NYSEG · RG&E
Part of the Avangrid family

Electric Utility Emergency Plan

New York State Electric & Gas Corporation

and

Rochester Gas and Electric Corporation

February 25, 2026

Executive's Message

NYSEG and RG&E have a fundamental responsibility to the public, who depend on us to respond in critical situations, to keep our service operating and to restore it promptly when it is damaged. As detailed in this Plan, we prepare extensively to respond to customer outages due to severe weather and other risks to the operation of the electric system. An effective response includes providing accurate and up to date information to customers and stakeholders, along with two-way communications to provide optimal service.

This Emergency Response Plan (ERP) provides a framework for the Companies to follow to provide a consistent and effective emergency response. The ERP is based on the philosophies of the National Incident Management System (NIMS) and the Incident Command System (ICS) which outlines and assigns roles and responsibilities for preparing for and responding to all outage events. Our past emergency situations have taught us the importance of being prepared and flexible, and we have incorporated lessons from these events into this ERP.

Promulgation of the Plan:

This plan was prepared for use by NYSEG and RG&E and is distributed to town and state officials to inform and ensure agencies understand the process NYSEG and RG&E follow during restoration efforts. NYSEG and RG&E understand the value of an effective ERP in providing reliable electric service to the communities we serve.

Our communication to town and state officials is intended as an acknowledgment that NYSEG and RG&E understand our responsibility to be prepared and respond safely to emergency electrical outages.

To our Employees:

We have an obligation to restore power in a safe and efficient manner, and each of us at NYSEG, RG&E and AVANGRID is part of the team that makes sure this happens.

From the field operations employees that perform direct restoration work in hazardous conditions, to the customer service team that responds to customer concerns, the Health & Safety staff that monitors and briefs about the challenges faced, and the logistics support team that makes sure all employees and contractors have food and a place to stay, each of us does this work with the understanding that our customers are counting on us.

It is important that each of us follows a detailed plan and share the same understanding of priorities. Having a plan helps to ensure each of us is aware of safety hazards, prepares for them and works safely to minimize risks in our communities. We want to make sure that our co-workers are properly supported, and that all of us get home safely at the end of the workday.

We want to thank all of you who update and follow the ERP to restore service to customers safely and efficiently. We are proud to lead a team of employees so dedicated to serving our customers. Although each of us has different responsibilities, we should all be proud of how well the Companies meet each challenge and absorb the lessons of each event to improve our response for the next time.

Patricia Nilsen, President and CEO - NYSEG and RG&E

Marc Geaumont, President - NYSEG

Al Langland, President - RG&E

NYSEG RG&E

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1. Introduction

Reliable electric service is vital to the welfare and comfort of both NYSEG's and RG&E's (collectively referred to as the *Companies*) customers. Together with AVANGRID, as well as our Avangrid affiliate utilities, the Companies consider providing customers with reliable service to be a responsibility of the highest order. This *NYSEG and RG&E Electric Utility Emergency Plan* (Plan) illustrates the Companies' readiness to manage emergencies on the electric system, including the restoration of outages caused by a cyber incident.

The Companies serve a large geographic area, as shown in Figure 1: *NYSEG and RG&E Service Areas* and respond to a wide variety of emergency conditions and customer needs. Consequently, the Plan is designed to be flexible and scaled to provide the most appropriate and effective response based on the circumstances surrounding an emergency.

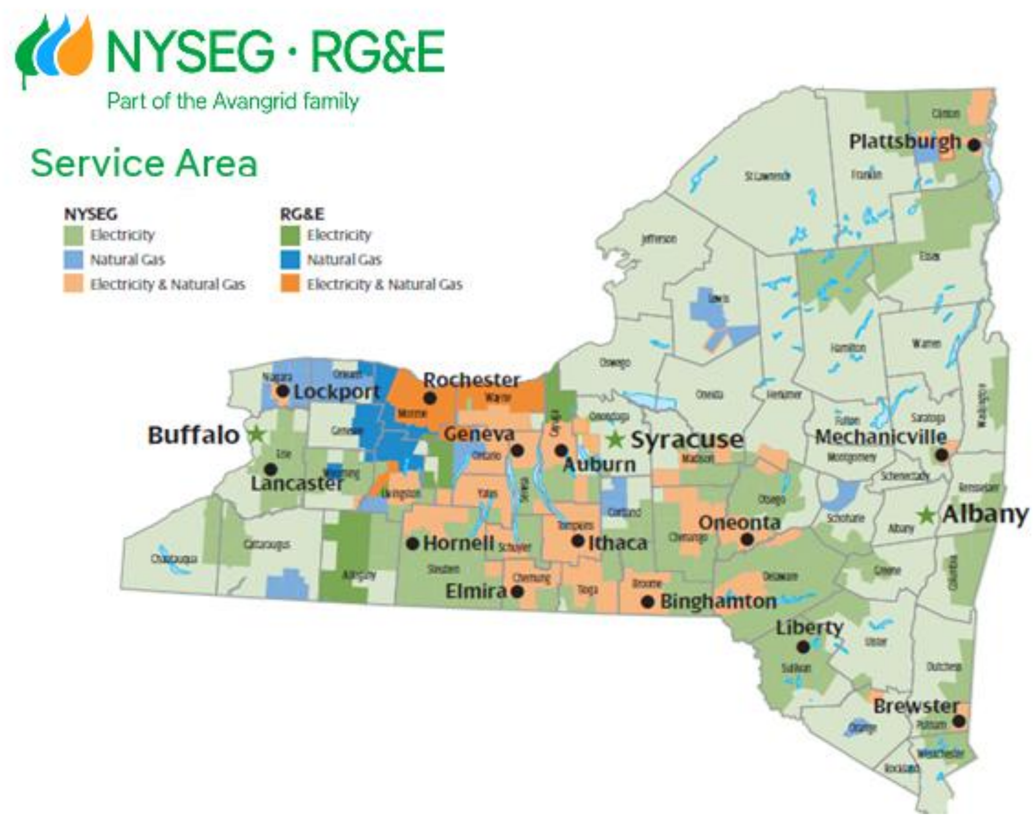

Figure 1: NYSEG and RG&E Service Areas

The Plan provides a framework intended to ensure the safe, fast, and reliable restoration of electricity service to our franchises' customers because of localized and widespread events.

The Plan objectives are to:

- Ensure the safety of employees, contractors, customers, and the public;
- Establish procedures that facilitate prompt and efficient response utilizing the Incident Command System concepts, and provide a coordinated and systematic approach to emergency preparedness and response;
- Minimize service interruption duration and the resulting impacts on customers;
- Provide information to customers and officials on response progress;
- Provide procedures to document coordination with utilities and emergency response officials; and
- Provide a measure for evaluating the Companies' recovery from emergencies and a self-assessment process and continuous improvement.

The Plan is designed to comply with Public Service Law §66(21) and 16 NYCRR §105 (see Appendix B) regarding electric utility emergency plans, as well as the August 16, 2013, DPS Staff Estimated Time of Restoration Protocol. This Plan is publicly available at the Companies' corporate headquarters located at 180 S Clinton Ave, Rochester, New York, as §105.3 requires.

As the Commission stated in the conclusion to the August 16, 2013, *Order Approving Electric Emergency Plans* in Case 13-E-0198 *(In the Matter of 2013 Electric Emergency Plan Review):*

> *Restoration Plans following outages are designed to safely restore power to the most customers in the shortest time. The safety of the public and crews restoring power is the first priority. This sometimes means that a storm must pass before crews are able to begin to assess and repair damage. To restore power after a major event, electric utilities rely on a process recognized as an industry standard to restore power. The order in which repairs are made must follow the path that electricity takes from the power plants to the customer. Crews begin with transmission and primary lines that can affect a large number of customers. Then, crews restore lateral lines that can affect many; secondary lines that affect fewer customers; and finally, service lines to individual homes. At the same time, utilities try to restore service to Critical Facilities, such as, hospitals, police departments, firehouses, and other public health and safety facilities on a priority basis. Many of these critical facility customers are in high traffic locations along primary lines, which are among the first facilities to be restored. Nonetheless, it is imperative that utilities have good communication plans for dealing with critical customers, so they can plan accordingly.*

Emergency preparation and response begins with an Emergency Plan that is based on past experience and future expectations. The Plan must also be developed recognizing reasonably attainable resources. Emergency Plans must be considered as dynamic and fluid documents, subject to continual review and update. Plan maintenance, through evaluation of events, exercises, and changing circumstances, is necessary to identify Plan deficiencies.

Consistent with the Commission's regulations, the Companies may make material changes to this Plan under emergency conditions during an event to the extent required to restore service safely and efficiently. If so, those material modifications and the circumstances that caused them will be reported in writing to the Secretary of the Commission within 60 days from the restoration of full service. Material changes being considered during the year will be submitted to the Public Service Commission for approval before being incorporated into the Plan.

1.1 Overview

The Plan is modeled after the National Incident Management System. The National Incident Management System is the structure mandated by Homeland Security Presidential Directive-5 to ensure a consistent nationwide approach for federal, state, local and tribal governments; the private sector and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

Event response work can be dangerous. Everyone must continue to maintain safety awareness, practice safe behaviors, and look out for one another during these challenging events. The Companies' approach to safety in event readiness and response is outlined in Section 2: *Safety*.

The Plan establishes a standard so that all responders, both inside and outside the Companies, can work effectively together. It is specifically designed to provide for the adoption of a flexible, integrated organizational structure that allows the Companies to respond to power interruptions (regardless of size) effectively and efficiently. Events to which this Plan applies can be localized or widespread, major or minor. The classification of emergency events is described in more detail in Section 3: *Event Classification*.

For local emergencies, channels of communication and field operations are coordinated by using the Incident Command System. The **Incident Commander** is the individual responsible for all incident level activities, including the development of strategies and tactics and the ordering and release of resources. When events interrupt service to customers, employees, mutual aid support, and/or contractors are mobilized as required to enable a safe, organized, and efficient response. The **Incident Commander** has overall authority and responsibility for the management of all emergency response operations.

For emergencies of wider Company impact involving more than one **Incident Commander**, the **Area Commander** will be activated. The **Area Commander** is then responsible for the activation of Command staff, planning, coordination, monitoring, oversight, and deactivation at the statewide level, including the supervision of **Area Command Deputy(ies) for Operations** who oversee the **Incident Commanders**.

At each level within the emergency response organization, individuals with primary responsibility positions have distinct titles and follow a chain of command. Titles provide a common standard for all participants. The use of standardized position titles assures that everyone will know who is in charge of an event and their chain of command. It is critical in emergency situations that there be no confusion concerning who is directing the response effort. The Incident Command System and Area and Incident Command staff are discussed in more detail in Section 4: *Area and Incident Command System and Responsibilities.*

In general, the Companies deploy as many resources as they determine are needed to safely and quickly restore service in each affected area. When the need outpaces local resources, the Companies have a process for supplementing their onsite workforce with resources from other areas within the Companies, as well as Mutual Aid from other municipalities, utilities, and contractors. The availability and the use of field resources are described in Section 5: *Field Resources*.

The Companies are committed to having a trained workforce available at all times to implement necessary emergency procedures; preparedness is the key to a successful emergency recovery operation. Preparedness begins long before being faced with an emergency and is implemented through planning, training, and conducting exercises. The timely and adequate availability of facilities, equipment, vehicles, materials, and supplies are also critical to successful restoration. These preparedness efforts are described in Section 6: *Event Preparation*.

The framework for preparation for individual events, subsequent restoration, coordination with other utilities, and demobilization is provided in Section 6: *Event Preparation* and Section 7: *Restoration*, respectively.

The Companies recognize that communications with customers, local and state government agencies, and with the media are paramount to significant emergency recovery. Section 8: *Customers, Public Officials, and Media* provides guidelines and requirements to be fulfilled regarding communications. These guidelines and related conditions are expanded, as necessary, on the Incident Command level to ensure that customer requirements unique to specific areas can be effectively fulfilled.

The Companies recognize that some emergency events may be created by loss of technology, infrastructure, or resources outside of weather events. To ensure continuity of operations for such hazards, the companies maintain Business Continuity plans for essential business areas. Information about the Business Continuity protocols are covered in Section 9: *Continuity of Operations*.

Each emergency, by its very nature, is unique and offers opportunities to learn from the experience. The Companies will continue to evaluate our response to each emergency and to amend or modify the Plan and its supporting documents, as appropriate. This process is detailed in Section 10: *After an Emergency*.

