordinator ____ ____ Branch Planning Coordinator ____ ____ Branch Logistics Coordinator ____ ____ Branch Security Coordinator ____ ____		
6.1.6.1 6.2.5.1 6.3.5.1 6.4.4.1	Requests additional resources from the State Operations Section Chief if resource needs can't be met by resources allocated to the branch.		
6.6	Ensure that all response personnel are aware that you are now the Branch Director.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Director.		
7.3.5.1	Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted staging site requirements and communicate these requirements to the Staging Site Lead.		
7.3.5.2	Decides on the location for staging sites.		
7.3.5.3	Communicates staging site needs to the State Logistics Section Chief.		
7.3.5.4	Serves as the single point of contact for communicating all staging site needs.		

11.1.4.1	Receives Damage Assessment updates from the Branch Planning Coordinator.		
14.1.2.1	May determine, due to the amount of down wire calls, to implement plans to activate the Wires Down Rooms to support the Branch Storm Room.		
14.2.1.1	Establishes restoration priorities on distribution lines.		
14.3.2.1	Makes recommendation about appropriate number of substation teams for the Branch to State Incident Commander.		
14.3.2.2	Determines substation assignments.		
15.1.5.1	Approves Branch Level ETRs prior to submission to the State Planning Section Chief during the Service Restoration Stage.		
16.1.12.1	Prior to State Level briefing, provides an update to State Operations Section Chief on the Emergency response at the Branch Level including primary and alternate strategies/tactics.		
16.1.12.2	Prior to State Level briefing, communicates requests to State Operations Section Chief for State Level assistance with resource, facility and specialty equipment needs (helicopter, heavy lift, etc.).		
16.2.1.1	Establishes strategies and immediate priorities and confirm objectives for the current Operational Period and defines objectives for the next Operational Period during an Emergency.		
16.2.1.2	Sets up and conducts regular briefings with Branch ICS Command and General Staff beginning three days in advance of an anticipated Emergency and through the duration of an Emergency to maintain situational awareness during the Service Restoration Stage. These calls cover, among other things: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications,		

	➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.1.3	Identifies operational situation changes that requires augmentation/ demobilization of resources, revises level of response activation and communicates to staff during an Emergency.		
16.3.3.1	Considers posting a branch-wide message to all employees regarding the facts and objectives of the incident and provides periodic updates.		
17.5.3.1	Prepares for any required press conferences by working with the Branch Public Information Coordinator to compile the necessary briefing materials.		
18.1.2.1	Considers health and safety-related prioritization requests from the Municipal Room or Community Liaisons and incorporates them into the restoration plan in order to align the restoration priorities of the Branch with the health and safety needs of the community.		
18.5.4.1	Identifies additional individuals or groups that are potentially adversely affected by the Emergency.		
22.1.6.1	Identifies operational situation changes that require augmenting/demobilizing resources.		
22.1.6.2	Provides restoration status and resource request information to the State Planning Section Chief.		
22.1.6.3	When appropriate, oversees the preparation and implementation of the demobilization plan based on the demobilization decisions of the State Incident Commander.		
22.1.6.4.	Notifies resources of their transfer or release and provides contact information for their new assignment as applicable.		

REDACTED

Post-Event Stage			
6.6.3.2	In a Type 1-3 event: complete, sign and date checklist. Complete “Location” based EOC assignment and submit checklist to Emergency Planning.		

32.2.2. BRANCH SAFETY AND HEALTH COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Responsible for the development and management of Safety and Health objectives for the Emergency at the Branch Level.
2. Oversee that the Safety and Health response is aligned with Strategic and Tactical Level guidance.
3. Provide operational Safety response guidance to the Branch Level Safety and Health organization(s).
4. Determine safety-related communications for the Branch.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat, safety shoes, safety glasses, gloves, and protective clothing as necessary per operating equipment.
2. Class 3 Hi-viz garment

POSITION-SPECIFIC EQUIPMENT:

1. Laptop computer with network capabilities
2. Cellular phone
3. Vehicle for travel to remote locations as necessary

ACTIVATION NOTIFICATION:

Activated by the Branch Director

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the Branch Director

REDACTED

Branch Safety and Health Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.2.1	During Branch Level briefing, provides an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the		

REDACTED

	incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.		
19.1.6.1	Assesses the need for safety and fire protection supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.		
19.1.6.2	Exchanges contact information with State Safety and Health Officer. Establishes contact with the State Safety & Health Officer and obtains the following: ➢ Strategic plan for safety, ➢ Safety briefing, ➢ Policy on information dissemination as well as any other pertinent information, and ➢ Schedule of telephone conferences between the State Safety and Health Officer and the Branch Safety Coordinators.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Safety and Health Coordinator.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management,		

	➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.2.1	During Branch Level briefing, provides an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.		
19.1.6.3	Ensures that hazardous situations are identified, inspections of staging areas, Emergency work practices, and equipment are conducted, and on-boarding materials are available.		
19.1.6.4	Ensures that daily safety calls and a daily sampling of safety brief effectiveness are conducted with contractor safety personnel.		
19.1.6.5	Ensures that safety performance is tracked.		
19.1.6.6	Ensures that the State Safety and Health Officer receives updates and reports on safety incidents.		
19.1.6.7	Ensures all investigations are managed to closure.		
19.1.6.8.	Assigns, coordinates and schedules qualified and competent safety & health professionals to the restoration area based on the classification and location of the Emergency situation and obtains and distributes contact information.		
19.1.6.9	Assesses the need for outside safety and industrial hygiene resources and makes appropriate arrangements after obtaining approval from the Branch Director.		
19.1.6.10	Ensures medical services are available, as needed.		
19.1.6.11	Coordinates incident analysis, field audits, training and regulatory inquiries.		
19.1.6.12	Assesses the need for outside safety training services to support training and for qualifying additional personnel or outside resources to perform required tasks.		
19.1.6.13	Acts as a liaison between Supervisors and outside utilities concerning any Safety & Health-related activities or incidents.		

REDACTED

19.1.6.14	Reviews for approval any Branch Level safety-related communications to employees or the public to ensure that the communications conform to the strategic Safety plan.		
19.1.6.15	In case of a safety incident, communicates with the Branch Safety Personnel to obtain the following information: ➢ Status of the situation, ➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Any other information necessary for the Branch Director to be fully informed of Safety impacts and concerns during the incident management, ➢ Outside Emergency response agencies responding to the incident and any additional resources required or requested, ➢ Support needed from internal organizations to protect the safety of employees, the public, or Company facilities, and ➢ Instructions or additional information that may need to be communicated with employees or the public relating to Safety.		
19.1.6.16	Coordinates with security to secure any hazardous areas following the incident and to protect the integrity of any evidence.		
19.1.6.17	Ensures that Safety and Health personnel have been accounted for prior to their release from affected locations.		
19.2.4.1	Upon Request from the Branch Environmental Coordinator aid with communications regarding exposure and the effects of exposure to affected parties.		
21.1.5.1.	Ensures the development and distribution of Safety Incident Reports to the Branch Level, as required.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete “Location” based on branch EOC assignment and submit checklist to Emergency Planning.		

32.2.3. BRANCH ENVIRONMENTAL COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Responsible at the Branch Level for all Environmental matters associated with the response, including strategic assessment, modeling, surveillance, and environmental monitoring and permitting.
2. Oversees that the Environmental response is aligned with Strategic Level guidance.
3. Serves as a resource on Environmental-related matters to the Branch Director.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. ENV-250 (training video)

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat,
2. Safety shoes,
3. Safety glasses,
4. Gloves, and
5. Any other protective clothing necessitated by operating conditions or special operations.

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cellular phone
3. Vehicle
4. Reference materials

ACTIVATION NOTIFICATION:

Activated by the Branch Director

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:
As determined by the Branch Director

REDACTED

Branch Environmental Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
19.2.4.1	Coordinate Branch environmental personnel and other resources as requested or required.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		

6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Environmental Coordinator.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.4.1	During Branch Level briefing, provides an update on any environmental incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident.		
19.2.4.2	Identifies or assigns Branch Environmental personnel and obtains appropriate contact information.		
19.2.4.3	Maintains contact with the State Environmental Officer. Obtains the following information: ➢ Regional incident status ➢ Incident objectives		

	➢ Expectations		
19.2.4.4	Communicates the following information to the Branch: ➢ Strategic plan for Environmental response ➢ Communicate policy on information dissemination as well as any other pertinent information		
19.2.4.5	Assesses the need for outside Environmental resources and makes appropriate arrangements after obtaining approval from the Branch Director.		
19.2.4.6	Assesses the need for Environmental supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.		
19.2.4.7	Assesses the need for outside Environmental training services to support training and for qualifying additional personnel or outside resources to perform required tasks.		
19.2.4.8	Supports construction activity during restoration in or near protected resources, impacting endangered species, etc.		
19.2.4.9	Identifies the need for and obtain permits, consultations, and other authorizations, including Endangered Species Act (ESA) provisions.		
19.2.4.10	Develops assessment and clean-up plans; identifies the need for and prepares any special advisories or orders.		
19.2.4.11	Ensures that sensitive areas have been identified and response priorities established.		
19.2.4.12	Obtains copies of any relevant exposure data such as SDS sheets and Environmental procedural guidelines and ensures that field Environmental personnel get this information.		
19.2.4.13	Verifies that monitoring and sampling plans have been developed at the State Level and provides guidance as necessary.		
19.2.4.14	Verifies that disposal plans have been developed at the State Level and provides guidance as necessary.		
19.2.4.15	Coordinates incident analysis, field audits, training and regulatory inquiries.		
19.2.4.16	Acts as a liaison between Supervisors and outside utilities concerning any environmental-related activities or incidents.		
19.2.4.17	In case of environmental incident: ➢ Assume responsibility for directing spill cleanup, ➢ Assess the scope of contamination including property and personnel, ➢ Determine if release is reportable to MA DEP and/or other applicable regulatory agencies, ➢ Communicate with owners of property or items contaminated by the spill,		

REDACTED

	➢ Coordinate with Branch Safety and Health Coordinator to communicate with employees exposed to the spilled material and answer any questions the employees may have regarding exposure and cleanup. ➢ Coordinate clean up with the spill response contractor ➢ Enter the incident, or designate a person to enter the incident into National Grid's Incident Management System.		
19.2.4.18	In case of Environmental incident, communicates with the State Environmental Officer to obtain the following information: ➢ Status of the situation, ➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Extent, rate, and effects and environmental impact as a result of the incident, ➢ Outside Emergency response agencies responding to the incident and any additional resources required or requested, ➢ Support need from internal organizations to protect the environment, ➢ Instructions or additional information that may need to be communicated with employees or the public relating to environmental hazards, and ➢ Coordinate with the State Security Officer to establish security for any hazardous areas following the incident and to protect the integrity of any evidence.		
19.2.4.19	Monitors the environmental consequences of response actions.		
19.2.4.20	Ensures that accountability for personnel has been completed in each Branch prior to the release of personnel from affected locations.		
19.2.4.21	Reviews for approval any Branch Environmental-related communications to employees or the public to assure that the communications conform to the strategic Environmental plan.		
21.1.6.1.	Ensures the development and distribution of Environmental Incident Reports to the Branch Level, as required.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete "Location" based on branch EOC assignment and submit checklist to Emergency Planning.		

32.2.4. BRANCH PUBLIC INFORMATION COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Initiates outreach to impacted areas of the Company and establishes communications "points of contact" to receive periodic updates.
2. Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.
3. Oversees additional responsibilities as assigned by the Branch Director.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the Branch Director

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the Branch Director

REDACTED

Branch Public Information Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.4.1	During Branch Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation,		

REDACTED

	information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.		
17.1.5.1.	Communicates with the State Public Information Officer to get the information dissemination plan and schedule prior to an Emergency, when practical, and maintains contact as needed throughout the Emergency.		
17.1.5.2	Initiates outreach to impacted areas of the Company and establishes communications "points of contact" with Company Electric and Gas Operations, Human Resources, and Customer Relations to receive periodic updates.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Public Information Coordinator.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response,		

REDACTED

	➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.4.1	During Branch Level briefing, provides an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules.		
17.1.5.3	Disseminates messages developed by the State Public Information Officer to the media, government and community leaders, and employees in coordination with the Branch Director.		
17.1.5.4	Obtains media information that may be useful for planning.		
17.1.5.5	Periodically meets with the Branch Liaison Coordinator to align messaging and obtains the names and numbers of additional agencies, organizations and stakeholders to be added to the dissemination list.		
17.5.4.1	Arranges for tours, interviews, and other briefings that may be required.		
17.5.4.2	Begins to gather basic facts about the crisis - who, what, where and when and use this info to answer inquiries.		
20.1.3.1	Gathers security status updates from Branch Security Coordinator when there is a security incident.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete “Location” based on branch EOC assignment and submit checklist to Emergency Planning.		

32.2.5. BRANCH LIAISON COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Serves as the primary point of contact for local municipal agency representatives who report to the Branch EOC.
2. Receives tactical level guidance from the State Liaison Officer. Directs the assignment of Community Liaisons to support municipal agencies as requested.
3. Coordinates restoration activities and support with state and local government response agencies.
4. Provides periodic updates to the Branch Director as appropriate.
5. Oversees additional responsibilities as assigned by the Branch Director.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Appointed and activated by the Branch Director

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the Branch Director

REDACTED

Branch Liaison Coordinator Checklist

Signature _____ Date _____ Location _____

Activity	Action	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.7	Activate the Municipal Room Lead and Community Liaison roles as required. Position — Activated — Not Activated Municipal Room Lead ____ ____ Area Community Liaison Coordinator ____ ____		
14.5.1.1	During the initial briefing or as more information regarding the extent of damage becomes available, whichever comes first, consult with the Branch Director regarding whether to activate Task Forces.		
14.5.1.2	Ensures the RI DOT, RI State Police (RISP) and municipalities are informed of the intention to activate Task Forces at least 48 hours prior to an anticipated Emergency.		
14.5.1.3	Oversees Task Force activation and activities.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs,		

REDACTED

	➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.5.1	During Branch Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.		
18.1.3.1	Assigns an Area Community Liaison Coordinator to manage the assignment of Community Liaisons when directed to do so by the Branch Director.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Liaison Coordinator.		
6.7	Activate the Municipal Room Lead and Area Community Liaison Coordinator roles as required. Position Activated Not Activated Municipal Room Lead ____ ____ Area Community Liaison Coordinator ____ ____		
14.5.1.1	During the initial briefing or as more information regarding the extent of damage becomes available, whichever comes first, consult with the Branch Director regarding whether to activate Task Forces.		
14.5.1.2	Ensures the RI DOT, RISP and municipalities are informed of the intention to activate Task Forces at least 48 hours prior to an anticipated Emergency.		
14.5.1.3	Oversees Task Force activation and activities.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains:		

	➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.5.1	During Branch Level briefing, provides an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns.		
18.1.3.2	Ensures Area Community Liaison Coordinator maintains a list of assisting and cooperating agencies and their representatives and confirms contact information of local Emergency Management Personnel.		
18.1.3.3	Receive updates from the Area Community Liaison Coordinator about any issues that need escalation and provide guidance on resolution.		
18.1.3.4	Notify municipalities of dedicated municipal room contact numbers, community liaison deployment, and municipal conference call information.		

REDACTED

Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete "Location" based on branch EOC assignment and submit checklist to Emergency Planning.		

REDACTED

32.2.6. BRANCH OPERATIONS COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Coordinates all decentralized storm restoration efforts on the Overhead and Underground system in the assigned Branch to produce effective, timely, and uniform results.
2. Oversees response to wires down.
3. Provides restoration status information to the Branch Director.
4. Assigns work based on established restoration priority procedures to all resources assigned to the event.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the Emergency Operations Center (EOC) manual for room layout and equipment requirements.
2. FocalPoint access

ACTIVATION NOTIFICATION:

Activated by the Branch Director

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the Branch Director

REDACTED

Branch Operations Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.7	Activate the Branch Operations Coordinator Support, Contractor Room Lead, Crew Logistics Support, National Grid Restoration Crews, Decentralized Substation Leaders, Overhead Line Supervisors, Protection and Telecom Ops, Substations, and Underground roles as required.		
	Position — Activated — Not Activated Branch Operations Coordinator Support ____ ____ Branch Operations Liaison ____ ____ Contractor Room Lead ____ ____ Crew Logistics Support ____ ____ National Grid Restoration Crews ____ ____ Decentralized Substation Leader ____ ____ Overhead Line Supervisors ____ ____ Protection and Telecom Ops ____ ____ Substations ____ ____ Underground ____ ____		
6.7.4.1	Identifies any additional resources that are needed to meet objectives and informs the Branch Planning Coordinator of the need to obtain the services of these individuals.		
7.1.3.1 7.2.4.1 7.3.6.1 8.1.3.1	Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material, fleet support, staging site support, meals and lodging requirements.		

REDACTED

8.2.3.1			
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.6.1	During Branch Level briefing, provides feedback on the status of response objectives, recommends strategies and tactics to meet the objectives for the next Operational Period, and provides input into the demobilization plans, future resource needs and the functions of various operational groups.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		

6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Operations Coordinator.		
6.7	Activate the Branch Operations Coordinator Support, Contractor Room Lead, Crew Logistics Support, National Grid Restoration Crews, Decentralized Substation Leaders, Overhead Line Supervisors, Protection and Telecom Ops, Substations, and Underground roles as required.		
	Position Activated Not Activated Branch Operations Coordinator Support ____ ____ Branch Operations Liaison ____ ____ Contractor Room Lead ____ ____ Crew Logistics Support ____ ____ National Grid Restoration Crews ____ ____ Decentralized Substation Leader ____ ____ Overhead Line Supervisors ____ ____ Protection and Telecom Ops ____ ____ Substations ____ ____ Underground ____ ____		
6.7.4.1	Identifies any additional resources that are needed to meet objectives and informs the Branch Planning Coordinator of the need to obtain the services of these individuals.		
7.1.3.1 7.2.4.1 7.3.6.1 8.1.3.1 8.2.3.1	Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material, fleet support, staging site support, meals and lodging requirements.		
14.1.3.1	Directs activation of Branch Storm Rooms and Wires Down Rooms which take over control for dispatching resources in specific geographic areas of the system.		
14.1.3.2	Oversees communication and coordination between the Branch Storm Rooms and Wires Down Rooms.		

14.1.3.3 14.2.2.3	Establishes and communicates restoration tactics for the next Operational Period.		
14.1.3.4 14.2.2.4	Establishes communications with the field and sets up regularly scheduled communications to maintain situational awareness covering: ➢ Daily activities, ➢ Resources assigned, ➢ Resource needs, ➢ Weather conditions at the site, ➢ Safety constraints, ➢ Revisions to tactics, and ➢ Assignment recommendations.		
14.2.2.1	Oversees the Branch Storm Room, Contractor Room, Forestry Room and Wires Down Room which direct the restoration activities of Company crews, mutual assistance crews, contractors and support resources.		
14.2.2.2	Oversees that work is prioritized based on the priority feeder ranking, customer count, direction from Dispatch Control centers, and direction from Storm Rooms as described in chapter 5 of the ERP.		
14.2.2.5	Reports restoration status to the Branch Director.		
14.2.2.6	Send final list of temporary repairs to Inspections Department mailbox so that follow up work can be designed and scheduled as necessary per General Electric Operating Procedure G029.		
14.3.3.1	Identifies substations that are good candidates for substation decentralization.		
14.3.3.2	Communicates Substation assignments to Decentralized Substation Leader, Restoration Crew Supervisors, Storm Room Lead and Wires Down Room Lead.		
14.3.3.3	Ensures that the Storm Room, Branch and State ICS teams receive contact information for Decentralized Substation Leaders.		
14.3.3.4	Provides access to the substation.		
14.3.3.5	Provides daily objectives to Decentralized Substation Leader and other guidance on restoration prioritization as needed.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives,		

	➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.6.1	During Branch Level briefing, provides feedback on the status of response objectives, recommends strategies and tactics to meet the objectives for the next Operational Period, and provides input into the demobilization plans, future resource needs and the functions of various operational groups.		
16.2.6.2	During Branch Level briefing, ensures there is coordination with the Branch Planning Coordinator and obtains from them: ➢ Alternative strategies and tactics, ➢ Briefing on the situation, critical/sensitive areas, resource status and availability, and weather, and ➢ Resource availability.		
18.1.6.1	Keeps the Branch Operations Liaison abreast of restoration status and prioritization to ensure that they have a clear understanding of the restoration		

REDACTED

	priorities and status so that they can communicate effectively and in a timely manner with municipal stakeholders.		
18.1.6.2	Receives health and safety-related prioritization requests from the Branch Operations Liaison and incorporates them into the restoration plan in order to align the restoration priorities of the Branch with the health and safety needs of the community or escalates these requests to the Branch Director as necessary.		
18.2.4.1	Receives health and safety-related prioritization requests from the RIEMA Liaison and incorporates them into the restoration plan in order to align the restoration priorities of the branch with the health and safety needs of the State; may also escalate these requests to the Branch Director.		
18.6.2.1	Receives telephone and cable company contact information for coordination of pole setting and wires down.		
18.6.2.2	Coordinates pole setting, wires down and other priority activities with utilities.		
18.7.1.1	Communicates to the Area Community Liaison Coordinator requests for Public Works to coordinate street clearing and plowing.		
19.1.7.1	Addresses personnel safety issues while coordinating this work with the Branch Safety and Health Coordinator.		
20.1.4.1	Works with the Branch Security Coordinator to oversee the establishment of security for operational resources.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete “Location” based on branch EOC assignment and submit checklist to Emergency Planning.		
14.2.2.6	Send final list of temporary repairs to Inspections Department mailbox so that follow up work can be designed and scheduled as necessary per General Electric Operating Procedure G029.		

32.2.7. BRANCH PLANNING COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Responsible for the collection, evaluation, dissemination, and use of electric restoration information.
2. Maintains the status of all personnel and equipment resources assigned to the Branch and communicates this status to other Branch ICS personnel and State Planning Section Chief for development of Restoration Stage Reports.
3. Prepares restoration strategies, plans, and alternate strategies for the event.
4. Responsible for the collection of, and reporting on progress of, restoration activities, including development of ETRs.
5. Responsible for Branch Level damage assessment.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. OMS Thin Client
3. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Refer to the EOC manual for room layout and equipment requirements.
2. OMS Thin Client access
3. FocalPoint access

ACTIVATION NOTIFICATION:
Activated by the Branch Director

WORK LOCATION:
Branch Emergency Operations Center (EOC)

WORK PERIOD:
As determined by the Branch Director

REDACTED

Branch Planning Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.1.5.1 6.2.5.1 6.3.5.1 6.4.5.1	Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.		
6.1.5.2	Determines resources on-scene and ordered in (location/status) and then considers the need for resources in addition to those on-scene or ordered in.		
6.4.3.1	Contacts retirees based on requests from Emergency Planning and handles the administrative details of their employment arrangements.		
6.6	Report to the designated Branch Director and check in as required.		
6.7	Activate the Branch Planning Support role as required.		
6.7	Position Activated Not Activated Branch Planning Support ____ ____		
	Create Branch Level structure chart, including phone numbers, and disseminate to branch ICS. This structure chart should include the phone numbers of the: branch general and command staff; storm room; wires down room, police and fire coordinator room; contractor room, forestry room; municipal room and damage assessment room. Print out structure chart, with phone numbers, and post in visible areas.		
6.7.5.1	Provides Emergency Planning Support updates on requirements for additional support resources.		
7.1.4.1 7.2.5.1 7.3.7.1 8.1.4.1 8.2.4.1	Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material, fleet support, staging site support, meals and lodging requirements.		
11.1.5.1	Decides on the advance placement of Damage Assessment Patrollers.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains:		

	➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.7.1	During Branch Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.		
16.2.7.2	During Branch Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.		
Service Restoration Stage			
6.1.5.1 6.2.5.1 6.3.5.1	Performs a situational assessment of the resource needs of the branch and makes resource recommendations to the Branch Director.		

6.1.5.2	Determines resources on-scene and ordered in (location/status) and then considers the need for resources in addition to those on-scene or ordered in.		
6.4.3.1	Contacts retirees based on requests from Emergency Planning and handles the administrative details of their employment arrangements.		
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Planning Coordinator.		
6.7	Activate the Branch Planning Support role as required.		
6.7	Position Activated Not Activated Branch Planning Support ____ ____		
	Create Branch Level structure chart, including phone numbers, and disseminate to branch ICS. This structure chart should include the phone numbers of the: branch general and command staff; storm room; wires down room, police and fire coordinator room; contractor room, forestry room; municipal room and damage assessment room. Print out structure chart, with phone numbers, and post in visible areas.		
6.7.5.1	Provides State Planning Section Chief updates on requirements for additional support resources.		
7.1.4.1 7.2.5.1 7.3.7.1 8.1.4.1 8.2.4.1	Meets with the Branch Logistics Coordinator periodically to coordinate their current and forecasted material, fleet support, staging site support, meals and lodging requirements.		
11.1.5.2	Determines prioritization of Damage Assessment, such as feeders for patrols, through coordination with the Branch Operations Coordinator and the Branch Director and makes feeder assignments for patrol.		
11.1.5.3	Provides the Transmission and Distribution organization with the Damage Assessment Report (this report is described in more detail in Chapter 21.1 of this ERP).		
11.1.5.4	Provides Damage Assessment priorities to the Damage Assessment Branch Manager.		
11.1.5.5	Supplies instructions and materials to damage surveyors.		
11.1.5.6	Provides Damage Assessment updates to the Branch Director.		
14.2.9.1	Summarizes survey results for the Branch Operations Coordinator.		

14.2.9.2	Ensures that copies of maps are provided as required.		
14.2.9.3	Oversees work packet support process.		
14.2.9.4	Assists in the operation of the Branch EOC.		
14.3.5.1	Provides input on appropriate substation assignments based on initial analysis of outage information.		
14.3.5.2	Receives substation ETRs from Decentralized Substation Leader on a regular basis.		
15.1.7.1	Receives from the State Planning Section Chief: ➢ The time that Damage Assessment begins or is expected to begin. ➢ The time that the first Branch ETR update is expected to be due. (No later than upon completion of Damage Assessment or 24 hours from the beginning of Damage Assessment, whichever occurs first.) ➢ The reporting period for subsequent reports (minimum 3x per day). ➢ Time that Blue Sky or Storm ETR Rules will be turned off.		
15.1.7.2	Evaluates the following information to estimate the time required to repair observed damage and generate a Branch Level ETR. Further refines those ETRs as additional information is known: ➢ Data collected during the initial and detailed distribution surveys, ➢ Transmission restoration information, ➢ Situational reports of available and projected resources, ➢ OMS customer data, ➢ Priority Calls, and ➢ Customer calls.		
15.1.7.3	Meet with the Storm Room Lead (or Control Center Representative) to review the proposed ETRs for the branch prior to submission to the Branch Director.		
15.1.7.4	Obtains approval of Branch ETRs from the Branch Director.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications,		

	➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.2.1	During Branch Level briefing, obtains an update on any safety incidents that occur during an Emergency including actions being taken to mitigate the incident, number and seriousness of injuries, and outside emergency response agencies responding to the incident from the Branch Safety and Health Coordinator.		
16.2.4.1	During Branch Level briefing, obtains an overview of the level of public interest in the Emergency, the public information strategy, speaker preparation, information sources including news releases, fact sheets, videos, photos, and new clips, and information dissemination schedules for interviews, news briefings, and town meeting schedules from the Branch Public Information Coordinator.		
16.2.5.1	During Branch Level briefing, obtains an overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, status of cooperating agency activities in support of the incident, and stakeholders' issues and concerns from the Branch Liaison Coordinator.		
16.2.6.1	During Branch Level briefing, receives feedback on the status of response objectives, recommendations on the strategies and tactics to meet the objectives for the next Operational Period, and input into the demobilization		

REDACTED

	plans, future resource needs and the functions of various operational groups from the Branch Operations Coordinator.		
16.2.7.1	During Branch Level briefing, provides feedback on the current ERO, response activities, and objectives; provides updates on resource status, weather and other pertinent facts of the Emergency; and recommends changes to the geographic layout and personnel of the ERO.		
16.2.7.2	During Branch Level briefing, makes recommendations on additional actions or alternative strategies needed to reach the strategic objectives and provides periodic predictions (based on changes in weather, manpower, and resource availability) on incident potential.		
16.2.8.1	During Branch Level briefing, obtains an overview of the current disposition of logistics support for the Company during the Emergency from the Branch Logistics Coordinator.		
21.1.7.1.	Establishes Branch Level information requirements and resource status information reporting schedules as needed (e.g. Resource Coordination, Storm Damage Analysis Units).		
21.1.7.2.	Ensures the State EOC Status Update Report and Damage Assessment Report are prominently displayed at the Branch.		
21.1.7.3	Responsible for distributing Incident Action Plan to Transmission and Distribution Organization.		
21.2.3.2	Gathers and reviews information required for Service Restoration Stage reports and other information that contributes to situational awareness including crew counts and location (by type) and ETRs.		
22.1.7.1	Makes recommendations to the Branch Director regarding opportunities for augmenting the ERO or de-mobilizing resources.		
22.1.7.2	When appropriate, oversees the preparation and implementation of the demobilization plan.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete “Location” based on branch EOC assignment and submit checklist to Emergency Planning.		

32.2.8. BRANCH LOGISTICS COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: General Staff (Key Position)

JOB DESCRIPTION:

1. Responsible for coordinating, organizing and consolidating the Logistics needs of the branch to support branch operations.
2. Responsible to communicate the logistics needs and requirement to the State Logistics Section Chief.
3. Responsible to keep the State Logistics Section Chief informed about the crew movements.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Activated by the Branch Director

WORK LOCATION:
Branch Emergency Operations Center (EOC).

WORK PERIOD:
As determined by the Branch Director

REDACTED

Branch Logistics Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
7.1.5.1 7.2.6.1 8.1.5.1 8.2.5.1	Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted logistics requirements and communicate these to the appropriate logistics group.		
7.1.5.2 7.2.6.2 7.5.2.1 8.1.5.2 8.2.5.2	Communicate the following logistics needs to the State Logistics Section Chief: ➢ Material ➢ Fleet ➢ Communication equipment ➢ Meals ➢ Lodging		
7.1.5.3.	Communicates status of outstanding material requests to Branch Planning Coordinator and Branch Operations Coordinator.		
7.2.6.3 8.1.5.3 8.2.5.3	Serves as the single point of contact for communicating the following logistics needs: materials, fleet, communication equipment, meals & lodging.		
7.2.6.4 8.1.5.4 8.2.5.4	Communicates status of Branch logistics to Branch Planning Coordinator and Branch Operations Coordinator.		
8.1.5.5	Checks storm card availability and arranges for their distribution, as necessary.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications,		

REDACTED

	➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.8.1	During Branch Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Logistics Coordinator.		
7.1.5.1 7.2.6.1 8.1.5.1 8.2.5.1	Meets with the Branch Planning Coordinator and Branch Operations Coordinator periodically to understand their current and forecasted logistics requirements and communicate these to the appropriate logistics group.		
7.1.5.2 7.2.6.2 7.5.2.1	Communicate the following logistics needs to the State Logistics Section Chief: ➢ Material		

8.1.5.2 8.2.5.2	➢ Fleet ➢ Communication equipment ➢ Meals ➢ Lodging		
7.1.5.3.	Communicates status of outstanding material requests to Branch Planning Coordinator and Branch Operations Coordinator.		
7.2.6.3 8.1.5.3 8.2.5.3	Serves as the single point of contact for communicating the following logistics needs: materials, fleet, communication equipment, meals & lodging.		
7.2.6.4 8.1.5.4 8.2.5.4	Communicates status of Branch logistics to Branch Planning Coordinator and Branch Operations Coordinator.		
7.4.1.1	Directs facility employees to maintain safe working conditions at Company facilities.		
8.1.5.2 8.2.5.2	Communicate the additional restoration resource arrival time to the State Logistics Section Chief.		
14.3.6.1	Consolidates any material or logistical support needs of the Decentralized Substation Leader and ensure they are addressed.		
14.3.6.2	Communicates final substation assignments to the State Logistics Section Chief to ensure that trailers are delivered.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications,		

REDACTED

	➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.8.1	During Branch Level briefing, provides an overview of the current disposition of logistics support for the Company during the Emergency.		
22.1.8.1	Adjusts branch logistics accordingly as the demobilization plan dictates.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete "Location" based on branch EOC assignment and submit checklist to Emergency Planning.		

32.2.9. BRANCH SECURITY COORDINATOR

REPORTS TO: Branch Director

POSITION TYPE: Command Staff (Key Position)

JOB DESCRIPTION:

1. Manages and supervises the Security organization's actions and response objectives for restoration at the Branch Level.
2. Establishes appropriate utilization of Security services.
3. Serves as a resource on Security-related matters.

ANNUAL RESPONSIBILITIES:

1. Participate in the New England State Emergency Response Functional Exercise.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat,
2. Safety glasses,
3. Safety footwear,
4. Gloves, and
5. Additional PPE as necessary when conditions require.

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell phone
3. Transportation as necessary

ACTIVATION NOTIFICATION:

Activated by the Branch Director or State Security Officer

WORK LOCATION:

Branch Emergency Operations Center (EOC)

WORK PERIOD:

As determined by the Branch Director

REDACTED

Branch Security Coordinator Checklist

Signature _____ Date _____ Location _____

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.6	Report to the designated Branch Director and check in as required.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out, ➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.9.1	During Branch Level briefing, provides an overview of any security incidents, information on any on-going law enforcement investigations, the status of security at the incident site and Company facilities, the status of cooperating agency activities in support of an incident, any evacuation of facilities and		

REDACTED

	assembly areas including results of employee accountability surveys, and the location of shelters, if any, being utilized.		
20.1.5.1	Directs the activation of the Branch Level security response organization.		
20.1.5.2	Activates and mobilizes the appropriate Security and contractor personnel in accordance with the directives specified in the Security Emergency Response Guide.		
20.1.5.3	Establishes contact with local law enforcement agencies and ascertains their needs and/or concerns, as necessary. Notify appropriate agencies of location of Company staging sites.		
Service Restoration Stage			
6.6	Report to the designated Branch Director and check in as required.		
6.6	If the situation calls for a transfer of command: assess the situation and/or obtain a briefing from the outgoing Branch Security Coordinator.		
16.2.1.2	Attends Branch Level briefings or receive a briefing from the Branch Director. Obtains: ➢ Emergency objectives, ➢ Agencies/organizations/stakeholders involved, ➢ Political ramifications, ➢ Employee or public injuries and safety concerns, ➢ Environmental concerns, ➢ Emergency activities and current situation, ➢ Special concerns, ➢ Municipal Communications, ➢ Media Relations, ➢ Internal Communications, ➢ Regulatory Communications, ➢ Government Affairs, ➢ Decentralized Operations, ➢ Outage Management, ➢ Restoration Crew Management, ➢ Wires Down Response, ➢ Damage Assessment, ➢ Work Order Close Out,		

	➢ Logistics, ➢ Cost tracking, and ➢ Employee and Labor Relations.		
16.2.9.1	During Branch Level briefing, provides an overview of any security incidents, information on any on-going law enforcement investigations the status of security at the incident site and Company facilities, the status of cooperating agency activities in support of an incident, any evacuation of facilities and assembly areas including results of employee accountability surveys, and the location of shelters, if any, being utilized.		
19.1.8.1	Ensures hazardous areas are secured based on requests from the Branch Safety and Health Coordinator.		
20.1.5.3	Establishes contact with local law enforcement agencies and ascertains their needs and/or concerns, as necessary. Notify appropriate agencies of location of Company staging sites.		
20.1.5.4	Acts as a liaison between EOC and local law enforcement concerning any Emergency-related activity or situation.		
20.1.5.5	Arranges to provide Company-dedicated security at field sites, motels and other staging sites, as necessary.		
20.1.5.6	Oversees that investigations are conducted, as necessary.		
20.1.5.7	Oversees that on-scene security photographic services are provided, as necessary, to secure evidence.		
20.1.5.8	Assists and supports other Company resources during the Emergency with the gathering of visual and documented data for post-Emergency claims and asset recovery purposes.		
20.1.5.9	Assesses the need for outside security resources and makes appropriate arrangements after obtaining approval from the Branch Director.		
20.1.5.10	Assesses the need for security supplies and makes arrangements to acquire needed supplies if so approved by the Branch Director.		
20.1.5.11	Assesses the need for outside security training services to qualify additional personnel or outside resources to perform required tasks.		
20.1.5.12	Ensures that admittance to FERC critical facilities is controlled by the guard force and limited to personnel with proper identification, as required.		
20.1.5.13	Provides periodic updates to the Branch Public Information Coordinator when a Security event occurs including: ➢ Security status at the scene, ➢ Any planned augmentation of security at other sites, and ➢ Status of Security and external agency investigations		
20.1.5.14	In case of a security incident, communicates with the on-scene Security Investigator to obtain the following information: ➢ Status of the situation,		

REDACTED

	➢ Actions taken or being taken to mitigate the incident, ➢ Number and seriousness of injuries (personnel and public), if any, ➢ Extent of any additional personnel or public exposure or impact as a result of the incident, ➢ Outside Emergency response agencies responding to the incident and any additional resources required or requested, ➢ Support needed from internal organizations to protect the Security of employees, the public, or our facilities, and ➢ Instructions or additional information that may need to be communicated with employees or the public relating to Security. Ensure a damage assessment of all automated security systems (cameras, video transmission, and access card systems) is conducted		
20.1.5.15	Provides security guidance of personnel and assets.		
20.1.5.16	Reviews for approval any Branch Level security-related communications to employees or the public to assure that the communications conform to the strategic Security Plan.		
20.1.5.17	Perform site audits to ensure security protection is established.		
Post-Event Stage			
6.6.4.1	In a Type 1, 2 or 3 event: complete, sign and date checklist. Complete “Location” based on branch EOC assignment and submit checklist to Emergency Planning.		

32.3. ICS Support Positions

32.3.1. IS EVENT LEAD

REPORTS TO: System Incident Commander

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Facilitates communication between IS and Crisis Management Teams; relays storm call requests to IS Event Coordinators.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. Participate in Emergency response drills and exercises as necessary.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
IS Event Coordinator

WORK LOCATION:
State Emergency Operations Center (EOC)

32.3.2. IS EVENT COORDINATOR

REPORTS TO: IS Event Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages IS Support Emergency response effort according to Emergency response guidelines.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. Participate in Emergency response drills and exercises.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
System Incident Commander

WORK LOCATION:
State Emergency Operations Center (EOC).

32.3.3. IS SUPPORT

REPORTS TO: IS Event Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Responds to and troubleshoots event-specific IS systems issues by managing equipment and monitoring systems.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. Relevant training for day-job IS role.
2. Participate in Emergency response drills and exercises.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access

ACTIVATION NOTIFICATION:
IS Event Coordinator

WORK LOCATION:
Branch Emergency Operations Center (EOC).

32.3.4. SAFETY COMMUNICATIONS COORDINATOR

REPORTS TO: System/State Safety, Health and Environmental Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Develops and distributes storm-related safety communications; coordinates all safety messaging and performance reporting for Safety Officers to distribute.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. Proper Branding and use of templates for storm safety messaging.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat.
2. Safety Glasses.
3. Class 3 High-viz garment.
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots.
5. Slip resistant footwear.