1.2 Related Documents

This Plan is the primary document governing the Companies' emergency preparedness and response. Redacted versions of this plan (confidential information removed) is available online at the Companies' websites, http://www.nyseg.com/ and http://www.rge.com/. Additional position-based contact information and related data sources are centrally maintained electronically on an intranet platform accessible by Command staff.

The Companies' service area is segmented into Divisions that customarily function as Incident Command sites. Division Incident Commanders develop their own supplemental Division Emergency Plan to capture location-specific details. The Division Emergency Plan provides names and contact information for the local Incident Command System organization as appropriate and available. This includes each Division Incident Command System floor plans, staging areas; lodging, food, and other vendors; law enforcement and local emergency operations; telephone and cable contacts; human services agencies; media contacts; and state/county/local elected officials (the latter are updated at least semi-annually). Much of the information in these documents is confidential. However, redacted versions of these plans (confidential information removed) are available for public inspection at these NYSEG and RG&E offices:

- Auburn: 73 Wright Circle, Auburn, NY 13021
- Binghamton: 4425 Old Vestal Road, Vestal, NY 13850
- Brewster: Terravest Corporate Park, 35 Milan Road, Brewster, NY 14509
- Elmira: 1 Electric Parkway, Horseheads, NY 14805
- Geneva: 152 Border City Road, Geneva, NY 14456
- Ithaca: 1387 Dryden Road, Ithaca, NY 14850
- Lancaster: 150 Erie Street, Lancaster, NY 14086
- Oneonta: 65 Country Club Road, Oneonta, NY 13820
- Plattsburgh: 4125 Route 22, Plattsburgh, NY 12901
- Rochester: 180 S. Clinton Ave, Rochester, NY 14604
- Rochester: 400 West Ave, Rochester, NY 14611
- Sodus: 14 State St, Sodus, NY 14551

2. SAFETY

Nothing is more important than safety during event response activities. The safety of employees, contractors, and customers, as well as the general public, is always the Companies' first concern.

During response work, employees and contractors act according to established safety procedures.

Safety awareness is conveyed in many ways prior to events and during the event response process, including:

- The issuance of weather alerts;
- Discussion of safety issues at the start of all event preparation and response meetings;
- "Job Briefing" meetings conducted with all internal and external response crews and support staff to cover the daily safety hazards and stress the practice of safe behaviors at all times;
- Thorough training of all internal crews in Company, state and federal safety policies, procedures and regulations;
- Information provided to customers and the public through traditional and social media to remind them to stay away from downed wires and treat them all as if they were energized; and;
- Information is provided throughout the year and where applicable within; bill inserts, news releases, and on the Companies' websites and social media pages. These incorporate safety topics such as staying away from fallen or low-hanging wires, reporting damaged Company facilities immediately, installing and using generators safely, safely dealing with a flooded basement, and the appropriate use of alternate heating sources. Efficient restoration of power is critically important, but avoiding accidents, injuries, and deaths is the highest priority.

During emergency response, public safety is of the highest concern. Both site safety and operations during an event are coordinated within Electric Operations, and the individuals involved in these two functions are most often at the same physical location, making communication and coordination between these groups ongoing and frequent.

Priority is given to cases indicating that dangerous conditions exist and where danger to life is involved. Damaged electric utility facilities can be a hazard to public safety. Consequently, the Companies follow procedures to protect the public during events. Upon receiving reports of downed conductors, Company personnel prioritize these reports and secure such areas, as necessary. To protect residents and the broader public, barricades, lights, flares, or other methods may be used to identify hazardous areas.

When it is safe to do so, Chapter 724 of the Laws of 2022 allows vehicles engaged in response to be exempted from travel restrictions which would have otherwise impeded operations.

3. EVENT CLASSIFICATIONS

The Companies use three classifications to categorize the level of damage an event may cause to the system and the level of response required to restore electric service. An event's classification is based on the extent of damage, available resources, and the estimated time needed to restore service. Consequently, an event's classification level may change, if warranted, by changing field conditions.

Overview of Emergency Classification Levels

Description	Class-I	Class-II	Class-III
Restoration Duration	**Expected to Restore < 24 hours** The severity is such that complete restoration can be accomplished within a twenty-four (24) hour period utilizing Company Resources.	**< 72 hours** The severity is such that complete restoration is expected to be accomplished within a Seventy-Two (72) hour period by Company Resources and or mutual assistance from other utilities, contractors, etc.	**> 72 hours** The severity is such that complete restoration cannot be accomplished in a Seventy-Two (72) hour period utilizing Company Resources. Restoration requires mutual assistance from other utilities, contractors, etc.

Figure 2: Overview of Event Classification Levels

Class I Events

Class I events are events which affect specific isolated parts of a Division and which cause damages that can be repaired in 24 hours or less. The Incident Command System structure is activated, as necessary, to coordinate all activities. For a Class I event, additional resources are brought in, as necessary, to complete response activities. The number of resources activated to support response activities depends upon the nature of damage, the locations affected, and the number of customers whose service has been interrupted. Area Command is generally not activated for Class I events; though the **Incident Commander** will keep the **Area Commander** informed.

Class II Events

Emergencies that cause extensive damage throughout a Division are classified as Class II events. Service interrupted by a Class II event is anticipated to be restored within 72 hours. A Division usually activates their Incident Command Structure in a more expanded form than for a Class I event. Repairs may require assistance from other resources within the Division. Class II events may span multiple Divisions; however, each area generally has sufficient resources to support response activities or is able to obtain resources from another Company location. Area Command may be activated to monitor or engage in response activities, coordinate the transfer of personnel from other locations, equipment, or material between Divisions if shortages are identified.

Class III Events

This classification refers to severe events that cause widespread damage within a Division and/or affects multiple Divisions. Damage caused by Class III events are anticipated to take more than 72 hours to restore. To restore service in affected areas, it is necessary to enlist support from Divisions outside the affected area. Often mutual aid from other utilities, municipalities and/or contracting companies or specialized services (such as aerial patrols) is required. During a Class III event, the Incident

Command Structure is activated and generally expanded beyond what is used during a Class II event. Area Command is activated to monitor and oversee preparation and response activities, report on progress, assist the affected areas with analysis, and coordinate the transfer of personnel, equipment, or material to affected Divisions. In a Class III event, the **Vice President – Electric Operations** or designee will inform the **NYS DPS Director of Office of Resilience, Utility Security, Nuclear Affairs and Emergency Preparedness** or designee the specific date and time of the start of restoration immediately after it begins.

New York Public Service Commission (PSC) regulations (16 NYCRR §97.1(c)) also provides this definition of a major storm:

> *A major storm is a period of adverse weather during which service interruptions affect at least 10 percent of the customers in an operating area and/or result in customers being without electric service for durations of at least 24 hours.*

This classification is used for reporting service interruptions to the PSC and is also used to determine when it is appropriate to defer incremental costs associated with a storm for future recovery in rates.

For purposes of this definition, an operating area is synonymous with a NYSEG or RG&E Division.

4. AREA AND INCIDENT COMMAND SYSTEM RESPONSIBILITIES

The Companies' emergency management structure and responsibilities are based upon the Incident Command System framework developed under the National Incident Management System. The Companies' Incident Command System organizational structure has been modified to accommodate the utilities sector. It is intended to be flexible and expand or contract as a situation warrants.

Within each affected Division, the **Incident Commander** is responsible for all aspects of response unless and until they activate other Incident Command System roles, delegating tasks to those individuals. Depending upon the scope of an emergency, the **Incident Commander** has the option to activate whichever positions will add value to the management of the current event. A key Incident Command System concept is to maintain a manageable span of control, typically, with three to seven subordinates to each position. As an event escalates, the number of involved personnel will grow, and the Incident Command System will expand to maintain a manageable span of control. Reporting to the

Incident Commander is General Staff (Section Chiefs), who may have Branch Directors and other personnel reporting to them during an emergency, and Command staff (Officers).

NYSEG and RG&E have extended the Incident Command System framework to include an Area Command level. For emergencies of wider Company impact involving more than one Incident Command, Area Command may be activated, if not already engaged. Area Command is always activated for Class III events and may be activated for Class II events but is rarely activated for Class I events as described in Section 3: *Event Classifications*. The Area Command Incident Command System structure ensures that priorities are based on system-wide needs and that Division Operations are consistent with Company responsibilities.

The **Area Commander** or designee coordinates pre-event activities, including monitoring weather forecast information, issuing weather alerts across the Companies, conducting event preparatory conference calls, initiating proactive mutual aid crew deployment, and activating staff to conduct proactive outbound communications to customers, municipal partners, elected officials, state and federal agencies, and media when warranted. As a major event materializes, the **Area Commander** is responsible for monitoring and overseeing that the preparation and response is effective. The Area Command staff:

- Coordinates periodic event update conference calls;
- Coordinates all mutual aid crews, support staff, and equipment movements;
- Prepares and submits 4 Hour Public Service Commission (PSC) Situation Reports when required;
- Monitors the operation of the Outage Management System (OMS) and other critical systems; and completes other duties, as requested.

When event response has been completed, the **Area Commander** coordinates demobilization activities for all areas. The Emergency Management Department coordinates a post-event assessment and prepares any post-event reports that are required.

An example of the Area and Incident Command Structure used by NYSEG, and RG&E is shown on the following pages.