POSITION-SPECIFIC EQUIPMENT:

1. Cell Phone
2. Computer/internet access

ACTIVATION NOTIFICATION:

State Emergency Response Process Lead (Safety)

WORK LOCATION:

System EOC

32.3.5. SYSTEM LIAISON SUPPORT

REPORTS TO: System Liaison Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports communication with state and/or federal-level response organizations; provides updates to the System Incident Commander and works with State Liaison Officers as necessary.

ANNUAL RESPONSIBILITIES:

1. Participate in relevant annual storm training, drilling and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. IS-100: Introduction to Incident Command System (ICS)
2. IS-200: ICS for Single Resources and Initial Action Incidents
3. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat,
2. Safety glasses,
3. Class 3 high-viz garment,
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots, and
5. Slip resistant footwear.

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell phone
3. FocalPoint access

ACTIVATION NOTIFICATION:

System Liaison Officer

WORK LOCATION:

System EOC, State EOC

32.3.6. TRANSMISSION UNIT

REPORTS TO: System Planning Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Directs the overall Emergency operation of the Transmission EOC.
2. Coordinate planning, strategy and execution of Transmission response.
3. Coordinate and review status of transmission resource requests and obtain/allocate/utilize resources (internal/external) as required.
4. Coordinate, perform and review damage assessment to develop and execute restoration strategies.
5. Obtain, direct and oversee forestry field personnel in support of the transmission restoration strategy.
6. Assist in coordinating safety, materials, logistics, vendors, equipment, and other resources required in support of the transmission restoration strategy.
7. Provide data and reporting on resources, status and response execution as required.
8. Coordinate, obtain and utilize any specialized resources in support of the restoration.
9. Communicate transmission system status information with stakeholders including System Level roles, control centers, Transmission Design, Distribution operations, internal/external workforce and others as required.

ANNUAL RESPONSIBILITIES:

1. Ensure that the National Grid Transmission Emergency Restoration Plan is up to date and properly staffed.
2. Complete required training and any relevant drills and exercises.
3. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. ICS Overview
2. AET/Safety/Role Specific Training (as applicable)
3. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
    a. Hard Hat,

b. Safety Glasses,
c. Class 3 High-viz garment,
d. ASTM24 or ANSI Z41 EH-rated compression toe work boots,
e. Slip resistant footwear, and
f. FR Clothing.

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)
3. FocalPoint access

ACTIVATION NOTIFICATION:

System Planning Officer

WORK LOCATION:

Transmission EOC and State EOC.

32.3.7. EXTERNAL RESOURCE STORM ROOM LEAD

REPORTS TO: System Planning Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Responsible for External Resource Coordination activities in the External Line and Forestry Resource Units.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the SLP for the checklist.*

TRAINING RECOMMENDATIONS:

1. Storm Response 101
2. ICS Overview
3. Secure and Manage Restoration Resources Overview
4. Mutual Aid Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
   - Hard Hat,
   - Safety Glasses,
   - Class 3 High-viz garment,
   - ASTM24 or ANSI Z41 EH-rated compression toe work boots,
   - Slip resistant footwear, and
   - FR Clothing.

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

System Planning Officer

WORK LOCATION:

System EOC

32.3.8. FORESTRY RESOURCE UNIT

REPORTS TO: External Resource Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinate planning, strategy and execution of forestry response.
2. Coordinate and review status of forestry resource requests and obtain/allocate/utilize resources (external) as required.
3. Obtain, direct and oversee forestry field personnel in support of the overall restoration strategy.
4. Assist in coordinating safety, logistics, vendors, and other resources required in support of the forestry restoration.
5. Provide data and reporting on resources, status and response execution as required.
6. Communicate Forestry restoration status information with stakeholders including system level roles, Transmission restoration, Distribution restoration, contractors, and others as required.
7. Assist in developing and tracking event estimate.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. ICS Overview
2. AET/Safety/Role Specific Training (as applicable)

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
   - Hard Hat,
   - Safety Glasses,
   - Class 3 High-viz garment,
   - ASTM24 or ANSI Z41 EH-rated compression toe work boots, and
   - Slip resistant footwear.

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

System Planning Officer

WORK LOCATION:

Branch Emergency Operations Center (EOC).

32.3.9. MUTUAL ASSISTANCE COORDINATOR

REPORTS TO: External Resource Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Participates in mutual assistance discussions; makes contact with utilities through EEI and NAMAG resources to process; and may request or offer resources. Secured resources are transitioned External Line Resource Unit.
2. Obtains information about the type of assistance responding utilities or companies will send, such as:
   - Number and capability of crews (by utility),
   - Type of equipment and material (truck, lighting, etc.) and
   - Estimated time of arrival on Company property

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the SLP for the checklist.*

TRAINING RECOMMENDATIONS:

1. Storm Response 101
2. ICS Overview
3. Secure and Manage Restoration Resources Overview
4. Mutual Assistance Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

External Resource Storm Room Lead

WORK LOCATION:

System EOC

32.3.10. EXTERNAL LINE RESOURCE UNIT

REPORTS TO: External Resource Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Responsible for external line resource coordination activities at the system and regional levels (mutual aid/contracted).
2. Assist in developing strategies and decisions regarding procurement and utilization of external resources.
3. Coordinate and review status of external resource requests and obtain/allocate/process resources (external) as required.
4. Coordinate and participate in mutual assistance forums about open requests.
5. Activate and enable Restoration Crew Supervisors to provide oversight to external distribution line resources.
6. Assist in coordinating safety, materials, logistics, equipment, vendors, and other resources required in support of the distribution restoration.
7. Manage performance and safety issues with contractors (as necessary).
8. Provide data and reporting on resources, status and response execution as required.
9. Communicate external resource information with stakeholders including system level roles, distribution restoration, contractors, and others as required.
10. Assist in developing and tracking event estimate.
11. Assist in developing and executing demobilization plan.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the System Level Plan for the checklist.*

TRAINING RECOMMENDATIONS:

1. ICS Overview
2. AET/Safety/Role Specific Training (as applicable)

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
   - Hard Hat,
   - Safety Glasses,

- Class 3 High-viz garment,
- ASTM24 or ANSI Z41 EH-rated compression toe work boots,
- Slip resistant footwear, and
- FR Clothing.

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

System Planning Officer

WORK LOCATION:

System EOC, Branch EOC

REDACTED

32.3.11. FACILITIES LEAD

REPORTS TO: State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Supports facilities and Storm Room logistics and manages Facilities Support personnel

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. No incremental training to day-job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Laptop

ACTIVATION NOTIFICATION:
State Logistics Section Chief

WORK LOCATION:
Normal work location

REDACTED

Facilities Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Facilities Support role as required.		
	Position Activated Not Activated Facilities Support ____ ____		
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Verify condition and availability of EOCs.		
	Set up EOCs and inform the State Incident Commander/Branch Director that EOCs are ready to open.		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate the Facilities Support role as required.		
	Position Activated Not Activated Facilities Support ____ ____		
	Assess any damage to building and facilities and coordinate any appropriate repairs.		
	Support logistics for facilities and Storm Rooms.		
	Manage all Facilities Support personnel.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.12. FACILITIES SUPPORT

REPORTS TO: Facilities Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Storm Rooms' facility and logistics needs; supports "cot cities" if necessary and keeps track of documentation (invoices, materials receipts, etc.).

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No incremental training to day-job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone

ACTIVATION NOTIFICATION:

Facilities Lead

WORK LOCATION:

Normal work location or Branch EOC

REDACTED

Facilities Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support Storm Rooms with facilities needs and logistics.		
	Work with Lodging team to support "cot cities" if necessary.		
	Keep track of documentation for invoices, materials receipts, equipment and vendors.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.13. PUBLIC INFORMATION OFFICER SUPPORT

REPORTS TO: State Public Information Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Supports State or Branch PIO.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Storm restoration basics
2. IS-100
3. Overview of Emergency Response Process
4. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Cell phone
3. FocalPoint access

ACTIVATION NOTIFICATION:
System/State Public Information Officer

WORK LOCATION:
State EOC

REDACTED

Public Information Officer Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support PIO.		
	Develop and distribute daily messaging.		
	Partner with Branch PIOs - join municipal calls.		
	Assist Government Relations with stakeholder inquiries.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.14. SOCIAL MEDIA

REPORTS TO: State Public Information Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages social media communications and ensures consistency with messaging approved by the PIO.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. None

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone

ACTIVATION NOTIFICATION:
System/State Public Information Officer

WORK LOCATION:
State EOC

REDACTED

Social Media Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Manage all social media communications (Facebook, Twitter, texting).		
	Ensure all social media content is consistent with messaging approved by the Public Information Officer.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.15. JURISDICTIONAL PRESIDENT

REPORTS TO: State Public Information Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. The local face of our global business, providing a strong connection between regulatory and community priorities and National Grid. They are focused on matching local needs with National Grid's actions.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone and charger

ACTIVATION NOTIFICATION:

Always Activated

WORK LOCATION:

As required

REDACTED

Jurisdictional President Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate Jurisdictional Team as required.		
	Position Activated Not Activated Jurisdictional Team ____ ____		
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Provides input into the Company message that will be disseminated to the media, government and community leaders, and employees.		
	Keep Jurisdictional Team up to date.		
	Confirm contact information of Regulatory contacts and elected officials. Provide input to State Public Information Officer, if required, to incorporate into messaging.		
	Be available to coordinate with high-ranking regulators, elected officials and emergency management agencies as necessary upon request of State or System Liaison Officer.		
	Meet with State Incident Commander to learn where crews will be staged, where staging sites will be located and to provide political guidance.		
Service Restoration Stage			
6.7	Activate Jurisdictional Team as required.		
	Position Activated Not Activated Jurisdictional Team ____ ____		
17.1.4.1	Provides input into the Company message that will be disseminated to the media, government and community leaders, and employees.		
	Prepare for holding press conferences by working with the State Public Information Officer to compile the necessary briefing materials.		
	Receive expected timeframe for the initial ETR from State Public Information Officer.		

REDACTED

	Go to State emergency bunker for Governor press conference to represent the Company and be available to answer questions and provide information upon request.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.16. JURISDICTIONAL TEAM

REPORTS TO: Jurisdictional President

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages all external stakeholder communications; may require travel to meet with local government.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Storm restoration basics
2. IS-100
3. Overview of Emergency Response Process

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone and charger

ACTIVATION NOTIFICATION:

Jurisdictional President

WORK LOCATION:

State EOC or Branch EOC

REDACTED

Jurisdictional Team Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Receive updates from Jurisdictional President		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Various government relations duties as needed.		
	May require travel to particularly hard hit areas to meet with local government.		
	Manage external stakeholder communications (Government, Regulator, and Major Municipal).		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.17. RIEMA LIAISON

REPORTS TO: State Liaison Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Partners with RIEMA and serves as a conduit between the Company and Emergency Organizations during Emergency events where several government agencies, non-governmental organizations, and/or private sector entities are involved in addition to National Grid.
2. Monitor incident operations to identify current or potential inter-organizational problems or concerns.
3. Offer guidance regarding utility response protocols to other agencies that require services and/or resources to support incident activities
4. Monitor RIEMA situation reports and WebEOC for items of interest and report to State Liaison Officer or appropriate Company Personnel.
5. Work with RI state agency representatives to identify and prioritize restoration response for impacted state critical facilities.
6. Authorized to speak on behalf of the Company following appropriate consultation with leadership.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Storm restoration basics
2. ICS 100: Overview of ICS structure
3. Overview of Emergency Response Process
4. Liaison Briefing Book basics
5. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone
3. General office Supplies

REDACTED

4. Contact information for the ICS leadership team
5. FocalPoint

ACTIVATION NOTIFICATION:
State Liaison Officer

WORK LOCATION:
State EOC

REDACTED

RIEMA Liaison Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	In conjunction with Emergency Planning, communicate with RIEMA representatives to keep them abreast of planning activities once mobilized and on-site at RIEMA.		
Service Restoration Stage			
	Partner with RIEMA.		
18.2.3.1	Liaises and meets with the RI Emergency Management Agencies on a regular basis to prepare for Emergency coordination efforts. Prior to meeting with agencies and stakeholders: ➢ Review incident objectives, ➢ Company requests for assistance from or coordination with other agencies, ➢ Determine status of outstanding requests from other agencies, and ➢ Availability of personnel and equipment available to assist other agencies.		
18.2.3.2.	Provides outage information to RIEMA representatives on a regular basis by uploading it to RIEMA's WebEOC.		
18.2.3.3.	Assists with the prioritization and coordination of State Level requests as required. Examples of potential state requests include: ➢ Reports on number of outages ➢ Number of customers without power (at peak of storm and currently) ➢ Percent of customers restored ➢ Damage Assessment findings and geographic information about outage locations and possible restoration limitations		

	➢ Transmission system issues as a result of the event ➢ Any critical facility outages (Fuel stations, major water treatment facilities, critical care hospitals, major transmission lines or substations) ➢ Communities where Utility Community Liaisons are deployed ➢ Utility Crew Staging area locations and capacities ➢ Utility talking points and/or messages being provided to utility customers ➢ ETRs being given to utility customers or other accommodations in place (i.e. use of generators) ➢ Foreign Crews that are expected and their arrival times. ➢ Travel routes for foreign utility crews entering the state. ➢ Utility Crew movement plans ➢ Communication challenges or limitations among utility resources		
18.2.3.4.	Communicates State health and safety related prioritization and/or coordination requests to the Branch Operations Coordinator.		
	Assist with the following functions: ➢ Coordinating work permits to allow the entry of foreign (Canadian crews) or out of state crews to aid in Emergency restoration, ➢ Facilitating crew movements by coordinating escorts as required, ➢ Coordinating and/or logistical support functions that may be required during an electrical Emergency including liaising with other state and federal agencies as required, and ➢ Providing situational information, such as road closures, to facilitate the movement of crews and resources.		
	Request assistance from the RI State Agencies as necessary upon direction from the State Incident Commander. Examples of assistance that may be requested from the state include: ➢ Assistance with coordinating work permits to allow the entry of foreign (Canadian crews) or out of state crews to aid in Emergency restoration. ➢ Assistance with facilitating crew movements by coordinating escorts as required. ➢ Assistance with coordinating and/or logistical support functions that may be required during an electrical Emergency including liaising with other state and federal agencies as required.		

REDACTED

	➢ Providing situational information, such as road closures, to facilitate the movement of crews and resources. ➢ Department of Transportation personnel to support activities of utility crews or possibly close roads. ➢ Personnel to ensure public safety ➢ Supplemental support for temporary lodging and feeding for incoming foreign crews. ➢ Special equipment needs (large back-up generators for vital facilities) ➢ Unified Command between State, Utility and/or county should be considered for flood control situations. ➢ Fueling waiver when fuel shortages are anticipated. ➢ Availability of escorts to access critical operational situations.		
18.3.4.1	Liaises and meets with the RIPUC representative in the RIEMA EOC as required.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.18. REGULATORY LIAISON

REPORTS TO: State Liaison Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Communicates with high-ranking regulatory officials to keep them abreast of pre-event and restoration activities.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone

ACTIVATION NOTIFICATION:

State Liaison Officer

WORK LOCATION:

Restoration locations

REDACTED

Regulatory Liaison Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Pack for potential overnight stay (if required to travel).		
	Communicate with high-ranking regulatory officials to keep them abreast of pre-event activities		
Service Restoration Stage			
18.3.5.1.	Liaises and meets with the high-ranking regulatory officials as required.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.19. DATA CENTER LEAD

REPORTS TO: State Planning Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Ensures quality and timeliness of all data and reports published as detailed in the Data Catalog; ensures completion of ad hoc data collection requests from PIO, System Liaison, and System Command functions.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint
2. All Data Center Job Aids

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. FocalPoint access

ACTIVATION NOTIFICATION:

State Planning Section Chief

WORK LOCATION:

State EOC

REDACTED

Data Center Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Data Center Analyst, Storm Modeler/Analysis roles as required.		
	Position Activated Not Activated Data Center Analyst ____ ____ Storm Modeler/Analysis ____ ____		
	Staff Data Center with day and night shifts.		
	Provide any refresher/onboarding training to Data Center Analysts.		
	Open and setup Data Center site and room.		
Service Restoration Stage			
6.7	Activate the Data Center Analyst, Storm Modeler/Analysis roles as required.		
	Position Activated Not Activated Data Center Analyst ____ ____ Storm Modeler/Analysis ____ ____		
	Ensure quality and timeliness of all data and reports published as detailed in the Data Catalog.		
	Provide training to Data Center Analysts.		
	Coordinate Data Center Analysts and Field Data Coordinators work.		
	Prioritize and ensure completion of ad hoc data collection requests from PIO, System Liaison, and System Command functions.		
Post-Event Stage			
	Send deactivation notifications to Data Center Staff, Supervisors, and Data Center Stakeholders.		
	Provide storm accounting to Data Center Staff.		
	Archive all data collected related.		

REDACTED

32.3.20. DATA CENTER ANALYST

REPORTS TO: Data Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Ensures data tables and reports are populated accurately and in a timely fashion; completed ad hoc requests received by Data Center Lead.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint
2. All Data Center Job Aids

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer
2. FocalPoint access

ACTIVATION NOTIFICATION:

Data Center Lead

WORK LOCATION:

State EOC

REDACTED

Data Center Analyst Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Notify Manager of assignment if activated.		
	Ensure access to Data Center Mailbox, SharePoint, and any other systems used by the Data Center.		
	Review Data Center job aids and prepare for assigned data collection.		
Service Restoration Stage			
	Ensure data tables and reports are populated accurately and in a timely fashion.		
	Complete ad hoc requests received by Data Center Lead.		
	Maintain Data Center site regularly.		
	Maintain Data Center distribution lists.		
	Assist with training of new Data Center Analysts.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		

32.3.21. STORM MODELER/ANALYSIS

REPORTS TO: Data Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Run models as required by State Planning Section Chief; assist with developing State ETRs and scenario analysis.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS: N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:

Data Center Lead

WORK LOCATION:

State EOC

REDACTED

Storm Modeler/Analysis Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Notify Manager of assignment if activated.		
	Run the predictive model to anticipate damages.		
Service Restoration Stage			
	Run and refine models as required by State Planning Section Chief: statistical, SDI and ETR calculator to evaluate scope, type and locations of the damages.		
	Assist with developing State ETRs and scenario analysis.		
	Collaborate with Damage Assessment, Collect Data team, Municipalities and Emergency organizations to collect data to run the models.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.22. REGULATORY REPORTING LEAD

REPORTS TO: State Planning Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Ensures quality and timeliness of all required regulatory reports; responds to regulatory requests as necessary.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Regulatory Reporting Requirements
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell Phone
3. FocalPoint access

ACTIVATION NOTIFICATION:

State Planning Section Chief

WORK LOCATION:

State EOC

REDACTED

Regulatory Reporting Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Regulatory Reporting Analyst role as required.		
	Position Activated Not Activated Regulatory Reporting Analyst ____ ____		
	Staff Regulatory Reporting with day and night shifts.		
	Provide any refresher/onboarding training to Regulatory Reporting Analysts.		
	Ensure all Analysts have adequate access to any systems and applications (i.e. EOC Mailbox, Data Center SharePoint, etc.).		
Service Restoration Stage			
6.7	Activate the Regulatory Reporting Analyst role as required.		
	Position Activated Not Activated Regulatory Reporting Analyst ____ ____		
	Ensure quality and timeliness of all required regulatory reports.		
	Manage EOC Mailbox and respond to regulatory requests as necessary.		
	Coordinate data collection requirements with Data Center Leads.		
Post-Event Stage			
	Send deactivation notifications to Regulatory Reporting Staff, Supervisors, and Regulatory Reporting Stakeholders.		
	Provide storm accounting to Regulatory Reporting Staff.		
	Archive all Regulatory Reports.		

32.3.23. REGULATORY REPORTING ANALYST

REPORTS TO: Regulatory Reporting Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Completes and submits all service restoration-stage regulatory reports; completes ad hoc requests received in EOC Mailbox.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell phone
3. FocalPoint access

ACTIVATION NOTIFICATION:

Regulatory Reporting Lead

WORK LOCATION:

State EOC

REDACTED

Regulatory Reporting Analyst Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Notify Manager of assignment if activated.		
	Ensure access to EOC Mailbox, Data Center SharePoint and any other relevant systems Review Regulatory Reporting job aids and prepare for assigned reports.		
Service Restoration Stage			
	Complete and submit all service restoration stage regulatory reports.		
	Complete ad hoc requests received in EOC Mailbox.		
	Maintain Regulatory Report distribution lists.		
	Assist with training of new Regulatory Reporting Analysts.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		

32.3.24. ETR LEAD

REPORTS TO: State Planning Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages ETR development based on feedback from Branch Planning Coordinators and supports providing ETR updates to State PIO three times daily.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. IS-700: Introduction to National Incident Management System (NIMS)
2. IS-100: Introduction to Incident Command System (ICS)
3. IS-200: ICS for Single Resources and Initial Action Incidents
4. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
   - Hard Hat,
   - Safety Glasses,
   - Class 3 High-viz garment,
   - ASTM24 or ANSI Z41 EH-rated compression toe work boots, and
   - Slip resistant footwear.

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell Phone
3. Administrator Access to OMS system in order to update ETR Rules
4. FocalPoint access

ACTIVATION NOTIFICATION:

State Planning Section Chief

WORK LOCATION:

State EOC

REDACTED

ETR Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the ETR Analyst role as required. Position — Activated — Not Activated ETR Analyst ____ ____		
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Meet periodically with the State Planning Section Chief to obtain the timeframe for changing ETRs from Blue sky rules to Custom or Storm Rules.		
	Contact Data Center Lead to discuss timing and format of all relevant reports that will be posted on Data Center website during the event. (DA reports, resource reports, transmission ETRs, PDI information etc.).		
	Contact Branch Planning Coordinators to notify them of the expected timeframe of the first ETR Report and schedule for the remainder of the reports.		
	Contact the State Public Information Officer and notify them of the anticipated schedule for the initial ETR as well as the subsequent ETRs.		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate the ETR Analyst role as required. Position — Activated — Not Activated ETR Analyst ____ ____		
15.1.4.1.	Modifies ETRs and ETR rules in OMS.		
15.1.4.2.	Deletes any existing automatic ETRs that may remain in the system during the time period after automatic ETRs are disabled and Custom ETRs are input into the system so that they are not reported publicly in error.		
	Consolidate Branch-Level ETR templates into a single template for the state.		
	Ensure the State Planning Section Chief approves the ETR template.		
	Enter updated ETRs and rules into the OMS.		
	Provide ETR updates to State Public Information Officer 3 times daily or more frequently as warranted.		
	Additional responsibilities as assigned by the State Planning Section Chief.		

REDACTED

Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.25. ETR ANALYST

REPORTS TO: ETR Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Updates OMS ETR Rules based on guidance from ETR Lead and supports providing ETR updates to State PIO three times daily.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. IS-700: Introduction to National Incident Management System (NIMS)
2. IS-100: Introduction to Incident Command System (ICS)
3. IS-200: ICS for Single Resources and Initial Action Incidents
4. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. If required to go into the field:
   - Hard Hat,
   - Safety Glasses,
   - Class 3 High-viz garment,
   - ASTM24 or ANSI Z41 EH-rated compression toe work boots, and
   - Slip resistant footwear.

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. Cell Phone
3. Administrator Access to OMS system in order to update ETR Rules
4. FocalPoint access

ACTIVATION NOTIFICATION:

ETR Lead

WORK LOCATION:

State EOC

REDACTED

ETR Analyst Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Meet periodically with the State Planning Section Chief to obtain the timeframe for changing ETRs from Blue sky rules to Custom or Storm Rules.		
	Contact Data Center Lead to discuss timing and format of all relevant reports that will be posted on Data Center website during the event. (DA reports, resource reports, transmission ETRs, PDI information etc.).		
	Contact Branch Planning Coordinators to notify them of the expected timeframe of the first ETR Report and schedule for the remainder of the reports.		
	Contact the State Public Information Officer and notify them of the anticipated schedule for the initial ETR as well as the subsequent ETRs.		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Consolidate Branch Level ETR templates into a single template for the state.		
15.1.4.1	Modifies ETRs and ETR rules in OMS.		
15.1.4.2	Deletes any existing automatic ETRs that may remain in the system during the time period after automatic ETRs are disabled and Custom ETRs are input into the system so that they are not reported publicly in error.		
	Ensure the State Planning Section Chief approves the ETR template.		
	Enter updated ETRs and rules into the OMS.		
	Provide ETR updates to State Public Information Officer 3 times daily.		
	Additional responsibilities as assigned by the State Planning Section Chief.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.26. STATE EMERGENCY RESPONSE PROCESS LEADS

REPORTS TO: State Planning Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages and tracks the staffing of centralized employees into decentralized Emergency response positions for a particular function.

ANNUAL RESPONSIBILITIES:

1. Determines appropriate training requirements for each Emergency response role included in their process.
2. Develops and modifies training courses; establishes course codes, curriculum, and training material.
3. Coordinates training sessions, including tracking participation by sending attendance sheets to Learning and Development to be entered into the Company's Learning Management System.
4. Seeks feedback on training effectiveness, frequency, etc. to improve training courses and sessions.
5. Documents process changes/improvements and communicates them to the team.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. EMR004: Annual Emergency Response Plan Overview
2. FocalPoint (Wires Down, Forestry, Storm Room)

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access
3. SecurID
4. FocalPoint access (Wires Down, Forestry, Storm Room)

ACTIVATION NOTIFICATION:

Emergency Planning Support

WORK LOCATION:

As required

REDACTED

State Emergency Response Process Leads Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7.3.1	Identifies and activates Company resources to fill the emergency support assignments within the ERO activated by the State Incident Commander.		
6.7.3.2	Works with Emergency Planning Support to identify additional resources in Massachusetts or Rhode Island to fill support roles not filled after consulting the Storm Emergency Assignment Listing.		
6.7.3.3	Works with Emergency Planning Support to identify resources in New York to fill support roles not filled after consulting the Storm Emergency Assignment Listing and working with Emergency Planning Support to identify additional Company personnel from Massachusetts and Rhode Island.		
6.7.3.4	Reviews staffing levels within their process over the course of the Emergency to ensure adequate staffing to meet the State Incident Commander's activation request.		
6.7	**State Emergency Response Process Lead (Damage Assessment)**		
	Activate the Damage Assessment Branch Manager, Damage Assessment Driver, Damage Assessment Maps and Records Designer, Damage Assessment Work Support, Damage Assessment patroller roles as required.		
	Position Activated Not Activated Damage Assessment Branch Manager ____ ____ Damage Assessment Driver ____ ____ Damage Assessment Maps and Records Designer ____ ____ Damage Assessment Work Support ____ ____ Damage Assessment Patroller ____ ____		
11.1.3.1.	Stays abreast of the approaching Emergency through Storm Calls and weather forecast updates hosted by the State Incident Commander.		
11.1.3.2.	Keeps the Damage Assessment Branch Managers up to date on the forecasted Storm Severity Level and the number of Damage Assessment Branch Offices that will be opened for the Emergency.		
11.1.3.3.	Musters and notifies all internal and contractor Damage Assessment Patrollers.		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
6.7	**State Emergency Response Process Lead (Environmental)**		
	Activate the Environmental Support role as required.		
	Position Activated Not Activated		

REDACTED

	Environmental Support ____ ____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
6.7	**State Emergency Response Process Lead (Finance)**		
	Activate the Finance Support role as required.		
	Position Activated Not Activated Finance Support ____ ____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
6.7	**State Emergency Response Process Lead (Forestry)**		
	Activate the Forestry Branch Coordinator, Forestry Branch Supervisor, Forestry Branch Support roles as required.		
	Position Activated Not Activated Forestry Branch Coordinator ____ ____ Forestry Branch Supervisor ____ ____ Forestry Branch Support ____ ____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
6.7	**State Emergency Response Process Lead (Procurement)**		
	Activate the Procurement Support role as required.		
	Position Activated Not Activated Procurement Support ____ ____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
6.7	**State Emergency Response Process Lead (Safety)**		
	Activate the Field Safety Support, Incident Prevention Coordinator, Incident Reporting and Investigation Analyst, Incident Reporting and Investigation Coordinator, as required.		
	Position Activated Not Activated Safety Communications Coordinator ____ ____		

REDACTED

	Field Safety Support	____	____		
	Incident Prevention Coordinator	____	____		
	Incident Reporting and Investigation Analyst	____	____		
	Incident Reporting and Investigation Coordinator	____	____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.				
6.7	**State Emergency Response Process Lead (Storm Room)**				
	Activate the Storm Room Lead, Storm Room Support roles as required.				
	Position	Activated	Not Activated		
	Storm Room Lead	____	____		
	Storm Room Support	____	____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.				
6.7	**State Emergency Response Process Lead (Wires Down)**				
	Activate the Service Restoration/Wires Down Crew, Wires Down Appraiser, Wires Down Field Supervisor, Wires Down Room Lead, Wires Down Room Support, and Wires Down Support – Standby Personnel roles as required.				
	Position	Activated	Not Activated		
	Service Restoration/Wires Down Crew	____	____		
	Wires Down Appraiser	____	____		
	Wires Down Field Supervisor	____	____		
	Wires Down Room Lead	____	____		
	Wires Down Room Support	____	____		
	Wires Down Room Support – Standby Personnel	____	____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.				
6.7	**State Emergency Response Process Lead (Security)**				
	Activate the Security Support and Staging Site Security roles as required.				
	Position	Activated	Not Activated		
	Security Support	____	____		

REDACTED

	Staging Site Security Lead ____ ____		
16.1.13.1.	Attend state briefings to receive direction from State Incident Commander on desired decentralized staffing levels.		
	Manages and tracks the staffing of centralized employees into decentralized Emergency response positions for a particular function.		
Service Restoration Stage			
6.7.3.4	Reviews staffing levels within their process over the course of the Emergency to ensure adequate staffing to meet the State Incident Commander's activation request.		
6.7	**State Emergency Response Process Lead (Damage Assessment)**		
	Activate the Damage Assessment Branch Manager, Damage Assessment Driver, Damage Assessment Maps and Records Designer, Damage Assessment Work Support, Damage Assessment patroller roles as required.		
	Position Activated Not Activated Damage Assessment Branch Manager ____ ____ Damage Assessment Driver ____ ____ Damage Assessment Maps and Records Designer ____ ____ Damage Assessment Work Support ____ ____ Damage Assessment Patroller ____ ____		
6.7	**State Emergency Response Process Lead (Environmental)**		
	Activate the Environmental Support role as required.		
	Position Activated Not Activated Environmental Support ____ ____		
6.7	**State Emergency Response Process Lead (Finance)**		
	Activate the Finance Support role as required.		
	Position Activated Not Activated Finance Support ____ ____		
6.7	**State Emergency Response Process Lead (Forestry)**		
	Activate the Forestry Branch Coordinator, Forestry Branch Supervisor, Forestry Branch Support roles as required.		

REDACTED

	Position	Activated	Not Activated		
	Forestry Branch Coordinator	____	____		
	Forestry Branch Supervisor	____	____		
	Forestry Branch Support	____	____		
6.7	**State Emergency Response Process Lead (Procurement)**				
	Activate the Procurement Support role as required.				
	Position	Activated	Not Activated		
	Procurement Support	____	____		
6.7	**State Emergency Response Process Lead (Safety)**				
	Activate the Field Safety Support, Incident Prevention Coordinator, Incident Reporting and Investigation Analyst, Incident Reporting and Investigation Coordinator roles as required.				
	Position	Activated	Not Activated		
	Safety Communications Coordinator	____	____		
	Field Safety Support	____	____		
	Incident Prevention Coordinator	____	____		
	Incident Reporting and Investigation Analyst	____	____		
	Incident Reporting and Investigation Coordinator	____	____		
6.7	**State Emergency Response Process Lead (Storm Room)**				
	Activate the Storm Room Lead and Storm Room Support roles as required.				
	Position	Activated	Not Activated		
	Storm Room Lead	____	____		
	Storm Room Support	____	____		
6.7	**State Emergency Response Process Lead (Wires Down)**				
	Activate the Service Restoration/Wires Down Crew, Wires Down Appraiser, Wires Down Field Supervisor, Wires Down Room Lead, Wires Down Room Support, and Wires Down Support – Standby Personnel roles as required.				
	Position	Activated	Not Activated		

REDACTED

	Service Restoration/Wires Down Crew ____ ____ Wires Down Appraiser ____ ____ Wires Down Field Supervisor ____ ____ Wires Down Room Lead ____ ____ Wires Down Room Support ____ ____ Wires Down Room Support – Standby Personnel ____ ____		
6.7	**State Emergency Response Process Lead (Security)**		
	Activate the Security Support and Staging Site Security roles as required.		
	Position Activated Not Activated Security Support ____ ____ Staging Site Security Lead ____ ____		
	Manages and tracks the staffing of centralized employees into decentralized Emergency response positions for a particular function.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.27. FLEET LEAD

REPORTS TO: System/State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages logistics for all Fleet-related activities at System Level.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Blue sky role requirements sufficient—no incremental training required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses
5. Safety gloves

POSITION-SPECIFIC EQUIPMENT:
1. Procurement Card
2. Access to a vehicle
3. Cell Phone

ACTIVATION NOTIFICATION:
State Logistics Section Chief

WORK LOCATION:
State or System EOC

REDACTED

Fleet Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate Fleet Admin Support, Fleet Manager, Fleet Supervisor, Fleet Technician roles as required.		
	Position — Activated — Not Activated Fleet Admin Support ____ ____ Fleet Manager ____ ____ Fleet Supervisor ____ ____ Fleet Technician ____ ____		
7.2.7.1.	Acquires supplemental equipment based on the following order: 1) availability within the Company's New England fleet; 2) availability from the Company's Long Island and New York fleets; and 3) obtaining equipment from other sources. Note that obtaining supplemental equipment from the Company's Long Island and New York fleets and from other sources is overseen at the System Level.		
7.2.7.2.	Furnishes appropriate fuel cards when required.		
7.2.7.3.	Acquires fuel tax permit when required.		
7.2.7.4.	Acquires specialty equipment as needed.		
	Conduct briefing with Fleet Managers.		
	Assess existing Fleet inventory, identify additional fleet needs, and notify the staff to prepare for those needs.		
	Ensure that the age, type, and condition of any vehicles and equipment being mobilized are appropriate for the length and duration of the trip.		
	Upon direction from the System/State Logistics Officer, release vehicles from maintenance if appropriate and arrange for additional vehicles and special equipment, if necessary.		
	Meet with Branch Logistics Coordinator to receive current and forecasted fleet support requirements from Branch Planning Coordinator and Branch Operations Coordinator.		
	Put bulk and mobile fuel suppliers on standby and notify all operating areas to top-off all vehicle fuel tanks.		
	Conduct an assessment of vehicle and equipment damage and availability.		
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		

REDACTED

	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate Fleet Admin Support, Fleet Manager, Fleet Supervisor, Fleet Technician roles as required.		
	Position Activated Not Activated Fleet Admin Support ____ ____ Fleet Manager ____ ____ Fleet Supervisor ____ ____ Fleet Technician ____ ____		
7.2.7.1.	Acquires supplemental equipment based on the following order: 1) availability within the Company's New England fleet; 2) availability from the Company's Long Island and New York fleets; and 3) obtaining equipment from other sources. Note that obtaining supplemental equipment from the Company's Long Island and New York fleets and from other sources is overseen at the System Level.		
7.2.7.2.	Furnishes appropriate fuel cards when required.		
7.2.7.3.	Acquires fuel tax permit when required.		
7.2.7.4.	Acquires specialty equipment as needed.		
	Conduct briefing with Fleet Managers.		
	Activate bulk and mobile fuel suppliers if required.		
	Upon direction from System/State Logistics Officer, notify employees to bring vehicles with them when going to other districts as bird dogs, supervisors and engineers.		
	Maintain contact with Fleet Admin Support, Fleet Manager, Fleet Supervisor and Fleet Technicians.		
	Manage logistics for all Fleet-related activities at System Level.		
	Respond to State Logistics Officer with all Fleet-related information and issues.		
	Coordinate with Global Procurement to secure Fleet-related vehicles or equipment.		
	Coordinate with Meals & Lodging and staging sites to fulfill Fleet-related requests.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.28. FLEET MANAGER

REPORTS TO: Fleet Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages logistics for all Fleet-related activities at Branch Level.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Blue sky role requirements sufficient—no incremental training required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses
5. Safety gloves
6. Welding

POSITION-SPECIFIC EQUIPMENT:
1. Procurement Card
2. Access to a vehicle
3. Cell Phone

ACTIVATION NOTIFICATION:
Fleet Lead

WORK LOCATION:
State or Branch EOC

REDACTED

Fleet Manager Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Manage logistics for all Fleet-related activities at Branch Level.		
	Provide data and information needed for reporting.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.29. FLEET SUPERVISOR

REPORTS TO: Fleet Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Oversees Fleet Technicians, fleet maintenance, fuel cards, and fleet rental equipment.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Blue sky role requirements sufficient—no incremental training required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel-toe Shoes
4. Safety Glasses
5. Safety Gloves
6. Welding

POSITION-SPECIFIC EQUIPMENT:
1. Procurement Card
2. Access to a vehicle
3. Cell Phone

ACTIVATION NOTIFICATION:
Fleet Lead

WORK LOCATION:
Normal work location

REDACTED

Fleet Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Oversee Fleet Technicians and maintain contact with them.		
Service Restoration Stage			
	Oversee Fleet Technicians and maintain contact with them.		
	Schedule Technicians' shifts.		
	Schedule fueling at hotels and/or staging sites.		
	Schedule vehicle repairs.		
	Manage the fuel cards for the rental vehicles.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.30. FLEET ADMIN SUPPORT

REPORTS TO: Fleet Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Provides administrative support to Fleet Manager or Fleet Supervisor.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. None

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Fleet Lead

WORK LOCATION:
Normal work location

REDACTED

Fleet Admin Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Provide administrative support to Fleet Manager or Fleet Supervisor.		
	Support payment and reconciliation of invoices for fleet-related charges.		
Post-Event Stage			
	Execute any post-event checklists.		
	Support payment and reconciliation of invoices for fleet-related charges.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.31. FLEET TECHNICIAN

REPORTS TO: Fleet Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Performs physical fleet repairs in either field or garage locations.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Blue sky role requirements sufficient—no incremental training required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses
5. Safety gloves
6. Welding

POSITION-SPECIFIC EQUIPMENT:
1. Complete set of professional grade automotive repair tools
2. Procurement Card
3. Access to a vehicle for mobile service repairs
4. Cell Phone

ACTIVATION NOTIFICATION:
Fleet Lead

WORK LOCATION:
Normal Work Location

REDACTED

Fleet Technician Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Perform physical fleet repairs in either field or garage locations.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.32. PROCUREMENT SUPPORT

REPORTS TO: State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Negotiates with vendors and supports delivery of goods and services.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS: N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Procurement)

WORK LOCATION:
Normal Work Location

REDACTED

Procurement Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Notify and set expectations with vendors.		
	Confirm supplier emergency phone numbers.		
	Provide the Meals and Lodging Unit with the list of contact information for operators and managers of retained motels, dormitories, restaurants and vendors		
	Coordinate procurement process with Inventory Planner.		
	Receive notification from the External Line Resource Unit if a new company is being used.		
	Coordinate with State Logistics Section Chief to secure Fleet-related vehicles or equipment.		
	Coordinate with Logistics team to understand procurement requirements.		
Service Restoration Stage			
	Negotiate with vendors.		
	Execute and facilitate orders with vendors, generate purchase orders.		
	Support delivery logistics and ensure accurate delivery of goods and services.		
Post-Event Stage			
	Support resolution of any exceptions raised in invoicing.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.33. MATERIALS LEAD

REPORTS TO: State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages Materials department: coordinates material needs and communicates updates and issues.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Ensure annual maintenance of emergency equipment listing.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Knowledge of Material Management Process
2. Safety

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Laptop
3. Air card/mobile data device

ACTIVATION NOTIFICATION:

State Logistics Section Chief

WORK LOCATION:

State or System EOC

REDACTED

Materials Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Inventory Planner, Staging Site Material Coordinator, Warehouse Assistant, Warehouse Material Coordinator, Warehouse Material Handler roles as required.		
	Position — Activated — Not Activated Inventory Planner ____ ____ Staging Site Material Coordinator ____ ____ Warehouse Assistant ____ ____ Warehouse Material Coordinator ____ ____ Warehouse Material Handler ____ ____		
	Upon direction from the State Logistics Section Chief: ➢ Review existing inventory, identify additional supply and equipment needs, and notify the Materials Unit to prepare for those needs in the Branches. ➢ Arrange for delivery of storm kits and/or additional necessary supplies when the System Level is activated.		
	Confirm supplier emergency phone numbers with Procurement.		
	Coordinate with Procurement Support to understand procurement requirements.		
	Meet with Branch Logistics Coordinator to receive current and forecasted material requirements from Branch Planning Coordinator and Branch Operations Coordinator.		
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate the Inventory Planner, Staging Site Material Coordinator, Warehouse Assistant, Warehouse Material Coordinator, Warehouse Material Handler roles as required.		
	Position — Activated — Not Activated		

REDACTED

	Inventory Planner ____ ____ Staging Site Material Coordinator ____ ____ Warehouse Assistant ____ ____ Warehouse Material Coordinator ____ ____ Warehouse Material Handler ____ ____		
	Coordinate overall material needs.		
	Provide regular material updates.		
	Communicate material issues.		
	Manage Materials department.		
Post-Event Stage			
	Ensure all sites are cleaned; unused materials are returned to Inventory; and scrap material is taken down and disposed per normal operation procedures.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.34. WAREHOUSE MATERIAL COORDINATOR

REPORTS TO: Materials Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages warehouses.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Maintain emergency equipment listing and review annually.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of Material Management Process
2. Safety
3. Driving/forklift
4. Material handling

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Laptop
3. Air card/mobile data device

ACTIVATION NOTIFICATION:
Materials Lead

WORK LOCATION:
CDC

REDACTED

Warehouse Material Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Assist in the review the existing inventory, identify additional supply and equipment needs, and prepare for those needs in the Branches.		
	Confirm supplier emergency phone numbers with Procurement.		
	Coordinate with Procurement Support to understand procurement requirements.		
	Meet with Materials Lead to receive current and forecasted material requirements from Branch Planning Coordinator and Branch Operations Coordinator.		
Service Restoration Stage			
	Facilitate logistics.		
	Facilitate replenishment process.		
	Monitor on-hand inventory.		
	Supervise staff.		
	Liaise with Operations.		
Post-Event Stage			
	Ensure all sites are cleaned, unused materials returned to Inventory, and scrap material taken down and disposed per normal operation procedures.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.35. INVENTORY PLANNER

REPORTS TO: Materials Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages suppliers and material demand planning.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of Material Management Process
2. Safety

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Laptop
3. Air card/mobile data device

ACTIVATION NOTIFICATION:
Materials Lead

WORK LOCATION:
Remote

REDACTED

Inventory Planner Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Material demand planning.		
	Place replenishment orders.		
	Coordinate with Procurement Support to understand procurement requirements.		
	Manage suppliers.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.36. WAREHOUSE MATERIAL HANDLER

REPORTS TO: Warehouse Material Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manage s material orders and returns within warehouses.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Assist in maintenance and annual review of emergency equipment listing.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Material Management Process
2. Safety
3. Driving/forklift
4. Material handling

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses

POSITION-SPECIFIC EQUIPMENT:
1. Cell phones (for delivery drivers and/or local field personnel).

ACTIVATION NOTIFICATION:
Materials Lead

WORK LOCATION:
CDC or local warehouses

REDACTED

Warehouse Material Handler Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive, process, and pick orders.		
	Collect materials & process returns.		
Post-Event Stage			
	Ensure all sites are cleaned, unused materials returned to Inventory, and scrap material taken down and disposed per normal operation procedures.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.37. WAREHOUSE ASSISTANT

REPORTS TO: Warehouse Material Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assists Warehouse Material Coordinator in tracking, reporting, and communication tasks.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Material Management Process
2. Safety

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Steel toe shoes
2. Safety glasses

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:

Materials Lead

WORK LOCATION:

CDC

REDACTED

Warehouse Assistant Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Track requests.		
	Provide reports.		
	Answer phones.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.38. STAGING SITE MATERIAL COORDINATOR

REPORTS TO: Warehouse Material Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Places orders from CDCs and distributes materials to crews; provides security of materials.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Material Management Process
2. Safety
3. Driving/forklift
4. Material handling

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety vest
3. Steel toe shoes
4. Safety glasses

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Laptop
3. Air card/mobile data device

ACTIVATION NOTIFICATION:

Materials Lead

WORK LOCATION:

Staging site

REDACTED

Staging Site Material Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Monitor on-hand inventory.		
	Place ad hoc orders from CDCs.		
	Distribute materials to crews.		
	Provide security of materials.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.39. MEALS AND LODGING LEAD

REPORTS TO: System Logistics Officer/State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
Oversees the meals and lodging team and post-event reconciliation; communicates with the System Logistics Officer/State Logistics Section Chief, Meals and Lodging Team, and Operations.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Ensure staff is trained annually.
4. Oversee the validation of meals and lodging vendors and storm card on annual basis.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy
3. SAP

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Laptop
2. IP headset
3. VPN token
4. Access to share drive
5. Storm card

ACTIVATION NOTIFICATION:
System Logistics Officer/State Logistics Section Chief

WORK LOCATION:
State EOC

REDACTED

Meals and Lodging Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Hotel Ambassador, Hotel Ambassador Coordinator, Lodging Coordinator, Lodging Support, Meal Coordinator, Meal Support, Reconciliation Coordinator, Reconciliation Support, Resources on Demand Coordinator, and Resources on Demand Support roles as required.		
	Position — Activated — Not Activated Hotel Ambassador ____ ____ Hotel Ambassador Coordinator ____ ____ Lodging Coordinator ____ ____ Lodging Support ____ ____ Meal Coordinator ____ ____ Meal Support ____ ____ Reconciliation Coordinator ____ ____ Reconciliation Support ____ ____ Resources on Demand Coordinator ____ ____ Resources on Demand Support ____ ____		
	Oversee the validation of meals and lodging vendors and storm card(s).		
	Receive the list of contact information for operators and managers of retained motels, dormitories, restaurants and vendors from Procurement Support.		
	Notify and ensure the System/State Logistics Officer that the group can accommodate the: (1) anticipated volume of meals required for the ERO personnel and (2) anticipated lodging requirements for external response resources.		
	Work with the State Finance Section Chief regarding all financial matters pertaining to meals, vendor contracts and fiscal agreements.		
	Work with the Branch Logistics Coordinator for meals and lodging needs.		
	Oversee the update of restaurant, catering service, hall, and hotel lists, which will be done by the respective team leads.		
	Review time and location of assignment.		

REDACTED

	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate the Hotel Ambassador, Hotel Ambassador Coordinator, Lodging Coordinator, Lodging Support, Meal Coordinator, Meal Support, Reconciliation Coordinator, Resources on Demand Coordinator, and Resources on Demand Support roles as required.		
	Position — Activated — Not Activated Hotel Ambassador ____ ____ Hotel Ambassador Coordinator ____ ____ Lodging Coordinator ____ ____ Lodging Support ____ ____ Meal Coordinator ____ ____ Meal Support ____ ____ Reconciliation Coordinator ____ ____ Resources on Demand Coordinator ____ ____ Resources on Demand Support ____ ____		
	Oversee the validation of meals and lodging vendors and storm card(s).		
	Liaise between the State Logistics Section Chief, Meals and Lodging Team, and Operations.		
	Ensure team considers meal options that maximize the crews' productivity, including, but not limited to, box lunches and buffets at the staging sites or lodging locations.		
	Ensure the Meal and Lodging Unit will distribute lists of available meal locations, preferably those which are close to work or lodging locations. In the event of a large-scale Emergency, it may be necessary to send crews to prearranged locations, such as staging sites, banquet halls, fire halls, etc. where catering services are available.		
	Ensure the Meals and Lodging Unit will consider advance booking of a block of rooms on a contingency basis as soon as requests for the outside crews are		

REDACTED

	made by the State Incident Commander and arrange for lodging accommodations as close to the crews' work location as possible.		
	Report/update all related personnel on meal and lodging information.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Report/update all related personnel on meal and lodging information.		
	Oversee the post-event reconciliation.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.40. RESOURCES ON DEMAND COORDINATOR

REPORTS TO: Meals and Lodging Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Ensure accurate and timely input of all crew transfer sheets for restoration and support resources as necessary.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy
3. Resources on Demand

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. VPN token
3. Access to shared drive
4. CISCO VPN phone and headset

ACTIVATION NOTIFICATION:

Meals and Lodging Lead

WORK LOCATION:

State or System EOC

REDACTED

Resources on Demand Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Ensure accurate and timely input of all crew transfer sheets for restoration and support resources as necessary.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.41. RESOURCES ON DEMAND SUPPORT

REPORTS TO: Resources on Demand Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Assists with Resources on Demand System and Crew intake.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy
3. Resources On Demand

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Laptop
2. VPN token
3. Access to shared drive
4. CISCO VPN phone and headset

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
State or System EOC

REDACTED

Resource on Demand Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
Service Restoration Stage			
	Assist all functions with entering all resources into Resources on Demand.		
	Assist with Crew intake.		
	Ensure Accuracy of Resources on Demand System, specifically: ➢ Crew Intake quality assurance o Double check that the number of required rooms is correct for entered team. o After importing a crew transfer sheet, make sure that Restoration Region, Restoration Location and the correct rooms are entered. o Ensure that there are not any duplicate team members within the Team Member Information page. ➢ Lodging quality assurance: o Manage Lodging Areas by reviewing the summary of rooms booked and teams assigned to that location in RoD. o Review the Lodging Dashboard to make sure the number of rooms assigned matches the number required. o Ensure that the number of rooms matches the Resource View information. o Run reports for booked days.		
	Review assignments in Storm Emergency Assignment List Database.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.42. LODGING COORDINATOR

REPORTS TO: Meals and Lodging Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages procurement of hotel rooms and placement of resources; liaises with Hotel Ambassadors.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy
3. ROD

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. VPN token
3. Access to share drive
4. CISCO VPN phone and headset

ACTIVATION NOTIFICATION:

Meals and Lodging Lead

WORK LOCATION:

State EOC

REDACTED

Lodging Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Consider advance booking of a block of rooms on a contingency basis as soon as requests for the outside crews are made by the State Incident Commander and arrange for lodging accommodations as close to the crews' work location as possible.		
Service Restoration Stage			
	Book and assign hotel rooms based on the Crew Transfer sheet and hotel inventory.		
	Monitor the hotel inventory and provide update as needed.		
	Serve as liaison between the hotels and National Grid during event.		
	Coordinate with Hotel Ambassadors to ensure all resources and lodging needs are met.		
	Collect hotel receipts/invoices from the Hotel Ambassadors.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.43. LODGING SUPPORT

REPORTS TO: Lodging Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports the procurement of hotel rooms and placement of resources; supports collaboration with Hotel Ambassadors.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Lodging policy
2. Resource availability (hotel inventory and alternative lodging availability)
3. Business expenses policy
4. ROD

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Laptop
2. VPN token
3. Access to share drive
4. CISCO VPN phone and headset

ACTIVATION NOTIFICATION:

Meals and Lodging Lead

WORK LOCATION:

State EOC

REDACTED

Lodging Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Supporting booking and assigning hotel rooms based on the Crew Transfer sheet and hotel inventory.		
	Monitor the hotel inventory and provide updates as needed.		
	Support Lodging Coordinator in collaborating with Hotel Ambassadors to ensure all resource lodging needs are met.		
	Support collection of hotel receipts/invoices from Hotel Ambassadors.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.44. RECONCILIATION COORDINATOR

REPORTS TO: Meals and Lodging Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages proper collection, tracking, scanning, and verification of receipts.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Meal & Lodging policy
2. Business expenses policy
3. SAP
4. Purchasing card reconciliation

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
Assigned location

REDACTED

Reconciliation Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Ensure proper collection and tracking of receipts and invoices from RCS/restaurants.		
	Ensure proper collection and tracking of hotel receipts/invoices/from the Hotel Ambassador.		
	Ensure that all receipts are scanned on a daily basis, or as soon as they are available.		
	Ensure that receipts are verified to ensure proper information is captured.		
	Ensure all receipts comply with meal & lodging policy.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.45. RECONCILIATION SUPPORT

REPORTS TO: Reconciliation Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages proper collection, tracking, scanning, and verification of receipts.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Meal & Lodging policy
2. Business expenses policy
3. SAP
4. Purchasing card reconciliation

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
Assigned location

REDACTED

Reconciliation Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Collect and track receipts and invoices from RCS/restaurants.		
	Collect and track hotel receipts/invoices from the Hotel Ambassador.		
	Ensure that all receipts are scanned on a daily basis, or as soon as they are available.		
	Verify receipts to ensure proper information is captured.		
	Ensure all receipts comply with meal & lodging policy.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.46. HOTEL AMBASSADOR COORDINATOR

REPORTS TO: Meals and Lodging Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages Hotel Ambassadors and supports reconciliation and invoicing process.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
State EOC

REDACTED

Hotel Ambassador Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Work with Lodging team and hotels to support Hotel Ambassadors.		
	Assign Hotel Ambassadors to designated hotels.		
	Contact the State Safety and Health Officer to notify them of contact information for hotel ambassadors to support the on boarding of crews		
Service Restoration Stage			
	Coordinate between Hotel Ambassadors, Logistics Team and restoration resources.		
	Manage Hotel Ambassador resources.		
	Ensure Hotel Ambassadors collaborate with the Lodging Coordinator to ensure all resources lodging needs are met.		
	Manage any lodging issues and compliance with policies.		
	Support collection of hotel receipts/invoices from Hotel Ambassadors.		
	Support reconciliation and invoicing process.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

REDACTED

32.3.47. HOTEL AMBASSADOR

REPORTS TO: Hotel Ambassador Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Liaisons on behalf of National Grid between hotels and Lodging team.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Lodging policy
2. Resource availability (hotel inventory and alternative lodging availability)
3. Business expenses policy

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
Assigned hotel location

REDACTED

Hotel Ambassador Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Serve as liaison on behalf of National Grid between hotels and Lodging team.		
	Station/stay at the assigned hotels to assist restoration crews.		
	Collaborate with the Lodging Coordinator to ensure all resource lodging needs are met.		
	Greet crew and hand out room keys according to the crew sheets provided by lodging coordinator.		
	Document name and room numbers according to the room assignment.		
	Collect hotel receipts/invoice/bill statements each morning or upon check out.		
	Communicate meal arrangements to the crew when available.		
	Troubleshoot when there is an issue with lodging arrangement.		
	Scan the receipts/invoices/bill statement and email to the Lodging leads.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.48. MEAL COORDINATOR

REPORTS TO: Meals and Lodging Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Liaises between restaurants and National Grid; ensures meal policy compliance.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Knowledge of meal and lodging policy
2. Knowledge of business expenses policy

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Laptop
2. VPN token
3. Access to share drive
4. CISCO VPN phone and headset

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
State EOC

REDACTED

Meal Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Update lists of restaurants, catering services and halls		
	Consider meal options that maximize the crews' productivity, including, but not limited to, box lunches and buffets at the staging sites or lodging locations.		
	Distribute lists of available meal locations, preferably those which are close to work or lodging locations. In the event of a large-scale Emergency, it may be necessary to send crews to prearranged locations, such as staging sites, banquet halls, fire halls, etc. where catering services are available.		
Service Restoration Stage			
	Serve as the liaison between restaurants and National Grid during and post-event; reserve restaurants, banquet halls, and/or box lunch vendors per directions of the Meal Lead.		
	Coordinate with the meal vendors to ensure meal policy compliance.		
	Open and close the restaurant accounts.		
	Ensure compliance with the meal policy.		
Post-Event Stage			
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.49. MEAL SUPPORT

REPORTS TO: Meal Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Supports Meal Coordinator and compliance with meal policy.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Meal policy
2. Resource availability (restaurants available)
3. Business expenses policy

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Laptop
2. VPN token
3. Access to share drive
4. CISCO VPN phone and IP headset

ACTIVATION NOTIFICATION:
Meals and Lodging Lead

WORK LOCATION:
State EOC

REDACTED

Meal Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Assist in updating lists of restaurants, catering services and halls.		
	Consider meal options that maximize the crews' productivity, including, but not limited to, box lunches and buffets at the staging sites or lodging locations.		
	Assist in distributing lists of available meal locations, preferably those which are close to work or lodging locations. In the event of a large-scale Emergency, it may be necessary to send crews to prearranged locations, such as staging sites, banquet halls, fire halls, etc. where catering services are available.		
Service Restoration Stage			
	Support Meal Coordinator in liaising between restaurants and National Grid during event and post-event.		
	Reserve restaurants, banquet halls, and/or box lunch vendors per directions of the Meal Lead and Coordinator.		
	Coordinate with the meal vendors to ensure meal policy compliance.		
	Support compliance with the meal policy.		
Post-Event Stage			
	Support Meal Coordinator in liaising between restaurants and National Grid.		
	Support reconciliation and invoicing process as necessary.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.50. STAGING SITE LEAD

REPORTS TO: State Logistics Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Oversees logistics at staging site, including safety, and supervises staging site managers.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Maintain and update enterprise wide staging site lists.
4. Confirm staging site lists annually.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Staging site training

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety Glasses
3. Steel toe shoes
4. Class 3 High-viz garment

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Laptop
3. VPN access
4. Air card

ACTIVATION NOTIFICATION:

State Logistics Section Chief

WORK LOCATION:

State EOC

REDACTED

Staging Site Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Staging Site Manager and Staging Site Support roles as required.		
	Position Activated Not Activated Staging Site Manager ____ ____ Staging Site Support ____ ____		
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Make personnel arrangement to support staging site.		
Service Restoration Stage			
6.7	Activate the Staging Site Manager and Staging Site Support roles as required.		
	Position Activated Not Activated Staging Site Manager ____ ____ Staging Site Support ____ ____		
	Oversee logistics at staging site, including safety.		
	Review the availability of the pre-determined staging site locations to ensure that the usage agreement with the sites is still valid.		
	Contact staging site vendors and discuss the pre-positioning of resources depending on the anticipated impact of the Emergency.		
	Upon the request of the State Incident Commander and notification by the State Logistics Section Chief, mobilize and operate the staging site(s).		
	Ensure staging site(s) are strategically located near or just outside an area with physical or environmental damage caused by natural or manmade Emergencies.		
	Receive information from Branch Director regarding the Branch Planning Coordinator and Branch Operations Coordinator's current and forecasted staging site requirements.		

REDACTED

	Arrange transportation between staging sites and crew lodging.		
	Work with the State Finance Section Chief regarding all financial matters pertaining to staging site vendor contracts, leases, and fiscal agreements associated with establishing staging sites.		
	Collaborate with the Branch Security Officer to arrange Company-dedicated security at staging sites, as necessary, which will report to Staging Site Managers.		
	Coordinate closely with Operations, Materials, Fleet, and Meals & Lodging.		
	Supervise staging site managers.		
Post-Event Stage			
	When requested by the State Incident Commander and notified by the State Logistics Section Chief, demobilize the staging site(s).		
	Ensure site(s) are cleaned.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.51. STAGING SITE MANAGER

REPORTS TO: Staging Site Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Oversees logistics at a specific staging site.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Staging site training

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety glasses
3. Steel-toe shoes
4. Class 3 High-viz garment
5. Flashlight

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Laptop
3. VPN access
4. Air card

ACTIVATION NOTIFICATION:
Staging Site Lead

WORK LOCATION:
Staging Site

REDACTED

Staging Site Manager Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Contact Staging Site Support team members assigned to your specific staging site and: ➢ Verify availability, coordinate any incremental staffing needs with Staging Site Lead, ➢ Provide status update to team members. Exchange contact information and prepare RoD sheet with lodging requirements, and ➢ Finalize on-site arrival times and locations.		
	Arrive on-site and meet with property owner if possible. Determine site constraints with property owner.		
	Set up the site: ➢ Develop initial site layout strategy. ➢ Meet with Staging Site Support team. ➢ Assign initial areas of responsibility and mobilize setup of site. ➢ Contact Safety and Environmental leads in area and plan foreign crew briefings. ➢ Contact Meals and Lodging and get information on crews assigned to staging site and location of hotels		
	Supervise Staging Site Security Lead and receive updates about any security issues or concerns.		
	If Operations is maintaining a presence on-site, determine their requirements and see what assistance can be provided.		
Service Restoration Stage			
	Oversee logistics at a specific staging site including set-up, break down, and safety.		
	Coordinate with Branch Operations Coordinator.		
	Determine Inventory Management contact information and provide crews/supervisors with it upon request.		
	Procure and distribute supplies and materials in a timely manner.		
	Supervise the Staging Site support team.		

REDACTED

Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.52. STAGING SITE SECURITY LEAD

REPORTS TO: Staging Site Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages all site security issues.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety Glasses
3. Steel toe shoes
4. Class 3 High-viz garment

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Security)

WORK LOCATION:
Staging Site

REDACTED

Staging Site Security Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Manage all site security issues.		
	Supervise contract security personnel.		
	Liaise between public law enforcement as necessary.		
	Investigate all reports and incidents of security violations.		
	Control all exits and egress to the staging sites.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.53. STAGING SITE SUPPORT

REPORTS TO: Staging Site Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Staging Site Coordination, Administration, Transportation, Laundry, Parking, and or meals function as assigned by Staging Site Manager

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. National Grid Staging Site Manual

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety Glasses
3. Steel-toe shoes
4. Class 3 High-viz garment

POSITION-SPECIFIC EQUIPMENT:

1. Driver’s license
2. Hoist Engineer license
3. DOT Medical Examiner’s Certificate

ACTIVATION NOTIFICATION:

Staging Site Lead

WORK LOCATION:

Staging Site

REDACTED

Staging Site Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Support the set up and activation of staging site		
Service Restoration Stage			
	Assist with set up and breakdown of lodging arrangement at staging site		
	Upon request, perform any of the tasks in the following categories		
	Administration: a. Responsible for payroll, invoice processing and ad hoc admin support. b. Prepare and submit crew transfer sheets for on-site personnel.		
	Coordination: a. Prepare Staging Site status report. b. Resolve cross-functional issues. c. Supervise all personnel at staging site. d. Responsible for check in/check out of the site personnel.		
	Transportation: a. Coordinate busses and vans. b. Secure and allocate vans when necessary. c. Coordinate and communicate with the driver schedules, meal, and water delivery schedule. d. Transport personnel when required.		
	Meals: a. Ensure set up of feeding and cooking area with food vendors. b. Provide on job training for meal support staff as necessary. c. Maintain daily meal counts. d. Distribute meals to personnel at staging site.		
	Parking: a. Set up parking logistics. Consider number of vehicles that will need parking and ensure traffic flow in and out of the site as well as to and from material and waste areas. b. Enforce proper parking compliance to optimize vehicle fueling.		
	Laundry: a. Coordinate and support all laundry activities at assigned staging site		
Post-Event Stage			
	Support breakdown of staging site.		

	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.54. CONTROL CENTER LEAD

REPORTS TO: State Incident Commander

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Performs centralized supervision of Control Center Operators and Priority ETA Coordinators; oversee the Police & Fire reporting process during storm events.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Review Police & Fire process
2. OMS Full Client

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Telephone
3. OMS Full Client access

ACTIVATION NOTIFICATION:

Always Activated

WORK LOCATION:

Control Center

REDACTED

Control Center Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
4.1.2.1	Monitors and evaluates potential severity and impact of weather events on the system.		
4.1.2.2	Monitor the weather forecast and potential impact zones and communicate to Emergency Planning.		
6.7	Activate the Control Center Operator, Branch Police and Fire Coordinator, Police and Fire Room Lead, Police and Fire Support, and Priority ETA Coordinator roles as required.		
	Position — Activated — Not Activated Control Center Operator ____ ____ Branch Police and Fire Coordinator ____ ____ Police and Fire Room Lead ____ ____ Police and Fire Support ____ ____ Priority ETA Coordinator ____ ____		
	Attend State-Level briefing. Receive update on: ➢ Size and complexity of the Emergency ➢ Emergency objectives ➢ Agencies/organizations/stakeholders involved ➢ Political ramifications ➢ Employee or public injuries and safety concerns ➢ Environmental concerns ➢ Emergency activities and current situation ➢ Special concerns		
	At State Level briefing: ➢ Provide an update on any current issues with the system.		
	Identify pre-emptive switching moves on other distribution systems, then coordinate and perform pre-emptive switching moves in coordination with Electric Maintenance and Construction.		
13.1.1.1	Working with the Transmission Control Center, prioritize and coordinated restoration of critical transmission facities if time allows prior to Emergency.		
	Assess timing for disabling web-based outage data.		
	Cease all non-emergency work.		
	Begin planning for restoration of operations.		

REDACTED

	Review procedures.		
	Ensure that Position-Specific Equipment is in good working condition.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Attend State Level briefing. Receive update on: ➢ Size and complexity of the Emergency ➢ Emergency objectives ➢ Agencies/organizations/stakeholders involved ➢ Political ramifications ➢ Employee or public injuries and safety concerns ➢ Environmental concerns ➢ Emergency activities and current situation ➢ Special concerns		
	At State Level briefing: ➢ Provide an update on any current issues with the system.		
6.7	Activate the Control Center Operator, Branch Police and Fire Coordinator, Police and Fire Room Lead, Police and Fire Support, and Priority ETA Coordinator roles as required.		
	Position — Activated — Not Activated Control Center Operator ____ ____ Branch Police and Fire Coordinator ____ ____ Police and Fire Room Lead ____ ____ Police and Fire Support ____ ____ Priority ETA Coordinator ____ ____		
	Monitor and assess damage to system.		
	Ensure the Transmission Unit communicates transmission system status information with the Control Center.		
	Ensure Transmission Unit coordinates restoration plans with the Control Center.		
	Monitor the magnitude of customers interrupted.		
	Monitor the weather forecast and potential impact zones and communicate to Emergency Planning.		

REDACTED

	Coordinate all restoration efforts when centralized; if decentralized to branch/branches, coordinate main line restoration only in those decentralized areas.		
	Confirm disabling web-based outage data.		
	Ensure the coordination between Control Center and Decentralized Sub Leader regarding controllership or Personal Red Tags of the substation breakers and feeders.		
	Oversee load shed emergencies.		
	Oversee substation restoration prioritization.		
	Supervise the Control Center Operators and Priority ETA Coordinators.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.55. CONTROL CENTER OPERATOR

REPORTS TO: Control Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. The centralized control authority responsible for monitoring and control of the electric sub-transmission and distribution system.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Blue sky role requirements are sufficient—no incremental training required.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Telephone
3. EMS and OMS Full Client access

ACTIVATION NOTIFICATION:

Control Center Lead

WORK LOCATION:

Control Center

REDACTED

Control Center Operator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
13.1.1.1.	Prioritizes and coordinates restoration of critical transmission facilities if time allows prior to Emergency.		
	Execute any pre-event checklists.		
	When operations are centralized communicate ETAs to the requesting police or fire department via phone call.		
	Maintain database of response to Priority 1, 2, and 3 Police & Fire calls.		
Service Restoration Stage			
13.1.1.2.	Provide input on transmission restoration priorities.		
13.1.1.5.	Controls protective Clearance and Control.		
13.1.1.6.	Operates the distribution and sub-transmission systems, including stations and network.		
13.1.1.7.	Dispatches distribution trouble calls to Trouble and Operations, Maintenance and Construction crews.		
13.1.1.8.	Maintains interruption-reporting data.		
13.1.1.9.	Notifies the overhead line manager responsible for that area of severe, extensive Emergency situation.		
13.1.1.10.	Utilizes OMS and updates/maintains the model accordingly.		
13.1.1.11.	Establishes distribution circuit and station repair/restoration priorities.		
13.1.1.12.	Directs restoration efforts of the distribution circuit and station repair.		
13.1.1.13.	Coordinates switching requirements.		
	Ensure Transmission Unit coordinates restoration plans with the Control Center.		
	Monitor OMS and EMS for Trouble orders and abnormal conditions.		
	Direct field resources to trouble locations.		
	When operations are centralized communicate ETAs to the requesting police or fire department via phone call.		
	Maintain database of response to Priority 1, 2, and 3 Police & Fire calls.		

REDACTED

Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.56. PRIORITY ETA COORDINATOR

REPORTS TO: Control Center

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Monitors, communicates, and documents Priority 1, 2, and 3 response.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Police and Fire Priority Call Process
2. Emergency Plan Overview
3. OMS Full Client

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. AVLS Access
2. Computer/internet access
3. Telephone
4. OMS Full Client Access

ACTIVATION NOTIFICATION:
Control Center Lead

WORK LOCATION:
Control Center

REDACTED

Priority ETA Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Obtain contact information for all Branch Police and Fire Coordinators.		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Monitor Priority 1, 2, and 3 records across the system.		
	Communicate with Branch Police and Fire Coordinators to ensure ETAs are being provided and that Police and Fire Call logs are being kept.		
	Work with the Storm Room or Wires Down Room Leads if any issues arise with Police & Fire response.		
	Ensure documentation of Priority 1, 2, and 3, calls and response times are adhered to.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.57. POLICE AND FIRE ROOM LEAD

REPORTS TO: Priority ETA Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Coordinate activities in the Police & Fire room.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Understand the Police and Fire standby call entry Process
2. Emergency Plan Overview
3. OMS Thin Client
4. OMS Web Call Entry

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Desk phone
3. Reference materials
4. OMS Thin Client access
5. OMS Web Call Entry access

ACTIVATION NOTIFICATION:
Control Center Lead

WORK LOCATION:
Control Center

REDACTED

Police and Fire Room Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Review Priority 1 ETA callback and recording procedures with Storm Room and Wires Down Room leads to ensure policy will be enforced.		
	Collect phone numbers for all appropriate Room Leads.		
	Ensure phones are set up.		
	Set up laptops.		
Service Restoration Stage			
	Coordinate activities in the Police & Fire room.		
	Notify the Control Center (or Branch Storm Room Lead if decentralized) of any true Priority 1 calls.		
	Work with the Storm Room or Wires Down Room Leads if any issues arise with Police & Fire response.		
	Contact the Municipal Room Lead for any escalated issues from Police & Fire agencies.		
	Ensure documentation of Priority 1 data and response times are adhered to.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.58. POLICE AND FIRE SUPPORT

REPORTS TO: Police and Fire Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assists Police and Fire Room Lead and answers and logs Priority 1Police and Fire Calls.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Understand the Police and Fire standby call entry Process
2. Emergency Plan Overview
3. OMS Web Call Entry

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Desk phone
3. Reference materials
4. OMS Web Call Entry access

ACTIVATION NOTIFICATION:

Control Center Lead

WORK LOCATION:

Control Center

REDACTED

Police and Fire Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Assist Police and Fire Room Lead during event.		
	Answer Priority 1 Police and Fire Calls and enter into the system.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.59. EMERGENCY PLANNING SUPPORT

REPORTS TO: State Incident Commander

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Ensures compliance with ERP-defined processes and responsibilities.

ANNUAL RESPONSIBILITIES:
1. Maintain proficient knowledge of the content of the applicable ERP.
2. Participate in Annual Storm Drill.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. EMR004: Annual Emergency Response Plan Overview
2. IS 100: Introduction to Incident Command System
3. IS 200: ICS for Single Resources and Initial Action Incidents
4. IS 700: Introduction to National Incident Management System (NIMS)
5. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Emergency Response Plan
2. FocalPoint access

ACTIVATION NOTIFICATION:
Vice President of Emergency Planning and Electric Services

WORK LOCATION:
System, State or Branch EOC

REDACTED

Emergency Planning Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the State Emergency Response Process Lead roles as required.		
	Position — Activated — Not Activated State ER Process Lead (Damage Assessment) ____ ____ State ER Process Lead (Environmental) ____ ____ State ER Process Lead (Finance) ____ ____ State ER Process Lead (Forestry) ____ ____ State ER Process Lead (Procurement) ____ ____ State ER Process Lead (Safety) ____ ____ State ER Process Lead (Security) ____ ____ State ER Process Lead (Storm Room) ____ ____ State ER Process Lead (Wires Down) ____ ____		
	Attend System Level briefings and receive update on: ➢ Size and complexity of the Emergency ➢ Emergency objectives ➢ Agencies/organizations/stakeholders involved ➢ Political ramifications ➢ Employee or public injuries and safety concerns ➢ Environmental concerns ➢ Emergency activities and current situation ➢ Special concerns		
	If required, assist in setting up next System Level briefing and request external weather service vendor to be on conference call.		
	Provide System Level briefing minutes to call attendees.		
	Advise System, State or Branch Command Staff about applicable activation procedures and pre-event preparation procedures.		
	If required, support activation of RIEMA Liaisons		
21.2.1.1	Oversees preparation and submission of Pre-Event Reports.		
	Ensure accessibility to the ERP to the ERO.		

	Upon notification of EOC activation and instructed to do so by Vice President of Emergency Planning and Electric Services report to the facility and initiate setup of equipment. ➢ Ensure supplies, forms, and layout diagrams are stored in the file cabinets. ➢ Set up and test telephones, fax machines, and other logistical supplies that may have been held in storage pending EOC activation. ➢ Set up pre-positioned management aids and tools such as projector, smart boards, flat screen TVs. ➢ Post communications information (incoming telephone numbers, incoming fax machine numbers, Media Briefing Center number, etc.).		
	Oversee the mutual assistance process and roster of major electric utilities.		
	In the event a National Response Event (NRE) is declared, coordinate the acquisition of resources through the NRE process.		
	Oversee the Cable and Communications Companies Working Group conference call process for Type 1 and 2 emergencies. Ensure the Branch Operations Coordinator receives contact telephone numbers for telephone and cable representatives in order to coordinate pole setting and wires down.		
6.7.6.1	Following the confirmation of the ERO, activates the State Emergency Response Process Leads who will activate their organization in support of the staffing required by the ERO.		
6.7.6.2	Identifies additional support resources based on secondary and tertiary emergency assignments in Massachusetts and Rhode Island to fill Emergency assignments, as required.		
6.7.6.3	Identify additional support resources in New York to fill emergency assignments not filled with available Company resources in Massachusetts and Rhode Island, as required.		
	If the employment of retirees is requested by the System or State Incident Commander, utilize the Human Resources Department for assistance in contacting retirees and handling the administrative details of their employment arrangements.		
	Coordinate the hand off of hired retirees with the Branch Planning Coordinator.		
	Ensure SEAL is updated and functioning correctly.		
	If instructed to do so by the Vice President of Emergency Planning and Electric Services, conduct testing of Satellite phones.		
	If instructed to do so by the Vice President of Emergency Planning and Electric Services, complete an organization conference call matrix to ensure there is no overlap of scheduled calls.		
	Provide WebEOC, Send Word Now, IMAP and SEAL support to all that require it.		

REDACTED

Service Restoration Stage			
6.7	Activate the State Emergency Response Process Lead roles as required.		
	Position — Activated — Not Activated State ER Process Lead (Damage Assessment) ____ ____ State ER Process Lead (Environmental) ____ ____ State ER Process Lead (Finance) ____ ____ State ER Process Lead (Forestry) ____ ____ State ER Process Lead (Procurement) ____ ____ State ER Process Lead (Safety) ____ ____ State ER Process Lead (Security) ____ ____ State ER Process Lead (Storm Room) ____ ____ State ER Process Lead (Wires Down) ____ ____		
	If required, assist in setting up next System Level briefing and request external weather service vendor to be on conference call.		
	Advise System, State or Branch Command Staff about ERP-defined processes and responsibilities.		
	Provide System Level briefing minutes to call attendees.		
	Provide WebEOC, SWN, IMAP and SEAL support to all that require it.		
	Ensure that SLP policies and procedures are followed during Restoration.		
	Advise on any ad hoc requests from regulatory agencies.		
	Collect IAPs from all ICS positions.		
	Answer questions regarding ICS checklists.		
	Capture Feedback from ICS Command and General Staff and support staff regarding ERP procedures.		
	Ensure appropriate documentation is being maintained.		
	Document any gaps identified in the ERP.		
Post-Event Stage			
	Assist in the deactivation and demobilization of the System EOC when instructed to do so by the System Incident Commander. Ensure all involved		

	internal and external participants are notified that the EOC is deactivated. See System EOC Demobilization Checklist.		
	Ensure that all documentation checklists, position logs are returned to the Emergency Planning Mailbox.		
	Enter proper accounting for time and expenses.		
	Notify and schedule an AAR meeting with subject matter experts and participants from each business area who contributed to the Emergency within 14 calendar days of the Emergency conclusion.		
	Assist in conducting AAR meeting.		
	Assist in consolidating and evaluating observations of Emergency response participants.		
	Track action items and owners from AAR meeting.		
	Revise/develop processes to address observations discussed during the AAR.		
	Ensure agreed improvements are communicated and implemented (as discussed in Chapter 24.1, “Timing of and Procedure for Updating the ERP”).		
	Oversee preparation and submission of 90-Day Event Report.		

32.3.60. CUSTOMER CONTACT CENTER LEAD

REPORTS TO: State Incident Commander

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates Customer Contact Center resourcing, messaging and life support monitoring.

ANNUAL RESPONSIBILITIES:

1. Maintain and update as appropriate, a valid contact list of staff assigned to the State Contact Center Resource Center.
2. Monitor technical requirements of the Resource Center functional teams and work with Facilities, Information Services & Telecommunications to ensure that all functional team needs are fully met.
3. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No specific training recommended.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:

Always Activated

WORK LOCATION:

Customer Contact Center

REDACTED

Customer Contact Center Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
6.7	Activate the Customer Contact Center Management Support, Customer Contact Center Representative, Customer Contact Center SEAL Support, Customer Contact Center Supervisor, Customer Contact Center Training and Support Team, Life Support Analyst, Life Support Coordinator, and Outbound Calling Specialist roles as required.		
	Position — Activated — Not Activated Customer Contact Center Management Support ____ ____ Customer Contact Center Representative ____ ____ Customer Contact Center SEAL Support ____ ____ Customer Contact Center Supervisor ____ ____ Customer Contact Center Training and Support ____ ____ Life Support Analyst ____ ____ Life Support Coordinator ____ ____ Outbound Calling Specialist ____ ____		
	Attend System/State-Level briefing. Receive briefing on: ➢ Size and complexity of the Emergency ➢ Emergency objectives ➢ Agencies/organizations/stakeholders involved ➢ Political ramifications ➢ Employee or public injuries and safety concerns ➢ Environmental concerns ➢ Emergency activities and current situation ➢ Special concerns		
	At System/State-Level briefing: ➢ Provide status of emergency preparations.		
	Document and test connectivity of equipment utilized by the Resource Center functional teams.		
	Periodic review of Contact Center policies and procedures with functional team coordinators.		