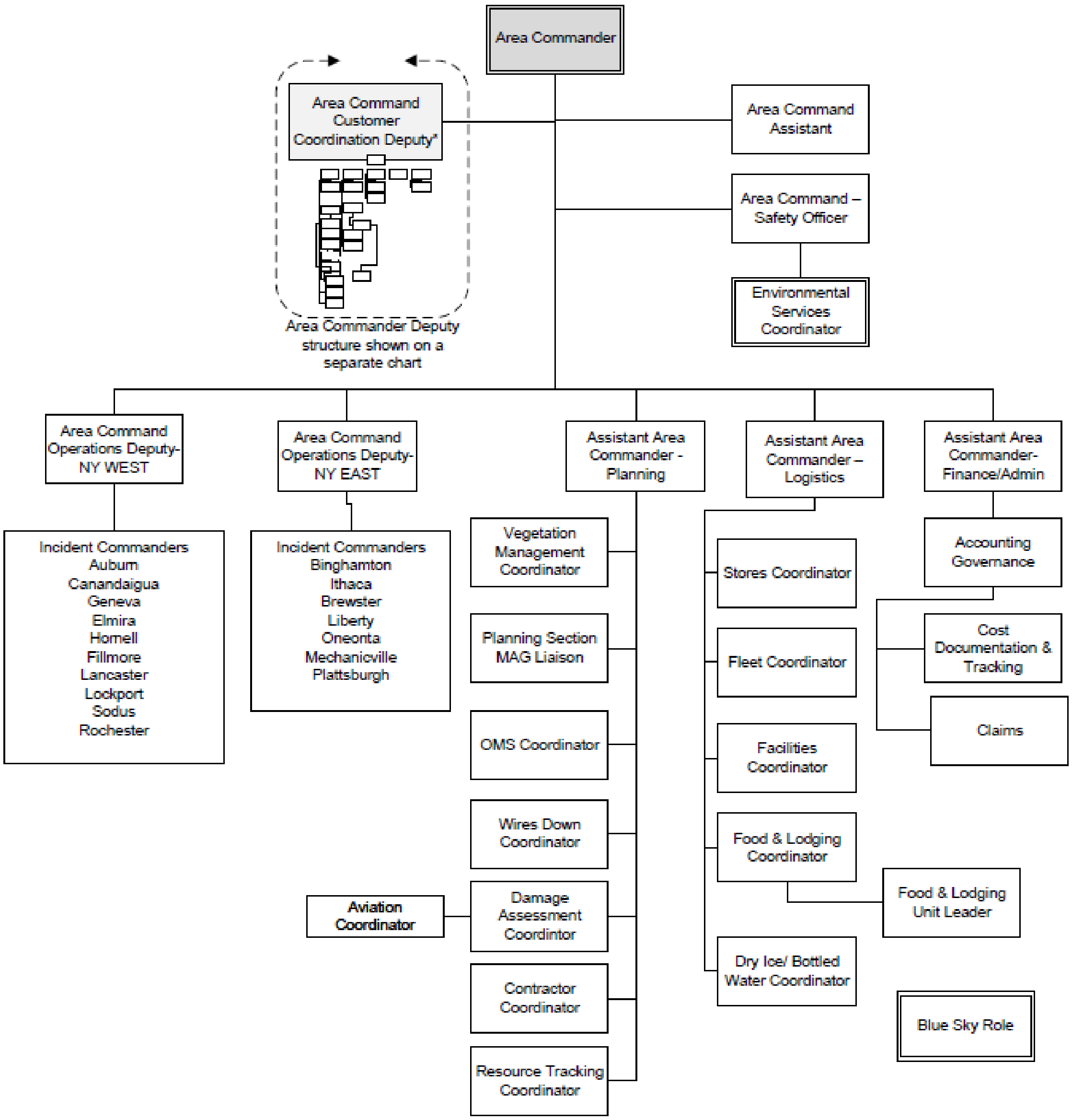

Figure 3: Area Command ICS Structure

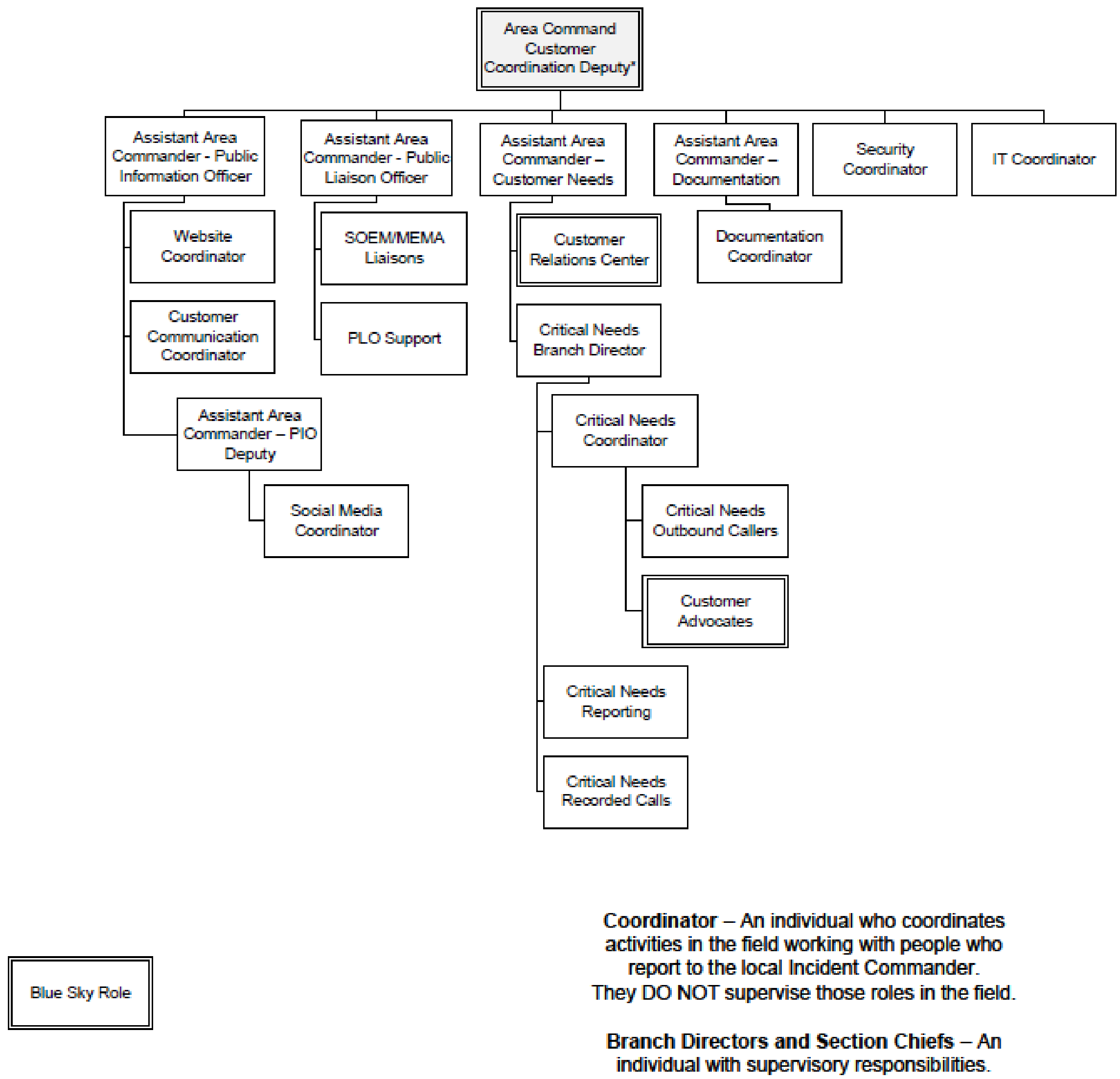

Figure 4: Area Commander Deputy ICS Structure

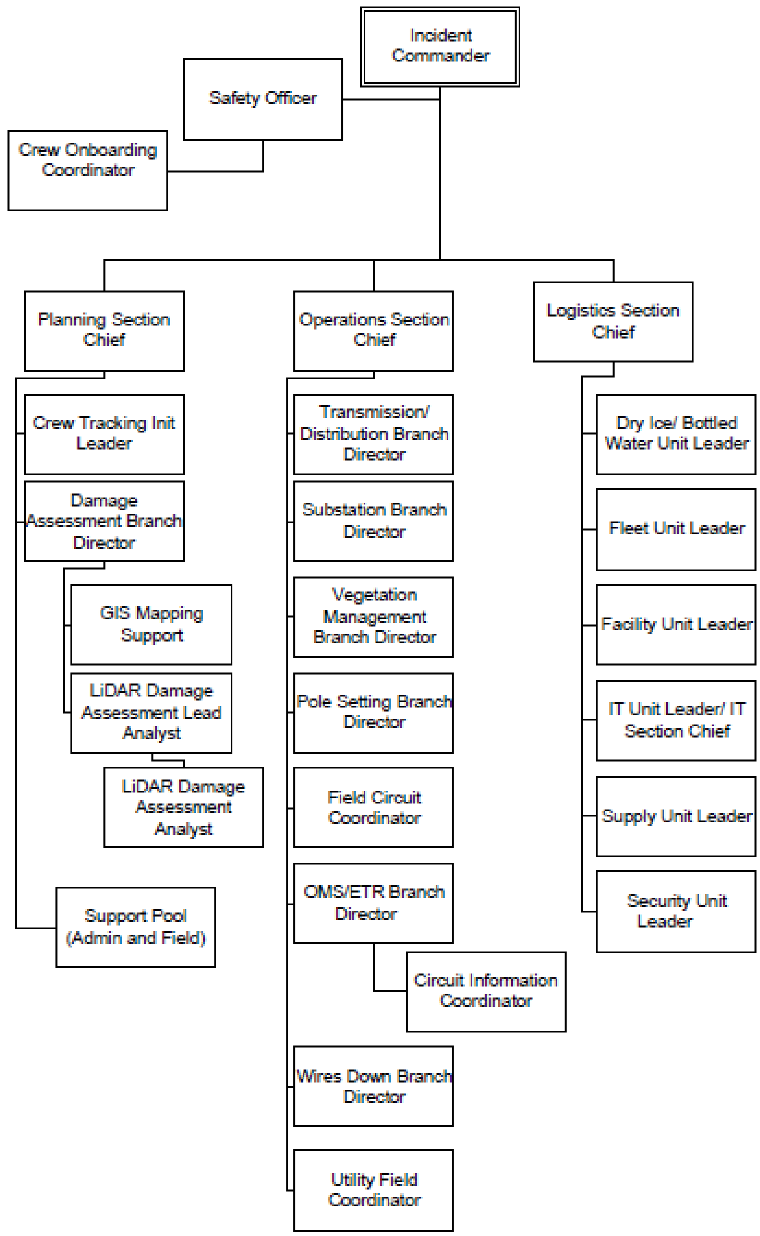

Figure 5: Incident Command ICS Structure

Incident Command System position-based guidance, along with contact information and related data sources, are centrally maintained electronically on the Companies' intranet platform accessible by Command Staff. All internal personnel with service restoration responsibilities other than field resources are identified in a central repository that is maintained by the Emergency Management Department (a business area within Avangrid Networks) on an ongoing basis to accommodate employees who join or leave the Company or change emergency roles for other reasons. For the key Incident Command System roles, shown in Figure 3, 4, and 5, the abbreviated duties for positions include but are not limited to:

Area Command

- Area Commander – Responsible for the overall management of a wide area or multi-area event.
- Area Commander – Deputy Customer Coordination – Responsible for management of the Command staff providing functions that support the incident, including Communications (customer, media, and public officials such as elected officials, municipal and emergency management personnel), Information Technology, and Documentation.
- Area Commander Deputy Operations – Responsible for the management of Incident Commanders at the division level and all operational direction and coordination of the incident.
- Assistant Area Commander Customer Needs – Responsible for coordinating all Customer Service-related activities, including Life Support, Critical Facilities, Customer Contact Centers, and Customer Appeals.
- Assistant Area Commander Documentation – Responsible for coordinating conference calls and collecting designated incident-related documentation.
- Assistant Area Commander Finance/Administration – Manages all finance and accounting operations for service restoration, including cost tracking, claims, and direction on timekeeping.
- Assistant Area Commander Logistics – Responsible for the coordination of resources, services and materials for Area Command.
- Assistant Area Commander Planning – Responsible for assembling information on incident objectives, recommends resource allocation priorities and assists the Area Commander and Area Commander Deputy in decision-making. The Assistant Area Commander – Planning acquires mutual aid and contractor resources when needed and tracks and maintains the status of critical resources.
- Assistant Area Commander Public Information Officer – Responsible for developing and releasing information to the media, incident personnel, and the general public.
- Assistant Area Commander Public Liaison Officer – Manages staffing and activities of the Public Liaison team at the regional, division, county, and municipal level for communication and coordination with other agencies or entities that have also been activated in response to the same emergency event.
- Area Command Safety Officer - Ensures the coordination of safety management functions and issues across jurisdictions and oversees and monitors emergency procedures to ensure safe practices. Additionally, the Area Command Safety Officer

oversees the environmental spill desk and ensures that spills are handled and reported in accordance with all applicable laws

- Contractor Coordinator – Responsible for communication with outside contractors to obtain the necessary resources to effectively restore power to affected areas during emergency events. This individual instructs the contractors as to the submission of crew rosters.
- Critical Needs Branch Director – Responsible for Life Support Equipment customer contact prior to an expected event and regularly throughout an event or emergency, to determine the customers' status and the level of support needed. They also serve as a conduit for sharing service restoration information with Critical Facilities (e.g., nursing homes, hospitals, and industrial customers) in affected areas.
- Critical Needs Coordinator – Responsible for ensuring adequate staffing to make outbound calls to life support and critical facility customers; assign accounts, supervise outbound callers, gather and provide contact results as appropriate.
- Damage Assessment Coordinator – Oversees the acquisition and movement of internal and external damage assessment resources.
- Dry Ice / Bottled Water Coordinator – Identifies and assigns resources required, determines workspace requirements, locations, and procurement procedures.
- Environmental Services Coordinator – Responsible for providing resources and services to support the field employees for environmental assistance in the event of a spill. Environmental Services is responsible for response support, notification support, clean-up support, disposal support, regulatory compliance support, and documentation.
- Facilities Coordinator – Oversees facility maintenance services (sanitation, lighting, clean up) in buildings being used for restoration efforts.
- Fleet Coordinator – Responsible for ground transportation of personnel, supplies and equipment, fueling service, maintenance and repair of vehicles, and other ground support equipment used in multiple locations throughout the event or emergency.
- Food / Lodging Coordinator - Oversees food and lodging needs of the emergency event. These individuals act as a team leader for Food and Lodging Unit Leaders and are the single point of contact during the event. They coordinate and organize tasks for the group.
- Food / Lodging Unit Leader - Arranges for food and lodging of emergency personnel.
- Information Technology Coordinator (IT) – Responsible for information technology equipment and facilities, installing and testing of IT equipment, provides technical support information as required, and ensures the adequacy of the IT systems operating in affected areas throughout the event or emergency.
- OMS Coordinator – Monitors the Outage Management System and analyzes data, including restoration prioritization, resources assigned to outage and trouble incidents, and estimated times of restoration. The OMS Coordinator works with the incident level OMS/ETR Branch Directors to ensure full management of the OMS environment.