REDACTED

	Put critical vendors on standby.		
	Review medical notification process (Life Support Customers).		
	Setup backup processes and supplies.		
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Assign a person to document call interval data for all calls, LSC calls and police and fire calls and retain it for 5 years.		
	Execute any pre-event checklists.		
	Implement Customer Contact Center procedures.		
	Create appropriate informational messages on the Customer Contact Center's IVRs if warranted, notifying customers of potential service interruptions due to an Emergency.		
Service Restoration Stage			
6.7	Activate the Customer Contact Center Management Support, Customer Contact Center Representative, Customer Contact Center SEAL Support, Customer Contact Center Supervisor, Customer Contact Center Training and Support Team, Life Support Analyst, Life Support Coordinator, and Outbound Calling Specialist roles as required.		
	Position Activated Not Activated Customer Contact Center Management Support ____ ____ Customer Contact Center Representative ____ ____ Customer Contact Center SEAL Support ____ ____ Customer Contact Center Supervisor ____ ____ Customer Contact Center Training and Support ____ ____ Life Support Analyst ____ ____ Life Support Coordinator ____ ____ Outbound Calling Specialist ____ ____		
	At System/State-Level briefing: ➢ Provide status of emergency restoration plans, status of telephone traffic/volume and any issues.		
	Assists and have input in the decision to open the Contact Center Resource Center (Storm Room) during an Emergency. Once activated, send an email to		

	the Contact Center staff explaining the functional teams and their respective responsibilities.		
	Monitors the progress and service delivery of the Resource Center teams and adjust staffing and priorities as required in an effort to facilitate service delivery.		
	Engage in bi-directional communication with Resource Center functional team coordinators as necessary.		
17.2.2.1.	Ensures that the Customer Contact Center is coordinating messaging and other activities with the State Public Information Officer.		
17.3.2.1.	Creates appropriate informational messages on the Customer Contact Center's IVRs if warranted, notifying customers of potential service interruptions due to an Emergency.		
17.3.2.2.	Ensures the Customer Contact Center updates the IVRs with information regarding restoration times for the affected area, safety information, and Public Service Announcements, to oversee that a unified message is provided to customers.		
	Work with the Community Liaison Managers and Municipal Call Center to gather information about high priority outages to develop consistent messaging for dissemination to Customer Call Center representatives. Information will also be passed to the Community Liaison Managers and the Municipal Call Center if the Customer Contact Center receives information from customers.		
	Work with Wires Down Rooms when they are open or, when they are not open, the Storm Rooms to ensure wires down calls that are reported by the general public (as covered in Chapter 14.1 of the ERP) are being addressed. Ensure these calls are coded in the Customer Service System for action by the Wires Down Room or Storm Room.		
	Establishes resource schedule for support and rotations; provide schedule and contact information to State Storm Rooms.		
	Ensures Management employees are rotated and transition with new shift is made.		
	Assists in customer escalations with direct state contact and follow through with customer.		
	Works with regions on ETRs to hand off to communications coordinator on messaging.		
	Ensures Life-Support plan is delivered.		
	Drafts all outbound call messaging and obtains approval from State Public Information Officer.		
17.4.1.1.	Maintains Life Support Customer list.		

REDACTED

	Establish and maintain a direct line of contact with a designated person in the regions.		
17.4.1.2.	Oversees that the Customer Contact Center will attempt to communicate with LSCs likely to be impacted by an Emergency.		
	Initiates request for Global Connect (blast) calls to be placed.		
	Implements any and all call routing changes.		
	Ensures that during an Emergency the Customer Contact Center will track the status of LSCs utilizing the OMS Life Support Monitoring Tool and will attempt to contact on a daily basis any whose service has been impacted by the Emergency to inform them of the scope of the interruption and the restoration forecast.		
	Ensures that daily attempts to contact LSCs will continue until their power is restored.		
	Reports on LSC outages and status on daily calls attempted on daily storm check-in calls.		
	Ensures the Customer Contact Center will work with Dispatch and the Municipal Call Rooms during a large number of outages to clear waivers to restart service if there has been damage to customer equipment.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Retain for 5 years call interval data for Police and Fire, and all regular customers for all type 1, 2, and 3 storms.		

32.3.61. CUSTOMER CONTACT CENTER TRAINING AND SUPPORT TEAM

REPORTS TO: Customer Contact Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Deliver outage call training and provide floor support as needed.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Emergency Response 101

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:
Customer Contact Center Lead

WORK LOCATION:
Customer Contact Center

REDACTED

Customer Contact Center Training and Support Team Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists		
	Maintain training rooms and equipment		
	Help prepare and support training plan needed to support storm response		
	Ensure Outage/Emergency Training material and Call Handling Material is readily available.		
Service Restoration Stage			
	Deliver outage call training.		
	Provide floor support as needed if training rooms are used to take inbound calls.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.62. LIFE SUPPORT COORDINATOR

REPORTS TO: Customer Contact Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Coordinate Life Support effort and communicate with customers to confirm restoration.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Outage call training

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:
Customer Contact Center Lead

WORK LOCATION:
Customer Contact Center

REDACTED

Life Support Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify Manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Ensure that all life support procedures are in place and that all customers are receiving a call every 24 hours.		
	Provide coaching to Outbound Calling Specialist when needed.		
	Calls to customers to confirm restoration.		
	Document Life Support Customers contacted; date/time; and script.		
	Provide report on LSC outages and status on daily calls attempted to Customer Contact Center Lead.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.63. LIFE SUPPORT ANALYST

REPORTS TO: Life Support Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages OMS Web Life Support Tool and use of tool in life support calls.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Customer Service System (CSS)
2. OMS Web Life Support Tool

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:
Customer Contact Center Lead

WORK LOCATION:
State EOC

REDACTED

Life Support Analyst Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Obtains updated Life Support Customer list.		
	Creates blast calls through Global Connect application.		
	Manages OMS Web Life Support Tool.		
	Tracks status of all Life Support calls placed and if power has been restored.		
	Updates Life Support Tool and/or spreadsheet where data is exported.		
	Provide report on LSC outages and status on daily calls attempted to Life Support Coordinator.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.64. OUTBOUND CALLING SPECIALIST

REPORTS TO: Life Support Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Participates in outbound calling process and updates and notates CSS and OMS Web Life Support Tool.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Outage call training
2. Customer Service System (CSS)
3. OMS Web Life Support Tool

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:

Customer Contact Center Lead

WORK LOCATION:

Customer Contact Center

REDACTED

Outbound Calling Specialist Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Obtains updated Life Support Customer list.		
	Creates blast calls through Global Connect application.		
	Manages OMS Web Life Support Tool.		
	Tracks status of all Life Support calls placed and if power has been restored.		
	Updates Life Support Tool and/or spreadsheet where data is exported.		
	Provide report on LSC outages and status on daily calls attempted to Life Support Coordinator.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.65. CUSTOMER CONTACT CENTER SEAL SUPPORT

REPORTS TO: Customer Contact Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Responds to Outage/Emergency Calls.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Outage call training

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:
Customer Contact Center Lead

WORK LOCATION:
Customer Contact Center

REDACTED

Customer Contact Center SEAL Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Respond to Outage/Emergency Calls.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.66. CUSTOMER CONTACT CENTER SUPERVISOR

REPORTS TO: Customer Contact Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages call rep assistance and coaching; call escalations; and meals, communications, and any other instructions.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No specific training recommended

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:

Customer Contact Center Lead

WORK LOCATION:

Customer Contact Center

REDACTED

Customer Contact Center Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Develop log that needs to be used and where it will be stored.		
	Develop Escalated Call Log and location where it is to be stored.		
Service Restoration Stage			
	Provide assistance and coaching to a team of reps.		
	Handle call escalations on the floor when assigned (Utilize Escalated Call Log for documenting calls/trends).		
	Ensure team receives meals, communications and any other instructions.		
	Walk the floors to assist and coach reps.		
	Provide feedback to Call Center Leader/Manager of issues.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.67. CUSTOMER CONTACT CENTER REPRESENTATIVE

REPORTS TO: Customer Contact Center Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Receives and responds to Outage/Emergency Calls.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. No specific training recommended

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:
Customer Contact Center Lead

WORK LOCATION:
Customer Contact Center

REDACTED

Customer Contact Center Representative Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive and respond to Outage/Emergency Calls.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.68. CUSTOMER CONTACT CENTER MANAGEMENT SUPPORT

REPORTS TO: Customer Contact Center Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Support Customer Contact Center Lead in the management of logistics coordination, workforce reporting/planning, staffing, customer communications, and quality monitoring.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Maintain up to date contacts lists: hotels/motels, appropriate supplies and ordering levels.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No specific training recommended

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone

ACTIVATION NOTIFICATION:

Customer Contact Center Lead

WORK LOCATION:

Customer Contact Center

REDACTED

Customer Contact Center Management Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support Customer Contact Center Lead in the management of the center, specifically on the items listed below.		
	Logistics Coordination (Food, Lodging): ➢ Manage and arrange supplies, parking, accommodation, meals for personnel of Contact Center, ➢ Organize housekeeping assignments, ➢ Coordinate with Facilities, and ➢ Develop a process to accurately reflect Emergency costs.		
	Prepare and provide workforce reporting to Contact Center management: ➢ Provide hourly updates regarding number of outages, ➢ Provide all ad hoc reporting requests as well as regular interval level reporting to Storm Rooms, Call Center leadership and WFM, ➢ Obtain IVR and TRCS outage reports daily, and ➢ Provide number of supporting agent by area.		
	Prepare and provide workforce planning and analysis to streamline the communication between WFM and the call center as well as provide real time feedback on forecasting and scheduling needs: ➢ Assist in identifying additional support needed from Accounts Processing and Vendors, ➢ Provide ongoing "What if" reporting to serve as the basis for staffing needs as well as vendor coordination, and ➢ Schedule all off line activities as well as support RTA and Q management for all centers.		
	Staffing Coordination and Time entry: ➢ Contact CSRs, by seniority, for shift assignment during the Emergency, based on WFM requirements, ➢ "Check-in" and "Check-out" Contact Center Representatives, and others as directed, ➢ Input all time entry, and ➢ Track management employees, including in the Storm Emergency Assignment List Database, time worked.		
	Coordinate customer communications working with Customer Communications team and ensuring approval of the Directors and inputs of Life Support Coordinator:		

REDACTED

	➢ Create, monitor and manage all messaging, ➢ Work with Contact Center management to update voice messaging as needed, ➢ Create and distribute all communications sent to the representatives throughout the storm, ➢ Record and review all Corporate Communications issues regarding event, Safety Messages, Outbound Calls, and ➢ Update Emergency related information on the appropriate websites.		
	Quality monitoring: ➢ Monitor inbound calls as needed for any quality issues, ➢ Ensure call recording systems are fully operational, and ➢ Provide support to Contact Centers as needed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.69. INCIDENT PREVENTION COORDINATOR

REPORTS TO: State Safety and Health Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Coordinates onboarding, safety briefs, and safety reporting.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Onboarding process
2. Reporting on metrics

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety glasses
3. Class 3 high-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. Cell Phone
2. Computer/internet access

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Safety)

WORK LOCATION:
State EOC

REDACTED

Incident Prevention Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Secure storm materials for onboarding.		
	Coordinate distribution and execution of storm materials.		
	Develop and communicate strategy for onboarding off property resources.		
	Assign onboarding resources to perform off property onboarding		
	Ensure all onboarding resources are reporting what contractors have been on boarded.		
	Follow up with appropriate leadership on any gaps/contractors missed during onboarding.		
	Report onboarding completion as it relates to these specific tasks.		
	Facilitate awareness of crew locations to safety personnel.		
Service Restoration Stage			
	Secure storm materials for onboarding.		
	Coordinate distribution and execution of storm materials.		
	Assign onboarding resources to perform off property onboarding.		
	Ensure all onboarding resources are reporting what contractors have been on boarded.		
	Follow up with appropriate leadership on any gaps/contractors missed during onboarding.		
	Report on safety performance as it relates to these specific task.		
	Facilitate awareness of crew locations to safety personnel.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.70. INCIDENT REPORTING AND INVESTIGATION COORDINATOR

REPORTS TO: State Environmental Officer

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Ensures incidents are being reported and tracked and that investigations are managed to closure; communicates updates to State Safety Manager and Safety Officer.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. IMS Training, IA Procedure, Root cause training

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell Phone
2. Computer/internet access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Safety)

WORK LOCATION:

State EOC

REDACTED

Incident Reporting and Investigation Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Ensure incidents are being reported and tracked.		
	Communicate update of safety incidents and investigations to the Branch Safety and Health Coordinator and State Safety and Health Officer.		
	Ensure all investigations are managed to closure.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.71. INCIDENT REPORTING AND INVESTIGATION ANALYST

REPORTS TO: Branch Safety and Health Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Provides daily report of incidents to Incident Reporting and Investigation Coordinator.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. IMS Training
2. IA Procedure
3. Root cause training

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Computer/internet access

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Safety)

WORK LOCATION:
Branch EOC

REDACTED

Incident Reporting and Investigation Analyst Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Work with Field Safety Support and Branch Safety and Health Coordinator as required.		
	Capture data for incidents and insure accuracy of data input into IMS.		
	Create incident reports or summary of incident reports in the IMS system.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.72. FIELD SAFETY SUPPORT

REPORTS TO: Branch Safety and Health Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Conducts compliance assessments and field observations/investigations and provides updates to the Branch Health & Safety Coordinator.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Onboarding process

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Safety)

WORK LOCATION:

Restoration locations

REDACTED

Field Safety Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Conduct compliance assessments.		
	Conduct field observations.		
	Provide updates to the Branch Safety and Health Coordinator on any incidents or found violations.		
	Conduct field investigations on incidents.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.73. ENVIRONMENTAL SUPPORT

REPORTS TO: Branch Environmental Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates proper spill and waste practices; provides notification to regulatory agencies for permit-required restoration work; provides environmental education during onboarding and/or completes additional environmental support responsibilities.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. IS-700: Introduction to National Incident Management System (NIMS)
2. IS-100: Introduction to Incident Command System (ICS)
3. IS-200: ICS for Single Resources and Initial Action Incidents
4. Emergency Response 101
5. ENV-250 (training video)

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access (as needed)
3. Company vehicle (as needed)

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Environmental)

WORK LOCATION:

Restoration locations

REDACTED

Environmental Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Provide oversight of transformer release response activities, including regulatory notification and cleanup.		
	Document environmental incidents and oil spill clean-ups through data entry.		
	Perform “transformer sweeps” to identify potential spill sites previously unreported.		
	Review staging site waste practices and general environmental conditions.		
	Provide guidance in determining access routes and use in transmission and sub-transmission ROWs to allow for restoration work while minimizing environmental impacts.		
	Provide notification to appropriate regulatory agencies for permit-required restoration work.		
	Assist in onboarding of contractors and mutual aid crews in delivering environmental messages and need-to-know information.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.74. MUNICIPAL ROOM LEAD

REPORTS TO: Branch Liaison Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Oversees all municipal room operations & coordinates staffing.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. IS-700: Introduction to National Incident Management System (NIMS)
2. IS-100: Introduction to Incident Command System (ICS)
3. IS-200: ICS for Single Resources and Initial Action Incidents
4. Emergency responses 101
5. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Cell phone
3. FocalPoint access

ACTIVATION NOTIFICATION:
Branch Liaison Coordinator

WORK LOCATION:
Branch EOC

REDACTED

Municipal Room Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Begins coordination of municipal room staffing.		
	Notifies cities/towns and critical facilities that branch is in 'storm prep mode' and that the municipal room will be opening.		
6.7	Activate the Municipal Room Support role as required.		
	Position Activated Not Activated Municipal Room Support ____ ____		
	Tests all municipal room equipment to ensure it is working properly - computer, phones, printers, etc.		
	Opens municipal room and notifies municipalities that room is open.		
	Finalizes municipal room staffing.		
	Review time and location of assignment.		
	Notify manager of assignment.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
6.7	Activate the Municipal Room Support role as required.		
	Position Activated Not Activated Municipal Room Support ____ ____		
	Oversees all Municipal Room operations.		
	Coordinates staffing.		
Post-Event Stage			
	Notifies Municipal officials that the municipal room is closed.		
	Closes Municipal Room.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.75. MUNICIPAL ROOM SUPPORT

REPORTS TO: Municipal Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Municipal Room operations; receives, manages, and documents police/fire calls.
2. Briefs Municipal Room on overview of day's plans/goals and monitors FocalPoint and determines trends.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Storm restoration basics
2. ICS 100: Overview of ICS structure
3. Salesforce
4. AVLS (optional)
5. CSS inquiries (to get profile information
6. Overview of Emergency Response Process
7. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone
3. FocalPoint access

ACTIVATION NOTIFICATION:
Municipal Room Lead

WORK LOCATION:
Branch Municipal Room

REDACTED

Municipal Room Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Support Municipal Room Lead in opening Municipal Room.		
Service Restoration Stage			
	Supports municipal room operations.		
	Compile data collected in the Municipal Room and help to prioritize it for operations response via the Municipal Room Lead.		
	Receives and manages police/fire calls.		
	Manages responses to police/fire calls.		
	Logs information and manages documentation.		
	Scribes meeting notes.		
	Records overview of day's plans/goals; briefs Municipal Room.		
	Maintains documentation in standardized format.		
	Monitors OMS and determines trends.		
Post-Event Stage			
	Support Municipal Room Lead in closing municipal room.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

REDACTED

32.3.76. AREA COMMUNITY LIAISON COORDINATOR

REPORTS TO: Branch Liaison Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Oversees and coordinates the efforts of community liaisons within their assigned area.
2. Ensures that Community liaisons have the information they need to provide timely and accurate information.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Community Liaison Training
2. Liaison Briefing Book basics
3. Overview of Municipal Liaison role
4. FocalPoint
5. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear
6. Community Liaison Jacket

POSITION-SPECIFIC EQUIPMENT:

1. Municipal Liaison briefing book
2. Computer/internet access
3. Cell phone
4. FocalPoint access
5. OMS Thin Client access

ACTIVATION NOTIFICATION:

Branch Liaison Coordinator

WORK LOCATION:
Branch Municipal Room

REDACTED

Area Community Liaison Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Confirm contact information of local Police & Fire & Emergency Management Director if Community Liaisons are activated.		
6.7	Activate the Community Liaison roles as required.		
	Position Activated Not Activated Community Liaison ____ ____		
	Prior to Branch Level briefing, provide Branch Liaison Coordinator with: ➢ An update on any concerns/issues with the preparation and related activities; and ➢ An overview of agencies and stakeholders impacted by or responding to the Emergency.		
	Ensure Community Liaisons have the proper support materials for their assigned communities (i.e. maps, critical facilities list, priority forms, etc.)		
8.2.6.1	Assess the lodging needs of activated employees and ensure that a crew transfer sheet is completed and submitted to the Meals and Lodging Unit by submitting directly to Meals and Lodging or through the Branch Logistics Coordinator, if activated.		
18.1.4.1	Coordinates assignment of Community Liaisons to towns when directed to do so by the Branch Liaison Coordinator.		
	Notify Community Liaisons of potential activation.		
	Ensure Community Liaisons make initial contact with Emergency Management Director for their municipality.		
18.1.4.2	Begins maintaining a list of assisting and cooperating agencies/representatives and confirms contact information of local Emergency Management Personnel.		
Service Restoration Stage			

REDACTED

18.1.4.1.	Coordinates assignment of Community Liaisons to towns when directed to do so by the Branch Liaison Coordinator		
6.7	Activate the Community Liaison roles as required.		
	Position Activated Not Activated Community Liaison ____ ____		
	Notify Community Liaison roles that the EOC is open.		
	Ensure Community Liaisons have the proper support materials for their assigned communities (i.e. maps, critical facilities list, priority forms, etc.)		
	Ensure Community Liaisons have current restoration information and other data as needed to support their roles.		
18.1.4.4	Reports community restoration priority requests to the Branch Liaison Coordinator.		
18.7.2.1	Communicate to the Community Liaisons requests for Public Works to coordinate street clearing and plowing.		
	If lodging is required for essential Liaison personnel, coordinate with Branch Logistics Section Chief.		
	Maintain contact with Community Liaisons.		
	Host morning and evening briefing calls with Community Liaisons to ensure Community Liaisons have current restoration information and other data as needed to support their roles		
	Interact with the Operations Liaison to coordinate restoration priorities.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.77. COMMUNITY LIAISON

REPORTS TO: Area Community Liaison Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Serves as conduit of Emergency response information between company and city/town Emergency Operations Center.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Community Liaison Training
2. Liaison Briefing Book basics
3. Overview of Municipal Liaison role

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear
6. Community Liaison Jacket

POSITION-SPECIFIC EQUIPMENT:

1. Municipal Liaison briefing book
2. Computer/internet access
3. Cell phone

ACTIVATION NOTIFICATION:

Area Community Liaison Coordinator

WORK LOCATION:

Branch Municipal room – assigned city/town

REDACTED

Community Liaison Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
18.1.5.1	Contacts the assigned Emergency Management Director or local Incident Commander of the individual community as forecasts for an impending weather Emergency become more certain.		
	Ensure tablets are charged and current.		
	Obtain from Area Community Liaison Coordinator access to feeder maps or maps outlining municipal substations and distribution networks and up-to-date customer outage information. In addition, obtain all the key contact, facility and other municipal information to facilitate communications.		
Service Restoration Stage			
18.1.5.2	When directed to do so by the Area Community Liaison Coordinator, reports to the Emergency Management Director of the individual community and provides assistance in the prioritization of work and communication of municipal priorities to maintain public safety and to facilitate the restoration of electric service to the assigned community.		
18.1.5.3	Keep agencies supporting the Emergency aware of the Emergency status, including: ➢ Identification of a contact person/supervisor for each agency/stakeholder, ➢ Discussion of the Emergency and plans for restoration, and ➢ Information on various resources and support services available to the agencies/stakeholders.		
18.1.5.4	Reports community restoration priority requests to the Area Community Liaison Coordinator.		
	Receive restoration status and prioritization from the Area Community Liaison Coordinator to ensure a clear understanding of the restoration priorities and status in order to facilitate effective and timely communication with municipal stakeholders.		

REDACTED

18.7.3.1	Meets with Public Works representatives to discuss street clearing and plowing requirements to provide access for damage assessment and restoration activities.		
	Partners with city/town Police/Fire, DPW, Government.		
	Receive customer outage report updates for the Community Liaison's respective city or town three times daily.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.78. SECURITY SUPPORT

REPORTS TO: Branch Security Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assist the Branch Security Coordinator as required in coordinating security issues with State Security, Logistics, Facilities and Staging areas teams.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No specific training recommended

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Security)

WORK LOCATION:

Restoration locations

REDACTED

Security Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Assist the Branch Security Coordinator as required in coordinating security issues with State Security, Logistics, Facilities and Staging areas teams.		
	Collaborate with Logistics and Facilities teams for security issues at: ➢ Company field sites (substations), ➢ Hotel and motel parking areas where crew resources are being lodged, and ➢ Pre-established large scale restoration crew staging sites.		
	Execute security actions as required: ➢ Restoration and forestry resource caravan escorts from major ports of entry into the area(s) undergoing restoration, ➢ Traffic controls for arriving crews with local police departments, and ➢ Protection of personnel and equipment.		
	Provide periodic updates to Branch Security Coordinator to ensure that the Security organization response is aligned with applicable guidance.		
	Conduct investigations as may be necessary.		
	As necessary, ensure that Security Incident Reports (i.e. breach of security, acts of violence, larceny) are developed throughout the restoration and effectively communicated to management and field forces.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.79. SUBSTATIONS

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Supports all substation components of restoration, including switching and tagging.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. No incremental training to day job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. Class 2 rubber gloves and sleeves
5. ASTM24 or ANSI Z41 EH-rated compression toe work boots
6. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:
No incremental equipment to day job required.

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Restoration locations

REDACTED

Substations Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support all substation components of restoration, including switching and tagging.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.80. FORESTRY BRANCH COORDINATOR

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Coordinates branch forestry resource planning and response.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Storm Response 101
2. AET Training
3. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. Computer/internet access
2. Phone (land line or cell phone)
3. OMS Thin Client access

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Forestry)

WORK LOCATION:
Branch EOC

REDACTED

Forestry Branch Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive crews allocated to branch.		
	Assist in developing branch forestry response activity plans.		
14.2.7.1	Relays information and assignments for forestry crews to the Forestry Crew Supervisor.		
14.2.7.2	Maintains a log on crew locations, times, and all information given.		
14.2.7.3	Reports restoration status to the Branch Operations Coordinator.		
	Monitor and track resources allocated to branch.		
	Communicate Branch Level forestry decisions and activities to State Level.		
	Ensure plan is prepared for arrival of crews (Supervisor, location, etc.).		
	Manage performance and safety issues with contractors (if necessary).		
	Receive crews allocated to region.		
	Release forestry resources (internal/external) in accordance with demobilization plan.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.81. FORESTRY BRANCH SUPPORT

REPORTS TO: Forestry Branch Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Assists in tracking and monitoring crews, dispatching, and meals and lodging plans.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Storm Response 101
2. RoD Training
3. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. Phone
2. Computer/internet access
3. OMS Thin Client access

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Forestry)

WORK LOCATION:
Branch EOC

REDACTED

Forestry Branch Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Assist in tracking and monitoring crew activity including reporting.		
	Manage OMS calls and dispatch crews.		
	Support entering crews into ROD.		
	Coordinate with Logistics for branch forestry crew needs including meals and lodging.		
	Communicate with Forestry Branch Supervisors as necessary.		
Post-Event Stage			
	Release forestry resources (internal/external) in accordance with demobilization plan.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.82. FORESTRY BRANCH SUPERVISOR

REPORTS TO: Forestry Branch Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates platform-level forestry response by assisting in development of platform forestry response activity plans and by communicating decisions and activities to Branch Level.
2. Coordinates/supervises forestry crews.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. AET Training
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access
3. Vehicle
4. OMS Thin Client access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Forestry)

WORK LOCATION:

Platform office or field locations as necessary

REDACTED

Forestry Branch Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive crews allocated to platform.		
	Assist in developing platform forestry response activity plans.		
	Receive work for crews to perform.		
	Provide work to crews with specific instructions.		
	Coordinate start, stop, meal and rest times.		
14.2.8.1.	Supervises tree crews responsible for clearing tree conditions on feeders within a given area.		
14.2.8.2.	Consults with Company Arborists and Branch Director to determine tree crew and specialized equipment needs.		
	Receive and validate crew transfer sheets.		
14.2.8.3.	Tracks and coordinates all forestry crews and reports this information periodically to the Forestry Room (when activated).		
14.2.8.4.	Secures, schedules, tracks and coordinates specialized equipment.		
14.2.8.5.	Maintains through records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.		
14.2.8.6.	Works with Branch Directors and Transmission Coordinator to create a prioritized list and schedule for patrolling lines and once established contacts the Transmission Unit to have the transmission and distribution lines patrolled by helicopter, if determined to be needed.		
14.2.8.7.	Coordinates with Overhead Line Supervisors and the Storm Room to assist in the restoration of feeders within a given area upon clearing of tree condition.		
14.2.8.8.	Coordinates and supervises clean-up of tree conditions after total Emergency restoration has been completed. This work shall be kept to a minimum until all major tree work has been completed and shall include the removal of damaged, broken or hanging limbs and trees over or on the conductors following the Emergency.		

REDACTED

16.3.4.1.	Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all direct reports.		
	Provide oversight to completing assignments.		
	Report on work completed.		
	Obtain and manage materials required for restoration.		
	Provide daily time sheets.		
	Communicate logistics information to crews.		
	Release forestry resources (internal/external) in accordance with the demobilization plan.		
Post-Event Stage			
	Release forestry resources (internal/external) in accordance with the demobilization plan.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.83. PROTECTION AND TELECOM OPS

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Executes all elements of Emergency restoration related to protection and telecoms equipment and operations.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No training incremental to day job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Normal Work Location

REDACTED

Protection and Telecom Ops Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Execute all elements of Emergency restoration related to protection and telecoms equipment and operations.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.84. OVERHEAD LINE SUPERVISOR

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates restoration crew response, including receiving work, documentation, and meals & lodging.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. Class 2 rubber gloves
5. ASTM24 or ANSI Z41 EH-rated compression toe work boots
6. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. FocalPoint access

ACTIVATION NOTIFICATION:

Branch Operations Coordinator

WORK LOCATION:

Restoration locations

REDACTED

Overhead Line Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
14.2.4.1.	Supervises Company overhead line crews responsible for restoration of feeders within a given area.		
	Ensure crews perform restoration work safely and effectively.		
	Coordinate Clearance & Control activities including taking tags for contract crews.		
	Receive and validate crew transfer sheets.		
	Coordinate arrival/departure with contractor crews.		
14.2.4.2.	Receives restoration assignments through radio dispatcher from the Storm Room.		
	Provide work to crews with specific instructions.		
	Coordinate start, stop, meal and rest times.		
	Provide oversight to completing assignments.		
14.2.4.3.	Receives work packets.		
14.2.4.4.	Notifies the Storm Room of the completion of restoration.		
14.2.4.5.	Notifies the Storm Room when temporary repairs are needed, the nature of these repairs and location.		
14.2.4.6.	Reviews completed work packets, noting any related follow up work and records the status and forward to the Storm Room.		
16.3.4.1	Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all direct reports.		
19.2.5.1	In the Event of an environmental spill or release: o Notify Branch Environmental Coordinator of any release. o Assess the contaminated area and items and document the assessment. o Minimize employee and public exposure to the spill.		

REDACTED

	○ Minimize contamination to larger area, Company vehicles, tools, equipment, clothing etc. ➢ Do not allow employees who were in the spill area to leave the location until: ○ Clothing, boots, tools, equipment and vehicles have been assessed for contamination ○ Contaminated items have been decontaminated or disposed of ○ Clothing/Boots that cannot be removed are covered ○ Exposed employees should shower at the Operations center		
19.2.5.2	In case of an environmental incident ensure that field employees on-site: ➢ Determine what material and what quantity has spilled ➢ Stop or control the spill and secure the area ➢ Convey the following information to field Supervisor or Storm Room Support: ○ Location of release ○ Material that was spilled ○ Estimated amount that was spilled ○ When spill was discovered ○ Cause of spill ○ Description of Spill Area		
	Complete/turn in As-Builts to the Branch Operations Coordinator on a daily basis.		
	Obtain and manage materials required for restoration.		
	Provide, approve and submit daily time sheets.		
	Communicate logistics information to crews.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.85. CREW LOGISTICS SUPPORT

REPORTS TO: Overhead Line Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Overhead Lines crews by stocking trucks, transporting materials to job sites, and other support activities at the direction of the Overhead Line Supervisor.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS: N/A

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Vehicle

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Restoration locations

REDACTED

Crew Logistics Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support Overhead Lines crews by stocking trucks, transporting materials to job sites, and other support activities at the direction of the Overhead Line Supervisor.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.86. NATIONAL GRID RESTORATION CREW

REPORTS TO: Overhead Line Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Install, remove, repair and maintain OH cables and equipment as related to the restoration effort while demonstrating safe work habits.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. No training incremental to day job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. Class 2 rubber gloves and sleeves
5. ASTM24 or ANSI Z41 EH-rated compression toe work boots
6. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Restoration locations

REDACTED

National Grid Restoration Crew Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Install, remove, repair and maintain OH cables and equipment as related to the restoration effort.		
	Demonstrate safe work habits in accordance with the National Grid Safety Standards for all assignments at various work sites.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.87. DECENTRALIZED SUBSTATION LEADER

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assembles a team consisting of necessary supervision, line and tree crews, and support personnel to work independently to restore service according to established restoration priorities. The team will be responsible for prioritizing and carrying out restoration activities and may be given controllership of the circuits assigned to them.
2. Reports updates to the Branch Operations Coordinator.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. G014 - Clearance & Control
2. G022 – Substation Security Entry, Notification and Documentation Requirements
3. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Laptop
3. Air card
4. FocalPoint access

ACTIVATION NOTIFICATION:

Branch Operations Coordinator

WORK LOCATION:

Restoration locations

REDACTED

Decentralized Sub Leader Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
14.3.4.1.	Activates the substation base.		
14.3.4.2.	Directs the decentralized restoration effort.		
	Provide Storm Room, Branch and State ICS teams with contact information.		
14.3.4.3.	Makes all necessary decisions affecting the restoration effort of the decentralized area including mutual aid requirements.		
14.3.4.4.	Makes initial and subsequent situational evaluations.		
14.3.4.5.	Maintains understanding of status of controllership.		
14.3.4.6.	Identifies material lay down area and appropriate meeting locations near substation in the event that there is not adequate parking on-site.		
	Communicate to the Storm Room the progress of restoration activities being conducted at the substation and any additional needs required of the Substation Group.		
	Ensure substation team assignments are communicated from the Branch Operations Coordinator.		
14.3.4.7.	Prioritizes the damage and work locations for the most rapid and effective restoration.		
14.3.4.8.	Determines in which areas Damage Assessments should be conducted and keeps abreast of their status. Survey crews should be assigned to the Incident Commander responsible for restoration in a particular area. In the event that the survey crew is not needed to survey some other area, they should be assigned to the Incident Commander until the complete restoration is accomplished in that area. A survey crew should be assigned to each field Supervisor immediately.		
14.3.4.9.	Coordinates the request for and the movement of all Company and foreign crews, including service crews, for timely restoration. Has a log made of locations to which to send the crews once their current assignment is completed.		
14.3.4.10.	In coordination with the Branch Storm Room, groups the crews into different work schedules and staggers them for highest productivity.		

REDACTED

14.3.4.11.	Makes logistical assessment and contacts logistics for timely deliveries of materials from Inventory Management.		
14.3.4.12.	Arranges for the periodic reporting of present status to the Branch EOC. This reporting includes the compilation of information for the "Storm Status Report," prediction of restoration times for Customer Contact Center use, etc.		
14.3.4.13.	Oversees prediction of restoration times (ETRs) sufficient for Customer Contact Center use, etc. and provide to Branch Planning Coordinator three times daily or more frequently, as warranted.		
14.3.4.14.	Delivers any pertinent information from the Branch EOC to the field Supervisor and personnel.		
14.3.4.15.	Obtains an adequate amount of circuit maps for the crews and Damage Assessors to use.		
14.3.4.16.	Notifies Restoration Crew Supervisors of crew accommodations when the information is finalized.		
	Determines assignment of clean-up crews. Minimizes the use of these crews until all major restoration is complete.		
14.3.4.17.	Arranges for the restoration of station breakers in coordination with the Branch Storm Room, Dispatch & Control, and field supervision.		
14.3.4.18.	Collects all confirming work order sheets from Restoration Crew Supervisors for turn in to the Storm Room Lead.		
14.3.4.19.	Coordinates with the Control Center, assumes and manages controllership or Personal Red Tags of the substation breakers and feeders.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.88. CONTRACTOR ROOM LEAD

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Oversees the dispatching and tracking of the progress of mutual assistance and contractor line crews who are overseen by the Restoration Crew Supervisor.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Overview of Emergency Response Process
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone
3. Printer capable of printing 11x17” color maps
4. OMS Thin Client access

ACTIVATION NOTIFICATION:

Branch Operations Coordinator

WORK LOCATION:

Branch EOC

REDACTED

Contractor Room Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Activate the Contractor Room Support role as required. Position Activated Not Activated Contractor Room Support ____ ____		
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Ensure that all Position-Specific Equipment are in good working condition (if applicable).		
	Check that Contractor Room has working printers for printing feeder maps. Printer should be capable of printing 11x17" color maps.		
	Ensure contract room has adequate supplies of paper and work packet envelopes		
	Compile all necessary phone numbers for contact phone number list on packet.		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Activate the Contractor Room Support role as required. Position Activated Not Activated Contractor Room Support ____ ____		
	Prepare and distribute work packages to Restoration Crew Supervisors. All work packets should be in a work packet envelope.		
	Ensure Restoration Crew Supervisor assignments are updated and tracked in the OMS.		
	Coordinate external resources/contractors with Storm Room.		
14.2.5.1	Relays information and assignments for mutual assistance and contractor line crews to the Restoration Crew Supervisor.		
14.2.5.2	Maintains a log on crew locations, times, and all information given.		
14.2.5.3	Makes a record of temporary repairs so that permanent repairs may be completed later. Turn this list over to the Branch Operations Coordinator at the end of each day.		
14.2.5.4	Reports restoration status to the Storm Room.		

REDACTED

14.2.5.5	Reports restoration status to the Branch Operations Coordinator.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.89. CONTRACTOR ROOM SUPPORT

REPORTS TO: Contractor Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Contract Room Lead.
2. Prepares work packets for Restoration Crew Supervisors and may deliver to them in the field.
3. Communicates with Restoration Crew Supervisors and updates them on job assignments.
4. Tracks mutual assistance line crews who are overseen by Restoration Crew Supervisors; communicates their job assignments to the Storm Room.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Overview of Emergency Response Process
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 high-viz garment
4. ASTM24 or ANSI Z41EH-rated compression toe work boots
5. Slip-resistant foot wear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Cell phone
3. OMS Thin Client access

ACTIVATION NOTIFICATION:

Contractor Room Lead

WORK LOCATION:

Branch EOC

REDACTED

Contractor Room Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Prepare and distribute work packages to Restoration Crew Supervisors. All work packets should be in a work packet envelope.		
	Ensure Restoration Crew Supervisor assignments are updated and tracked in the OMS.		
	Coordinate external resources/contractors with Storm Room.		
	Relays information and assignments for mutual assistance and contractor line crews to the Restoration Crew Supervisor.		
	Supports the maintains a log on crew locations, times, and all information given.		
	Supports the creation of a record of temporary repairs so that permanent repairs may be completed later. Turn this list over to the Branch Operations Coordinator at the end of each day.		
	Assists the Contractor Room Lead with all duties as directed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.90. RESTORATION CREW SUPERVISOR

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates restoration contractor crew response, including receiving work, documentation, and meals & lodging.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Classroom-based training
2. Field observations
3. Restoration event experience
4. Clearance and Control Training: classroom and field components
5. Emergency Operations Procedures posted on the website

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. 8 cal. FR-Rated clothing

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/internet access/SecurID
3. Vehicle (rental or company)
4. Air card

ACTIVATION NOTIFICATION:

External Line Resource Unit

WORK LOCATION:

Restoration locations

REDACTED

Restoration Crew Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Receive notification of assigned crews and make contact with the lead for your assigned crews to: ➢ identify yourself ➢ let them know that you will be their primary point of contact ➢ and make sure that they are aware of your meeting time and location.		
	Make contact with lead RCS if not you.		
	Exchange contact information with any Restoration Crew Supervisors that you will be working with.		
	Notify the RCS Mailbox (CDNE or CDNY) if you need any tools or technology to support you in your role.		
	Obtain contact information for applicable Branch Contacts (Storm Room/Contractor Room, Branch Operations Coordinator, Branch Safety Coordinator, Branch Environmental Coordinator, Branch Logistics Coordinator)		
	Validate the crew transfer sheet with your assigned crews		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Ensure you or Safety performed the safety on-boarding for the crews.		
14.2.6.1.	Supervises mutual assistance and contractor line crews responsible for restoration of feeders within a given area.		
	Receive and validate crew transfer sheets.		
	Coordinate arrival/departure with contractor crews.		
14.2.6.2.	Receives restoration assignments through radio dispatcher from the Contractor Room.		
14.2.6.3.	Receives work packets.		
	Provide work to crews with specific instructions.		
	Coordinate start, stop, meal and rest times.		
	Provide oversight to completing assignments.		