- **Public Liaison Officer** – Responsible for communication and coordination with other agencies or entities that have been activated in response to the same emergency event.
- **Security Coordinator** – Responsible for physical and cybersecurity aspects of the event, including overseeing security in buildings and staging locations being used in restoration efforts.
- **Stores Coordinator** – Responsible for equipment and supplies necessary to support the restoration effort across the Companies' service area, including the distribution of stocked items and non-expendable equipment and the ordering of supplies.
- **Vegetation Management Coordinator** – Monitors contract tree crew assignments, ensures contract tree crew time sheets are properly maintained, and ensures contract tree crews are briefed on Company policies and procedures. The briefing includes safety guidelines and the coordination of tree crew assignments with the appropriate Section Chiefs.
- **Wires Down Coordinator** – Oversees the acquisition and movement of internal and external wire guard resources.

Incident Command:

- **Incident Commander** – Responsible for the overall management of the local incident.
- **Crew Tracking Unit Leader** – Track assigned resources and document resource types.
- **Damage Assessment Branch Director** – Directs the activities of field personnel to perform an accurate damage assessment.
- **Dry Ice / Bottled Water Unit Leader** – Responsible for distribution of dry ice and bottled water; coordinates purchases and distribution.
- **Field Circuit Coordinator** – Tracks who is working on each circuit and obtains the work packet.
- **Logistics Section Chief** – Manage the local activity of the following areas: facilities, fleet, supply/stores, dry ice/bottled water, food and additional support needs as requested.
- **OMS/ETR Branch Director** – Maintain the accuracy of data in the outage management system (OMS).
- **Operations Section Chief** – Responsible for all operations activities that are focused on the restoration of utility service to the customer. Ensures field resources are available to provide to the municipalities for coordination as needed.
- **Planning Section Chief** – Responsible for all planning activities necessary to support response activities.
- **Pole Setting Branch Director** – Manage digger crews, schedules, and assigns poles to be replaced.
- **Safety Officer** – Management and development of personnel safety practices, safety measures, and procedures.

- **Security Unit Leader** – Responsible for local security throughout the event or emergency; this includes personnel as well as property security.
- **Substation Branch Director** – Performs substation damage assessments and repairs and assists with service restoration as needed.
- **Supply Unit Leader** – Responsible for local equipment and supplies.
- **Transmission/Distribution Branch Director** – Assigns work crews to specific tasks within an identified problem area.
- **Utility Field Coordinator** – The designated lead for line and tree resources provided to a municipality or other external task force focused on road clearing caused by damaged electrical debris.
- **Vegetation Management Branch Director** – Organizes vegetation management activities in support of the response and recovery phase of an event or emergency
- **Wires Down Branch Director** – Prioritizes wires down calls and determine whether make-safe personnel, wire guarding, and/or barricading is the appropriate response.

The typical candidate pool for Command staff includes (but is not limited to):

- **Area Commander:**, Electric Operations Leadership
- **Area Commander Deputy Operations:** Electric Operations Leadership
- **Area Command – Safety Officer**: Supervisor, Environmental Health & Safety
- **Assistant Area Commander – Public Liaison Officer**: Director, Municipal, Community & Business Relations
- **Assistant Area Commander – Public Information Officer**: Senior Manager/Manager, Corporate Communications
- **Assistant Area Commander – Finance/Admin**: Director – Performance & Budgets
- **Assistant Area Commander – Planning**: Managers in Electric Operations, Emergency Management Department staff
- **Assistant Area Commander – Customer Needs:** Director – Customer Service
- **Incident Commander**: Managers, Regional Operations

If a position is not activated for event response, the position's supervisor or their designee will perform any tasks associated with the not-activated role.

Pursuant to 16 NYCRR requirements, corporate emergency contact lists for key management positions are filed each year with Staff. For Electric Operations, this filing includes key local and corporate personnel per operating area.

5. FIELD RESOURCES

Field resources are part of the Incident Command System and are critical to all restoration activities. Those emergency response roles, which are most closely connected to restoration, include damage assessors, wire guards, line workers, and vegetation management crews. Details regarding position descriptions discussed in this section are maintained electronically on an intranet platform accessible by Command Staff. Information for mutual aid companies and contractors that provide field resources (including **Damage Assessors**, line workers, and tree crews) is maintained by Area Command staff, particularly members of **Area Command – Planning** (e.g., **Contract Coordinators** maintaining contractor line worker contacts).

The Companies use the most conservative known weather forecasts and their experience with similar storm events to assist in determining where and when to deploy crews so they can safely and quickly restore service in each affected area. If the event requires more resources than initially deployed, the Companies have a process for supplementing their local workforces with resources from other unaffected areas and Mutual Aid from other utilities, municipalities and contractors. Procedures related to resource management (planning, activation, staging, tracking and demobilization) can be found throughout Sections 5: *Field Resources* to Section 7: *Restoration*.

When projecting the resources required to restore electric service safely, several variables are considered, including the number and type of crews needed, the availability, proximity, and projected response times of resources. In general, if Company crews are readily available, using them first contributes to quick and safe response. Additional resources from other utilities and/or contractors may be requested and deployed prior to the event or as resource requirements change. All resource movements of this nature are coordinated through the Area Command Planning Section. The Companies use third-party vendor software, ARCOS, as the crew management tool used during events. During event preparations and event response, the Companies develop Incident Command System organization charts to list activated employees by position, shift, and location. These charts are maintained on the Companies intranet platform accessible by Command Staff.

The **Assistant Area Commander – Planning** or designee under direction of the **Area Commander** will activate the **Vegetation Management Coordinator** to activate tree crew resources and identify availability. With guidance from the **Area Commander**, the **Vegetation Management Coordinator** will rely on experience and data inputs (e.g., weather forecasts, prediction models, and actual tree-related damage information) to develop a ratio of line-to-tree crews based on the nature of the event. Sample line-to-tree crew ratios would include a 4:1 ratio during a Class I event or a 2:1 ratio for a Class III event. These are samples and not absolute ratios; therefore, the **Assistant Area Commander – Planning** can, with assistance from the Area Commander, adjust the ratio depending on the nature of the event, condition of vegetation, and type of infrastructure in the area.

5.1 Damage Assessors

Damage assessment is a necessary step toward effective restoration. Company personnel are assigned and trained as **Damage Assessors**. NYSEG maintains at least 175 damage assessment trained employees, excluding employees who perform restoration work during an emergency event. The Companies maintain and update a list of outside contractors used in securing additional **Damage Assessors**. This listing can be found in Appendix D: *Contractor List*. The responsibilities of **Damage Assessors** include:

- Complete, accurate surveys on assigned distribution circuits.
- Identification and categorization of equipment damage and specific location.
- Identification and reporting of emergency situations.
- Assess severity of wire down conditions or speak with the **Wire Down Branch Director** or qualified designee to determine severity level and request relief from a **Wire Guard**. The **Damage Assessor** will use the severity levels as defined in Section 7.1.5.1: *Wire Down Procedure*.

Damage Assessors are trained annually to ensure knowledge of assessment, personal and public safety, and wire guard procedures if this information is not part of their progression training or regular job function. Contractors will train their personnel on a regular basis to ensure proper capture and reporting of damaged facilities.
For more details on the use of **Damage Assessors** and the damage assessment process, see Section 7.1.6: *Damage Assessment*.

5.2 Wire Guards

Wire Guards shall be deployed as needed during restoration. Public and employee safety are our first priorities, and downed wires can represent a public safety risk. Downed wires cannot be prevented, and there may be significant numbers in the aftermath of some events. The Companies will respond to each incident to ensure that downed wires are guarded, barricaded, and/or made safe.

Wire Guard responsibilities include:

- Ability to recognize various classifications of wire (e.g., primary distribution, secondary, telephone, CATV cable, etc.).
- Ability to assess situations and barricade appropriately while maintaining public and employee safety.
- Understanding reporting protocols associated with wire down management.
- Remaining on site until the situation is determined to be made safe.

The Companies together will maintain 150 wire guard trained employees. Each Division will maintain individuals trained in the wire guard role. There will also be employees in other roles, such as **Damage Assessors**, who may be asked to guard wires. These roles will also have wire guard training, either held separately or included in their role training. If additional wire guards are required, the **Wire Guard Coordinator** may mobilize additional wire guards from other areas or from contractor resources. If acquiring resources after event impact, the **Wire Guard Coordinator** will seek to acquire internal resources from the closest unaffected locations as possible and/or contract wire guards. The **Wire Guard Coordinator** serves as the point of contact with external wire guard contractors. The Companies have reached agreements with contractors to mobilize approximately 250 additional trained wire guards or more if needed.

Wire Guard staffing for an event is dependent upon a variety of factors. Factors that influence staffing levels include type of damage, percentage of circuits locked out at the substation, size of the area affected: type of distribution system (radial or loop), population density, etc.

For Class I events, many of the wires down reports will be assigned to responding **Line Crews** and/or supervisors. **Wire Guards** will be used as needed. In Class II events, wire guards will typically be activated as part of the Incident Command Operations Section. Local resources, those who are typically on-site in the division, are generally sufficient to handle wire guard needs during Class II events. For Class III events, the **Wires Down Coordinator** will be activated at the Area Command level and coordinate with Area Command Planning and Incident Command staff to secure the appropriate number of wire guard resources. The **Wires Down Branch Director** will be activated as part of the Operations Section to manage wire guard assignments. The **Wires Down Branch Director** will coordinate with Operations to avoid dispatching a wire guard to an area that is or has been addressed.

For Class III events or large events where there are significant numbers of wires down, wire guards from other divisions and/or external sources may be needed. Additionally, the **Operations Section Chief** will assign make safe crews qualified to clear an electrical hazard as a high-level priority relative to other restoration efforts. This further emphasizes the order of core priorities of Life Safety, Incident Stabilization, and Property Preservation.

Figure 6: *Damage Assessor and Wire Guard Staffing Matrix by Area* provides the resource range by event classification that Command staff have determined would be appropriate to meet response needs. In an actual event, the Area or Incident Command staff may determine greater or fewer resources are needed depending upon event conditions.

Division	Quantity of Wire Guards		Quantity of Damage Assessor Crews	
	Class I & II	Class III	Class I & II	Class III
Brewster	1 to 10	10 to 50	1 to 7	8 to 11

Liberty	1 to 10	10 to 25	1 to 8	9 to 11
Mechanicville	1 to 10	10 to 25	1 to 7	8 to 10
Oneonta	1 to 30	10 to 50	1 to 18	19 to 27
Plattsburgh	1 to 10	10 to 20	1 to 8	9 to 12
Auburn	1 to 10	10 to 20	1 to 4	5 to 6
Geneva	1 to 20	10 to 30	1 to 8	9 to 12
Ithaca	1 to 20	10 to 30	1 to 7	8 to 11
Binghamton	1 to 30	10 to 50	1 to 13	14 to 19
Elmira	1 to 20	10 to 30	1 to 9	10 to 14
Hornell	1 to 10	10 to 20	1 to 7	8 to 11
Lancaster	1 to 30	10 to 70	1 to 12	13 to 18
RG&E Central	1 to 50	10 to 100	1 to 15	16 to 22
Fillmore	1 to 5	10 to 20	1 to 4	5 to 6
Canandaigua	1 to 5	10 to 20	1 to 4	5 to 6
Sodus	1 to 5	10 to 20	1 to 4	5 to 7

Figure 6: Wire Guard and Damage Assessor Staffing Matrix by Area

5.3 Line and Service Crews, Mutual Assistance

The Companies utilize **Line Crews** in response to all electric emergencies, and when appropriate utilize dedicated service crews.

Line Crews are responsible for make safe activities for wires down incidents and restoration work including:

- Make safe: de-energizing and clearing damaged electrical debris, as necessary.
- Restoration: replacement or repair of equipment and materials on the transmission, distribution, or secondary systems; or to service wires.

The Companies utilize local resources and secure additional resources, as needed, to safely and effectively respond to system emergencies. Staffing levels are determined by considering various factors, including:

- Type and potential severity of the weather event (e.g., snow, ice storm, heavy rain/flooding, high winds, or hurricane).
- Total area potentially impacted (statewide or multi-state, individual or multiple Divisions).
- Timing of the event (during working hours, weekend/holiday, or immediately following another major weather event, etc.).