	Ensure that crews complete thorough safety/job briefings.		
	Coordinated Clearance and Control activities.		
	Ensure substation team assignments are communicated from the Branch Operations Coordinator.		
14.2.6.4.	Notifies the Contractor Room of the completion of restoration immediately.		
14.2.6.5.	Notifies the Contractor Room when temporary repairs are needed, the nature of these repairs and location.		
14.2.6.6.	Reviews completed work packets, noting any related follow up work and records the status and forward to the Contractor Room.		
16.3.4.1	Disseminates Company-wide or area-wide messages developed by the State Incident Commander regarding the facts of the Emergency to all direct reports.		
19.2.5	In the Event of an environmental Spill or release:		
19.2.5.1	Notify Branch Environmental Coordinator of any release.		
19.2.5.2	Assess the contaminated area and items and document the assessment		
19.2.5.3	Minimize employee and public exposure to the spill		
19.2.5.4	Minimize contamination to larger area, company vehicles, tools, equipment, clothing etc.		
19.2.5.5	Do not allow employees who were in the spill area to leave the location until: ➢ Clothing, boots, tools, equipment and vehicles have been assessed for contamination ➢ Contaminated items have been decontaminated or disposed of ➢ Clothing/Boots that cannot be removed are covered ➢ Exposed employees should shower at the Operations center		
19.2.5.6	In case of an environmental incident ensure that field employees on-site: ➢ Determine what material and what quantity has spilled ➢ Stop or control the spill and secure the area ➢ Convey the following information to field Supervisor or Storm Room Support: o Location of release o Material that was spilled o Estimated amount that was spilled o When spill was discovered o Cause of spill o Description of Spill Area		
	Complete/turn in As-Builts.		
	Obtain and manage materials required for restoration.		
	Approve and submit daily time sheets.		
	Communicate logistics information to crews.		

REDACTED

Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Upon notification of your release: ➢ Notify External Resources Unit of your release ➢ Document Release time ➢ Submit Daily crew time sheets to the RCS Mailbox (CDNE or CDNY) ➢ Ensure that all confirming work orders have been turned in to the Contractor Room Lead		
	Turn in any required paperwork (if applicable).		

32.3.91. STORM ROOM LEAD

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages all Storm Room support, police & fire, and wires down activities within the Storm Room.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Overview of Emergency Response Process
2. OMS Thin Client
3. AVLS

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. OMS Thin Client access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Storm Room)

WORK LOCATION:

Branch EOC

REDACTED

Storm Room Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Manage staffing needs and shifts of Storm Room personnel.		
	Communicate resource needs/issues (restoration crews, wires down, etc.) to/with the Branch Director/Operations Coordinator.		
	Partner with Operations leadership to establish restoration priorities/strategy.		
	Identify Storm Room equipment issues and facilitate their repair as needed.		
Service Restoration Stage			
	Be available as the main point of contact and the liaison between other departments/functions including Northboro Control Center, Wires Down Room, Forestry Room, Operations, Customer Service, and the Municipal Room.		
	Receive crew information from Operations and External Resources/Contractors.		
	Ensures rooms are operable before taking local control (reference checklist).		
	Takes overall charge of Storm Room dispatching function (identify, prioritize, assign, track, and complete restoration activities).		
14.2.3.1	Supervise Storm Room staff as they analyze and dispatch information to overhead line crews and overhead line supervisors.		
	Monitor performance of Storm Room and facilitate solutions to challenges, problems, implement process adjustments as needed, etc.		
	Manage staffing needs and shifts of Storm Room personnel.		
	Manage contractual obligations of Storm Room personnel and make arrangements for meals as needed.		
	Partner with Branch Operations Coordinator to coordinate Storm Room activities with External Resources/Contractors.		
	Receive substation team assignments from the Branch Operations Coordinator.		
	Forward received Restoration Crew Supervisors' confirming work order sheets from Decentralized Sub Leader to the appropriate location for processing.		

REDACTED

14.2.3.5	Report restoration status to the Branch Operations Coordinator.		
	Monitor OMS to ensure that restoration prioritization is being managed (municipal Emergencies; police & fire; feeder priority lists; critical facilities, Safety, etc.).		
	Receive Priority 1 calls from the Control Center; notify the Branch Police and Fire Coordinator of the Priority 1 call.		
	If decentralized, receive notification from Police and Fire Room Lead of any true Priority 1 calls.		
	Partner with Operations leadership to establish restoration priorities/strategy.		
	Coordinate Storm Room activities with Damage Assessment.		
	Coordinate Storm Room activities with Wires Down.		
	Establish and Communicate priorities to Wires Down Room Lead.		
	Coordinate Storm Room activities with External Resources/Contractors.		
	Provide technical support to Storm Room staff.		
14.2.3.2	Ensure Storm Room staff maintains a log on crew locations, times, and all information given.		
14.2.3.4	Ensure Storm Room staff maintains the OMS model (ETRs, crew assignments, outage closeout).		
15.1.6.1.	Meets with the Branch Planning Coordinator to review the proposed ETRs for the Branch prior to submission to Branch Director for approval.		
	Ensure ETRs are being managed in the OMS for orders managed by respective Storm Room.		
	Ensure Priority 911 log/process is being completed for respective Storm Room. Coordinate with the Branch Police and Fire Coordinator to ensure that Priority 1 calls are assigned immediately and Priority 2 calls are assigned to the next available resource and Priority 3 calls are assigned as resources become available.		
	Ensure Simple Service log is being completed by repair room as needed.		
	Identify Storm Room equipment issues and facilitate their repair as needed.		
	Report overall assessment/summary of damage and associated restoration activities on storm calls as needed.		
14.2.3.3	Supervises recordkeeping of temporary repairs so that permanent repairs may be completed later. Turn this list over to the Branch Operations Coordinator at the end of each day.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.92. BRANCH POLICE AND FIRE COORDINATOR

REPORTS TO: Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Monitors, communicates, and documents Police and Fire Priority 1, 2, and 3 orders.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Police and Fire Priority Call Process
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Telephone
2. OMS Thin Client access
3. AVLS access

ACTIVATION NOTIFICATION:
Control Center Lead

WORK LOCATION:
State EOC or Branch EOC

REDACTED

Branch Police and Fire Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Monitor Police and Fire Priority 1, 2, and 3 orders with a standby condition in OMS.		
	Communicate with Storm Room Lead to ensure that Priority 1 calls are assigned immediately and Priority 2 calls are assigned to the next available resource and Priority 3 calls are assigned as resources become available.		
14.1.5.1.	Obtains the ETA for Priority 1 through 3 Calls from the Storm Room and communicates the ETA to the requesting police or fire department via phone call.		
14.1.5.2	Take the following actions for each Police and Fire Priority 1, 2 and 3 calls with a noted standby condition.		
	a. Ensure the Storm Room obtains the ETA of the employee assigned to each priority call.		
	b. Using the number provided on the order, contact municipality and provide ETA.		
	c. If no resources are available communicate an approximate ETA to the municipality. Communicate an updated ETA when available.		
	d. Enter the time the callback was made and ETA provided in the OMS order.		
	e. Work with the Storm Room or wires down room to ensure the time assigned, arrived and completed are documented as part of the order close process.		
	f. Ensure that the Storm Room or wires down room communicates to the resource reporting to the standby call that they need to report arrival and completion time to ensure compliance with RIPUC reporting.		
	Maintain a Police & Fire Log in a separate excel file in order to back up to the information in the OMS.		

REDACTED

	Obtain all Priority 1 – 3 information necessary for post storm reporting from the Storm Room Lead, Branch Operations Coordinator, OH Supervisor assigned to the Storm Room, or other designated Storm Room personnel.		
	Communicate any process issues to Priority ETA Coordinator immediately.		
	On a periodic basis send an electronic copy of the working Police and Fire Logs to Priority ETA Coordinator.		
Post-Event Stage			
	Send completed electronic copy of Police and Fire Logs to the Priority ETA Coordinator.		

32.3.93. WIRES DOWN ROOM LEAD

REPORTS TO: Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Schedules and direct the activities of the Wires Down Group including Wires Down Office Staff, Wires Down Cut & Clear and Service Restoration Crews, Wires Down Appraisers, and Standby Personnel.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Police and Fire Wires Down Process
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Cell Phone,
2. OMS Thin Client access
3. AVLS access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:

Branch EOC

REDACTED

Wires Down Room Lead Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Monitor weather forecast.		
	Check all phones and fax machines, radios and PC (Check access to OMS).		
	Review Storm Plan.		
	Acquire list of available restaurants and lodging (as needed).		
	Review inventory and evaluate needs for wires down field appraisers.		
	Verify availability of all resources for wires down personnel.		
	Prepare to set up wires down room/dispatching stations.		
	Review Storm Room updates.		
	Make reservations (lodging) as needed.		
	Have discussion to understand need/requirements for wires down appraisal, cut and clear, restoration crews.		
	Confirm Hotel Reservations (if any) with lodging coordinator		
	Verify personnel vehicles are stocked with emergency stock/equipment.		
	Prepare list of wires down personnel and vehicles.		
Service Restoration Stage			
	Assume responsibility for prioritizing and dispatching trouble orders with wires down condition and assessing or rectifying conditions found in the field.		
	Ensure substation team assignments are communicated from the *Branch Operations Coordinator.*		
	Schedule and direct the activities of the Wires Down Group including Wires Down Office Staff, Wires Down Cut & Clear and Service Restoration Crews, Wires Down Appraisers, and Standby Personnel for the duration of an event.		
	Work with the Police and Fire Room Lead if any issues arise with Police & Fire response.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.94. STORM ROOM SUPPORT

REPORTS TO: Storm Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages communication to and movement of crew supervisors, prioritizing 911 calls per the documented process.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Overview of Emergency Response Process
2. OMS Thin Client
3. AVLS

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. OMS Thin Client access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Storm Room)

WORK LOCATION:

Branch EOC

REDACTED

Storm Room Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Identify the nature of trouble in the area of responsibility; prioritize trouble orders based on restoration strategy, and monitor OMS.		
	Dispatch trouble orders to crews, monitor status and communicate with crews.		
	Assign crew information in OMS, manage data and update ETAs/ETRs.		
	Close out trouble orders in OMS in coordination with crews in the field.		
	Track and manage restoration crew information and status (e.g. crew sheets, assignments, current location, etc.).		
	Monitor OMS for 911 calls and ensure Priority 1-3 911 calls are assigned as a priority. Reassign/manage crews if necessary.		
	Manage Priority 911 process and log and perform callbacks and logging as required.		
	Liaise with Wires Down room for priority assignments.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.95. WIRES DOWN ROOM SUPPORT

REPORTS TO: Wires Down Room Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assigns work to those assigned to wires down; updates OMS; prioritizes calls; ensures adequate resourcing; and communicates regularly with Wires Down Room Lead.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Police and Fire Wires Down Process
2. OMS Thin Client

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. OMS Thin Client access

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:

Restoration locations

REDACTED

Wires Down Room Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Assign work to Wires Down Appraisers, Cut and Clear, and line crews assigned to wire down duties.		
	Update OMS with:		
	a. Assigned Crew		
	b. Assigned Time		
	c. Arrival Time		
	d. Repair Time		
	Review OMS to prioritize calls:		
	a. 911 Priority 1 Calls		
	b. 911 (Priority 2 & 3) Calls with a standby condition noted (note ETA from wire down appraiser)		
	c. 911 (Priority 2 & 3) (note ETA from wire down appraiser)		
	d. Wires down calls that have been elevated by municipalities		
	e. All remaining wire calls		
	Ensure Wires Down Room Lead is aware of any resource needs.		
	Communicate regularly with Wires Down Room Lead to obtain any new prioritization information.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.96. WIRES DOWN FIELD SUPERVISOR

REPORTS TO: Wires Down Room Support

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Coordinates Wires Down Resources with Wires Down Room Support and supervises field resources.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Electrical Hazard Awareness Training.
2. Wires Down Appraiser training
3. Understand Police and Fire callback Process

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. EH-rated overshoes/covers
7. Fire retardant clothing
8. Signage
9. Traffic cones

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. GPS/AVLS
3. Map

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:

Restoration locations

REDACTED

Wires Down Field Supervisor Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Work with Wires Down Room Support to coordinate wires down resources.		
	Supervise field resources attending to wires down reports.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.97. WIRES DOWN APPRAISER

REPORTS TO: Wires Down Field Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Receive assignment from Wires Down Dispatcher, asses trouble location, communicate the condition, and keep public away from downed wires.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Electrical Hazard Awareness Training
2. Wires Down Appraiser Training
3. Understand Police and Fire callback process

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. EH-rated overshoes/covers
7. Fire retardant clothing
8. Signage
9. Traffic cones

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. GPS/AVLS
3. Map

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:

Branch EOC

REDACTED

Wires Down Appraiser Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive trouble calls from wires down dispatcher.		
	Arrive and assess trouble location.		
	Relieve Police and Fire if standing by.		
	Report arrival time (ETA must be reported on all Priority 2 & 3 police and fire calls) and trouble field condition to Wires Down Dispatcher.		
	Notify dispatcher whether wire is primary or secondary conductor.		
	If wire condition is an electric wire, create a perimeter around wire and standby until relieved.		
	Keep public away from downed wire.		
	If wire condition is not an electric wire, report arrival time and field condition to Wires Down Dispatcher.		
	Inform public that wire is not electric (use door hanger if possible).		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.98. WIRES DOWN SUPPORT – STANDBY PERSONNEL

REPORTS TO: Wires Down Field Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Arrives at trouble location, maintains a safety perimeter around wire, and communicate with wires down room.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Electrical Hazard Awareness Training
2. Understand Police and Fire Callback Process

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. EH-rated overshoes/covers
7. Signage
8. Traffic cones

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. GPS/AVLS
3. Map

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:

Branch EOC

REDACTED

Wires Down Support – Standby Personnel Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Arrive and assess trouble location.		
	Relieve Police and Fire and appraiser if standing by.		
	Report arrival time (ETA must be reported on all Priority 2 & 3 police and fire calls) and trouble field condition to Wires Down Dispatcher.		
	If wire condition is an electric wire, create a perimeter around wire and standby until relieved.		
	Keep public away from downed wire.		
	If wire condition is not an electric wire, report arrival time and field condition to Wires Down Dispatcher.		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.99. SERVICE RESTORATION/WIRES DOWN CREW

REPORTS TO: Wires Down Field Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Receives trouble calls, assesses trouble location upon arrival, and makes location safe if qualified to do so. If not, creates a perimeter around the wire and stands by until relieved.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Understand Police and Fire callback Process
2. Qualified to work around energized equipment

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. EH-rated overshoes/covers
7. Fire retardant clothing
8. Signage
9. Traffic cones
10. Class 2 rubber gloves

POSITION-SPECIFIC EQUIPMENT:

1. Cell Phone
2. GPS/AVLS
3. Map
4. Cutting equipment
5. Voltage tester

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Wires Down)

WORK LOCATION:
Branch EOC

REDACTED

Service Restoration/Wires Down Crew Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Receive trouble calls from wires down dispatcher.		
	Arrive and assess trouble location.		
	Relieve Police and Fire if standing by.		
	If qualified to make the situation safe:		
	a. Report arrival time and time that condition was made safe to Wires Down Dispatcher.		
	If not qualified to make the situation safe:		
	a. Create a perimeter around wire and standby until relieved.		
	b. Keep public away from downed wire.		
	If wire condition is not an electric wire, report arrival time and field condition to Wires Down Dispatcher.		
	Inform public that wire is not electric (use door hanger if possible).		
Post-Event Stage			
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.100. BRANCH OPERATIONS LIAISON

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assists Branch Operations Coordinator with all duties as directed.
2. Ensures that Branch Liaison Coordinator and Community Liaisons are kept up to date on all branch operations status and objectives so that they can update community officials.
3. Communicates Branch Liaison Coordinator priorities to the Branch Operations Coordinator for inclusion in the restoration plan.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. FocalPoint access

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Branch EOC

REDACTED

Branch Operations Liaison Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support the communication of event priorities as established by the Branch Director to Branch Operations personnel (Storm Room, Wires Down room, and Overhead Lines etc.).		
18.1.7.1.	Keeps the Branch Liaison Coordinator and Community Liaison abreast of restoration status and prioritization to ensure that they have a clear understanding of the restoration priorities and status so that they can communicate effectively and in a timely manner with municipal stakeholders.		
18.1.7.2.	Receives health and safety related prioritization requests from the Municipal Room or Community Liaison and provides them to the Branch Operations Coordinator who will incorporate them into the restoration plan in order to align the restoration priorities of the branch with the health and safety needs of the community.		
	Support coordination of restoration and public safety activities including Storm Room, wires down, police and fire response activities.		
	Support personnel assignments for the Branch and Satellite Restoration Centers.		
	Support information sharing with other storm functions.		
	Support updates on the current status of restoration and any needs for additional resources and/or release of current resources.		
	Assist the Branch Operations Coordinator with all duties as directed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.101. BRANCH OPERATIONS COORDINATOR SUPPORT

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Assists Branch Operations Coordinator with all duties as directed.
2. Ensures that Branch Liaison Coordinator is kept up to date on all branch operations status and objectives.
3. Communicates Branch Liaison Coordinator priorities to the Branch Operations Coordinator for inclusion in the restoration plan.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. FocalPoint access

ACTIVATION NOTIFICATION:

Branch Operations Coordinator

WORK LOCATION:

Branch EOC

REDACTED

Branch Operations Coordinator Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support the communication of event priorities as established by the Branch Director to Branch Operations personnel (Storm Room, Wires Down room, and Overhead Lines etc.).		
	Support communication of restoration status to Branch Liaison Coordinator and Community Liaison team to ensure that they have a clear understanding of the restoration priorities and status.		
	Support Coordination of restoration and public safety activities including Storm Room, wires down, police and fire response activities.		
	Support personnel assignments for the Branch and Satellite Restoration Centers.		
	Support information sharing with other storm functions.		
	Support updates on the current status of restoration and any needs for additional resources and/or release of current resources.		
	Assist the Branch Operations Coordinator with all duties as directed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.102. UNDERGROUND

REPORTS TO: Branch Operations Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Supports all underground components of restoration effort as required.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. No incremental training to day job required.

PERSONAL PROTECTIVE EQUIPMENT (PPE):
1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. Class 2 rubber gloves and sleeves
5. ASTM24 or ANSI Z41 EH-rated compression toe work boots
6. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:
1. No incremental equipment to day-job required.

ACTIVATION NOTIFICATION:
Branch Operations Coordinator

WORK LOCATION:
Restoration locations

REDACTED

Underground Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support all underground components of restoration effort as required.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.103. DAMAGE ASSESSMENT BRANCH MANAGER

REPORTS TO: Branch Planning Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Manages damage assessment process at assigned branch.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. Damage Assessment Training
2. FocalPoint
3. IMAP

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Cell phone
2. Laptop
3. FocalPoint access

ACTIVATION NOTIFICATION:
State Emergency Response Process Leads (Damage Assessment)

WORK LOCATION:
Branch EOC

REDACTED

Damage Assessment Branch Manager Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
11.1.6.1.	Supervises the Damage Assessment Process.		
11.1.6.2.	Attends and supports daily Branch Planning Coordinator Prioritization Meetings to oversee that work is prioritized based on priority feeder ranking, OMS customer count, directives from Control Centers and input from branch Storm Rooms.		
11.1.6.3.	Supervises the Damage Assessment process including patrols and office support and acts as a single point of contact for Damage Assessment teams.		
11.1.6.4.	Ensures delivery of maps, records, and forms to Damage Assessment personnel.		
	Perform safety briefs and PPE checks.		
11.1.6.5.	Ensures delivery of required vehicles to Damage Assessment personnel.		
11.1.6.6.	Ensures that IT, including tablets, and telecommunications infrastructure are in place.		
	Receives and organizes DA teams and runners.		
	Prioritizes feeder patrols.		
	Tracks progress of DA teams		
	Coordinate with Branch Logistics Coordinator for lodging and meals.		
11.1.6.7.	Receives calls from field teams on completed patrols and informs Damage Assessment Patrollers and coordinates response appropriate to the conditions.		
11.1.6.8.	Informs the Branch Planning Coordinator and State Emergency Response Process Lead (Damage Assessment) of needs, problems, and progress.		
11.1.6.9.	Receives completed damage patrol data from IMAP and reviews it for completeness and accuracy.		
11.1.6.10.	Ensures that when unsafe conditions are found the area is made safe and hazardous conditions are corrected.		

REDACTED

15.1.8.1.	Provides a summary of the damage assessment survey results to the Branch Planning Coordinator in a manner to determine the estimated hours of work to complete the restoration and ETR for the branch.		
	Supervises DA Work Support team.		
	Collects completed work packets.		
	Reviews DA patrol forms for completeness and accuracy.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.104. DAMAGE ASSESSMENT PATROLLER

REPORTS TO: Damage Assessment Branch Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Patrols infrastructure as directed by Damage Assessment Branch Manager; stands by where unsafe conditions exist.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Damage Assessment Training
2. IMAP

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 high-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Vehicle
2. Cell phone
3. GPS/map
4. Flashlight
5. Tablet & charger(s)

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Damage Assessment)

WORK LOCATION:

Branch EOC

REDACTED

Damage Assessment Patroller Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
11.1.8.1.	Undertakes damage assessment patrol of circuits and notifies Damage Assessment Work Support of their completion.		
	Where unsafe conditions are found, makes the area safe, notifies Damage Assessment Work Support and stands by until relieved if needed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.105. DAMAGE ASSESSMENT DRIVER

REPORTS TO: Damage Assessment Branch Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Damage Assessment Patroller by transporting Patroller as directed by Damage Assessment Branch Manager; stands by where unsafe conditions exist.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).
3. Ensure that driver's license is valid and up to date.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Damage Assessment Training
2. IMAP

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 high-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Vehicle
2. Cell phone
3. GPS/map
4. Driver's license

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Damage Assessment)

WORK LOCATION:

Branch EOC

REDACTED

Damage Assessment Driver Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Performs Damage Assessment patrol as assigned.		
	Notify the Damage Assessment Branch Manager once the feeder patrol is completed.		
	Where unsafe conditions are found, makes the area safe, notifies Damage Assessment Work Support and, if needed, stands by until relieved.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.106. DAMAGE ASSESSMENT WORK SUPPORT

REPORTS TO: Damage Assessment Branch Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Damage Assessment process from office during day and night shifts; creates work packets for crews and helps perform customer callbacks as necessary.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Damage Assessment Training
2. Focal Point
3. IMAP

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Focal Point access

ACTIVATION NOTIFICATION:

Maps & Records Supervisor in conjunction with State Emergency Response Process Leads (Damage Assessment)

WORK LOCATION:

Branch EOC

REDACTED

Damage Assessment Work Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
11.1.7.1.	Creates packets containing feeder maps, phone numbers, and safety information. Assigns to Damage Assessment Patrollers.		
11.1.7.2.	Upon notification that a feeder assessment has been completed, waits for thirty minutes (required for processing) and then creates a work packet for the contractor room.		
11.1.7.3.	Communicates damage assessment patrol progress to the Damage Assessment Branch Manager.		
	Help perform customer callbacks.		
Post-Event Stage			
	Support data clean up and retention.		
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.107. DAMAGE ASSESSMENT MAPS AND RECORDS DESIGNER

REPORTS TO: Damage Assessment Branch Manager

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Print feeder and tie maps as requested by the Damage Assessment Branch Manager or by the Storm Room.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Just-in-Time (JIT) training
2. Job Aids

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Damage Assessment)

WORK LOCATION:

Branch EOC

REDACTED

Damage Assessment Maps and Records Designer Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Print feeder maps (truck size) for insertion in restoration packets.		
	Print tie maps for restoration teams.		
	Maintain updated feeder maps in respective divisional offices.		
	Provide any ad hoc map request.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.108. BRANCH PLANNING SUPPORT

REPORTS TO: Branch Planning Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:
1. Assist the Branch Planning Coordinator with all activities as directed.

ANNUAL RESPONSIBILITIES:
1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:
1. OMS Thin Client
2. FocalPoint

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:
1. Computer/Internet access
2. OMS Thin Client access
3. FocalPoint access

ACTIVATION NOTIFICATION:
Branch Planning Coordinator

WORK LOCATION:
Branch EOC

REDACTED

Branch Planning Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment		
	Notify Manager of assignment if activated		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable)		
	Pack for potential overnight stay (if required to travel)		
	Contact the data center to obtain		
	a. Time of first report submission		
	b. Reporting interval		
	c. Location of SharePoint site		
Service Restoration Stage			
	Log into AVL.		
	Assist the Data Center team with the manual collection of data.		
	Liaise between Data Center and various operations (Wires Down, Damage Assessment, D Line, and Substation) out of the Storm Rooms.		
	Compile reports on: Outages, Damage Assessment, Resources, ETRs, Contractors by staging site, staffed substations, Situation Report, ad hoc reports as required.		
	Assist with decisions on the advance placement of Damage Assessment Patrollers.		
	Monitor weather reports, SDA and OMS systems and other available situational data in support of development of a situational assessment in order to make resource recommendations to the Branch Director.		
	Assist the Branch Planning Coordinator with all activities as directed.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		

32.3.109. FINANCE SUPPORT

REPORTS TO: State Finance Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports State Finance Section Chief in providing financial and cost data to enable regulatory filing and invoice reconciliation.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Overview of Emergency Response Process.
2. National Grid business expense guidelines.
3. Meal and lodging guidelines.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:

State Emergency Response Process Leads (Finance)

WORK LOCATION:

Branch EOC

REDACTED

Finance Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Support State Finance Section Chief in providing financial and cost data to enable regulatory filing and invoice reconciliation.		
	Work directly with functional teams (e.g. Meals & Lodging, Logistics, Forestry and Restoration Resources) to ensure that time and expenses are accurately accounted for.		
	Provide financial analysis for restoration decision support, such as tracking and reporting cost run-rates.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.110. IS STATE COORDINATOR

REPORTS TO: State Incident Commander

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Manages IS Support Emergency response effort at the state level according to Emergency response guidelines.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Participate in Emergency response drills and exercises.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
IS Event Coordinator

WORK LOCATION:
State EOC

REDACTED

IS State Coordinator Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Coordinate deployment of IS equipment, as required.		
	Facilitate communication between IS response team and State Emergency Operations Center.		
	Attend storm calls and relay IS-specific requests to IS Event Coordinator.		
	Prioritize and manage IS systems issues related to Emergency response.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		

32.3.111. IS BRANCH SUPPORT

REPORTS TO: Branch Logistics Coordinator

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Branch EOC by providing desktop support, submitting helpdesk tickets and coordinating with State Level IS function.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Relevant training for day-job IS role.
2. Participate in Emergency response drills and exercises.

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT: N/A

ACTIVATION NOTIFICATION:
IS Event Coordinator

WORK LOCATION:
Branch EOC

REDACTED

IS Branch Support Checklist

ACTIVITY	ACTION	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Notify manager of assignment if activated.		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Coordinate deployment of IS equipment, as required.		
	Provide desktop support and submit Help Desk incidents.		
	Escalate IS-specific incidents to IS State Coordinator.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		

32.3.112. LANGUAGE TRANSLATOR

REPORTS TO: Restoration Crew Supervisor

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Supports Restoration Crew Supervisor with language translation when working with foreign-language-speaking restoration resources.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Electrical Hazard Awareness Training.
2. Participate in Emergency response drills and exercises.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard hat
2. Safety glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip-resistant footwear
6. 8 cal. FR-Rated clothing

POSITION-SPECIFIC EQUIPMENT:

1. Cell phone
2. Computer/SecurID
3. Vehicle (rental or company)

ACTIVATION NOTIFICATION:

External Line Resource Unit

WORK LOCATION:

Restoration locations

REDACTED

Language Translator Checklist

Activity	Action	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Ensure translator specific job-aids are acquired.		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Translate language between Restoration Crew Supervisor and foreign-language-speaking restoration crews.		
	Support the Restoration Crew Supervisor with as-needed tasks and requests.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		
	Support data request responses (as necessary).		

32.3.113. EXTERNAL DAMAGE ASSESSMENT UNIT LEAD

REPORTS TO: State Emergency Response Process Lead Damage Assessment

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Responsible for External Damage Assessment Resource Coordination activities in the External Damage Assessment Unit.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. Storm Response 101
2. ICS Overview
3. Secure and Manage Restoration Resources Overview
4. Mutual Aid Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

State Emergency Response Process Lead Damage Assessment

WORK LOCATION:

State EOC

REDACTED

External Damage Assessment Unit Lead Checklist

Activity	Action	Date	Initials
Pre-Event Stage			
	Activates External Damage Assessment Unit. Position — Activated — Not Activated External Damage Assessment Unit ____ ____		
	Review time and location of assignment.		
	Notify manager of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Execute any pre-event checklists.		
	Review resource requests from State Planning Section Chief and secure resources as needed.		
	Pre-deploy external damage assessment resources on standby in staging areas.		
Service Restoration Stage			
	Responsible for resource coordination activities in the External Damage Assessment Resource Units.		
	Receive briefing from State Planning Section Chief.		
	Brief the External Damage Assessment Resource Units.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		
	Support data request responses (as necessary).		

32.3.114. EXTERNAL DAMAGE ASSESSMENT UNIT

REPORTS TO: External Damage Assessment Unit Lead

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Responsible for external Damage Assessment resource coordination activities.
2. Assist in developing strategies and decisions regarding procurement and utilization of external resources.
3. Coordinate and review status of external resource requests and obtain/allocate/process resources (external) as required.
4. Provide data and reporting on resources, status and response execution as required.
5. Assist in developing and tracking event estimate.
6. Assist in developing and executing demobilization plan.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.
2. Ensure access to any PPE requirements on short notice (if applicable).

PRE-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

SERVICE RESTORATION STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

POST-EVENT STAGE RESPONSIBILITIES: *Please refer to the following checklist.*

TRAINING RECOMMENDATIONS:

1. ICS Overview

PERSONAL PROTECTIVE EQUIPMENT (PPE):

1. Hard Hat
2. Safety Glasses
3. Class 3 High-viz garment
4. ASTM24 or ANSI Z41 EH-rated compression toe work boots
5. Slip resistant footwear

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

External Damage Assessment Unit Lead

WORK LOCATION:

State EOC

REDACTED

External Damage Assessment Unit Checklist

Activity	Action	Date	Initials
Pre-Event Stage			
	Review time and location of assignment.		
	Ensure that all PPE and Position-Specific Equipment are in good working condition (if applicable).		
	Pack for potential overnight stay (if required to travel).		
	Ensure unit specific job-aids are acquired.		
	Execute any pre-event checklists.		
Service Restoration Stage			
	Coordinate and review status of external resource requests and obtain/allocate/process resources (external) as required: • Coordinate external DA crew mobilization/relocation • Manage crew transfer sheets and all resource tracking • Communicate lodging arrangements as needed • Coordinate release and demobilization • Process invoices and receipts		
	Provide data and reporting on resources, status and response execution as required.		
Post-Event Stage			
	Execute any post-event checklists.		
	Enter proper accounting for time and expenses.		
	Turn in any required paperwork (if applicable).		
	Support data request responses (as necessary).		

32.3.115. SEAL ANALYST

REPORTS TO: State Planning Section Chief

POSITION TYPE: Non-Key Position

JOB DESCRIPTION:

1. Send notifications to employees who are asked to report to their storm assignment per Emergency Response Organization Leadership. This requires the use of all or a combination of the Send Word Now (SWN) application, e-mail, and telephone.
2. Assign, confirm, and/or decline those employees who are asked to report to their storm assignment by Emergency Response Organization Leadership. This requires use of the Storm Emergency Assignment Listing (SEAL) system.

ANNUAL RESPONSIBILITIES:

1. Successfully complete all required training and attend any relevant drills and exercises.

PRE-EVENT STAGE RESPONSIBILITIES: Review and become proficient in the use of SEAL and SWN per job aids provided.

SERVICE RESTORATION STAGE RESPONSIBILITIES: Under the direction of the State Planning Section Chief (SPSC) or Emergency Planning Support, notify and assign employees that they have been activated for their storm assignment and relay information relating to that assignment. Document and keep records of employees activated and their subsequent responses.

POST-EVENT STAGE RESPONSIBILITIES: Provide documentation to State Planning Section Chief (SPSC) of activation activities and the results.

TRAINING RECOMMENDATIONS:

1. ICS Overview
2. Activation Training – EMR012

PERSONAL PROTECTIVE EQUIPMENT (PPE): N/A

POSITION-SPECIFIC EQUIPMENT:

1. Computer/internet network access
2. Phone (land line or cell phone)

ACTIVATION NOTIFICATION:

State Planning Section Chief and/or Emergency Planning Support

WORK LOCATION:

State EOC
Branch EOC

33. Appendix A: Exhibits to Chapters

Index:

33.1 Chapter 6: Resource Acquisition Exhibits……...…….……...……....649

Exhibit A: Crew Transfer Sheet

Exhibit B: North Atlantic Mutual Assistance Group Members

Exhibit C: Information Supplied to US Utilities by Party Seeking Assistance

Exhibit D: US Customs and Border Protection – Border Crossing Ports of Entry

Exhibit E: Customs Superintendent Contact Information

Exhibit F: US/Canada Border Guidance Procedure

Exhibit G: Letter of Invite

Exhibit H: Portfolio of Contractor Companies

Exhibit I: Procedure for Dispatching Forces to US Utilities Seeking Assistance

Exhibit J: Procedure for Supervisors Assisting Other Parties

33.2. Chapter 8: Coordinate Personnel Logistics Exhibits……..……. 668

Exhibit A: Vendor Contact Lists

33.3.Chapter 12: Load Shedding Exhibits. ……..……. 685

Exhibit A: Flood Kit

33.4. Chapter 18 Liaison Interactions Exhibits……..……..……...687

Exhibit A: Electric Utilities, Cable and Communication companies Working Group – Points of Contact

33.5. Chapter 21: Reports and Documentation Exhibits……..……...688

Exhibit A: Rhode Island 90-Day Event Report

33.6.Chapter 23: Training and Exercises Exhibits...……..….692

Exhibit A: Training and Exercise Attendance Records Example

33.1. Chapter 6: Resource Acquisition Exhibits

Exhibit A: Crew Transfer Sheet

National Grid - Crew Transfer Sheet

RoD Team#

Number of Hotel Rooms ____ Singles
Number of Hotel Rooms ____ Doubles

FROM

Team/Contractor Co Name
Mobilizing From:
HQ / District Contact
Telephone # (XXX-XXX-XXXX) Email Address
Fax # (XXX-XXX-XXXX)
Foreman / Superintendent
Telephone # (XXX-XXX-XXXX) Email Address
Contractor Safety Rep
Telephone # (XXX-XXX-XXXX) Email Address
NGRID Supervisor / RCS NGRID Second RCS:

TO

Restoration Region
Restoration Location

TRAVELING TIME

Departure from Home HQ: Date (MM/DD/YYYY) Time
Estimated Time of Arrival: Date (MM/DD/YYYY) Time

CREW AVAILABILITY

☐ Available to Work on Arrival
☐ Requires Rest on Arrival

CREW GENERAL INFORMATION

Crew size
# of OH Bucket Crews:
Number of Buckets 0
# of Digging Crews
Number of Diggers 0

CREW TYPE

☐ Distribution Construction
☐ Transmission Construction
☐ Forestry

NG RCS: Date: Check if made changes: ☐

To be used only by National Grid	*Last Name	*First Name	*Gender	Ngrid RCS/ Supervisor (Y/N)	*Storm Role	Cell #	*Home HQ	*Crew Number	Require Lodging	*Vehicle License Plate	Contractor Vehicle #	Vehicle Type

See Infonet for most recent version:
http://us1infonet/sites/emergency_planning/Pages/RoDCrewTransferSheet.aspx

Exhibit B: North Atlantic Mutual Assistance Group Members

North Atlantic Mutual Assistance Group						Snapshot in time as of: 19-Apr-2020
	HOLDING COMPANY		OPERATING COMPANY	STATE(S)	ELECTRIC CUSTOMERS	TOTAL ELECTRIC CUSTOMERS
1		1	Alectra, Utilities	Canada	1,000,000	1,000,000
2	Avangrid, Inc.	2	Avangrid (Central Maine Power)	Maine	612,000	2,199,155
		3	Avangird (NYSEG/RGE)	NY	1,250,000	
		4	Avangrid (United Illuminating)	CT	337,155	
3	Fortis, Inc.	5	Central Hudson	NY	300,000	300,000
4	CEI	6	Consolidated Edison	NY	3,600,000	3,903,860
		7	Orange & Rockland	NY, NJ, PA	303,860	
5		8	Duquesne Light (DLC)	PA	584,000	584,000
6	Emera Energy	9	Emera (Bangor Hydro)	Maine	220,000	680,000
		10	Emera (Nova Scotia Power)	Nova Scotia	460,000	
7	Eversource	11	Eversource, CT	CT	1,215,000	3,090,000
		12	Eversource, CT	CT	1,168,000	
		13	Eversource, NH	NH	500,000	
		14	Eversource, MA	MA	207,000	
8	Exelon	15	Exelon BGE (Baltimore G&E)	MD	1,247,000	4,002,100
		16	Exelon PECO (Phil Elec. Co.)	PA	1,704,100	
		17	Atlantic City Electric	NJ	545,000	
		18	Delmarva Power	DE, MD	506,000	
9	First Energy	19	First Energy - OH Ohio Edison, The Illuminating Co, Toledo Edison	OH	2,084,999	5,982,105
		20	First Energy - PA Met-Ed, Penelec, Penn Power, West Penn Power	PA	2,015,741	
		21	First Energy - NJ Jersey Power & Light	NJ	1,099,312	
		22	First Energy - WV, MD Mon Power, Potomac Edison	WV, VA	782,053	
10		23	Green Mountain Power (GMP)	VT	265,000	265,000
11		24	Hydro-One	Canada	1,300,000	1,300,000
12		25	Hydro Ottawa	Canada	331,777	331,777
13		26	Hydro-Quebec	Canada	4,110,000	4,110,000
14		27	Liberty Utilities (Algonquin Power)	NH	42,743	42,743
15	National Grid	28	National Grid (NE)	MA and RI	1,770,000	3,370,000
		29	National Grid (NY)	Upstate NY	1,600,000	
16		30	New Brunswick Power	Canada	380,000	380,000
17		31	New Hampshire Electric Cooperative	NH	80,000	80,000
18		32	Pike County Light & Power	PA	4,700	
19		33	PPL Electric Utilities	PA	1,400,000	1,400,000
20	PSEG	34	PSEG (Long Island)	NY	1,100,000	3,300,000
		35	PSEG (New Jersey)	NJ	2,200,000	
21		36	St. John Energy	Canada	36,000	36,000
22		37	South Norwalk Electric	CT	14,000	14,000
23		38	Toronto Hydro	Canada	648,380	648,380
24		39	UGI Utilities	PA	62,000	62,000
25		40	Unitil Corp (Maine)	MA, ME, NH	104,400	104,400

KEY

Holding Company / Multiple Operating Companies

Single Company or Holding Company with one (1) Operating Company

Exhibit C: Information Supplied to US Utilities by Party Seeking Assistance

1. Number and type of personnel required; i.e. line crews, tree crews, damage assessors, serviceworkers, fleet mechanics, Wire Down Standby, restoration support, Cut and Clear, etc.

2. Geographical location to have personnel to report to and telephone number of the Branch Director responsible for restoration at that location.