5.3.1 Staffing Level Considerations

Staffing levels are arrived at through joint discussions between Area Command (**Area Commander, Area Commander Deputy Operations** and **Assistant Area Commander – Planning)** and Incident Command(s) (**Incident Commander** and **Planning Section Chief**) considering the above factors.

The number and type of resources required to respond to Class I, II, and III events is determined using the following information including, but not limited to:

- Damage estimates obtained from damage assessments (broken poles, spans down, distribution transformers damaged, etc.).
- Scope of the damage (distribution and/or transmission circuits impacted).
- Number of trouble and outage incidents indicated in OMS.
- Amount of tree damage and road conditions in the affected areas.
- Terrain of the impacted areas and where the damage is located.
- Number of wires down incidents that must be made safe.

For Class I and II events, local resources along with on property contractors are sufficient to effectively address the system damage and complete the restoration. However, resources from a neighboring Division may also be utilized to complete the restoration depending on the type and extent of the damage.

Class III events will generally require additional resources. Depending on the size of the impacted area(s), internal resources, mutual aid resources, and/or contractor resources may be secured and deployed to assist in the response activities. External crews are generally assigned a resource (a company or contract worker familiar with the area) to guide the crews to their work assignments, to receive instruction, and provide communication with the main office.

The Companies supplement their local workforces with resources from other areas, as well as mutual aid from other utilities and contractors. When determining the source of additional resources several variables are considered, including the number and type of crews needed, along with the availability, proximity, and their projected response times. As an event progresses, additional resources may be requested and deployed as resource requirements change. All resource movements are coordinated through the **Assistant Area Commander – Planning** or designee.

Schedules are structured to support the restoration effort while fostering safe working conditions. Although the needs of each emergency are unique, generally in Class I events resources may work more than 17 hours.

During the initial response period, wires down and other hazardous situations are made safe. After this initial period, the **Incident Commander** or designee assesses the need to assign resources overnight to cover emergencies and perform partial repair work. This is done to create efficiencies during daylight hours (e.g. pole setting). Most crews move to a schedule of approximately 17 hours on-duty and 7 hours off-duty. The schedule is designed to maximize the use of daylight hours. During the overnight hours, the Planning Section will assess remaining work, new power interruptions, damage, and develop the planning response activities for the next operational period(s).

Requests for additional resources or for specialized resources (helicopters, tracked equipment, etc.) are coordinated through contact with the **Assistant Area Commander – Planning** or designee. The **Assistant Area Commander – Planning** or designee assigns resources to ensure optimal use across the Companies is achieved, as directed by the **Area Commander**. If specific services are unavailable, then the **Assistant Area Commander – Planning** or designee will arrange for alternate services (for example, if helicopters are not available to fly, then additional ground resources may be substituted).

5.3.2 Resource Acquisition and Deployment

The Companies, through the **Area Commander** or designee**,** may activate internal crews and support staff and may secure Mutual Aid support from affiliate companies, other utilities, municipal electric entities, and/or contractors, in both the United States and Canada depending upon:

- The type and potential severity of the weather event with damage that may be incurred
- The total area impacted and potential incident count
- The timing of the event

The determination is made by the **Area Commander**, working with the respective **Incident Commanders**, **Area Commander Deputy Operations**, **Assistant Area Commander – Planning**, and **MAG** (Mutual Assistant Group) **Liaison** reporting to the **Assistant Area Commander – Planning**. The **MAG Liaison** activates the Companies' mutual assistance agreements if requested by the **Area Commander** or designee. These roles will continue to assess resource needs throughout the event's lifecycle to determine if requests are needed to be made.

When appropriate, the Companies will pre-stage internal and/or contractor resources in anticipation of pending severe weather events. The Companies are obligated to adhere to the North Atlantic Mutual Aid Group (NAMAG) and New York State Public/Private Utility Mutual Assistance Protocol (NYP/PUMA) guidelines, found in Appendix C: *Mutual Assistance Agreements*. The Companies also follow the border crossing protocol as detailed in Appendix C: *Mutual Assistance Agreements*.

5.3.3 Receiving Mutual Assistance from Canadian Utilities

To acquire Mutual Assistance and contractor crews from Canada, the Companies follow the Procedure included in Appendix C: *Mutual Assistance Agreements*. The procedure for crossing the US/Canada border has been developed by the New York State Office of

Emergency Management. This procedure must be followed, or assistance will not be allowed to cross the border. Effective pass through the border requires coordination with the Port of Entry (POE), the New York State Office of Emergency Management, and the New York Department of Public Service as described in the border crossing procedure included in Appendix C: *Mutual Assistance Agreements*. It is the responsibility of the **Contract Coordinator** collaborating with the **Area Commander** or **Assistant Area Command – Planning** to implement this procedure.

The Companies maintain contact lists to secure contract line, service, and tree crew resources from Canadian contractors. These resources supplement internal resources and/or mutual aid resources from other utilities. The Companies also work with Avangrid affiliate utilities to share resources, as appropriate, during event preparations and response. Typical staging options are mentioned in Sections 5.3.4 – 5.3.6: *Mutual Assistance*.

5.3.4 Local Event (NAMAG/NYP/PUMA not engaged)

A local event is defined as a smaller incident affecting one or a few divisions, with the ability to restore service within 24 to 48 hours to the majority of affected customers, typically a Class I or II event. The following actions would be taken by the **Area** and **Incident Commander** and Command staff operating under their direction:

- Determining local resource availability, retaining resources after hours, staffing overnight or before normal working hours, and/or arranging other coverage options;
- Repositioning of internal resources between divisions within the same operating company or between affiliate Companies;
- Acquisition of contractor resources (typically closest available resources acquired first then expanding out to farther away resources). The resources are tracked by the **Contract Coordinator**.
- Staging resources (internal or external) in strategic locations between areas expected to be impacted.
- Placing resources on standby (external resources only) to minimize travel time.
- Instructing internal resources to arrive at the start of shift packed to expedite travel.

During significant local events that could extend beyond 24 to 48 hours), **Incident Commanders** will be in contact with the **Area Commander** or designee to determine if nearby mutual assistance resources are able to expedite restoration and follow the steps outlined in Section 5.3.5: *Regional Event.*

5.3.5 Regional Event: NAMAG and NYP/PUMA has been engaged

A regional event is defined as an incident affecting multiple locations or one location with extensive damage (flood, tornado, etc.), with initial assessments, determining additional resources are required to facilitate restoration. In this case, the Companies would implement all the steps outlined in Section 5.3.4: *Local Event* and engage the mutual assistance process as follows:

The **MAG Liaison** will:

- Follow the present guidelines outlined in the respective Agreements (Appendix C: *Mutual Assistance Agreements*) and Section 6.2: *Coordination with Mutual Aid Companies and Contractors*; working with the respective mutual assistance groups to schedule requests and acquisitions in the evening and early morning hours if this would hasten response.
- Consult with the **Assistant Area Commander – Planning** and/or **Area Commander** if a mutual assistance request is to be made for external transmission personnel to enable the Companies to reassign internal transmission resources to distribution work. If so, the **MAG Liaison** would make the request to the respective mutual assistance groups, and, if responding resources could mobilize with no delay to the Companies' restoration process, Company transmission resources would be reassigned by Area Command/Assistant Area Command Planning to other restoration work.
- Participate on mutual assistance calls to provide or request resources depending upon the Companies' and affiliates' needs and threats. Coordinate the acquisition and/or supply of resources between Avangrid Networks operating companies and the mutual assistance member organizations.

5.3.6 National Event: EEI National Response Event (NRE) Procedures activated

Once the Edison Electric Institute (EEI) formally declares a National Response Event (NRE), then the specific EEI NRE guidelines are followed by all member companies. During an NRE, the **Vice President – Integrated Operational Services** or designee(s) will be responsible for coordinating actions between the Companies and the NRE leadership. The NRE Guidelines are maintained on the Emergency Management shared drive and a hard copy is kept by the Vice President – Integrated Operational Services

5.3.7 New York State Public/Private Utility Mutual Assistance Protocol Coordination

The New York Public/Private Utility Mutual Assistance Protocol, found in Appendix C: *Mutual Assistance Agreements,* is an outline of general principles and practices for the New York utilities to follow, enabling them to leverage a public/private partnership among the utilities within the state. This protocol provides access to critical resources to facilitate and expedite utility restoration following an emergency impacting New York.

The foundation of this protocol draws upon the concepts, which have been utilized by members of but not limited to, the NAMAG and New England Public Power Association (NEPPA) mutual assistance programs. The protocol is intended to be flexible as it is not possible to predict exactly what the nature or scope of an emergency will be. It allows individuals in command to call upon further reserves of personnel, supplies, equipment, and space in an organized, documented, and logical manner.

In instances where the Company requests mutual assistance through the NAMAG process, a formal notification will be made to the protocol chairperson that the NAMAG process has been enacted and that mutual assistance may be requested from the municipalities and electric cooperatives. This protocol is not intended to usurp any organization's primary means of securing additional assistance, rather provide a supplemental source of additional potential resources within NYS.

5.4 Circuit Information Coordinator

The **Circuit Information Coordinator** manages the outage and trouble data in OMS and provides the information from the **Field Circuit Coordinator** to the **OMS/ETR Branch Director** for communications to a larger group as needed (e.g., Public Liaison, Logistics Section, Planning Section, etc.). The **Circuit Information Coordinator** coordinates with multiple **Field Circuit Coordinators** (see Section 5.5: *Field Circuit Coordinators*) and gathers information from them of use to other Command staff.

The **Circuit Information Coordinator** enters Company and contract crew information into OMS for tracking purposes to provide situational awareness for Command staff of the crewing assignments for all circuits begin work. The **Circuit Information Coordinator** will obtain updates from the **Field Circuit Coordinators** and transfer the information into OMS, including:

- Updating ETRs;
- Closing out outage and trouble orders;
- Creating new outage and trouble orders; and
- Assigning crews to open orders.

5.5 Field Circuit Coordinators

The **Field Circuit Coordinator** is responsible to track resources working on their assigned circuit. They will receive a circuit – specific work packet at the start of each operating period from the **Planning Section Chief** or designee (e.g., may be provided by a **Field Support Runner**), they will prioritize and dispatch outage and trouble jobs to their designated **Line Crews** and vegetation resources.

Field Circuit Coordinator responsibilities include:

- Organize the restoration team assignment (who is assigned to which circuit).
- Prioritize and dispatch line crew assignments.
- Report back to the **Circuit Information Coordinator** the ETRs for outages assigned to restoration teams.
- Report completed restoration assignments back to the **Circuit Information Coordinator** described in Section 5.4: *Circuit Information Coordinators*.
- Clear and create power interruptions through the **Circuit Information Coordinator**.
- Validate plan and progress with the **Planning Section Chief**, **Operations Section Chief,** and **OMS/ETR Support Branch Director**.
- **Field Circuit Coordinators** may also coordinate meals, lead crews to and from work and lodging sites.
- Complete documentation of work completed as directed by **Operations Section Chief** or designee.
- Report any safety incidents or concerns.
- Communicate any environmental issues (e.g., damaged or leaking transformers).
- Monitor the performance of mutual assistance resources and report any abnormalities as applicable.
- A **Field Circuit Coordinator** may be qualified if they have experience with the Companies' switching and tagging rules, or are qualified to hold clearance, have previously or currently supervised crews, or have received on-the-job training. If previously qualified, the **Field Circuit Coordinator** will prioritize and dispatch crew assignments. If not previously qualified, they will follow the **Planning Section Chief** or designee's work plan, under the **Operations Section Chief's** direction, or a designee regarding prioritization and dispatching.

Employees qualified as **Field Circuit Coordinators** generally will have engineering experience, either as an engineer in substation, transmission, capital delivery areas, or as a field planner, a substation employee, a specialist in metering, or hydro areas. The Companies maintain a list of trained **Field Circuit Coordinators** (internal) and a list of contractors with personnel able to perform the FCC role. During event activation, the **Area Commander** will direct the **Assistant Area Commander – Planning** to work with the respective **Incident Commanders** to determine the number of **Field Circuit Coordinators** needed in the affected areas. If necessary, based on that assessment, the **Assistant Area Commander – Planning** may have additional **Field Circuit Coordinators** mobilized from other areas including contract companies to respond.

5.6 Vegetation Management Crews

Vegetation Management crews (also known as tree crews) support line operations by completing vegetation removal to safely restore power. **Vegetation Management** crews also support make safe and road clearing operations, as assigned. Crew size varies depending upon:

- The type of work being done (transmission or distribution support)
- Location (on-road or off-road, climbing or bucket work, etc.)
- Equipment utilized

Strategies for **Vegetation Management** resource acquisition, staging and deployment; scheduling; requests for specialty equipment; and planning for the next operating period follow the same process as described for **Line Crews** in under Section 5.3: *Line and Service Crews, Mutual Assistance*.

5.7 Non-Traditional Resources

Resources may be made available to the Companies from other sources during storms or storm restoration, such as the National Guard or skilled and unskilled volunteers. Restoration and safety priorities will be communicated to county and/or state officials by the PLO. If support from county and/or state partners is required to meet restoration priorities, the Companies PLO will communicate these priorities to the relevant EOC personnel. Note that activation of the National Guard requires authorization by the Governor and coordination with both DPS Staff and the New York State Office of Emergency Management.

Under the direction of the **Assistant Area Commander – Planning** or designee, the Companies will utilize such resources as appropriate during individual events. The **Incident Commander** or designee shall consider the level of resource training, needs, constraints, and factors such as safety and the availability of personnel to guide, direct, coordinate, and oversee the work these non-traditional resources are being asked to perform.

5.8 Documentation

This Plan is reviewed, revised, and filed with the New York State Public Service Commission by December 15 of each year (or as directed by DPS Staff) or revised and/or filed at other times if there are substantive changes to the information. The Emergency Management Department and the **Incident Commanders** review the Division Emergency Restoration Plans. The 16 NYCRR §105.4(b) (5) specifies that contact lists will be updated at least semi-annually. The Companies meet this requirement by designating responsibility to various business areas. The contact lists and business areas responsible are shown below in Figure 7: *Contact Lists and Owners*, with the owners included:

Contact List	Responsible for Maintaining Contact Lists
Utility Personnel Assigned Service Restoration	Emergency Management
Mutual Aid Companies and Contractors	Emergency Management
Life Support and other Special Needs Customers	Customer Advocates
Human Services Resources	Customer Advocates
Print and Broadcast Media	Corporate Communications
Operators/Managers of Hotels, Restaurants, and Dormitories	Emergency Management
State County and Local Elected Officials	Municipal, Community & Business Relations
Law Enforcement, Emergency Management, and Response Personnel	Municipal, Community & Business Relations
Medical Facilities	Municipal, Community & Business Relations
Vendors	Procurement

Figure 7: Contact Lists and Owners

The Companies maintain and routinely update lists electronically. Owners of these lists are encouraged to maintain a printed backup copy as well as an offline digital copy in case they are unable to access the data online. As part of the submission letter when filing the Plan annually to the Commission, the Company will include a statement to certify that the contact lists were updated per the requirements in 16 NYCRR §105.4(b) (5).

The Companies are members of the North Atlantic Mutual Aid Group (NAMAG) and the Edison Electric Institute (EEI) and New York Public/Private Utility Mutual Assistance Protocol (NYP/PUMA). Copies of the signed agreements are included in Appendix C: *Mutual Assistance Agreements*. The Companies contribute to groups' readiness activities and participate in event conference calls and planning.

5.9 Communications

External communications and outreach during the year, when emergencies are not in progress, include the following:

- The Companies' Customer Communications Department provides information to customers on emergency event preparation (both the Companies and the customers' preparations) four times per year in our bill inserts, in appropriate

Company brochures and on the Company websites http://www.nyseg.com/ and http://www.rge.com/.

- The Companies' Corporate Communications Department publishes safety messages to our customers via social media channels and other electronic means (e.g., Facebook™, Instagram, and X™).
- Communications by Customer Service personnel with Life Support Equipment customers to encourage them to be prepared for emergencies are in Section 8: *Customers, Public Officials, and Media*.
- New York Municipal, Community & Business Relations personnel contact public officials to discuss emergency procedures, response methods, restoration priorities, lists of identified Critical Facilities, critical roads, potential dry ice locations, and vulnerable population locations, and to exchange contact information. See section 8.7 for additional details on Public and Emergency Management Officials and Media Contact.
- Ongoing automated verifications (e.g., 15-minute intervals) of the Utility Events Dashboard (UED) are conducted by Information Technology Group personnel to ensure that the system remains operational. If the process that transfers the files fails, the **Information Technology Coordinator** is notified for investigation and resolution. Additionally, Information Technology has a monitoring system in place that checks the date of the files, and if the files are older than 30 minutes, an automated incident is created and assigned to the Information Technology Group for investigation.

5.9.1 Communications for Widespread Prolonged Outages

Pursuant to Public Service Law (PSL) §73, the New York Public Service Commission has defined a "widespread prolonged outage" as an outage event impacting at least 20,000 customers at the same time and having one or more customers who remain without power for 72 consecutive hours or more due to utility-owned equipment being unable to provide service. Customers meeting the requirements of PSL 73 can seek reimbursement for spoiled food and/or prescription medicine as approved in the Companies' respective tariffs.

The **Area Commander or designee** will notify the **Assistant Area Command - Public Information Officer** that the criteria for a widespread prolonged outage has been met. Accordingly, the 14-day deadline for customers' reimbursement claims will begin once a widespread prolonged outage lasts 72 consecutive hours. No later than Noon the following calendar day, the Companies will use various means to communicate and clearly state the 14-day deadline for when customers must submit claims for reimbursement of spoiled food or prescription medication, including but not limited to press releases, television news updates, email, websites, and outbound calls. Recognizing that each event is unique, the Companies will assess the most effective means to notify impacted customers of the deadline to submit claims for reimbursement. Thus, whereas certain situations may warrant utilizing mass communications to notify the public, other circumstances may justify simply reaching out to affected customers directly on an individual basis.

In general, if criteria for an extended outage is met, the **Assistant Area Commander – Public Information Officer** will develop a media statement or incorporate information about spoilage claims into a press release and customer emails, as appropriate. Outbound call campaigns may also be developed, as described below. All communications about spoilage claims will direct customers to visit our websites for details on eligibility and how to apply. The **Assistant Area Commander – Public Information Officer** will distribute the press release or media statement by noon the following the calendar day after 72 consecutive hours, with follow up media coverage as requested. While the **Customer Communications Coordinator** will execute email campaigns and the **Outbound Call Coordinator** will execute outbound calls by noon the following calendar day after 72 consecutive hours.

If the event has impacted a relatively small number of customers, the Company will make arrangements to contact them directly using their phone number and/or email address saved in Customer Care System as well as issue a media statement. The **Assistant Area Commander – Public Information Officer**, working with the **Customer Communications Coordinator** will draft outbound call messages and outbound email messages that explain the 14-day deadline and that they may qualify for food and or prescription medication spoilage. The **Customer Communications Coordinator** will execute the email campaign by noon the following calendar day after 72 consecutive hours. The **Outbound Call Coordinator** will execute outbound calls by noon the following calendar day after 72 consecutive hours. See Appendix A; *Additional Information* for communications templates.

5.10 Equipment

As part of the Materials Management pre-event activation process, Material Planning and Stores reviews stock on hand when the **Stores Coordinator** requests a pre-storm checklist. Material Planning and Stores also places orders with suppliers to bring inventory levels up to necessary levels. The Companies' Materials Planning Department contacts suppliers and vendors to advise of possible event coverage so all will be ready to respond.

The Materials Management Department's Material Planners contact electrical distributor(s) and pole transportation company(s) to review and make ready the materials trailer for mobility if needed. Included in the review are inventory items that are used to repair electric infrastructure typically damaged during an event. This may include items such as, but not limited to, poles, cross arms, transformers, wire, connectors, fuses, and other electric hardware.

Inventory levels are checked for construction maintenance materials. These items are reviewed weekly at each warehouse. Materials identified as critical to the infrastructure are reviewed weekly by Materials Management, Material Planners, and Stores Supervisors, under the direction of the **Manager-Stores Operations**, per the *Critical Item Availability Process* located in Appendix A: *Additional Materials*.

Critical distribution, transmission, and gas inventory are reviewed weekly by Material Planners and Stores Supervisors to ensure established quantities of critical material are maintained at a rate of 95.8%. Inventory review is included in the pre-event checklist and is evaluated during the planning and preparation for possible events.

Another source of materials during major events is the New York Material Sharing Group (NYMSG). The Materials Management Department represents the Companies in the NYMSG. The participating NYMSG companies have agreed to utilize a warehouse network comprised of participating company existing warehouses and vendor facilities, to stockpile key materials and equipment. The materials are to share as outlined by the group's governing principals/procedures. The stockpile can be used during emergency events if one of the participating companies have material needs that cannot be supplied through their normal channels. As stated in the NYMSG protocol:

> *The NYMSG members will attempt to come to a consensus on materials distribution, where possible, understanding that the group works best as a cooperative effort. The consensus process does not replace an individual Participating Company's own decision-making process within their organization.*

5.11 Training and Exercises

The Companies provide employees with general training, specialized training, on-the-job training, and exercises. The Companies utilize multiple methods of training including, but not limited to classroom, web-based, on-the-job shadowing, exercises, manuals, just in time, and procedural documents. The Companies also participate in exercises conducted by external parties (e.g. County Emergency Management Offices and neighboring utilities).

5.11.1 Training

The **Emergency Management and People & Organizations departments** are jointly responsible for tracking the overall training related to electric emergency events. Operating Companies, managers and supervisors of employees with emergency response as part of their regular jobs are responsible to ensure the employees are trained. The Emergency Management Department is responsible for the evaluation of the emergency management training program.

All employees will be required to take a general emergency management orientation course upon hire to the company. This course is intended to provide employees with a general overview of emergency management, the emergency response plan, incident command system, and the emergency response roles within the company. Additionally, the company may provide an annual online refresher course for all employees which will provide them with periodic updates and reminders of the emergency management program.

As staff are assigned higher roles within the ICS, they may be required to take additional courses.

These may include (but are not limited to):

- FEMA IS-200.c- Basic Incident Command System for Initial Response
- FEMA ICS-300- Intermediate ICS for Expanding Incidents
- FEMA ICS-400- Advanced ICS for Complex Incidents
- FEMA IS-700.B- An Introduction to the National Incident Management System
- FEMA IS-800.D- National Response Framework
- Section Chief training
- Executive Emergency Management Seminar

These courses may be instructor-led or online courses depending on the course requirements. Staff taking any courses taken outside of the Avangrid system will be required to submit their certificate of completion for tracking.

In addition, staff will receive training in their assigned storm role. This training may be held in person, conducted online, be a self-study, or be provided through on-the-job training or through shadowing experiences. The modality of the training will be determined based on the role and its responsibilities.

Specialized training may be conducted to familiarize personnel with specific duties or skills that are related to their associated emergency event roles but may not be related to their normal job function.

The roles receiving specialized training conducted include, but are not limited to:

- Damage assessment
- Wire guarding
- Customer calls and callbacks
- County and local liaison

5.11.2 Exercises

The Electric Operations Business Area and Emergency Management Department are responsible for coordinating emergency response exercises. The Emergency Management Department is responsible for evaluating the effectiveness of the exercises. The Emergency Management Department coordinates the development and delivery of exercises using the Homeland Security Exercise and Evaluation Program (HSEEP).

Exercises are used to engage employees to practice specific response duties and tasks. Local exercises to address particular aspects of emergency response may be conducted as appropriate, and personnel outside the Companies will be offered an opportunity to participate in those exercises, particularly County Emergency Operations Center staff, as

appropriate based on the exercise type. The Annual exercise is held by June 1 each year in accordance with 16 NYCRR §105.2.
The following recommendations are taken into account when developing exercise scenarios:

- Exercise the Emergency Plan at least annually.
- Have lessons learned process to review and revise procedures after each exercise/event.
- Document identified strengths and areas for improvement uncovered during the exercise and consider them for implementation, as appropriate.
- Participate or initiate joint exercise scenarios with natural gas and telecom groups within the service area. Telecommunications exercises will include the pole installation process.
- Company communications and coordination will be evaluated as a part of the exercise.
- Regularly exercise emergency scenarios simulating a response to either a storm, or other storm like electric emergency that would be classified at the highest or next highest level of severity. Exercise scenarios will, minimally every five years, also include severe flooding and manual processes (in case of catastrophic failure of critical systems, e.g., OMS, Call Center)
- Design exercises to ensure that employees fully comprehend their role during an emergency and provide "hands-on" opportunities as appropriate.
- The Companies will ensure a cross-section of personnel based in respective NYSEG and RG&E service areas participate in each other's exercises to facilitate understanding of each other's areas.
- Liaisons not typically located in the area of the exercise will be included to train, ensure familiarity of the region, and have access to relevant information unique to the area.