3. When the personnel are required.

4. Estimated duration of the Emergency.

5. Equipment needed: *

   A. Line trucks (buckets, diggers, etc.)
   B. Other vehicles and equipment necessary for weather condition

6. Materials needed.

7. Suggested highway routes to travel.

8. Obtain primary contact name from responding utility, phone number and company email address.

9. Other pertinent information such as local weather conditions.

REDACTED

Exhibit D: US Customs and Border Protection – Border Crossing Ports of Entry

PORTS	FACILITIES & CROSSING	PHONE NO.	FAX
24 HOUR CONTACT NUMBER FOR CHAMPLAIN/TROUT RIVER LOCATIONS 518-298-8311			
CHAMPLAIN, NY	Main Office	518-298-8311*	518-298-8395
	Champlain Cargo	518-298-8327*	518-298-8315
	Cannons Corners	518-236-5312	none
	Mooers	518-236-7113*	518-236-4008
	Overton Corners (Route 276)	518-298-3182*	518-298-4944
	Rouse's Point	518-297-2441*	518-297-3632
TROUT RIVER, NY	Main Office	518-483-0821*	518-483-3717
	Chateaugay	518-497-6633*	518-497-6639
	Churubusco	518-497-6491	518-497-0028
	Fort Covington	518-358-2444*	518-358-9290
MONTREAL, ONT Wednesdays Only 10a.m. – 1:30 pm	JOHN DAMONE, PORT DIRECTOR	514-631-2097	514-631-5126
BUFFALO, NY	Port Office in Downtown Buffalo	716-843-8300*	
	Buffalo/Niagara Falls International Airport	716-632-4727	
	Lewiston Bridge	716-282-1500*	
	Rainbow Bridge	716-284-5174*	
	Whirlpool Bridge	716-278-0200	
	Peace Bridge	716-881-4447*	
ALEXANDRIA BAY, NY	Main Office	315-482-2065	315-482-5304
	Massena	315-769-3091*	315-769-3146
	Ogdensburg	315-393-1390*	
HOULTON, ME	Main Office	207-532-2131*	207-532-4153
	Forest City	207-448-2288	None
	Monticello	207-538-9475	None
	Orient	207-448-2427	None

*Point of Entry number staffed 24/7

For the most recent contact info, please visit http://www.cbp.gov/contact/ports/NY.

Exhibit E: Customs Superintendent Contact Information

The Customs Superintendent will direct full awareness of the Emergency facilitation to the on-duty Immigration Supervisor, the Local Traffic Supervisor for the Bridge Authority.

Customs Superintendents	Telephone
Peace Bridge	(905) 994-6333/6334
Back up direct line	(905) 994-6330/6331
Peace Bridge Authority	(905) 871-1608
Rainbow Bridge	(905) 354-6754/6427
Back up direct line	(905) 354-4096
Niagara Falls Bridge Commission	(905) 354-5641
Queenston-Lewiston Bridge	(905) 262-4833/4813
Back up direct line	(905) 262-6192
Niagara Falls Bridge Commission (Queenston)	(905) 262-4823

***Whirlpool Bridge is managed by the superintendents at Rainbow*.**

Exhibit F: US/Canada Border Guidance Procedure and Pre-Arrival List

Purpose

To make the Bi-National assistance during an event as expeditious as possible by preparing utilities workers deployed across the U.S./Canada border. The sharing of resource does not stop at the U.S. boundaries. During major events, we need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States.

Data

1. Prior to mobilizing, there are requirements. While it is preferred to have a passport, the following is required for each individual:
   - Port of Entry Name,
   - ETA,
   - Name,
   - Phone #,
   - Birth date,
   - Female/Male,
   - Citizenship,
   - Passport#,
   - Country issued,
   - Driver's license #,
   - Drivers license province/state,
   - Previous provinces/state resided in, and
   - Final destination.

2. For the forms needed at the border, go to the U.S. Customs and Border Protection website and access the Certificate of Registration:

   Link for CBP: http://cbp.gov/

   Link for Form 4455:
   http://www.cbp.gov/sites/default/files/documents/CBP%20Form%204455_0.pdf

   Complete one form per group of trucks.

3. Make sure vehicle has copies of the state declaration.

4. Include the Requesting Company letter of Invite, which should include:
   - Requesting Company Name/Address
   - Company ICON
   - Reason for responding company to help requesting company
   - Requesting Company twenty-four hour contact number
   - The signature of the state Emergency Management Agency's director, unless a state of emergency has been declared by the governor.

5. Make sure to have the applicable vehicle manifest and forward the master roster to US Custom and Boarder Manager so that they have all the details beforehand.

   - Reference – Title 19: Customs Duty, Chapter 1, Part 10, Subpart A: General Provisions

6. Prior to leaving Canada:

   - Each vehicle MUST stop at the Canadian Export Lane at the port of exit and present the truck inventory manifest to the Canadian Agent. It must have a total of approximated value…both in and out, expecting that the value doesn't change.
   - The Agent will stamp the manifest as 'goods exported'.
   - The vehicle then proceeds to the US side, the crews receive a temporary work permit, and off they go to their destination.

7. Upon Return:

   - At the US border, present the vehicle manifest and the temporary work permit.
   - The stamped manifest MUST be presented to the port of exit upon return to be stamped as 'goods returned' (per the Canada Border Services Agency: if not stamped, they run the risk of having the vehicle searched and duty charged on the approximate contents).
   - All paper work will be either returned to the vehicle or secured at the border. Retain any paperwork returned.

As a precaution, the crews can check the border websites to see what the current in-bound wait times are. The websites are included below for your convenience:

- US Border Crossing Wait Times: http://apps.cbp.gov/bwt/
- Canadian Border Crossing Wait Times: http://www.cbsa-asfc.gc.ca/bwt-taf/menu-eng.html

Boston Field Office US Customs and Boarder Manager
Paul J Rooney Jr
Office: 617-778-1426
Cell: 617-680-6344

THIS IS FOR REFERENCE ONLY TO ASSIST TO EFFECTIVELY TRANSIT THROUGH THE POEs. THE FINAL ENTRY DECISION WILL BE MADE BY CBP.

REDACTED

Border Pre-Arrival List of Names for Emergency Events for USCBP & CBSA

Department / Utility Company Name: National Grid		Email Completed Form(s) to:	*Note: Please forward this as far in advance as possible*
Contact person:	Contact Phone #:	**USCBP: ALL Requests Should Be Sent To** Helen.sterling@cbp.dhs.gov Paul.j.rooney@cbp.dhs.gov	**CBSA:**
Date:	Event Reason:	**Additionally Please Add for Specific State:** **Requests for State of Maine:** Christi.doyle@cbp.dhs.gov CACS-Houlton@cbp.dhs.gov **Requests for State of Vermont and New Hampshire:** kevin.s.coy@cbp.dhs.gov matthew.p.hladik@cbp.dhs.gov	

CBP / CBSA Confirmation Number:							Port of Entry Name: (Arrival Location)				Estimated time of arrival: (at Port of Entry)		
	Last Name	First Name	Phone/Cell #	Date of Birth (MMDDYY)	Male / Female (M or F)	Country of Citizenship	Passport or NEXUS Card #	Country Issuing Passport	Driver's License #	Driver's License: State / Province	Previous States / Provinces Resided In	Final Destination / Rally Point	CBP / CBSA Use Only

Exhibit G: Letters of Invite

nationalgrid

Duncan Willey
VP Contracts & Commercial

Marc R. Pappas
Executive Administrator (**Acting RIEMA Director**)
Rhode Island Emergency Management Agency
401.641.7624 (C)
Marc.Pappas@ema.ri.gov

December 20, 2018

(via electronic mail)

Re: Customs and Border Protection

Dear Acting Director Pappas:

National Grid is currently preparing for a winter storm which is predicted to affect Rhode Island beginning in the early hours of Friday, December 20, 2018. As part of our preparation to ensure we are able to quickly address weather related power outages, we are seeking the assistance of electrical workers from Canada for the duration of the storm restoration. We have determined that the nearest available US crews reside in a minimum of a two days away and are not readily available to support the power restoration effort.

National Grid requests the Rhode Island Emergency Management Agency to contact US Customs and Border Protection and request they allow entry of these Canadian workers into the US for the mutual aide support of National Grid in Rhode Island.

We appreciate any support that can be provided.

Very truly yours,

Duncan Willey
VP Contracts & Commercial

RIEMA RHODE ISLAND EMERGENCY MANAGEMENT AGENCY

Gina M. Raimondo **Governor**
Marc R. Pappas **Acting Director**

CBPO Paul Rooney
U.S. Customs and Border Protection Program Manager –- Incident Management
Boston Field Office 10 Causeway Street
Bostop., MA 02222

Re: National Grid: Request for Assistance in Facilitating Border Crossings

Dear Mr. Rooney:

The National Weather Service is forecasting the potential for a strong and potentially damaging winds to impact Rhode Island starting on/about Friday, December 21st through on/about Saturday, December 22nd. These winds, which are forecast to gust up to 60 MPH in some areas of the state, have the potential to result in downed trees and limbs, and to damage power lines and infrastructure.
Accordingly, National Grid is planning for this potential stonn and the possibility of having to respond to power outages resulting from downed limbs, trees, power lines and related infrastructure.

National Grid has advised the Rhode Island Emergency Management Agency (RIEMA) that it is looking to stage restoration resources in advance of the storm, and to be prepared to call in additional resources after the storm, if necessary. More particularly, National Grid is seeking mutual aid assistance from utility and/or private sector companies from Canada.

National Grid has further advised RIEMA that at this time there are insufficient mutual aid resources in the northeast United States that are available to deploy to Rhode Island in a timely manner, and that National Grid requires mutual aid support from Canadian workers.

Accordingly, I support National Grid's request for assistance in moving Canadian utility and/or private sector personnel and equipment into the United States, and I agree with National Grid's conclusion that it is not practicable to obtain mutual aid assistance only from sources in the United States.
Please let me know if you have any questions or require additional information.

Respectfully,

Marc R. Pappas
Acting Director

645 New London Avenue Cranston, Rhode Island 02920 | P: 401-946-9996 | F: 401-944-1891 | riema.ri.gov

Exhibit H: Portfolio of Contractor Companies

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

REDACTED

Company Name	Main Contact	Contact Phone	Email	Address
[redacted]				

Exhibit I: Procedure for Dispatching Forces to US Utilities Seeking Assistance

1. Select the supervision who will be responsible for the crews.

2. Mobilize required personnel and advise them of the:

   A. Destination
   B. Estimated duration of the Emergency
   C. Time to report to the assigned location

3. Instruct supervision as to the duties expected of them and provide them with the:

   A. Destination
   B. Telephone number of the person responsible for restoration at that location
   C. Transportation details
   D. Highway routes to follow
   E. Estimated length of the Emergency
   F. Accounting information

4. Email a copy of the completed Storm Crew Transfer Sheets (see Exhibit A at the beginning of this appendix), with appropriate information, to the party seeking assistance and Emergency Planning.

5. Request information on minimum requirements to invoice for mutual assistance.

Exhibit J: Procedure for Supervisors Assisting Other Parties

1. Upon arrival at the meeting point of the Emergency work assignment, call the National Grid Restoration Crew Supervisor responsible for restoration.
2. Verify information as to where the crews will be met and where they will report for work.
3. Obtain information on crew lodging and meals.
4. Check the restaurant hours for proper accommodations, especially breakfast.
5. Establish the daily work schedule.
6. Arrange for the assignment and storing of vehicles.
7. Arrange for the assignment of a guide who knows the local area and who is qualified to request switching and obtain mark-ups on lines and equipment.
8. Request general information for your crews.
9. Request Transmission and Distribution system descriptions and instructions for your crews.
10. Request maps of the Distribution circuits.
11. Request important telephone numbers such as for the work headquarters, Branch Operations Coordinator’s office, police, and doctor.
12. Maintain a daily log of activities from the time of departure.
13. Turn in all outstanding unpaid bills.
14. Arrange for the return home in a reasonable and prompt manner.
15. Report to the local Restoration Crew Supervisor responsible for restoration.
16. Submit required reports.

33.2. Chapter 8: Coordinate Personnel Logistics Exhibits

Exhibit A: Vendor Contact Lists

Logistics and Catering Contact Lists

Logistics Vendors			
Vendor Name	Contact	Number	Email
Storm Services	Tommy Hopkins	[redacted]	
Disaster Resource Group	Rod Alsop		
Emergency Disaster Services	Abby L. Dobson		
Base Logistics	Jodi Langston		
Lodging Solutions USA	Tim Bolton		
OneSource Restoration, LLC	Tammy Kent		
Swadley's Emergency Relief Team, Inc.	Brent Swadley		
PowerSecure - Utilizes Emergency Disaster Services	Aaron Strickland		

Category	Supplier Name	Location	State	Supplier Phone #
Catering	110 Grille	Athol	MA	978-830-4601
Catering	As Good As It Gets	Wilmington	MA	978-988-3888
Catering	Atlantic Grill	Middletown	RI	401-849-4440
Catering	Avellino's Catering	North Andover	MA	781-844-4025
Catering	Barrington Brewery & Restaurant	Great Barrington	MA	413-528-8282
Catering	Black & White Grill	Spencer	MA	508-885-5018
Catering	Boston Seafood Restaurant	North Adams	MA	413-663-8740
Catering	Cozy Catering	Warwick	RI	401-351-3111
Catering	Cracker Barrel	Sturbridge	MA	508-347-8925
Catering	Davenports	Cumberland	RI	401-334-1017
Catering	Emery's Catering Services	Warwick	RI	401-732-7683
Catering	Fireworks Catering	Providence	RI	401-831-9221
Catering	Fitzwilly's Restaurant	Northampton	MA	413-584-8666
Catering	Francesco's Restaurant	Brimfield	MA	413-245-4640
Catering	Freight Yard Pub	North Adams	MA	413-663-6547

REDACTED

Category	Supplier Name	Location	State	Supplier Phone #
Catering	Grapevine Grill	Belchertown	MA	413-323-4117
Catering	Gregg's Restaurant	North Kingstown	RI	401-294-5700
Catering	Gregg's Restaurant	Providence	RI	401-831-5700
Catering	Greenwood Inn	Warwick	RI	401-738-3334
Catering	Harmony Lodeg Restaurant	Harmony	RI	401-949-1846
Catering	J Anthony's Grill	Auburn	MA	508-832-9705
Catering	Leo's Ristorante	Bristol	RI	401-253-9300
Catering	Oliva's Market	Milford	MA	508-473-7920
Catering	Panera	Boston Area	MA	978-886-8864
Catering	Panera	Southeast MA and RI	MA/RI	401-338-1754
Catering	Papa Gino's and D'Angelos			Personal Cell
Catering	Pranzi Catering	Providence	RI	401-383-3631
Catering	Richard's Pub	East Greenwich	RI	
Catering	Texas Roadhouse	Leominster	MA	978-537-7427
Catering	Texas Roadhouse	Worcester	MA	508-853-7266
Catering	West End Pub	Shelburne Falls	MA	413-625-6216
Breakfast/Lunch	Ashley's Restaurant	Braintree	MA	781-848-8895
Breakfast/Lunch	Brown Bag Deli	Rockland	MA	781-871-3354
Breakfast/Lunch	Bruegger's Bagels	Chestnut Hill	MA	617-327-6465
Breakfast/Lunch	Carleens	Lawrence	MA	978-682-3466
Breakfast/Lunch	Crazy Good Kitchen	Malden	MA	781-480-4729
Breakfast/Lunch	Dom's Sausage Company Inc.	Malden	MA	781-324-1310
Breakfast/Lunch	Eda's Café	Braintree	MA	781-843-6400
Breakfast/Lunch	Elana's Café	Braintree	MA	781-843-5541
Breakfast/Lunch	Elena's Café	Dedham	MA	781-329-4040
Breakfast/Lunch	Eli's Place	Lawrence	MA	978-687-7986
Breakfast/Lunch	Fitfuel Café	Canton	MA	781-575-0030
Breakfast/Lunch	Lamberts	Westwood	MA	781-326-5047
Breakfast/Lunch	Lenzi's	Dracut	MA	978-458-2323
Breakfast/Lunch	Panera National Catreing			618-477-7699
Breakfast/Lunch	Roche Bros	Westwood	MA	781-326-9303
Breakfast/Lunch	Roche Bros	West Roxbury	MA	617-469-6858
Dinner	A Cut Above Deli	Canton	MA	781-828-2689
Dinner	Anthony Columbus Catering	Braintree	MA	781-974-8995
Dinner	As Good As It Gets	Wilmington	MA	978-988-3888
Dinner	Bell Tower Café & Catering	Lawrence	MA	978-965-4154

REDACTED

Category	Supplier Name	Location	State	Supplier Phone #
Dinner	Ben & Jerry's Ice Cream Catering			855-423-6537
Dinner	Bertucci's Corp. Catering			407-284-1864
Dinner	Big A Sub Shop	Malden	MA	781-321-9365
Dinner	Big Pig Barbeque Catering	Lynnfield	MA	781-780-4191
Dinner	Blue Ribbon Barbeque Catering	Arlington, West Newton, Dedham	MA	617-244-7427
Dinner	Boston Market Catering			866-977-9090
Dinner	Butcher Boy Market	North Andover	MA	978-688-1511
Dinner	Country Desserts	West Newton	MA	617-928-1242
Dinner	Cracker Barrel	Tewksbury	MA	978-858-3717
Dinner	Crushed Peppers	Norwood	MA	781-352-4006
Dinner	Fuddruckers	North Andover	MA	978-557-1110
Dinner	Jake n Joe's	Waltham	MA	781-697-0057
Dinner	Lenzi's	Dracut	MA	978-458-2323
Dinner	Mandarin Pan	Northborough	MA	508-393-0576
Dinner	Midway	Dedham	MA	781-329-5575
Dinner	Mimi's Roast Beef & Seafood	Malden	MA	781-322-5333
Dinner	Mr. Chan's	Milton	MA	617-698-8882
Dinner	Not Your Average Joe's	Waltham	MA	781-697-0057
Dinner	Oasis Brazilian Restaurant	Medford	MA	781-396-8337
Dinner	Off the Vine Catering	Norwood	MA	781-762-9770
Dinner	Olive Garden Catering			
Dinner	Phinix Grill	Waltham	MA	617-444-9272
Dinner	Red Heat Tavern	Bedford	MA	781-538-4330
Dinner	Red Heat Tavern	Westborough	MA	508-329-1795
Dinner	Red Heat Tavern	Wilmington	MA	978-447-5669
Dinner	Rita's Catering	Everett	MA	617-389-1601
Dinner	Roadworthy	Dedham	MA	781-329-3663
Dinner	Ron's Gourmet Ice Cream and Bowling Alley	Hyde Park	MA	617-364-5274
Dinner	Spinelli's	Lynnfield, East Boston	MA	617-567-1992
Dinner	Stone L'Oven Pizza	Canton	MA	781-575-1700
Dinner	Tex's BBQ Express	Dedham	MA	800-888-7427
Dinner	The Chateau	Andover	MA	978-687-2442
Dinner	The Chateau	Waltham	MA	781-894-3339
Dinner	The Chateau	Sharon	MA	781-762-5335
Dinner	The Chateau	Braintree	MA	781-380-8770

REDACTED

Category	Supplier Name	Location	State	Supplier Phone #
Dinner	The Main Course Market	Canton	MA	781-821-0005
Dinner	Yella Catering	Andover	MA	978-749-0011

Note: National Grid maintains an extensive Restaurant listing outside of the ERP.

Lodging Contact List

Site Name	Address	City	ST	Contact Number	Email Contact
Courtyard by Marriott South Boston	63R Boston Street	Boston	MA	o 617 436 8200	
Courtyard Marriott South Boston	63R Boston St	Boston	MA	O 617.436.8200 EXT 715	Alexander.Kajencki@marriott.com;
DoubleTree Boston Bayside	240 Mount Vernon Street	Boston	MA	Direct: 617.740.2025	Regina Aubuchon <Regina.Aubuchon@hilton.com>
DoubleTree by Hilton Boston Downtown	821 Washington Street	Boston	MA	Direct: 617-956-5471	Leanne Carroll <Leanne.Carroll@Hilton.com>
Residence Inn by Marriott Cambridge	6 Cambridge Center	Cambridge	MA	Direct: 617-577-2509	Roberts, Donovan' <Donovan.Roberts@marriott.com>
Courtyard Marriott Westboro	3 Technology Dr	Westboro	MA	508-836-4800 ext. 602	abavosi@jamsanhotels.com
Residence Inn Westboro	25 Connector Rd	Westboro	MA	508-579-8269	Vanslette, Terry <Terry.Vanslette@marriott.com>
Hampton Inn Westboro	15 Connector Rd	Westboro	MA	+1 508 329 6033 Office +1 978 660 7072 Mobile	Kimberley Kunce <Kimberley.Kunce@hilton.com>
Days Inn by Wyndham Leominster/Fitchburg Area	482 N Main St	Leominster	MA		dereck.daysinn.leominster@gmail.com
Fairfield Inn Sudbury	738 Boston Post Rd	Sudbury	MA		Patricia Mitrano <pmitrano@colwenhotels.com>; bhutchins@colwenhotels.com; kheerde@colwenhotels.com
Hampton Inn - Auburn	736 Southbridge St	Auburn	MA		
Holiday Inn Express - Hudson	21 Coolidge St	Hudson	MA		
AC Hotel - Worcester	125 Front St	Worcester	MA		Shane Serewicz <sserewicz@colwenhotels.com>; Meghan Kreidermacher <mkreidermacher@colwenhotels.com>; Cyndy Branchaud <cbranchaud@colwenhotels.com>
DoubleTree - Leominster	99 Erdman Way	Leominster	MA		joanne.rossley@hilton.com
Fairfield Inn & Suites Auburn	718 Southbridge St	Auburn	MA		Bachand, Ashley <Ashley.Bachand@marriott.com>; Kaufman, Secil <Secil.Kaufman@marriott.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Hampton Inn - Worcester	65 Prescott St	Worcester	MA	o 508-363-1288 m 774-573-9406	kelsey.mcarthur@interstatehotels.com; Mann, Twila <Twila.Mann@interstatehotels.com>; Dalmanieras, Gerry <Gerry.Dalmanieras@interstatehotels.com>
Hilton Garden Inn Devens	59 Andrew Parkway Dr	Devens	MA		Jennifer Hamond <jhamond@truenorthhotels.com>
Courtyard Marriott-Worcester	72 Grove St.	Worcester	MA	kelsey 508-363-1288	Kaufman, Secil <Secil.Kaufman@marriott.com>; kelsey.mcarthur@interstatehotels.com; King, Anais <Anais.King@interstatehotels.com>; Mann, Twila <Twila.Mann@interstatehotels.com>; Dalmanieras, Gerry <Gerry.Dalmanieras@interstatehotels.com>
Element Lexington	727 Marrett Rd	Lexington	MA		Matt Resnick' <Matt.Resnick@lixigroup.com>; Slamar@lixigroup.com
Fairfield Inn Boston Tewksbury/Andover	1695 Andover St	Tewksbury	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>; Alicia Schneeberger <Alicia.Schneeberger@interstatehotels.com>
Hampton Inn Haverhill	106 Bank Rd	Haverhill	MA		Berlin Chin <Berlin.Chin@hilton.com>
Holiday Inn Express Chelmsford	8 Independence Drive	Chelmsford	MA	978-726-1533 Cell	Karla Annis <karla.annis@jamsanhotels.com>; 'Nicole Pagan' <nicole.pagan@radisson-chelmsford.com>
Homewood Suites - Boston-Billerica	35 Middlesex Turnpike	Billerica	MA	617-893-3368	Joshua McDaniel <JMcDaniel@ih-corp.com>; Billerica GM (Matt Barlett) <BillericaGM@ih-corp.com>; Billerica DOS (Meaghan Fay) <BillericaDOS@ih-corp.com>; Meaghan Everett <MEverett@ih-corp.com>
La Quinta Inn & Suites Andover	131 River Rd	Andover	MA	972-957-3839 (Office) 603-770-8873 (Mobile)	Nadeau, Caroline <Caroline.Nadeau@wyndham.com>
Radisson - Chelmsford	10 Independence Drive	Chelmsford	MA	978-726-1533 Cell	Arlene Blake <arlene.blake@radisson-chelmsford.com>; Karla Annis <karla.annis@jamsanhotels.com>; 'Nicole Pagan' <nicole.pagan@radisson-chelmsford.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Residence Inn by Marriott Boston Concord	320 Baker Ave, Concord	Concord	MA		Marc Cohn <mcohn@colwenhotels.com>; Rafaela Medina <rmedina@colwenhotels.com>
Residence Inn Westford	7 Lan Dr	Westford	MA	P: 978-392-1407	Coates, Chelsea <Chelsea.Coates@marriott.com>
Sonesta ES Suites Burlington Boston	11 Old Concord Rd	Burlington	MA	C: 978-494-2798/ C: 781.460.7759	Bourque, Melissa <MBOURQUE@sonesta.com>; Murphy, Michelle <MMURPHY1@sonesta.com>
Springhill Suites Boston Andover	550 Minuteman Rd	Andover	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>; Lori Silva <Lori.A.Silva@marriott.com>
Westford Regency Inn & Conference Center	219 Littleton Rd	Westford	MA	P: 978-263-8701 D: 978-889-1711	Allison Woolf <awoolf@Regencyhospitalitygroup.com>; Kimberly Eidens <keidens@westfordregency.com>, Megan D'Antoni (Area Sales Manager) Mdantonio@Regencyhospitalitygroup.com
Best Western - Chelmsford Inn	187 Chelmsford St	Chelmsford	MA	978-726-1533 Cell	Karla Annis <karla.annis@jamsanhotels.com>; Sinceree <sinceree@jhmus.com>; 'Nicole Pagan' <nicole.pagan@radisson-chelmsford.com>
Burlington Marriott	1 Burlington Mall Road	Burlington	MA	Cell: 781-460-8115 Sales: 781-221-6623	Front desk: Pebley, Melanie (F) <Melanie.Pebley@marriott.com>; Aprile, Lauren <Lauren.Aprile@marriott.com>; Childs, Lauren <Lauren.Childs@marriott.com>
DoubleTree - Andover	123 Old River Rd	Andover	MA	M: 978-975-3600 O: 978-725-4405	Mary Ellen Buckland <MaryEllen.Buckland@Hilton.com>; Jaymi Amaral <Jaymi.Amaral@Hilton.com>; Gianfranco Saltalamacchia <Gianfranco.Saltalamacchia@hilton.com>
Hilton Garden Inn Burlington	5 Wheeler Rd	Burlington	MA	Office: 781-272-8819 Cell: 502-593-1304	Joshua McDaniel <JMcDaniel@ih-corp.com>; Burlington MA Catering Sales (Erynn Mahoney) <BurlingtonMACatering@ih-corp.com>; teresa.belmonte@hilton.com

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Holiday Inn - Tewksbury	4 Highwood Drive	Tewksbury	MA		'Debbie Larocque' <Debbie.Larocque@twintierhospitality.com>;'Jim Kisselburg' <jkisselburg@twintierhospitality.com>
UMASS Lowell Inn & Conference Center	50 Warren Street	Lowell	MA	C 978-201-0955	Scalesse, Carol <Scalesse-Carol@aramark.com>; derkr.korian-jirair@aramark.com; bowen-john@aramark.com; umassiccfrontdesk@gmail.com
Boxboro Regency	242 Adams Place	Boxboro	MA		S Guay <squay@boxbororegency.com>; Michelle Athas <Mathas@boxbororegency.com>;Christina <cphanord@boxbororegency.com>
Best Western - Danvers	50 Dayton St	Danvers	MA		reservations Best Western Plus <reservations@northshoredanvers.com>
Four Points Wakefield	1 Audubon Road	Wakefield	MA	(781) 245 9300	Jill Gray <jgray@fourpointswakefieldboston.com>
Marriott - Peabody	8A Centennial Drive	Peabody	MA	978-977-6478	Toronto, Bryan <Bryan.Toronto@marriott.com>; Kaufman, Secil <Secil.Kaufman@marriott.com>; Kevin Bradley <Kevin.Bradley@marriott.com>
Residence Inn - Chelsea	200 Maple St	Chelsea	MA		Valarie Mitchell <vmitchell@colwenhotels.com>; Karen Benavides <kbenavides@colwenhotels.com>; RESIDENCEINNCHELSEA <RESIDENCEINNCHELSEA@colwenhotels.com>
Residence Inn by Marriott Boston/Woburn	300 Presidential Way	Woburn	MA	M: 978-726-5638	Moore, Tiffany <Tiffany.Moore2@marriott.com>; Brittany Dejesus <Bdejesus@Pyramidhotelgroup.com>; 'Jenna.cannava@marriott.com'
Springhill Suites Peabody	43 Newbury Street US 1 North	Peabody	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>; Renee Parks <Renee.Parks@marriott.com>
Wiley Inn & Conference Center	295 Hale St	Beverly	MA		rbeauregard@wyliecenter.com
Comfort Inn And Suites - Revere	85 American Legion Hwy	Revere	MA		Polita Zambrano <pzambrano@Comfortinnboston.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Courtyard by Marriott Boston Woburn/Burlington	240 Mishawum Rd,	Woburn	MA		Richardson, Frank <Frank.Richardson@marriott.com>; Mirra, Tyler <Tyler.Mirra@marriott.com>; Printz, Emily <Emily.Printz@marriott.com>; Ramos, Craig <Craig.Ramos@marriott.com>
Courtyard Marriott Woburn	700 Unicorn Park Dr	Woburn	MA	o 781.938.9001	Georgette R. Bezio <grbezio@csmcorp.net> Leanne Vondermuhll-lvondermuhll@csmcorp.net
DoubleTree - Danvers	50 Ferncroft Rd	Danvers	MA	Cell: (781) 244-7743	colleenscar <Colleen.Scarpola@Hilton.com>
Hilton Boston/Woburn	2 Forbes Rd	Woburn	MA	C: 781-904-0648 D: 781-904-0646	Michelle Monette <Michelle.Monette2@Hilton.com>; Sharon Romano <Sharon.Romano@hilton.com>; Tara Barlett <Tara.Barlett@Hilton.com>
Holiday Inn - Peabody	1 Newbury Street	Peabody	MA	C: 978-857-7760 (can text) D: 978-536-3550 ext. 2	Aimeë Corkern <acorkern@midlandhc.com>
Hyatt Place - Boston/Medford	116 Riverside Avenue	Medford	MA		Medford DOS (Michael Aldrich) <MedfordDOS@ih-corp.com>; Medford GM (Jeramy Robertson) <MedfordGM@ih-corp.com>; Medford Operations Manager 2 (Anthony Vorres) <MedfordOpsMgr2@ih-corp.com>
Fairfield Inn Amesbury	35 Clarks Rd	Amesbury	MA	D: (978) 388-3400 ext. 174 C: 603-501-9510	Dobson, Jennifer <Jennifer.Dobson@interstatehotels.com>; brian.white@interstatehotels.com
Comfort Inn - Randolph	1374 North Main St	Randolph	MA	401-743-6360	Preeti Sekhri <preeti@jitenhm.com>
Comfort Inn - Rockland	850 Hingham St	Rockland	MA		Brian McNally <bmcnally@girihotels.com>
COURTYARD BY MARRIOTT RAYNHAM	37 PARAMOUNT DRIVE	Raynham	MA	O 508.822.8383 EXT 414	Amanda.Butts@marriott.com
Hampton Inn Boston/Braintree	215 Wood Rd	Braintree	MA		'Robert.Hoffman2@hilton.com'
Hampton Inn Fall River Westport	53 Old Bedford Rd	Westport	MA	my cell, 508-496-3011	Haley Curran <hcurran@lafrancehospitality.com>
Hilton Garden Inn Plymouth	4 Home Depot Dr	Plymouth	MA	508-591-1029	John Argonish <John.Argonish@Hilton.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Holiday Inn - Taunton	700 Myles Standish Blvd333	Taunton	MA	☎ 508-823-0430 (main) 508-967-2634 (direct)	Maureen Brown <Mbrown@holidayinntaunton.com>; Kasey Travers <Ktravers@holidayinntaunton.com>; Stefanie Karasinski <skarasinski@holidayinntaunton.com>; pduggan@holidayinntaunton.com
Hyatt Place Boston/Braintree	50 Forbes Road	Braintree	MA		Murgo, Camille (BOSZB-F) <camille.murgo@hyatt.com>
Quincy Marriott	1000 Marriott Dr	Quincy	MA		Squillante, Lindsey <Lindsey.M.Squillante@marriott.com>; Natalie.Obssuth@marriott.com; Vanslette, Terry <Terry.Vanslette@marriott.com> ; Alanah.Sherman@marriott.com; Freddy Rodriguez <freddy.rodriguez@columbiasussex.com>
TownePlace Suites Wareham Buzzards Bay	50 Rosebrook Place	Wareham	MA	p: 508-291-1800 ext 154	Jennifer Do-Teixeira <jdo@lafrancehospitality.com>
Holiday Inn Express Quincy		Quincy	MA	Cell (508) 400-1379	Katelyn Heerde <kheerde@colwenhotels.com>
Staybridge Suites Quincy		Quincy	MA	Cell (508) 400-1379	Katelyn Heerde <kheerde@colwenhotels.com>
Best Western - Rockland	909 Hingham St	Rockland	MA	781-696-5896	Devesh Karani' <dkarani@jitenhm.com>
Courtyard Marriot - Stoughton	200 Technology Dr	Stoughton	MA	781-350-1090	Webber, Christina <Christina.Webber@marriott.com>; Kaufman, Secil <Secil.Kaufman@marriott.com>; Gonzalez, Mildre <Mildre.Gonzalez@marriott.com>; Lindsey.Squillante@marriott.com; Skoglund, Shannon <Shannon.Skoglund@marriott.com>; Walter, Shannon <Shannon.Walter@marriott.com>
DoubleTree - Rockland	929 Hingham St	Rockland	MA		Mitchell <mitchell.emery@hilton.com>
Holiday Inn Express Brockton	405 Westgate Dr	Brockton	MA	401-743-6360	Preeti Sekhri <preeti@jitenhm.com>
Residence Inn Braintree	180 Forbes Rd	Braintree	MA	D 781.917.9360	residenceinnbraintree@gmail.com; Santarcangelo, Julia (F) <Julia.Santarcangelo@marriott.com>
Best Western Milford	3 Fortune Blvd	Milford	MA	508-836-4800 ext. 602	abavosi@jamsanhotels.com
Comfort Inn - Foxboro	4 Fisher Street	Foxboro	MA		'cifoxborofom@girihotels.com'; 'cifrontdesk.ma036@gmail.com'