The purpose of exercises is to train and refresh the skills of employees assigned to response tasks that may be outside of their normal areas of responsibility. The Emergency Management Department follows the HSEEP process in the design of exercises, including the establishment of exercise planning meetings, scenario development, conduct and evaluation.

The New York Municipal, Community & Business Relations Department and Emergency Management Department may invite external participants such that **Liaisons County/Local** and local officials have the opportunity to fully understand the Companies' processes and procedures during an actual event. Municipal partners may be invited by **Public Liaison Officers** or their designees. Procedures covered may include but not be limited to municipal coordination for blocked roads or critical facility prioritization and the development or communication of work plans and crew assignments. In some cases, role-specific exercises are led and designed by subject matter experts with the Emergency Management Department invited or made aware of the activities.

The exercise may involve contacts with outside agencies, local governments, and others who would normally be included in service restoration responses.

Emergency Management is responsible for conducting and evaluating an annual exercise. The Department of Public Service (DPS) Staff will be notified at least two weeks in advance of the scheduled annual exercise.

In addition, in accordance with 16 NYCRR II A § 105.2: Definitions, the **Vice President – Integrated Operational Services**, or designee may waive this exercise requirement if previous incidents during the calendar year provided sufficient experience only if approved in writing by the DPS Director of the Office of Resilience and Emergency Preparedness, or designee. For actual preparations (*a.k.a.*, real-world incident experience) in lieu of an exercise, the Company shall certify, in accordance with 16 NYCCR II A § 105.3: Submission of Electric Emergency Plans that all requirements of § 105.2: Definitions were met.

A calendar of planned exercises is found in Appendix E: *Exercise Schedule*.

5.12 Limit Impact of Emergency Events

Two types of initiatives are most likely to reduce the risk that customers will experience power interruptions during an emergency or reduce the duration of those power interruptions; electric system modifications and vegetation management.

The Resiliency and/or Planning Departments coordinate with Electric Operations in reviewing and creating longer-term improvement or mitigation plans focused on enhancing reliability. This group conducts a review of facilities susceptible to outside factors, such as flooding or limited access, in parallel with reliability issues, safety, and other factors. This element has been added to our facility evaluation criteria and will be considered as future construction projects are approved.

As discussed in Section 7.3: *Final Phase*, the Electric Operations Department, particularly the Division personnel, utilize circuit sweeps to review infrastructure affected by an event and to make repairs or arrange longer-term repairs as needed. The completion of this phase of the restoration process also serves to potentially reduce or limit the impacts of future events.

6. EVENT PREPARATION

Area and **Incident Commander(s)** or their designees notify designated Area Command and Division Incident Command personnel of imminent and severe weather that is a threat to the transmission and distribution system. These notifications will take the form of situational awareness emails, calls, texts and/or meetings (virtual or in person). At all times, management will be operating in one of three conditions:

- Normal: No severe weather hazards are being experienced, nor are they imminent. Management is operating under normal conditions;
- Alert: Severe weather is imminent and poses a significant threat to one or more parts of the transmission and distribution system;
- Response: Management has activated the Incident Command System structure and is actively engaged in response activities throughout one or more areas of the Companies.

The intent of the email, call and/or meeting, is to raise the level of awareness and preparation for a potential event. Depending upon the various weather factors (such as timing, severity, location, etc.), various communications tools will be used. The most common channels for communicating alert information include:

- Weather Forecasts: The contracted weather service provides specific forecast information for the Companies' service areas. When forecasted weather conditions exceed pre-determined limits (e.g., wind, precipitation, etc.) according to both the contracted weather service providers, email notifications are issued by the weather providers to the internal weather distribution list. The **Area Commander, Area Commander Deputy Operations with Incident Commanders** and/or **Assistant Area Command Planning** and other staff as appropriate, will discuss the potential weather threat, areas impacted and begin strategic preparation planning, including executing the steps below.
    - Outreach to individual **Incident Commanders:** The **Area Commander** will contact **Incident Commanders** if specific areas are targeted for potentially significant weather. Planning meetings may be held to discuss staffing, preparedness, communication strategies, and other preparation topics.
    - Storm preparation meetings: Significant weather threats, or those with potential to impact a larger area, will prompt an Area Command meeting scheduled by the **Assistant Area Commander- Documentation** at the request of the **Area Commander.** Various preparedness activities and possibly staging strategies are typically discussed and determined.
    - Corporate messages: Messaging throughout the Companies may be used to raise awareness for potentially significant events where activation of a large number of employees is anticipated. The **Assistant Area Commander – Public Information Officer,** is responsible for issuing these messages that typically put company-wide employees on notice that their participation in Incident Command System activities may be required.

Once a potentially severe weather event is identified, preparations can take various forms depending upon the scale, timing, and area threatened by the event. Typical actions to be considered in the preparation phase include:

- Activating certain Area Command and Incident Command personnel;
- Continued weather monitoring;
- Continued preparation discussions and meetings;
- Assess availability of key resources;
- Assess possible 'packing and prepared to travel' or pre-staging resources to potentially impacted Divisions;
- Assess need/timing to open or keep open a division office;
- Communicating with contractors and determining available resource levels;
- Placing contractors on notice, on standby, or staged at specific locations;
- Participate in North Atlantic Mutual Aid Group (NAMAG) New York Public/Private Utility Mutual Assistance Protocol (NYP/PUMA) or other related mutual aid conference calls.
- Contact motels, restaurants, fuel, and other services, as appropriate;
- Contact media and civic authorities, as appropriate and;
- At the Incident Command level, review of pre-selected staging/distribution sites and county/town priorities as provided prior to an event.

A pre-storm notification of Life Support Equipment and Special Needs Customers is discussed in Section 8.3.2: *Event Protocol for Life Support Equipment Customers* and Section 8.4: *Contacting Special Needs Customers.*

In addition to the protocol described above, **Area Commander**, **Area Commander – Deputies,** and **Incident Commanders** may also issue more frequent weather statements and bulletins to provide situational awareness of weather conditions that have the potential to adversely impact the system and our customers. The intent of these statements is to provide awareness to Incident command system teams and the larger employee population (as applicable) that a potentially severe weather situation is possible, and that monitoring and advance preparations may be warranted or underway.

The **Area Commander** maintains communications with various entities prior to potential events to monitor and evaluate threats and to make preparations. Calls that are typically held include;

- Area Command calls: Internal storm preparation conference calls with representation from lead Area Command and Incident Command personnel and business area leads. These calls are scheduled by the **Assistant Area Commander – Documentation** upon the request of the **Area Commander** or designee.

  Topics to be discussed include. But are not limited to:
  - Current and anticipated weather conditions
  - Areas and the possible number of customers impacted

    - Crew assignments and movements
    - Safety issues and concerns
    - Review of regional perspective across the State including other companies
- Weather service conference calls: As appropriate, the **Area Commander** or their designee will schedule meetings with the Companies' contract weather service provider to gather additional information regarding the forecast. These meetings are attended by the impacted Area and Incident Command Staff. Additionally, Area Command Staff may participate in National Weather Service (NWS) conference calls that may be scheduled by the NWS - Albany, Binghamton, Buffalo, Burlington, and Upton/NYC regions covering the NYSEG and RG&E service areas. These calls are conducted by the NWS in advance of and during major weather events.
- Mutual aid conference calls: The Companies are members of NAMAG and the Edison Electric Institute (EEI), and the New York Public/Private Utility Mutual Assistance Protocol (NYP/PUMA). The **MAG Liaison** works through the mutual assistance groups and other regional mutual aid organizations when acquiring and coordinating the release of mutual aid. Upon request from any member company seeking assistance, Area Command Staff participates in NAMAG, and NYP/PUMA conference calls in anticipation of and in response to an event, even if the Companies are not expected to be impacted by the associated event.

The Area Command and Incident Command System *Incident Action Plan* (IAP) is formalized by the **Area Commander** and the **Assistant Area Commander – Planning** beginning with event preparation to communicate incident objectives throughout the Incident Command System. The Incident Action Plan is developed at Area Command and disseminated to the activated **Incident Commanders** for each operational period during an event. Based on the objectives of the Area Command Incident Action Plan, the **Incident Commander** and **Planning Section Chief** develop work plans to support restoration priorities.

Incident objectives provide guidance to the Incident Command System structure in each area forecast to be impacted by the event. This staffing level is dynamic; staffing levels may not be the same for multiple events. Staffing levels are based upon the type of anticipated event, expected magnitude and duration, etc. (See Section 5: *Field Resources* for field resource staffing and Section 8.1: *Customer Contact Center* for customer representative staffing matrices.) The Incident Action Plan document is based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives. Key objectives for the operational period can include but are not limited to; safety, pre-staging, proactive communications during the preparation phase, damage assessment, restoration, and communications during the restoration phase of an event. The Companies staff emergency events as necessary to maintain the Incident Command System structure in each area forecast to be impacted by the event.

The Incident Command Structure is typically activated during preparation by the **Area Commander**, **Area Commander Deputies**, and **Incident Commander(s)**, although it is often further expanded as the event unfolds. Field personnel may be secured, assigned, and possibly staged as a part of the preparation phase. Company representatives may be assigned to county emergency management offices, the State Office of Emergency Management (SOEM) bunker in Albany, and/or other municipal or regional locations upon request.

All Command Supervisors, when scheduling shifts, will take into consideration the anticipated event duration and magnitude. In general (and when possible), for events that are anticipated to last for more than 24 hours, the following duty rotations are appropriate:

- Personnel schedule: 17 hour on-duty and 7 hour off-duty; unless otherwise designated by the storm role supervisor or location (e.g., liaisons may be asked to serve 12-hour shifts).
- Assignment duration: Consider rotation and relief of active storm duty personnel, as needed, during longer duration events (e.g., exceeding 14 days).

The **Area Commander** and **Incident Commanders** identify and arrange staging areas on an event-by-event basis to best meet current needs. For large events impacting all or most of the Companies' service areas, one of the following centrally located staging areas may be used to strategically stage for neighboring Divisions while also allowing for flexibility to reallocate resources utilizing key Interstates: Mechanicville, Binghamton, and/or Rochester. Additionally, for the threat of events concentrated near the Great Lakes, Lancaster may be utilized. Likewise, for threats to predominantly just southeast NY, Brewster may be utilized as the strategic staging area. Otherwise, for Division specific threats and/or local impacts, local staging areas are utilized.

Customer contact and communications may be initiated by the **Assistant Area Commander – Public Information Officer** and Customer Needs as a part of the preparation phase. The **Assistant Area Commander – Public Information Officer** develops and distributes pre-event news releases issued (and posted on social media) when weather forecasts indicate the potential for severe events that may result in loss of power. Outbound calls to Life Support Equipment, Special Needs Customers, and Critical Facilities may also be initiated by the **Critical Needs Branch Director** in the preparation phase to alert these customers of potential power outages and coordination with other utilities.

The Life Support Equipment outreach process is described in Section 8.1.1: *Customers, Public Officials, and Media*. The **Assistant Area Commander – Public Information Officer**, working with the **Customer Communications Coordinator,** may draft and send outbound emails using information derived from the news release to customers (for whom we have email addresses) in areas expected to be impacted for significant (Class II or III) events. Email addresses are maintained by the Customer Care Department in the Customer Relationship Management and Billing System; **Customer Care Center Representatives** gather email information during blue-sky interactions with customers.

Personnel in Area or Incident Command positions that require emergency event reporting will begin to produce reports and will distribute (emails) or upload (other documents) them in a timely fashion, in the proper format, and containing the necessary content. Reporting will continue until the end of the event or until reporting requirements are deactivated by the **Area Commander** or designee. The reporting individuals are to ensure that reports provided are correct and suitable for use in regulatory reporting.