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Courtyard - Foxboro	35 Foxboro Blvd	Foxboro	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>; Vanslette, Terry <Terry.Vanslette@marriott.com>
Courtyard Marriott Marlboro	75 Felton Street	Marlborough	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>
Courtyard Marriott/Boston Norwood	300 River Ridge Drive	Norwood	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>; Sobol, Katerina <Katerina.Sobol@marriott.com>; Vanslette, Terry <Terry.Vanslette@marriott.com>
Doubletree Boston Milford	11 Beaver Street	Milford	MA	Direct: 508-282-4109 Fax: 508-478-7010	Amy O'Neill <Amy.O'Neill@hilton.com>
Fairfield Inn & Suites Milford	1 Fortune Blvd	Milford	MA		Kaufman, Secil <Secil.Kaufman@marriott.com>
Hampton Inn - Marlboro	277 Boston Post Road WEST	Marlborough	MA		BOSHH_Hampton@buffalolodging.com
Hampton Inn - Seekonk	1030 Fall River Ave	Seekonk	MA		
Hilton Garden Inn Marlboro	170 Forest St	Marlborough	MA		jmelo@csmcorp.net
Hilton Garden Inn - Marlboro	170 Forest St	Marlborough	MA	+1 508 573 9905 direct +1 978 300 2012 mobile	Tim Hippensteele <thippensteele@csmcorp.net>
Holiday Inn - Boston/Dedham	55 Ariadne Rd	Dedham	MA	(781) 407-2283 direct Cell: (617) 206-8294	jhorvath@midlandhc.com; Kris Kratsas <Kkratsas@hidedham.com>
Holiday Inn - Marlboro	265 Lakeside Ave	Marlborough	MA	D:508-303-2790	Jen Luna <jluna@himarlborough.com>
Holiday Inn Exp-Boston/Milford	50 Fortune Blvd	Milford	MA		
Holiday Inn Express - N. Attleboro	707 South Washington Street	North Attleboro	MA		
Home2 Suites by Hilton Walpole/Foxboro	2375 Providece HWY	Walpole	MA	Jorge: 508-857-8746 (Mobile)	Jorge Estrada <Jorge.Estrada@Hilton.com>; Michelle Lloret <Michelle.Lloret@Hilton.com>; Preeti Sekhri <preeti@jitenhm.com>; Keichla Adams <keichla.Gonzalez-adams@Hilton.com>
Hotel Indigo Newton	399 Grove Street	Newton	MA		cjordan@indigonewton.com
Hyatt Place Marlboro	169 Apex Dr	Marlborough	MA	C +1 774 473 2196	Cataldo, Jenney (BOSZR-F) <jenney.cataldo@hyatt.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Marriott Newton Hotel	2345 Commonwealth Avenue	Newton	MA	617-630-3507	Moran, Susan (F) <Susan.Moran@marriott.com>; Antonio Lacdao <Antonio.Lacdao@marriott.com>; Stephanie.Paschal@marriott.com; Kaufman, Secil <Secil.Kaufman@marriott.com>
Quality Inn - Marlboro	880 Donald Lynch Blvd	Marlborough	MA		General Manager MA140' <gm.ma140@choicehotels.com>
Quality Inn Middleborough	30 East Clarck St	Middleborough	MA		
Quality Inn Seekonk	341 Highland Ave`	Seekonk	MA		sales@providenceramada.com
Residence Inn - Marlborough	112 Donald Lynch Blvd	Marlborough	MA	M: 774.473.2196	jcataldo@truenorthhotels.com; Cataldo, Jenney (BOSZR-F) <jenney.cataldo@hyatt.com>
Best Western Royal Plaza - Marlboro	181 Boston Post Rd	Marlborough	MA	D: 508-303-1736	Christine Kelly <ckelly@rplazahotels.com>; afaneuff@rplazahotels.com; 'Angela Lyman' <alyman@rplazahotels.com>
Clarion Hotel - Seekonk	940 Fall River Ave	Seekonk	MA	Cell: (774)991-5001	Sonia Lima <SLima@clarionprovidence.com>; Clarion Inn Seekonk-Providence <Info@clarionprovidence.com>
Fairfield Inn Marlboro	105 Apex dr	Marlborough	MA	774 473-2196 cell	Cataldo, Jenney (BOSZR-F) <jenney.cataldo@hyatt.com>
Hilton Boston Dedham	25 Allied Drive	Dedham	MA	781-407-1648	Grace Alexander <Grace.Alexander@hilton.com>; Sheshana Coley <Sheshana.Coley@hilton.com>; Mark Del Rosario <Mark.DelRosario@hilton.com>; Jean Flahive <Jean.Flahive@hilton.com>; Kimberly Keane <Kimberly.Keane@Hilton.com>
Hilton Garden Inn Patriot Place	27 Patriot Place	Foxboro	MA		Meg Mahoney <mmahoney@colwenhotels.com>; Lisa Kershaw <lkershaw@colwenhotels.com>; Noelle Fink <nfink@colwenhotels.com>; Ferreira, Monique (F) <Monique.Ferreira@marriott.com>; Erik Alviti <ealviti@colwenhotels.com>
Renaissance at Patriot Place	28 Patriot Place	Foxboro	MA		Lisa Kershaw <lkershaw@colwenhotels.com>; Noelle Fink <nfink@colwenhotels.com>; Ferreira, Monique (F) <Monique.Ferreira@marriott.com>;; Socrates Ramirez <sramirez@colwenhotels.com>; Megan Narodowy <mnarodowy@colwenhotels.com>; Amy Medeiros <almedeiros@colwenhotels.com>; Lisa Kershaw <lkershaw@colwenhotels.com>; Scott Liebman <sliebman@colwenhotels.com>; Jennifer Tavares <jtavares@colwenhotels.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Best Western Concord	740 Elm St	Concord	MA	Phone: (978) 473-0037	Mdavey@bestwesternconcord.com
Courtyard Marriott Natick		Natick	MA	O 508.647.3282	Jill Sullivan <Jsullivan@csmcorp.net>
DoubleTree Bedford	44 MIddlesex Tpke	Bedford	MA	M: 781-727-3118	Verlilah Burris2 <Verlilah.Burris2@Hilton.com>
Fairfield Inn/Residence Inn Waltham	250 2nd Ave	Waltham	MA		Lauren Buonomo' <lbuonomo@colwenhotels.com>
Hampton Inn Waltham	135 2nd Ave	Waltham	MA	Cell: 603-275-4465	David HardjoSuwito <David.HardjoSuwito@Hilton.com>
Homewood Suites Needham	200 First Ave	Needham	MA	774-276-2988	Alysa Mello <amello@claremontcorp.com>
Hyatt House Waltham	54 4th Ave	Waltham	MA	C: 774-212-2506	Copenhaver, Lauren (BOSXW-F) <lauren.copenhaver@hyatt.com>
Quality Inn - Lexington	440 Bedford Street	Lexington	MA	Phone: (978) 473-0037	qi.sales@jamsanhotels.com
Embassy Suites - Waltham	550 Winter Street	Waltham	MA		Cynthia Graham <Cynthia.Graham@hilton.com>
Westin Waltham	70 3rd Ave	Waltham	MA	781-290-5667	Nicole Chan <nicole.chan@westinwalthamboston.com>; Patrick Smith <patrick.smith@westinwalthamboston.com>; Christine Cormier <christine.cormier@westinwalthamboston.com>
Comfort Inn Strudbridge	83 Hall Rd	Sturbridge	MA	C: 413-233-8857	rachealb@prestigehq.com; Dawn Meerriman <dawnm@prestigehq.com>
Hilton Garden Inn Pittsfield	1032 South St	Pittsfield	MA	1+ 413-464-8789 Direct	Rebecca Brien <Rebecca.Brien@Hilton.com>; Patty Jordan <Patty.Jordan@Hilton.com>
HOLIDAY INN EXPRESS AND SUITES	415 Stockbridge Rd	great Barrington	MA		holidayinn express <holidayinnexgb@gmail.com>
Holiday Inn - N Adams	40 Main Street	North Adams	MA		Linette Searcy <Linette@innvermont.com>; M ke Harpin mharpin@innvermont.com; Mike Harpin <MikeH@larkinhospitality.com>
Homewood Suites - Holyoke	375 Whitney Avenue	Holyoke	MA		Susan Concepcion <SConcepcion@buffalolodging.com>
Hotel on North	297 North St	Pittsfield	MA	413-298-1674	Susan Coyne <susan.coyne@mshgmail.com>
Howard Johnson Williamstown(Not great)	213 Main St	Williamstown	MA		happyhojo2015@gmail.com
Sheraton Springfield	One Monarch Place	Springfield	MA		Fitore Bajrami' <FBajrami@sheratonspringfield.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
The Red lion Inn	30 Main St	Stockbridge	MA		Susan Coyne <susan.coyne@mshgmail.com>
Hampton Inn Westfield	39 Southampton Road	Westfield	MA		westfieldfrontdesk@gmail.com
Colonial Hotel - Gardn	625 Betty Spring Road	Gardner	MA		Kara Huntoon <CorporateSales@Colonial-Hotel.com>
Courtyard Marriott West Springfield	885 Riverdale St.	West Springfield	MA		jbiscette@shieldhotels.com
Days Inn Gt Barrington	372 Main St	Great Barrington	MA	Tel: 413.644.3200 ext. 155	mahida_p@yahoo.com; 'Nazor, Veronica' <Veronica.Nazor@marriott.com>; Carpenter, Dave (F) <Dave.Carpenter@marriott.com>
Fairfield Inn Great Barrington	249 Stockbridge Rd.	Great Barrington	MA	Tel: 413.644.3200 ext. 155	Nazor, Veronica (F) <Veronica.Nazor@marriott.com>; Dave Carpenter <Dave.Carpenter@marriott.com>
Fairfield Inn Northampton	115A Conz St	Northampton	MA		Lorraine St. Onge <lstonge@hotelnorthampton.com>; 'Ruby Meng' <rmeng@hotelnorthampton.com>
Hampton Inn Springfield	851 East Columbus Ave	Springfield	MA		Lisa.Nai@hilton.com
Hilton garden inn springfield	800 Hall of Fame Ave	Springfield	MA		Adam Anderson <Adam.Anderson@hilton.com>
Hotel Northampton	36 King St	Northampton	MA	Phone: (413) 587-8105 Fax: (413) 585-0210	Ruby Meng <rmeng@hotelnorthampton.com>; Alee Fitzpatrick <AFitzpatrick@hotelnorthampton.com>; Anna Waddill <awaddill@hotelnorthampton.com>; Lorraine St. Onge <lstonge@hotelnorthampton.com>
Sturbridge Host Hotel	366 Main Street	Sturbridge	MA		vchoinski@sturbridgehosthotel.com'; ltebo@sturbridgehosthotel.com; bokelley@sturbridgehosthotel.com; smorgan@sturbridgehosthotel.com
Hampton Inn - Coventry	850 Centre of New England Blvd	Coventry	RI		HI Coventry <HICoventry@buffalolodging.com>; Annabelle Carrascoza <ACarrascoza@buffalolodging.com>
Holiday Inn Express & Suites Coventry	4 Universal Boulevard	Coventry	RI	T:401.821.3322	John Whitehead <jwhitehead@hixpvdcy.com>
Wyndham Bay Voyage Inn Jamestown	150 Conanicus Ave	Jamestown	RI		Christine.fontaine@wyn.com

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Wyndham Newport Overlook Jamestown	150 Bay View Dr	Jamestown	RI		Darcy.ORourke@wyn.com
Courtyard Providence Lincoln	635 George Washington Hwy	Lincoln	RI		Lindsey Scenti <Lindsey.Scenti@marriott.com>; Joshua Grapentin <Joshua.Grapentin@marriott.com>
Twin River Casino Hotel	100 Twin River Rd	Lincoln	RI		hotelreservations@twinriver.com
Atlantic Beach Hotel & Suites Middletown	34 Wave Ave	MIddletown	RI		
Courtyard Marriott - Middletown	9 Commerce Drive	Middletown	RI		sheila.cru kshank@marriott.com
Holiday Inn Express - Middletown	855 West Main Rd.	Middletown	RI	P: 401-848-7128	Rochelle (rleger@lafrancehospitality.com); tzlydaszek@lafrancehospitality.com
Homewood Suites Newport-Middletown	348 W Main Rd	Middletown	RI		Liz Pereira <Liz.Pereira2@hilton.com>
Newport Beach Hotel & Suites	1 Wave Ave	MIddletown	RI	401-236-8494	Wood, Jessica <JWood@newporthotelgroup.com>
Quality Inn & Suites Middletown	936 West Main Road	MIddletown	RI		agm agm <agm@qualityinnri.com>
Hampton Inn - Middletown	317 West Main Rd	Middletown	RI		Olivia Seymour Olivia.Seymour@Hilton.com; Liz Pereira Liz.Pereira2@hilton.com;
Ramada Middletown	425 East Main Road	Middletown	RI		ramada.middletown@gmail.com
Aqua Blue Hotel & Conference Center		Narragansett	RI		
Cambria Hotel Newport	240 Aquidnick Ave	Newport	RI		roomblock@cambrianewport.com
Wellington Resort Newport	551 Thames St	Newport	RI		info@wellingtonresort.com; Donna Wing <dwing@twinriver.com>
Wyndham Inn on Long Wharf Newport	142 Long Wharf	Newport	RI		Sami, Linda <Linda.Sami@wyn.com>
Wyndham Newport Hotel	240 Aquidneck Avenue	Newport	RI	Office: 401-236-2093	Mark Gervais <mgervais@wyndhamnewportri.com>; Kirby Arsenault <karsenault@wyndhamnewportri.com>; Stathi Kyriakides <stathi@wyndhamnewportri.com>
Mainstay - Newport	151 Admiral Kalbfus Rd	Newport	RI	401-749-0472	sales@mainstayhotelnewport.com; edarezzo@mainstayhotelnewport.com
Newport Marriott	25 America's Cup Ave	Newport	RI		christie.wanat@marriott.com; Ana.schonrog@marriott.com; Sheehan, Abi <abi.sheehan@marriott.com>; Karyssa.Miguel@marriott.com
Hampton - Pawtucket	2 George Street	Pawtucket	RI		Nicolette Ferreira' <Nicolette.Ferreira@Hilton.com>; Charles Napier <Charles.Napier@Hilton.com>
Omni Providence	1 W Exchange St	Providence	RI	401-598-8111 direct	Caroline Bhatia <Caroline.Bhatia@omnihotels.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Providence Marriott Downtown	1 Orms Street	Providence	RI	P 401.272.2400 | D 401.553.0435	Joanna Arrighie <JArrighie@marriottprovidence.com>; Carolina Villela <cvillela@marriottprovidence.com>
Renaissance Providence	5 Avenue of the Arts	Providence	RI		Aaron Messina <amessina@tpghotelsandresorts.com>; Brenda Smith <brenda.smith@tpghotelsandresorts.com>; 'Renee McCoole' <RMcCoole@tpghotelsandresorts.com>
Residence Inn Providence Downtown	100 Sabin St.	Providence	RI		Danny Alba <dalba@residenceinnprovidence.com>
Hilton Downtown Providence	21 Atwells Avenue	Providence	RI		Aaron Messina <amessina@tpghotelsandresorts.com>; Brenda Smith <brenda.smith@tpghotelsandresorts.com>
Hilton Garden Inn Providence	220 India Street	Providence	RI	401 272 5577 Office 401 486 9757 Mobile	Tim Kenahan <tkenahan@hiltongardenprovidence.com>
Hampton Inn - Smithfield	945 Douglas Pike	Smithfield	RI		
Home2 Suites by Hilton Smithfield	944 Douglas Pike	Smithfield	RI	(O): 401.618.5700 (C) 401.225.1361	jennifer mcleod <jennifer.mcleod2@Hilton.com>; Maria Jacobo <Maria.Jacobo@Hilton.com>
Hampton Inn South Kingstown	20 Hotel Dr	South Kingstown	RI	+1 401.788.3500 ext. 408 Office	robyn.hannon@hilton.com
Holiday Inn - South Kingston	3009 Tower Hill Rd	South Kingstown	RI	(401) 323-3173 cell	Jennifer Marvel <jmarvel@tpghotelsandresorts.com>; Sherry Cottle <scottle@tpghotelsandresorts.com>; Susan Langford <slangford@tpghotelsandresorts.com>; Doug Brady <dbrady@tpgcompanies.com>; Aimee Harvey <aharvey@tpghotelsandresorts.com>; Jessica McCrae <jmccrae@tpghotelsandresorts.com>; David Heckman <dheckman@tpghotelsandresorts.com>
Tiverton Casino Hotel	777 Tiverton Casino Blvd	Tiverton	RI		hotelreservations@twinriver.com
Comfort Suites West Warwick	10 Keyes Way	Warwick	RI		Comfort Suites West Warwick RI <comfortsuites.westwarwick@gmail.com>; Lauren Charbonneau <sales.comfortsuiteswestwarwick@gmail.com>

Site Name	Address	City	ST	Contact Number	Email Contact
Courtyard by Marriott Providence Warwick	55 Jefferson Park Road	Warwick	Ri	P+ 401-467-6900	emcquesten@waterfordhotelgroup.com
Crowne Plaza Crossing - Warwick	801 Greenwich Avenue293	Warwick	RI	Phone: 401.732.6000 ext. 7824 Direct Line: 401.681.4724	Sarah Shibley <sarah.shibley@crownehotelwarwick.com>
HYATT PLACE WARWICK PROVIDENCE AIRPORT	800 Jefferson Blvd	Warwick	RI	T +1 401 738 8700	emcquesten@waterfordhotelgroup.com
La Quinta Inn & Suites Warwick	36 Jefferson Blvd	Warwick	RI		Fraim Jr, Thomas <thomas.Fraim@wyndham.com>; laquinta2052@gmail.com>
Radisson Hotel Providence	2081 Post Rd	Warwick	RI		Janice Taylor <janice.taylor@pinnaclehm.com>
Fairfield Inn & Suites Providence Warwick Airport	1940 Post Road	Warwick	RI	P: 401-732-0900	Lauren Perez <lperez@fairfieldinnprovidence.com>; Susan Langford <susan.langford@fairfieldinnprovidence.com>; Susan Cullen <scullen@fairfieldinnprovidence.com>; Cindy Sousa <csousa@fairfieldinnprovidence.com>; Jasmine Resendes <jresendes@fairfieldinnprovidence.com>
Holiday Inn Express - Warwick	901 Jefferson Blvd	Warwick	RI	Phone: 401.732.6000 ext. 7824 Direct Line: 401.681.4724	Sarah Shibley <sarah.shibley@crownehotelwarwick.com>
Wyndham Providence Airport - Warwick	1850 Post Rd	Warwick	RI		Guest Engagement <questengagement@wyndhampvd.com>; mac@wyndhampvd.com; Rita Harfouch <rita@wyndhampvd.com>; Jay Patel <jay@wyndhampvd.com>
Residence Inn West Greenwich(Coventry)	725 Centre of New England Blvd	West Greenwich	RI		Sophia Valverde <svalverde@thmc.biz>
SpringHill Suites West Warwick	14 James P Murphy Ind Hwy	West Warwick	RI		O'halloran, Maura (F) <Maura.E.OHalloran@marriott.com>
Fairfiled Inn South Kingstown					Torin Soares <Torin.Soares@Hilton.com>
Holiday Inn Express and Suites Brattleboro	100 Chickering Dr	Brattleboro	NH		vthiexpress@gmail.com'
Courtyard Marriott Nashua	2200 Southwood Dr	Nashua	NH	P: 603.579.6005	Morabito, Steve (F) <Steve.Morabito@marriott.com>
Holiday Inn & Suites Nashua	9 Northeastern Blvd	Nashua	NH		lhopkins@holidayinnnashua.com'
La Quinta Inn & Suites Salem	8 Keewaydin Dr	Salem	NH	972-957-3839 (Office) 603-770-8873 (Mobile)	Nadeau, Caroline <Caroline.Nadeau@wyndham.com>
Radisson Nashua	11 Tara Blvd	Nashua	NH	Phone:(603) 888-9970 Direct:(603)579-3260	Chris Tarris' <chris.tarris@nashuaradisson.com>

REDACTED

Site Name	Address	City	ST	Contact Number	Email Contact
Holiday Inn Express & Suites Hampton South-Seabrook	11 Rocks Rd	Seabrook	NH		kellyksebrk@gmail.com; hiexp2@gmail.com
Quality Inn Portsmouth					cskovron@qualityinnportsmouth.com
Hilton Mystic	20 Coogan Blvd	Mystic	CT	d: +1 860 572 2508	Lindelow, Keith <KLindelow@distinctivehospitalitygroup.com>
Foxwoods Resort Casino Hotel	350 Trolley Line Blvd	Mashantucket	CT		O'Connell, Karen A <KOConnell@foxwoods.com>

33.3. Chapter 12: Load Shedding Exhibits

Exhibit A: Flood Kit

Customer Instructions for Storm Emergency Restoration and the Re-establishment of Electric Service:

National Grid has disconnected services of those customers who have electric equipment, including meter, meter socket, breaker or panel boxes, that were damaged or exposed to water during flooding for your safety and the safety of the general public. If disconnected, please follow the following procedures to ensure the restoration of your electric service.

1. Prior to restoration of your service, National Grid requires an inspection certificate from an electrical inspector that you may select from the attached list. It is National Grid's understanding that electrical inspectors will require replacement of any electrical equipment that was exposed or submerged under water to pass inspection. This is necessary since proper function of the equipment cannot be assured which may place you at risk for future injury or property damage.
2. Once National Grid has been contacted by the inspection agency indicating your premise meets National Grid requirements and all applicable codes, a National Grid Service Representative will be dispatched to re-energize your service.

For any questions regarding this procedure, please contact our Customer Contact Center at 1-800-322-3223.

Electrical Inspection Agency Instructions

WORKING IN THE - INSERT COUNTY/MUNICIPALITY/TOWN NAME HERE - FLOODED AREAS ONLY

National Grid Procedure for Re-establishing Electric Service Following Flooding that compromised the safe operation of customer electric equipment.

Once a customer has had their damaged equipment repaired or replaced and your inspection of the premise is complete, please follow the procedure below to notify National Grid for re-energization of the Customer's Service.

Please call the following number: 1-800-322-3223

The Customer Service Representative will request the following information:

- Inspector Name
- Address of inspection site
- Customer Billing Account Number
- Inspection Agency
- Certificate Number

The Customer Service Representative will then send an order to energize the service.

Sample Communication

Instructions for Electrical Inspection Agencies

WORKING IN THE (insert affected area here)

FLOODED AREAS ONLY

National Grid Procedure for Re-establishing Electric Service Following Flooding that compromised the Safe Operation of Customer Electric Equipment

Once a customer has had their damaged equipment repaired or replaced and your inspection of the premise is complete, please have your Inspector follow the procedure below to notify National Grid for re-establishment of the Electric Customer's Service.

- Please call the following number:
  - **1-800-375-7405**
- Alternate means of contacting National Grid:
  - Fax: 1-888-266-8094
  - Email: workrequest@nationalgrid.com
- The Customer Service Representative will request the following information:
  - Inspector Name
  - Address of inspection site
  - Customer Billing Account Number
  - Inspection Agency
  - Certificate Number
- The National Grid Customer Service Representative will then send an order to energize the service.

REDACTED

33.4. Chapter 18 Liaison Interactions Exhibits

Exhibit A: Electric Utilities, Cable and Communication Companies Working Group – Points of Contact

Company	Primary and Alternate Contacts	Emergency Role	Contact Numbers
Charter	Steve Costen	Network/Plant Restoration (Tech Manager)	[redacted]
	Tom Cohan	Director, of Gov't and Public Affairs	
Comcast	Tom Smith	Emergency Preparedness Mgr	
	Tim Harnois	Senior Engineering Support Manager	
National Grid	Stephen Parenteau	Principal Program Manager	
	Glen Aichinger	Director US Electric EP	
Eversource	Dick Tobin	Manager EP	
	John Burnap	EP	
Unitil	John Closson	System Logistics Chief	
	Jaclkyn Ulban	Incident Management Assistant	
	Tom Murphy	Safety and Environmental Officer	
	Keith Caribo	Regional Area Commander	
Verizon	Robert Coulter		
	Joseph Zukowski		
	Brenden DeAndrade	Joint Use & Licensing	

33.5. Chapter 21: Reports and Documentation Exhibits

Exhibit A: Rhode Island 90-Day Event Report

REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID
ON THE___ 2020 STORM PREPAREDNESS, DAMAGE ASSESSMENT, AND SERVICE RESTORATION EFFORTS

I. EXECUTIVE SUMMARY

Event, Restoration and Restoration summary and statistics

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The factors considered in initially establishing or revising the expected incident classification level include 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.

B. Activation of Incident Command System (ICS)

Copies of all daily briefings

C. Determination of Crew Needs and Pre-Staging

Table (Table B report) indicating the number, type and location of planned resources (in accordance with the ERP designated Event Type), and the number, type, and location of actual resources secured. Include daily resource staffing levels from pre-storm through

complete restoration. Indicate whether resources are internal, external contractors, or resources acquired through a mutual aid agreement.

III. THE STORM AND ITS IMPACT

A. Forecast

Information relied on to forecast the storm, including predictive modeling

B. **Impact**Actual Weather and Restoration discussion

Restorations and restoration charts

Restorations by Town Chart

IV. RESTORATION

A. Timing and Priority of Service

Timeline of the storm progression, the hour and date that constitutes the start of restoration, and the hour and date that constitutes complete restoration.

Chronological outage restoration assessment (1 hr. increments) to include number of customers out (in executable format) for:

- the Company's Capital and Coastal regions and for the total system; and
- each feeder affected.

A summary of number of customer outages at peak and customer outage minutes, by cause, for the Company's Capital and Coastal regions.

A specific list of all outages, in executable format, including the following for each outage:

a. Region;
b. Substation;
c. Circuit number;
d. Voltage;
e. Initial outage time and date;
f. Time and date of field assessment and any subsequent assessments, for those circuits that received field assessments;
g. Time and date that crews were dispatched to restore service;
h. Description of required crews (tree and/or line), and whether crews were National Grid employees or contractors;
i. Time and date that crewsarrived;

j. Time and date that restoration was completed;
k. Total time required to complete restoration;
l. Description of restoration work;
m. Total outage duration;
n. Number of customers impacted at peak of the outage;
o. Total number of customers served;
p. Detailed cause of outage;
q. Most recent date (month/year) that National Grid cleared the right-of-way;
r. Most recent date (month/year) that Enhanced Hazard Tree Mitigation (EHTM) was performed;
s. A separate listing of total number of poles replaced due to storm impacts, by municipality;
t. A separate listing of total number of transformers replaced due to storm impacts, by municipality;
u. A separate listing of total miles of downed conductor replaced or reinstalled, by municipality; and
v. A separate listing of all outages with tree-related causes.

B. Restoration Coordination

Storm room discussion

Wires Down discussion

C. Personnel Resources

Describe all efforts to acquire mutual aid assistance, including time and date of first request, number and type of resources requested, and number, type and date of resources allocated.

D. Safe Work Practices Safety discussion

V. COMMUNICATIONS DUING AND AFTER THE EVENT

A. Communication Regarding Estimated Times for Restoration (ETRs)

Discussion of ETR communication to customers

B. Intra-Company

Discussion of internal communication, including storm call schedule

C. Public Officials

1. Governor's Office

Discussion of communication with the Governor

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

Discussion of communication with the RIPUC and RIEMA

3. Municipalities

Discussion of outreach to communities

D. Customers

Provide a detailed table listing each method of communication utilized throughout the event, including the purpose and level of interaction. (e.g. IVR received X number of calls, made X outbound calls, website received X hits, received/sent X text messages, posted X times on Facebook, Twitter, YouTube, etc.

E. Media

Discussion of communication with Media outlets

VI. TECHNOLOGY ISSUES

Summarize all technology issues experienced during the event. Include detailed description, impact on communication or restoration, steps taken by the Company to resolve issues, determination of root cause, and Company's plan to implement improvements that mitigate future issues.

VII. CONCLUSION

33.6. Chapter 23: Training and Exercises Exhibits

Exhibit A: Training and Exercise Attendance Records Example

CLASS ATTENDANCE RECORD

nationalgrid

Course Code _____ Course Title _____

Start Date _____ End Date _____ Duration _____ (Hours)

Facility _____ Room # _____ Instructor Name _____ Hours _____

Client _____ Instructor Name _____ Hours _____

Client _____ Instructor Name _____ Hours _____

Scheduled Offering # _____

Date entered into LearningLink _____

Admin Initials _____

This area to be filled by data entry clerks only.

☐L&D Delivered ☐Non-L&D Delivered - Dept._____

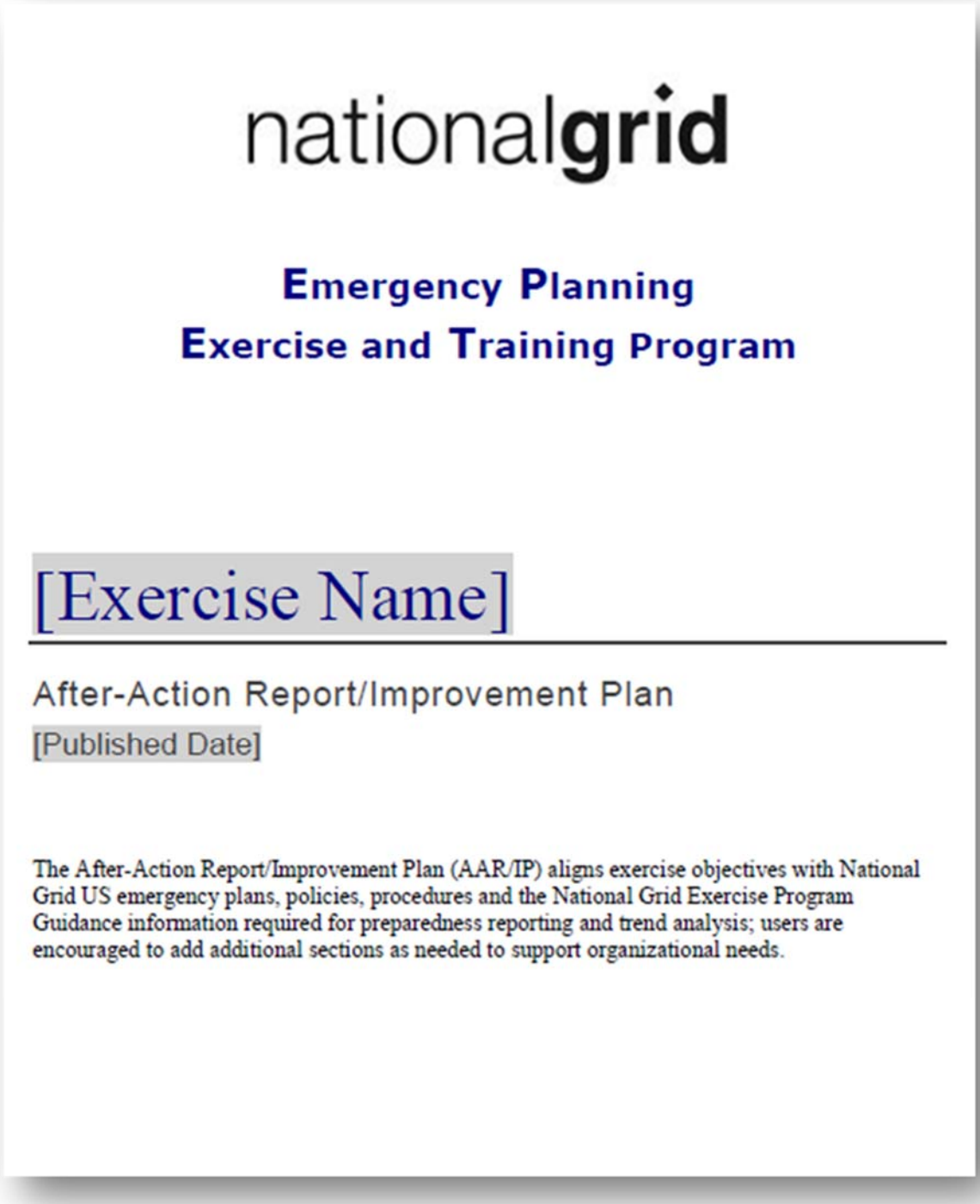
	PRINT NAME CLEARLY If we can't read your name, we can't credit you for the course								MON	TUE	WED	THU	FRI	STATUS	GRADE
	LAST	FIRST	M	8-DIGIT EMPLOYEE#	DEPT/ COMPANY	LOCATION	SIGNATURE	SUPERVISOR							
1															
2															
3															
4															
5															
6															
7															
8															
9															
10															
11															
12															

Remarks: _____

Rev. 02/22/2016 Saved at: _Learning & Development_General L&D Info\Forms - Templates\Attendance Sheet-Roster Page _____ of _____

OurAcademy

Exhibit B: Emergency Response Exercise and Drill Program Exercise Report Example



nationalgrid

Emergency Planning
Exercise and Training Program

[Exercise Name]

After-Action Report/Improvement Plan

[Published Date]

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with National Grid US emergency plans, policies, procedures and the National Grid Exercise Program Guidance information required for preparedness reporting and trend analysis; users are encouraged to add additional sections as needed to support organizational needs.

EXERCISE OVERVIEW

Exercise Name	[Insert the formal name of exercise, which should match the name in the document header]
Exercise Dates	[Indicate the start and end dates of the exercise]
Scope	This exercise is a [exercise type], planned for [exercise duration] at [exercise location]. Exercise play is limited to [exercise parameters].
Mission Area(s)	[Prevention, Protection, Mitigation, Response, and/or Recovery]
Core Capabilities	[List the core capabilities being exercised]
Objectives	[List exercise objectives]
Threat or Hazard	[List the threat or hazard (e.g. natural/hurricane, technological/radiological release)]
Scenario	[Insert a brief overview of the exercise scenario, including scenario impacts (2-3 sentences)]
Sponsor	[Insert the name of the sponsor organization, as well as any grant programs being utilized, if applicable]
Participating Organizations	[Insert a brief summary of the total number of participants and participation level (i.e., Federal, State, local, Tribal, non-governmental organizations (NGOs), and/or international agencies). Consider including the full list of participating agencies in Appendix B. Delete Appendix B if not required.]
Point of Contact	[Insert the name, title, organization, address, phone number, and email address of the primary exercise POC (e.g., exercise director or exercise sponsor)]

REDACTED

TABLE OF CONTENTS

Exercise Overview	1
Table of Contents	2
Executive Summary	3
Analysis of Core Capabilities	4
Objective 1	5
Core Capability Analysis 1.1	5
Objective 2	6
Core Capability Analysis 2.1	6
Appendix A: Improvement Plan	A-1
Appendix B: Exercise Participants	B-1

EXECUTIVE SUMMARY

The purpose of an executive summary is to consolidate the principal points of a document in one place.

An executive summary should be written so that any reader, regardless of their technical knowledge, can understand the contents of the report and the relevance of the findings and recommendations.

Typically, the executive summary is a tool to give readers an overview of the document, its purpose and main conclusion.

1. Introduction
2. Objectives
3. Summary of findings
4. Background
5. Process
6. Conclusions / recommendations

ANALYSIS OF CORE CAPABILITIES

Aligning exercise objectives and core capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned core capabilities, and performance ratings for each core capability as observed during the exercise and determined by the evaluation team.

Objective	Core Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
[Objective 1]	[Core capability]				
	[Core capability]				
[Objective 2]	[Core capability]				
[Objective 3]	[Core capability]				

Ratings Definitions:

- Performed without Challenges (P): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
- Performed with Some Challenges (S): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.
- Performed with Major Challenges (M): The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
- Unable to be Performed (U): The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).

Table 1. Summary of Core Capability Performance

The following sections provide an overview of the performance related to each exercise objective and associated core capability, highlighting strengths and areas for improvement.

[Objective 1]

The strengths and areas for improvement for each core capability aligned to this objective are described in this section.

[Core Capability 1.1]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 1.1.1.1: [Observation statement]

Strength 1.1.1.2: [Observation statement]

Strength 1.1.1.3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1.1.2.1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

Area for Improvement 1.1.2.2: [Observation statement]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

[Core Capability 1.2]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 1.2.1.1: [Observation statement]

Strength 1.2.1.2: [Observation statement]

Strength 1.2.1.3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1.2.2.1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference:[List any relevant plans, policies, procedures, regulations, or laws.]

Analysis:[Provide a root cause analysis or summary of why the full capability level was not achieved.]

Area for Improvement 2.1.2.2: [Observation statement]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

[Objective 2]

The strengths and areas for improvement for each core capability aligned to this objective are described in this section.

[Core Capability 2.1]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 2.1.1.1: [Observation statement]

Strength 2.1.1.2: [Observation statement]

Strength 2.1.1.3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 2.1.2.1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

Area for Improvement 2.1.2.2: [Observation statement]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

REDACTED

[Core Capability 2.2]

Strengths

The [full or partial] capability level can be attributed to the following strengths:

Strength 2.2.1.1: [Observation statement]

Strength 2.2.1.2: [Observation statement]

Strength 2.2.1.3: [Observation statement]

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 2.2.2.1: [Observation statement. This should clearly state the problem or gap; it should not include a recommendation or corrective action, as those will be documented in the Improvement Plan.]

Reference:[List any relevant plans, policies, procedures, regulations, or laws.]

Analysis:[Provide a root cause analysis or summary of why the full capability level was not achieved.]

Area for Improvement 2.2.2.2: [Observation statement]

Reference: [List any relevant plans, policies, procedures, regulations, or laws.]

Analysis: [Provide a root cause analysis or summary of why the full capability level was not achieved.]

APPENDIX A: IMPROVEMENT PLAN

This IP has been developed specifically for [Organization] as a result of [Exercise Name] conducted on [date of exercise].

Core Capability	Issue/Area for Improvement	Corrective Action	Capability Element[1]	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Core Capability 1: [Capability Name]	1. [Area for Improvement]	[Corrective Action 1]					
		[Corrective Action 2]					
		[Corrective Action 3]					
	2. [Area for Improvement]	[Corrective Action 1]					
		[Corrective Action 2]					

APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
Internal Organizations
External Organizations

REDACTED

34. Appendix B: Emergency Assignment Listing

The emergency assignment listing provided below is accurate as of the date of this ERP. For an updated listing, please see the Company's Storm Emergency Assignment Listing (SEAL) database.

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Adams, Jon W	Resource Coordination	Mgr Res Crdntn		Hopedale	BRANCH OPERATIONS COORDINATOR	BRANCH DIRECTOR	
Agostino, Andrea D	Environmental NE 2	Mgr Env Comp L&P		New England	ENVIRONMENTAL SUPPORT	BRANCH ENVIRONMENTAL COORDINATOR	
Agustin, Emilio	Electric Distribution Design N	Lead Eng Elec Plan & Design		New England	ETR LEAD	STORM ROOM SUPPORT	BRANCH PLANNING COORDINATOR
Amatore, Jennifer R	Manager Call Centre Customer C	Snr Spec CEI		Providence	MUNICIPAL ROOM SUPPORT	BRANCH LOGISTICS COORDINATOR	
Ambrose, Ronald M	Distr Field Eng NE North 2	Lead Eng Elec Plan & Design		Malden/Lynn	BRANCH PLANNING COORDINATOR	RESTORATION CREW SUPERVISOR - NE	STORM ROOM SUPPORT
Anand, Prabhjot S	Resource Planning NE	US Dir UK Snr Mgr CPD		Worcester	MEMA LIAISON	BRANCH PLANNING COORDINATOR	
Andrews-Drew, Deborah	MA Strategic Communications 1	US Dir UK Snr Mgr US Cmms Prg		Worcester	BRANCH PUBLIC INFORMATION COORDINATOR		
Angell, Dawn M	Resource Coordination MECOa	US Dir UK Snr Mgr Res Crdntn		Brockton	CONTRACTOR ROOM LEAD	BRANCH DIRECTOR	
Aronson, Christopher S	DGC Lit Env Emp LIPA Comp	Asst General Counsel In House		North Andover	HOTEL AMBASSADOR	BRANCH LIAISON COORDINATOR	
Aucoin, Brian	Manager	Snr Spec Physical Security		New England	BRANCH SECURITY COORDINATOR		
Auxford-Paiva, Beverly S	Environmental NE	Lead Eng Environmental Enging		Malden/Lynn	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT	ENVIRONMENTAL SUPPORT

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Bacon, Timothy J	Work Support New England	Snr Supvsr Work Support	[redacted]	Brockton	BRANCH LOGISTICS COORDINATOR		
Bamford, Warren T	Global Security	VP Global Security	[redacted]	New England	SYSTEM SECURITY OFFICER	STATE SECURITY OFFICER	STATE EMERGENCY RESPONSE PROCESS LEAD (SECURITY)
Baril, David	US Director UK Senior Manager	Analyst Service Del	[redacted]	Providence	IS STATE COORDINATOR	IS STATE COORDINATOR	IS SUPPORT
Baskan, Ozan	Electric Process and Engineeri	Lead Eng Elec Plan & Design	[redacted]	Malden/Lynn	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT WORK SUPPORT	
Beliveau, Andrew M	Ops Overhead No Shore	Mgr Dist Line Worker	[redacted]	North Andover	BRANCH OPERATIONS COORDINATOR	DAMAGE ASSESSMENT WORK SUPPORT	
Bello, Miguel A	Distr Field Eng NE North 1	Snr Eng Elec Plan & Design	[redacted]	Brockton	CONTRACTOR ROOM SUPPORT	BRANCH PLANNING COORDINATOR	
Bergeron, Luke	NE Safety Electric	Lead Rep Fld Sfty	[redacted]	North Andover	BRANCH SAFETY AND HEALTH COORDINATOR	FIELD SAFETY SUPPORT	
Blanch, Deborah A	Environmental NE	Lead Env Scntst Env & Sustnblt	[redacted]	Brockton	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT	
Bourque, Gary E	Ops Overhead Providence	Lead Supvsr Dist Line Worker	[redacted]	Providence	BRANCH OPERATIONS COORDINATOR	OVERHEAD LINE SUPERVISOR	
Brawley, Robert F	PTO and Substation New England	US Dir UK Snr Mgr EMC	[redacted]	New England	BRANCH DIRECTOR	STATE OPERATIONS SECTION CHIEF	STATE INCIDENT COMMANDER
Briere, Jennifer A	US HR Business Partner & SWFP	VP HR Bus Partnr and Workforce	[redacted]	Hopedale	SYSTEM HUMAN RESOURCES OFFICER	WIRES DOWN ROOM SUPPORT	COMMUNITY LIAISON
Brouillard, Christian	Options Solutions Engineering	Consulting Eng Elec Plan & Des	[redacted]	North Andover	BRANCH PLANNING COORDINATOR		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Burgoyne, Keith D	Ops Underground Prov	Lead Supvsr Underground Worker	[redacted]	Providence	BRANCH OPERATIONS COORDINATOR	UNDERGROUND	
Cahill, Erin M	Environmental NE 2	Lead Env Scntst Env & Sustnblt		North Andover	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT	
Caldwell, Stephen H	US Director, UK Senior Manager	US Dir UK SM Pgmme Dir		Malden/Lynn	BRANCH LOGISTICS COORDINATOR		
Callanan, Joseph G	SHE Performance and Reporting	US Dir UK Snr Mgr SHER Ass & C		Worcester	STATE ENVIRONMENTAL OFFICER	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT
Cameron, Daniel A	Comm&Cust Mgmt MA3	Prin Pgm Mgr Commty & Cust Mgm		Malden/Lynn	BRANCH LIAISON COORDINATOR	SEAL ANALYST	MUNICIPAL ROOM LEAD
Cameron, John M	Safety Management	Lead Pgm Mgr Vehicle Safety		North Andover	BRANCH SAFETY AND HEALTH COORDINATOR	STATE SAFETY AND HEALTH OFFICER	FIELD SAFETY SUPPORT
Campbell, David H	Treasury Officer US	Vice President US Treasurer		New England	SYSTEM FINANCE OFFICER		
Capwell, Parker D	Ops Management Coastal OH and	Mgr Dist Line Worker		Providence	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	
Cardoza, David	Process & Perf - Electric Non-	US Dir UK Snr Mgr Proc & Perf		Providence	BRANCH PLANNING COORDINATOR	BRANCH OPERATIONS COORDINATOR	
Carey, John T	Distribution Design RI Ops Eng	Enging Mgr Elec Plan & Design		Providence	STORM ROOM LEAD	STATE EMERGENCY RESPONSE PROCESS LEAD (STORM ROOM)	
Carlino, Mario G	Manager Customer Connections	Prin Acnt Mgr Customer Connect		Providence	BRANCH PLANNING COORDINATOR		
Carlson, John F	Maps & Records New England 2	Spec Supvsr Maps & Records		Worcester	BRANCH LOGISTICS COORDINATOR		
Carney, Kelly	Customer Process Enablement	VP Customer Solutions		New England	STATE LIAISON OFFICER		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Carroll, Joseph C	Community & Cust Mgmt MA	US Dir UK Snr Mgr Commty & Cus	[redacted]	Brockton	BRANCH LIAISON COORDINATOR		
Casey, Jennifer L	NE Safety Electric	Snr Coordinator Field Mgmt		Providence	BRANCH SAFETY AND HEALTH COORDINATOR	FIELD SAFETY SUPPORT	
Castro, Kathy R	Dir Complex Capital Deliv Prog	US Dir UK Snr Mgr CPD		Providence	BRANCH DAMAGE ASSESSMENT MANAGER		
Chhay, Chanthyna C	Plan Dispatch Sched Report and	Prin BA Business Analysis		New England	ESSENTIAL	STATE EMERGENCY RESPONSE PROCESS LEAD (WIRES DOWN)	BRANCH POLICE AND FIRE COORDINATOR
Collison, Mark A	Finance BP IS	US Dir UK Snr Mgr Finance BP		New England	STATE FINANCE SECTION CHIEF		
Constable, Ryan	Distr Field Eng NE West	Enging Mgr Elec Plan & Design		Hopedale	STATE PLANNING SECTION CHIEF	BRANCH DAMAGE ASSESSMENT MANAGER	
Convery, Gerald P	Vegetation Mgmt	US Dir UK Snr Mgr Vegetation M		New England	FORESTRY RESOURCE LEAD	STATE EMERGENCY RESPONSE PROCESS LEAD (FORESTRY)	
Correia, Mark C	CMS Elec West	Mgr CMS		Hopedale	STATE EMERGENCY RESPONSE PROCESS LEAD (WIRES DOWN)	WIRES DOWN ROOM LEAD	WIRES DOWN FIELD SUPERVISOR
Cox, Roger D	Project Dev Elec	US Dir UK Snr Mgr PM		Hopedale	BRANCH DAMAGE ASSESSMENT MANAGER	STORM ROOM LEAD	
Cruz, Anthony M	Process Improve - Electric Non	Ld Process Mgr Process and Prf		Malden/Lynn	CONTRACTOR ROOM LEAD	BRANCH OPERATIONS COORDINATOR	
Curley, Joseph F	CMS Elec South	Mgr Gas Field Ops		Providence	CONTRACTOR ROOM LEAD	BRANCH OPERATIONS COORDINATOR	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Curren, Christine A	US Business Resilience	Prin Pgm Mgr Emergency Plannin	[redacted]	New England	SYSTEM LOGISTICS OFFICER		
Currie, John B	Gas Business Planning	US Dir UK Snr Mgr Proc & Perf		Worcester	MEMA LIAISON	STATE FINANCE SECTION CHIEF	FINANCE SUPPORT
Dagher, Fouad	Customer Innovation	US Dir UK Snr Mgr Tech & Innov		Malden/Lynn	STATE LIAISON OFFICER	DAMAGE ASSESSMENT PATROLLER NE	
DaRosa, Nathan M	Process Performance & Complian	Prin Planner Capital Project P		Brockton	STATE SAFETY AND HEALTH OFFICER	BRANCH SAFETY AND HEALTH COORDINATOR	
Davia, Jeremy	Ops Overhead Hopedale 3	Snr Supvsr Dist Line Worker		Providence	OVERHEAD LINE SUPERVISOR	BRANCH OPERATIONS COORDINATOR	
Deamaral, Lori L	Channel Sales NE	Snr Rep Sales		Hopedale	BRANCH LOGISTICS COORDINATOR		
DeRosa, Stephen R	Procurement Electric Construct	US Dir UK Snr Mgr Category Mgm		New England	PROCUREMENT SUPPORT	STATE EMERGENCY RESPONSE PROCESS LEAD (PROCUREMENT)	STAGING SITE SUPPORT - NY
DeRose, Joanne Y	Community & Customer Mgmt	Prin Pgm Mgr Commty & Cust Mgm		Worcester	AREA COMMUNITY LIAISON COORDINATOR	SEAL ANALYST	BRANCH LIAISON COORDINATOR
DeSousa, Jared J	Customer Energy Integration NE	Assoc Consultant CEI		Hopedale	BRANCH PUBLIC INFORMATION COORDINATOR	PUBLIC INFORMATION OFFICER SUPPORT	
DeSousa, Kristin L	VP Customer Delivery	VP Customer Delivery		New England	JURISDICTIONAL TEAM	STATE LIAISON OFFICER	
DiCecco, Michael J	Ops Overhead Uxbridge	Snr Supvsr Dist Line Worker		Hopedale	OVERHEAD LINE SUPERVISOR	BRANCH OPERATIONS COORDINATOR	
Dinneen, Ryan	Field Safety	Mgr Fld Sfty		New England	BRANCH SAFETY AND HEALTH COORDINATOR	FIELD SAFETY SUPPORT	STATE SAFETY AND HEALTH OFFICER
Dionne, Gary J	Strategic Workforce Planning	US Dir UK Snr Mgr WF Anlytcs &		Worcester	CONTRACTOR ROOM SUPPORT	BRANCH PLANNING COORDINATOR	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Diorio, William C	NE Safety Electric	Snr Spec Fld Sfty	[redacted]	New England	FIELD SAFETY SUPPORT	BRANCH SAFETY AND HEALTH COORDINATOR	
DiPetrillo, Mark E	Technical Sales Support NE	Enging Mgr Enging Project/Pgm		Providence	RIEMA LIAISON	COMMUNITY LIAISON	MUNICIPAL ROOM SUPPORT
Doherty, John J	Ops Overhead Bay State West	Mgr Dist Line Worker		Worcester	BRANCH OPERATIONS COORDINATOR	BRANCH DIRECTOR	
Dombroski, Mark E	Ops Underground South	Mgr Underground Worker		Worcester	BRANCH DIRECTOR	BRANCH PLANNING COORDINATOR	BRANCH OPERATIONS COORDINATOR
Donnelly, Stacey M	Legal NY Regulatory	Snr Counsel I In House Counsel		Malden/Lynn	BRANCH LOGISTICS COORDINATOR	MEAL SUPPORT	
Dowdall, Loretta A	US Director UK Senior Manager	US Dir UK Snr Mgr Service Deli		New England	IS STATE COORDINATOR	IS SUPPORT	IS EVENT COORDINATOR
Duarte, Eileen M	Equip and Commissioning Engine	Enging Mgr Elec Const & Maint		North Andover	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT WORK SUPPORT	
Duquette, Stephen M	Process & Perf - Electric Non-	Prin Analyst Proc & Perf Impvm		Worcester	REGULATORY REPORTING LEAD	BRANCH PLANNING SUPPORT	BRANCH PLANNING COORDINATOR
Easterly, Patricia C	NE Performance & Planning	US Dir UK Snr Mgr Proc & Perf		Worcester	COMMUNITY LIAISON	STATE FINANCE SECTION CHIEF	
Edwards, Bruce S	Gas Connections NE North	Mgr Customer Connections		North Andover	MUNICIPAL ROOM LEAD	SEAL ANALYST	BRANCH LIAISON COORDINATOR
Faber, Jeffrey E	Ops Overhead BayState North	US Dir UK Snr Mgr EMC		North Andover	BRANCH DIRECTOR	EXTERNAL RESOURCE STORM ROOM LEAD	SYSTEM PLANNING OFFICER
Fahey, Mark G	Lead Project Manager, Project	Lead PM Proj Mgmt		New England	UNDERGROUND	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR
Fazzone, Aleta M	Community & Customer Mgmt	US Dir UK Snr Mgr Commty & Cus		Worcester	BRANCH LIAISON COORDINATOR		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Foley, James E	Labor & Emp Relations NE	Prncpl Prgrm Mngr Lbr and Empl	[redacted]	Worcester	STATE HUMAN RESOURCES SECTION CHIEF	WIRES DOWN ROOM LEAD	
Fromm, Walter F	Capital Deliver Gas	VP Gas Cap D		New England	MEMA LIAISON	GAS STATE INCIDENT COMMANDER	EXEMPTION
Fujita, Kathleen M	NonComplex Contract Mgmt	US Dir UK Snr Mgr Capital Cntr		North Andover	BRANCH POLICE AND FIRE COORDINATOR	STATE LOGISTICS SECTION CHIEF	
Gallagher, Michael W	Control Central NE	US Dir UK Snr Mgr Distribution		New England	CONTROL CENTER LEAD		
Garbarino, Andrew J	Manager, Corporate Finance	Snr BP Finance Bp		Worcester	STATE FINANCE SECTION CHIEF		
Gelineau, Gary J	Distribution Design MA	Enging Mgr Elec Plan & Design		Providence	STATE EMERGENCY RESPONSE PROCESS LEAD (STORM ROOM)	BRANCH PLANNING COORDINATOR	RESTORATION CREW SUPERVISOR - NE
Gendall, David	Comm&Cust Mgmt MA3	US Dir UK Snr Mgr Commty & Cus		North Andover	BRANCH LIAISON COORDINATOR	STATE LIAISON OFFICER	
Generelli, Maureen E	Resource Coord MECOb	Snr Coordinator Res Crdntn		Worcester	CONTRACTOR ROOM SUPPORT	BRANCH PLANNING COORDINATOR	LODGING SUPPORT
Givens, Sheri S	Retail Regulatory Strategy	VP Head of Regulatory Strategy		Hopedale	STATE LIAISON OFFICER		
Glenning, Daniel M	Complex Proj Mgmt NE	US Dir UK Snr Mgr CPD		New England	EXTERNAL RESOURCE STORM ROOM LEAD	SYSTEM PLANNING OFFICER	
Goldfarb, Jared	US Director UK Senior Manager	US Dir UK Snr Mgr Corp Finance		Malden/Lynn	FINANCE SUPPORT	STATE FINANCE SECTION CHIEF	
Golding, Rebecca L	C&I Portfolio Delivery NE	Lead Pgm Mgr Proj Mgmt		Providence	BRANCH LOGISTICS COORDINATOR	COMMUNITY LIAISON	
Gonynor, Jonathan R	Distribution C&I	Con Eng Elec Plan Des Eng		Worcester	BRANCH PLANNING COORDINATOR	STORM ROOM LEAD	RESTORATION CREW SUPERVISOR - NE

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Gonzalez, Adrian D	Tele Ops NE	Mgr Telecom	[redacted]	Brockton	BRANCH OPERATIONS COORDINATOR	STORM ROOM LEAD	
Goslant, Kim H	Environmental Litigation	Asst General Counsel In House		North Andover	BRANCH LOGISTICS COORDINATOR	MEAL SUPPORT	
Grant, Kimberly	Residential Team	Snr Marketer Energy Products M		Hopedale	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Greene, Elizabeth M	Site Investig&Remed Admin NE	Mgr SIR		Malden/Lynn	COMMUNITY LIAISON	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT
Gutierrez Vidal, Ana K	Lead Marketing Program Manager	Lead Mktg Pgm Mgr Cust Insight		Malden/Lynn	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Hang, Bao	Manager Portfolio Planning	Lead Planner Portfolio Plannin		New England	INCIDENT REPORTING AND INVESTIGATION ANALYST	INCIDENT REPORTING AND INVESTIGATION COORDINATOR	BRANCH SAFETY AND HEALTH COORDINATOR
Harding, Robert J	Ops Overhead NAndover Mgr	Mgr Dist Line Worker		North Andover	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR - NE	BRANCH PLANNING COORDINATOR
Harju, Andrew	Finance BP - Operations and P	US Dir UK SM Accounting Strat		New England	SYSTEM FINANCE OFFICER		
Harley, Peter E	Environmental NE	Mgr Env Comp L&P		Hopedale	BRANCH ENVIRONMENTAL COORDINATOR	STATE ENVIRONMENTAL OFFICER	STATE EMERGENCY RESPONSE PROCESS LEAD (ENVIRONMENTAL)
Haschig, Paula B	Global Hd Program Assurance Ch	US Dir UK Snr Mgr Pgmme Mgr IS		New England	NE - GENERAL STORM SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Hayduk, Brian V	Trans Plannings & Asset Mgmt N	US Dir UK Snr Mgr Proj Des & E		New England	BRANCH DAMAGE ASSESSMENT MANAGER		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Hearns, Katherine A	Performance	US Dir UK Snr Mgr Proc & Perf	[redacted]	Worcester	JURISDICTIONAL TEAM	SYSTEM LOGISTICS OFFICER	
Hellmuth, Kevin J	Electric Distribution Design N	US Dir UK Snr Mgr Elec Plan &		New England	STATE EMERGENCY RESPONSE PROCESS LEAD (STORM ROOM)	STORM ROOM SUPPORT	STORM ROOM LEAD
Henquen, Adriana	Corp Counsel M&A	Counsel In House Counsel		Malden/Lynn	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Henry, Joseph S	Distr Field Eng NE North 1	Prin Eng Elec Plan & Design		Brockton	BRANCH PLANNING COORDINATOR	RESTORATION CREW SUPERVISOR - NE	DAMAGE ASSESSMENT PATROLLER NY
Hilbrunner, William H	Fleet Services	US Dir UK Snr Mgr Mgr Fleet		New England	FLEET LEAD		
Hitti, Nabil E	US Business Development D	US Dir UK Snr Mgr Business Dev		New England	MEMA LIAISON	COMMUNITY LIAISON	
Hon, Caroline C	Gas Invest Resource and Rate P	VP Resource Management Gas		New England	SYSTEM LOGISTICS OFFICER	STATE LOGISTICS SECTION CHIEF	
Howard, William R	Environmental NE	Prin Env Scntst Env & Sustnblt		Providence	BRANCH ENVIRONMENTAL COORDINATOR	STATE ENVIRONMENTAL OFFICER	INCIDENT PREVENTION COORDINATOR
Hrycin, Michael R	Overhead Central and Bay State	US Dir UK Snr Mgr EMC		Worcester	BRANCH DIRECTOR	STATE INCIDENT COMMANDER	
Hunt, Darrin J	Estimating	US Dir UK Snr Mgr Managing Est		North Andover	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	ETR LEAD
Isberg, John F	Customer Sales and Solutions	VP Customer Solutions		New England	STATE LIAISON OFFICER		BRANCH LIAISON COORDINATOR
Iseler, David G	Projects Eng & Design NE	US Dir UK Snr Mgr GP&E		Malden/Lynn	REGULATORY LIAISON	MEMA LIAISON	
Jackson, John E	US Dir UK Snr Mgr Security Ser	Lead Spec Physical Security		New England	STATE SECURITY OFFICER	SYSTEM SECURITY OFFICER	BRANCH SECURITY COORDINATOR

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Jaramillo, Ricardo R	US Director UK Senior Manager	US Dir UK Snr Mgr Cust Cntct C	[redacted]	New England	CUSTOMER CONTACT CENTER LEAD		
Jarvis, Randolph H	US Dir UK Snr Mgr Security Ser	US Dir UK Snr Mgr Security Ser		New England	SYSTEM SECURITY OFFICER		
Jean-Baptiste, Emmanuel	Distr Field Eng NE North 1	Snr Eng Elec Plan & Design		Brockton	BRANCH PLANNING SUPPORT	STORM ROOM SUPPORT	BRANCH PLANNING COORDINATOR
Jones, William F	Grid Modernization Execution	US Dir UK Snr Mgr PMO		Hopedale	AREA COMMUNITY LIAISON COORDINATOR	STATE LIAISON OFFICER	
Judge, Kathleen S	US Dir UK Snr Mgr Security Ser	US Dir UK Snr Mgr Security Ser		New England	SYSTEM SECURITY OFFICER	STATE SECURITY OFFICER	
Katinas, Stephen J	Sub Maint North	Engineering Manager Substation		Worcester	SUBSTATIONS	BRANCH OPERATIONS COORDINATOR	CONTRACTOR ROOM LEAD
Kelly, Chris	Electric Process and Engineeri	US Chief Electric Engineer		Worcester	SYSTEM INCIDENT COMMANDER		
Kennedy, John C	Customer Energy Integration NE	Mgr CEI		Providence	RIEMA LIAISON	RESTORATION CREW SUPERVISOR - NE	COMMUNITY LIAISON
Khounsombath, William M	Strategic Communications	Lead Pgm Mgr US Cmms Prg Mgmt		New England	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Kommineni, Dilip K	Manager	Mgr Elec Const & Maint Enging		Malden/Lynn	DAMAGE ASSESSMENT WORK SUPPORT	BRANCH DAMAGE ASSESSMENT MANAGER	
Kresse, Thaddeus R	US Communications Rhode Island	US Dir UK Snr Mgr US Cmms Prg		Providence	STATE PUBLIC INFORMATION OFFICER		
LaBarre, Alan T	Asset Mgmt Distribution	US Dir UK Snr Mgr Electric Ass		Providence	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
LaMacchia, Joseph A	Compliance Training & Developm	Mgr Comp Tr & Dev ECC Ops	[redacted]	North Andover	BRANCH OPERATIONS COORDINATOR		
Lamontagne, John	US Director UK Senior Manager	US Dir UK Snr Mgr US Cmms Prg		New England	STATE PUBLIC INFORMATION OFFICER		
Lataille, Gary	Principal Program Manager Emer	Prin Pgm Mgr Emergency Plannin		New England	EMERGENCY PLANNING SUPPORT	RIEMA LIAISON	
Lavallee, Matthew M	Resource Coord MECOb	Spec Supvsr Res Crdntn		Worcester	BRANCH PLANNING COORDINATOR	BRANCH PLANNING SUPPORT	
Lindsey, Jamie M	Ops Overhead Southeast	Mgr Dist Line Worker		Hopedale	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR - NE
Lombardi, Edward L	Distr Field Eng NE North 1	Prin Eng Elec Plan & Design		Brockton	BRANCH OPERATIONS COORDINATOR	BRANCH PLANNING COORDINATOR	RESTORATION CREW SUPERVISOR - NE
Lowkes, Timothy P	Lead Supv Operations	Lead Supvsr Dist Line Worker		New England	BRANCH OPERATIONS COORDINATOR		
Lupa, Joanne G	Environmental NE	Prin Env Scntst Env & Sustnblt		Worcester	BRANCH ENVIRONMENTAL COORDINATOR	STATE ENVIRONMENTAL OFFICER	
MacLean, Lauren	Senior Planner Portfolio Plann	Snr Planner Portfolio Planning		Hopedale	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Malley, Ann V	Community & Cust Mgmt MA	Prin Pgm Mgr Commty & Cust Mgm		Hopedale	AREA COMMUNITY LIAISON COORDINATOR	SEAL ANALYST	BRANCH LIAISON COORDINATOR
Marceau, Daniel R	Customer Reliability and Analy	Enging Mgr Elec Asset Mgmt		Hopedale	STORM ROOM LEAD	BRANCH PLANNING COORDINATOR	
Marotta, Maria P	Labor & Emp Relations NE	US Dir UK Snr Mgr Labor & Emp		New England	STATE HUMAN RESOURCES SECTION CHIEF	WIRES DOWN ROOM SUPPORT	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Martignetti, Audrey	Legal NY Regulatory	Legal Assistant In House Couns	[redacted]	Malden/Lynn	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
MBURU, SUSAN W	Asset Mgmt Distr and SubTransm	Lead Data Analyst Mgmt Data An		Worcester	DAMAGE ASSESSMENT WORK SUPPORT	BRANCH DAMAGE ASSESSMENT MANAGER	
McCallan, Michael G	Ops Management NE	VP Electric Field Ops New Engl		New England	STATE INCIDENT COMMANDER	SYSTEM INCIDENT COMMANDER	
McCann, Michael C	Resource Coord MECOb	Snr Coordinator Res Crdntn		Brockton	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR - NE	BRANCH PLANNING SUPPORT
McDonald, Walter F	Ops Management Capital OH and	Mgr Dist Line Worker		Providence	BRANCH OPERATIONS COORDINATOR	BRANCH DIRECTOR	
McGrath, James M	Options Solutions Engineering	US Dir UK Snr Mgr Elec Plan &		North Andover	BRANCH DIRECTOR	TRANSMISSION STATE DAMAGE ASSESSMENT/AERIAL PATROLS	TRANSMISSION RESTORATION CREW SUPERVISOR
McKenna, John J	Ops Overhead Somerset	Snr Supvsr Dist Line Worker		New England	OVERHEAD LINE SUPERVISOR	CONTRACTOR ROOM LEAD	BRANCH OPERATIONS COORDINATOR
McLaughlin, Maura	Director - Employee Engagement	US Dir UK Snr Mgr BP Corp Affr		North Andover	BRANCH PUBLIC INFORMATION COORDINATOR	STATE PUBLIC INFORMATION OFFICER	
McNamara, John W	Ops Underground North 5110	Mgr Underground Worker		Malden/Lynn	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	
Merritt, Jeffrey D	Ops Overhead BayState South	US Dir UK Snr Mgr EMC		Brockton	BRANCH DIRECTOR	STATE INCIDENT COMMANDER	STATE OPERATIONS SECTION CHIEF
Messenger, Mary-Leah	US Communications and Policy	US Dir UK Snr Mgr US Cmms Prg		New England	BRANCH PUBLIC INFORMATION COORDINATOR		
Midkiff, Felicia M	RI & NES Plan Budgeting and Pe	US Dir UK Snr Mgr Finance BP		North Andover	STATE FINANCE SECTION CHIEF		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Mills, Robert B	Customer Res and Intelligence	Snr Analyst Cust Insights	[redacted]	North Andover	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Moore, Timothy	Project Dev Gas	US Dir UK Snr Mgr CPD	[redacted]	Worcester	BRANCH PLANNING COORDINATOR	RESTORATION CREW SUPERVISOR - NE	
Moran, Robert G	Community & Cust Mgmt MA	Prin Pgm Mgr Commty & Cust Mgm	[redacted]	Hopedale	BRANCH LIAISON COORDINATOR	SEAL ANALYST	
Moreira, Anildo	Asset Management	Lead Eng Elec Plan & Design	[redacted]	Malden/Lynn	DAMAGE ASSESSMENT WORK SUPPORT	BRANCH DAMAGE ASSESSMENT MANAGER	
Mulligan, Thomas E	Labor & Emp Relations NE	Prncpl Prgrm Mngr Lbr and Empl	[redacted]	North Andover	RESTORATION CREW SUPERVISOR - NE	STATE HUMAN RESOURCES SECTION CHIEF	
Nagle, Peter A	Community & Cust Mgmt MA	Prin Pgm Mgr Commty & Cust Mgm	[redacted]	Brockton	MUNICIPAL ROOM LEAD	BRANCH OPERATIONS COORDINATOR SUPPORT	BRANCH LIAISON COORDINATOR
Navarro, Jake	US Director UK Senior Manager	US Dir UK Snr Mgr Business Dev	[redacted]	Brockton	BRANCH PUBLIC INFORMATION COORDINATOR	PUBLIC INFORMATION OFFICER SUPPORT	
Newman, Bradford P	US Dir UK Snr Mgr Security Ser	Lead Spec Physical Security	[redacted]	Worcester	STATE SECURITY OFFICER	BRANCH SECURITY COORDINATOR	
Newman, Joseph P	Government Relations MA	US Dir UK Snr Mgr Stkhldr Engm	[redacted]	New England	PUBLIC INFORMATION OFFICER SUPPORT	STATE LIAISON OFFICER	
Newton, Kristin M	US Director UK Senior Manager	Lead Pgm Mgr Business Change	[redacted]	Brockton	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Normandin, Peter J	Ops Overhead NHampton	Lead Supvsr Dist Line Worker	[redacted]	Worcester	OVERHEAD LINE SUPERVISOR	BRANCH OPERATIONS COORDINATOR	
Nouel, Carlos A	Customer Innovation and Develo	VP Business Dvlpmnt	[redacted]	New England	STATE LIAISON OFFICER	SYSTEM LIAISON OFFICER	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
O'Leary, Timothy J	Dispatch NE	Mgr Dispatch	[redacted]	Brockton	GAS DISPATCH AND SCHEDULING	BRANCH OPERATIONS COORDINATOR	BRANCH DIRECTOR
O'Neill, Michael	Ops Overhead South Shore	Mgr Dist Line Worker		Brockton	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR COORDINATOR
Osburn, Janine L	C&I Portfolio Delivery NE	Ld Specialist Project Mgmt		Hopedale	MUNICIPAL ROOM LEAD	BRANCH OPERATIONS COORDINATOR SUPPORT	BRANCH LIAISON COORDINATOR
Paglia, Christopher J	US Business Resilience	US Dir UK Snr Mgr Business Res		New England	EMERGENCY PLANNING SUPPORT	STATE FINANCE SECTION CHIEF	
Paluch, Edward S	Distr Design	Prin Eng Elec Plan & Design		Hopedale	STORM ROOM LEAD	BRANCH DAMAGE ASSESSMENT MANAGER	RESTORATION CREW SUPERVISOR - NE
Patterson, James H	CMS Dispatch	US Dir UK Snr Mgr Res Crdntn		North Andover	MEMA LIAISON	GAS SITUATION UNIT LEADER	BRANCH PLANNING COORDINATOR
Peltier, Kevin M	Ops Overhead Worcester	Mgr Dist Line Worker		Worcester	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	STATE INCIDENT COMMANDER
Pendrake, Robert C	Distr Field Eng NE North 2	Prin Eng Elec Plan & Design		Malden/Lynn	RESTORATION CREW SUPERVISOR - NE	BRANCH OPERATIONS COORDINATOR	
Perez-Perez, Carlos A	Elec Trans Planning NE South	Enging Mgr Elec Plan & Design		Brockton	BRANCH DAMAGE ASSESSMENT MANAGER		
Pericola, Steven J	Distr Field Eng NE North 2	Prin Eng Elec Plan & Design		Malden/Lynn	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT WORK SUPPORT	
Phillips, Mark A	Resource Planning NE Trans/SS	Mgr CPD		North Andover	BRANCH PLANNING COORDINATOR		

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Porcaro, Michael T	Dir DG Liason	US Dir UK Snr Mgr Dist Gen Lia	[redacted]	Hopedale	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE	WIRES DOWN ROOM SUPPORT
Porter, Christopher B	Customer Energy Management NE	US Dir UK Snr Mgr Energy Mgmt		New England	STATE LIAISON OFFICER		
Preshong, Robert J	SHE Safety NE and NY	US Dir UK Snr Mgr Fld Sfty		New England	STATE SAFETY AND HEALTH OFFICER	SYSTEM SAFETY, HEALTH AND ENVIRONMENTAL OFFICER	
Prifti, Elton	Asset Mgmt Distr and SubTransm	Enging Mgr Elec Plan & Design		North Andover	STATE EMERGENCY RESPONSE PROCESS LEAD (DAMAGE ASSESSMENT)	BRANCH DAMAGE ASSESSMENT MANAGER	
Quan, Philip	Gas Investment Planning	Prin Spec Invest Plan & Mgmt		Worcester	BRANCH LOGISTICS COORDINATOR		
Ramberan, Heeran	Grid Modernization	Manager Project management		Hopedale	BRANCH PLANNING COORDINATOR	STORM ROOM SUPPORT	
Raymond, Christopher	Lead Process Manager Process a	Ld Process Mgr Process and Prf		Brockton	STORM ROOM LEAD	BRANCH OPERATIONS COORDINATOR	RESTORATION CREW SUPERVISOR - NE
Reed, Marcy L	Pres MA Jurisdiction	Pres Ma & Exec VP Plcy & Scl I		New England	JURISDICTIONAL PRESIDENT		
Reppucci, Donald	Fleet Maint NE South	Mgr Fleet		North Andover	FLEET SUPERVISOR	FLEET LEAD	
Rodriguez, Maria D	Sales Processing A	Lead Supvsr Sales		Worcester	MUNICIPAL ROOM SUPPORT	COMMUNITY LIAISON	BRANCH LIAISON COORDINATOR
Rooney, Christopher J	Transmission Forestry NE S	Lead Ops Supvsr Veg Mgmt Dst		New England	FORESTRY BRANCH COORDINATOR	STATE EMERGENCY RESPONSE PROCESS LEAD (FORESTRY)	
Rosario, Raymond J	Ops Overhead and Underground O	US Dir UK Snr Mgr EMC		Providence	BRANCH DIRECTOR	BRANCH OPERATIONS COORDINATOR	

REDACTED

Employee Name	Department	Job Title	[redacted]	Default Office	Primary Assignment	Second Assignment	Third Assignment
Ryan, Michael F	Government Relations RI	US Dir UK Snr Mgr Stkhldr Engm		Providence	BRANCH LIAISON COORDINATOR		
Ryan, Thomas J	Labor & Employee Relations	Vice President Labor Relations		Worcester	SYSTEM HUMAN RESOURCES OFFICER	STATE HUMAN RESOURCES SECTION CHIEF	
Saenz, Jenny J	Asset Mgmt Distr and SubTransm	Lead Eng Elec Plan & Design		Malden/Lynn	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE	DAMAGE ASSESSMENT WORK SUPPORT
Salk, Alan M	Electric Meter Eng	Prin Eng Electric Meter		Providence	BRANCH PLANNING COORDINATOR	COMMUNITY LIAISON	WIRES DOWN ROOM SUPPORT
Saraiva, Joaquim J	Resource Planning NE	Lead PM Electricity CPD		Providence	BRANCH PLANNING COORDINATOR	CONTRACTOR ROOM LEAD	RESTORATION CREW SUPERVISOR - NE
Schuster, Brian E	Community & Customer Mgmt A	US Dir UK Snr Mgr Commty & Cus		Providence	BRANCH LIAISON COORDINATOR		
Sedewitz, Carol A	Electric Asset Mgmt	VP Electric Asset Mgmt & Plann		New England	MEMA LIAISON		
Sheridan, Robert D	Consulting Engineer Electrical	Con Eng Elec Plan Des Eng		Worcester	STATE PLANNING SECTION CHIEF	BRANCH OPERATIONS COORDINATOR	BRANCH DAMAGE ASSESSMENT MANAGER
Siegel, Deborah F	Business Process & Project Man	Ld Process Mgr Process and Prf		Brockton	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Slack, Emily	Distr Field Eng NE North 1	Enging Mgr Elec Plan & Design		Brockton	BRANCH DAMAGE ASSESSMENT MANAGER		
Smith, Collin B	Retail Regulatory Strategy B	Snr Analyst Reg Dlvry & Strt		Malden/Lynn	BRANCH PUBLIC INFORMATION COORDINATOR	PUBLIC INFORMATION OFFICER SUPPORT	
Smith, Jeffrey H	Distr Field Eng NE West	Consulting Eng Elec Plan & Des		Providence	DAMAGE ASSESSMENT WORK SUPPORT	RESTORATION CREW SUPERVISOR - NE	BRANCH DAMAGE ASSESSMENT MANAGER

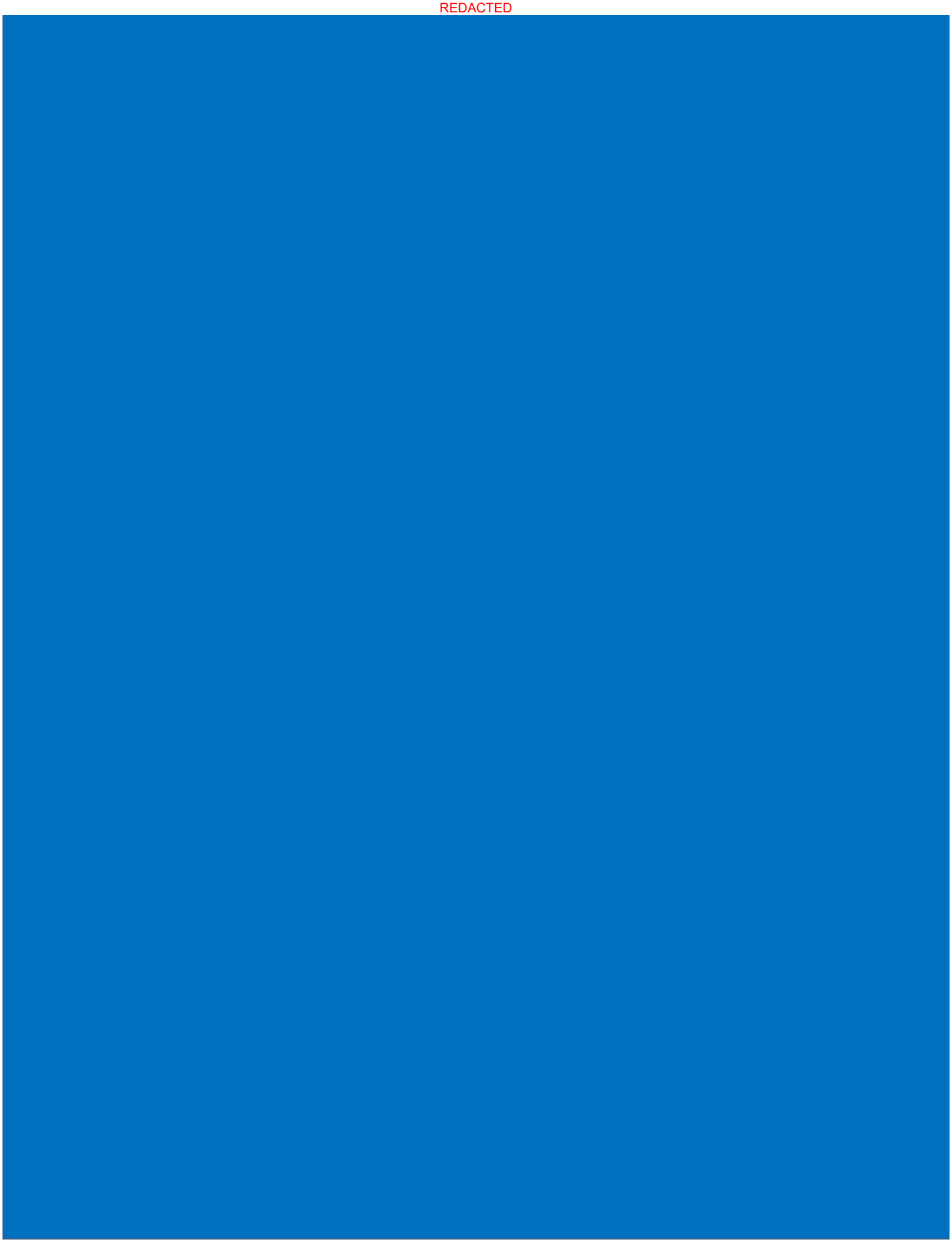
REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Sobolewski, Terence M	Pres RI Jurisdiction	President Rhode Island New Ham	[redacted]	Providence	JURISDICTIONAL PRESIDENT		
Sooy, Lisa-Holly	Workforce Management	Prin BA Business Analysis		New England	ESSENTIAL	INCIDENT REPORTING AND INVESTIGATION COORDINATOR	BRANCH SAFETY AND HEALTH COORDINATOR
Soucy, Scott J	Safety Management	Prin Pgm Mgr Fld Sfty		North Andover	BRANCH SAFETY AND HEALTH COORDINATOR		
Sousa, Jorge B	CEI Application Development	Mgr CEI		New England	STATE LOGISTICS SECTION CHIEF	LODGING COORDINATOR	
Spivak, Elizabeth M	Reliability Compliance	Mgr Comp Tr & Dev ECC Ops		North Andover	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE	
St Andre, Richard J	Sub Maint South	Engineering Manager Substation		New England	BRANCH OPERATIONS COORDINATOR	SUBSTATIONS	
Standish, Nathaniel	US Business Development G	Mgr Corp Finance		Worcester	BRANCH LOGISTICS COORDINATOR		
Stasiuk, Paul A	Community & Customer Mgmt A	Prin Pgm Mgr Commty & Cust Mgm		Providence	AREA COMMUNITY LIAISON COORDINATOR	BRANCH OPERATIONS LIAISON	RIEMA LIAISON
Stewart III, Bertram H	Vegetation Mgmt Strategy TEMP	Mgr Vegetation Mgmt		New England	STATE EMERGENCY RESPONSE PROCESS LEAD (FORESTRY)		
Stotik, Adam	Distr Field Eng NE North 2	Lead Eng Elec Plan & Design		Malden/Lynn	BRANCH PLANNING COORDINATOR	STORM ROOM SUPPORT	BRANCH OPERATIONS COORDINATOR SUPPORT
Teal, Emerson R	Ops Underground North 5310 4	Lead Supvsr Underground Worker		Malden/Lynn	BRANCH OPERATIONS COORDINATOR	UNDERGROUND	

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Teixeira, John M	Engineering Manager, Engineeri	Enging Mgr Enging Project/Pgm	[redacted]	Worcester	BRANCH DAMAGE ASSESSMENT MANAGER	RESTORATION CREW SUPERVISOR - NE	STATE EMERGENCY RESPONSE PROCESS LEAD (DAMAGE ASSESSMENT)
Tipper, Megan F	AGC Real Estate	Asst General Counsel In House		Malden/Lynn	BRANCH LOGISTICS COORDINATOR	LODGING SUPPORT	
Travalini, Dawn A	Environmental NE 2	Lead Env Scntst Env & Sustnblt		New England	ENVIRONMENTAL SUPPORT	BRANCH ENVIRONMENTAL COORDINATOR	
Tripp, Daniel R	Channel Planning and Improveme	US Dir UK Snr Mgr Cust Cntct C		Brockton	BRANCH PLANNING COORDINATOR		
Violette, Carol T	Front Office Solution Support	BA Business Analysis		Hopedale	PUBLIC INFORMATION OFFICER SUPPORT	BRANCH PUBLIC INFORMATION COORDINATOR	
Walsh, Grace A	AGC Real Estate	Legal Assistant In House Couns		Malden/Lynn	BRANCH LOGISTICS COORDINATOR	LODGING SUPPORT	
Walsh, Nathan J	Distr Field Eng NE West	Prin Eng Elec Plan & Design		Worcester	BRANCH DAMAGE ASSESSMENT MANAGER	RESTORATION CREW SUPERVISOR - NE	STORM ROOM SUPPORT
White, Edward H	National Grid Foundation	VP National Grid Foundation		New England	SYSTEM LIAISON OFFICER		
Williams, John W	Distr Field Eng NE North 1	Prin Eng Elec Plan & Design		Hopedale	BRANCH PLANNING COORDINATOR	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE
Williamson, Danielle M	US Communications Massachusett	US Dir UK Snr Mgr US Cmms Prg		Worcester	STATE PUBLIC INFORMATION OFFICER	SYSTEM PUBLIC INFORMATION OFFICER	
Willoughby, Amy A	Site Investig&Remed Admin NE	Lead Eng Environmental Enging		Providence	COMMUNITY LIAISON	BRANCH ENVIRONMENTAL COORDINATOR	ENVIRONMENTAL SUPPORT

REDACTED

Employee Name	Department	Job Title	Direct Phone	Default Office	Primary Assignment	Second Assignment	Third Assignment
Winn, James E	Senior Ops Supervisor Line Ins	Snr Ops Supvsr Line Inspection	[redacted]	North Andover	BRANCH DAMAGE ASSESSMENT MANAGER	DAMAGE ASSESSMENT PATROLLER NE	
Woycik, Timothy J	Gas Process Safety	US Dir UK Snr Mgr Process Safe		Providence	BRANCH SAFETY AND HEALTH COORDINATOR	STATE SAFETY AND HEALTH OFFICER	SYSTEM SAFETY, HEALTH AND ENVIRONMENTAL OFFICER
Younge, Tina D	SHE Performance and Reporting	Lead Analyst Proc & Perf Repor		New England	INCIDENT REPORTING AND INVESTIGATION ANALYST	INCIDENT REPORTING AND INVESTIGATION COORDINATOR	BRANCH SAFETY AND HEALTH COORDINATOR

REDACTED