Upon completion of restoration, **Area Commander** or designee will confirm whether Scorecard data and documents to produce a Part 105 Report will be required, based on the actual duration of restoration. If so, report production and uploading by Area and Incident command roles will continue after restoration is complete. **Emergency Management** will produce the Scorecard package and/or the Part 105 Report for submittal to DPS Staff and ensure their appropriate review and approval, as either or both reports are needed. The **Assistant Area Command – Documentation** and **Documentation Coordinators** will continue to monitor reports until **Assistant Area Command – Documentation** and **Documentation Coordinators** demobilization.

6.1 Coordination with Other Utilities

Telecommunication and cable personnel will have the ability to join Incident Command staff at the Companies' Division Emergency Operations Centers to coordinate priorities and restoration plans and share relevant system information prior to and during emergency periods. The companies communicate and coordinate as appropriate with the telecommunications companies in preparation for and during Class II events for situational awareness and/or for utility-specific impacts (e.g., a high number of broken poles).

In the first operating period after damage assessment has begun, representatives from telecommunications providers may be requested by the **Incident Commander** or designee to co-locate in the Division (Emergency Operations Centers), if not co-located at the respective County Emergency Operations Centers.

If the telecommunication provider selects not to co-locate in a County EOC or with Company personnel, coordination shall be readily available through direct phone contact with the **Incident Commander** or their designee. If the event has exceeded or is expected to exceed more than 24 hours for 10 percent or more of customers affected in a division, a conference call may be arranged with the Incident Commander or their designee. The **Incident Commander** or designee will facilitate communications with telecommunication companies and our field personnel as needed.

A list of telecommunication provider contact names and numbers is maintained by the local division offices in the division plans and also contained in Appendix G: *Utility Contact List* of this Plan. The **Incident Commander** or designee will be the point of contact for telecommunication companies. Both the Emergency Management Department or the **Public Liaison Officer** may also contact the **Incident Commander** or designee on behalf of a telecommunication representative for assistance.

Coordination with gas utilities includes pre-event notification when planning for forecasted events that have a high probability of causing flooding in affected service areas or other events that warrant coordination among NYSEG and RG&E electric and natural gas areas or between energy companies. As appropriate to the situation, additional discussions, including plans for coordinated restoration, may occur. Coordination with gas utilities will occur through a Unified Command structure if the event is within the Companies' service areas and/or through the **Public Liaison Officer** and **Liaisons County/Local** with other gas utilities in an Emergency Operations Center as appropriate. The Companies' Unified Gas Emergency Plan, filed annually by April 1, provides guidance for Incident Command System responders within the Company and is available on the Companies' intranet platform.

Information to be shared between companies can include but not be limited to; crew locations, escalated repairs, outage information, downed wires, ETRs, corporate and local contact information, locations where one company's facilities are interfering with another's restoration, and telecommunication/cable company generator locations. Coordination of joint work with telephone and cable forces is handled through the division level **Field Circuit Coordinator**. The Companies will attempt to obtain assistance from telecommunications providers in replacing jointly owned poles.

The **Incident Commander** will designate the point of contact for coordination with other utilities. Contact points and the types of information exchanged may take the form of but not be limited to:

- Field supervisor coordination on a job specific basis
    - Job specific crew location and progress details
    - Local job-specific contact information
- **Incident Commander** coordination for regional support
    - Location of power interruptions
    - Discussion of specific critical facility status
    - Downed wires coordination
    - ETR detail regarding specific facilities
    - Local-level contact information
- Liaison contact at County Emergency Operations Center
    - County-wide ETR information
    - General contact point for specific requests
    - Corporate level contact information
- Liaison contact at the New York State Office of Emergency Management (SOEM) or other location as requested,

communicate through the **Assistant Area Commander – Public Liaison Officer**

- General contact for widespread progress status
- Overall restoration coordination point
- Corporate level contact information

These coordinators and liaisons will initiate communications between the companies and coordinate restoration activities. Local utility contact information is included in each Division's *Emergency Restoration Plan* and updated annually.

Information can be exchanged between company representatives via telephone, e-mail, or by direct contact in an Emergency Operations Center. This information reporting shall be provided every three hours or on a mutually agreed-upon schedule for the specific event. When a County Emergency Operations Center is open and staffed by a Company **Liaison County/Local**, the preferred point of coordination will be at the County Emergency Operations Center.

For events that involve significant flooding or the threat of flooding, cooperation with the local gas company is recommended. Advanced planning and preparation by the **Area Commander** and/or designee is recommended to ensure an orderly de-energization of facilities. This can prevent equipment failure that may delay re-energization once floodwaters recede. Advanced planning to expedite re-energization may include the strategic location of mobile substations, reinforcement of access points (roads, tie switches, etc.), securing inventory for likely post-event substation needs, etc. Cooperation with the local gas company during the customer re-energization process often at the direction of or in coordination with emergency services personnel (e.g., fire chiefs) will help to expedite service restoration. Actions may include setting up joint shut-off and re-entry teams.

If an event has more than one Company commodity impacted, such as a flood that affects electricity and natural gas services, the Company will adopt a Unified Command Structure, activating Area Command and **Incident Commanders** in Electric Operations and Gas Operations. Assistant Area Command staff will determine the scope of the event and may co-activate teams or expand teams with one lead as appropriate. This Unified Command Structure will be coordinated at Area Command, with the **Area Commanders** determining the appropriate leader for each phase of the restoration process. **Area Commanders** will hold joint Command staff meetings for situational awareness and to facilitate coordination. The **Area Commander Deputy Customer Coordination** will serve in both Command organizations to provide continuity.

Similarly, the Command staff will also coordinate with external parties through the shared Incident Command Structure to facilitate return to normal operations, through State, Regional, County, the Companies' Emergency Operations Centers, or other companies' Emergency Operations Centers as appropriate.

6.2 Coordination with Mutual Aid Companies and Contractors

Assistant Area Commander – Planning will be responsible for securing mutual aid and contract resources at the request of the **Area Commander**. The types of resource groups that could be requested include but are not limited to:

- Mutual Aid Utility Line Crews
- Contract Utility Line Crews
- Vegetation Management Crews
- Damage Assessors
- Wire Guards

The Companies are members of the *North Atlantic Mutual Assistance Group* (NAMAG). Member companies of NAMAG are required to follow the established procedures regarding the acquisition and supply of mutual aid resources. When additional resource needs are anticipated by the **Area Commander** and **Assistant Area Commander – Planning**, requests for assistance will be made through this *Regional Mutual Assistance Group* (RMAG). The **Mutual Assistance Group Liaison (MAG Liaison)** will participate in conference calls, discussions, meetings, and exercises conducted by this group throughout the year.

Once it is determined that external resources are required, the mutual assistance process will be implemented consistent with the "North Atlantic Mutual Assistance Group Guidelines" as follows:

- The requesting company(s) shall initiate an RMAG / Joint Mobilization Conference Call.
- The weather forecast shall be presented by the requesting company(s) to provide all members an opportunity to understand the emergency situation.
- An estimate of actual or predicted impact/damage and when these are expected to occur shall be presented by the requesting company(s).
- An estimate of resources needed shall be presented by the requesting company(s).
- All non-impacted companies shall state the numbers of resources available to assist once their service areas are no longer at risk.

Requests for mutual assistance for the Companies are coordinated by the **MAG Liaison**. The **MAG Liaison** serves as the contact point responsible for ordering and notifying the sending utility that their resources are no longer required.

NYSEG and RG&E are members of the *New York Public Private Utility Mutual Assistance Protocol* (NYP/PUMA) and will actively engage in all required activities and follow established procedures with this organization.

MAG Liaison will request a NAMAG and a NYP/PUMA planning call prior to events where external resource needs are anticipated.

6.2.1 Pre-Event Resource Availability Assessment

The **Sr. Director – Electric Operations Distribution** or designee will contact all on-property contractors at the start of every work week. Additionally, when appropriate the **Vice President-Integrated Operational Services** or designee will review storm resource staging needs, to determine availability across the Companies affiliate locations, prior to any elevated threat levels to verify at the request of the **Area Commander.** The **Contractor Coordinator** will contact additional (non-investor utility affiliated) contractors as needed to raise awareness regarding a predicted event and to verify resource availability when instructed by **Assistant Area Commander – Planning** or **Area Commander**.

When in an event planning phase, the **Assistant Area Commander – Planning** will work with the **Area** and/or **Incident Commanders, Contractor Coordinators**, and **Vegetation Management Coordinators/Vegetation Management Branch Directors** to confirm all on-site available line and vegetation resources, which will be compiled in the Resource Summary Report. This report will be provided by **Assistant Area Commander – Planning** to the **Area Commander**, **Area Commander Deputies**, **Vegetation Management Coordinator**, members not on the call**,** on duty **Contractor Coordinator, MAG Liaisons,** and other business area leads as requested.

The **Area Commander** and **Assistant Area Commander – Planning** will consult the Resource Summary Report to determine the location of available resources compared to the site of potential event impact. Resource counts, drive time, and travel conditions will be considered. The resource data will be factored into any prediction modeling results, the review of previous events, general experience, and system knowledge. Additionally, the availability of resources at Avangrid affiliates will be considered. The **Area Commander** will consider resources detailed in Section 7.1.1: *Activation*, and Figure 8. *Minimum Resource Activation*, shown below.

Estimated Number of Incidents	Line Worker Full Time Equivalents (FTEs) At four crew hours per incident (normal storms)	FTEs at eight crew hours per incident (hazardous travel, e.g., ice or snow conditions)
< 50 incidents	26	50
50 - 100	50	100
100 - 150	76	150
150 - 200	100	200
200 - 250	126	250
250 -300	150	300

> 300 incidents	176	350+

Figure 8: Minimum Resource Activation

6.2.2 Event Response Resource Management

At the direction of the **Assistant Area Commander – Planning**, the **Contractor Coordinator** will contact contractors as needed to fulfill resource requests that are approved by the **Area Commander**. Resources shall generally be acquired in a manner that allows commitments to be made to the closest geographic proximity, most available contractors. Other considerations can include costs, past performance, and whether the contractor is currently working on the system and adding additional crews to its current compliment. Contractor commitments shall generally be made in the following order:

- On-site contractors (native)
- Contractors able to be on-site within 24 hours
- Contractors able to be on-site between 24 and 48 hours
- Contractors able to be on-site beyond 48 hours

The **Contractor Coordinator** will make additional contact with contractors when anticipated resources required may not be met with onsite personnel, contractors, and mutual aid. The determination of additional resources will be made by the **Area Commander** or designee.

At the direction of the **Area Commander** or **Assistant Area Commander – Planning,** the **MAG Liaison** shall make a request for resources from the mutual assistance organizations on behalf of NYSEG and RG&E. The **MAG Liaison** will advise the mutual assistance organizations' leadership of the following information:

- Number of transmission and/or distribution line full-time equivalents (FTEs) requested
- Number of Vegetation Management FTEs requested
- Number of other resources (e.g., **Damage Assessors**, **Wire Guards**) requested
- Requested time of arrival for any resources offered

The **Contractor Coordinator** and **Resource Tracking Coordinator** will coordinate receiving all resource rosters and entering them into the Companies tracking system. Resources will be assigned in this tracking system to the area receiving the resources by the **Resource Tracking Coordinator** or designee.

A listing used for securing companies for damage assessment, wire guarding, and vegetation management can be found in Appendix D: *Contractor List*.

7. RESTORATION

Although each emergency may affect Company facilities in a unique way, the Incident Command System framework is consistently applied. Restoration is generally a three-step process:

1. Initial Impact Phase Includes activation, make safe, and assessment activities. Initialization of the Incident Command System Area Command / Incident Command, the commencement of make-safe activities, and damage assessment.
2. Repair and Restoration Phase: Restoration of circuits through a combination of permanent and temporary system repairs.
3. Final Phase: Includes circuit sweeps and demobilization; identification and repair of any remaining system damage, identification of temporary repairs that require additional work to finalize, demobilization of resources as they complete work, and documentation of system status.

Information on power interruptions, as well as ETRs, and weather/device/cause codes, are tracked in the Outage Management System as the system of record and sent to other systems such as the Customer Service Customer Care System, integrated voice response (IVR) unit, and Company websites real-time via interfaces. In some cases, crews in the field are able to enter updates to dispatched power interruptions using mobile units. Activities associated are as follows:

Interruption Initiation

- Automatically populated by the OMS system, manually entered during emergency events by Energy Control Center staff or the **Circuit Information Coordinato**r (the latter if the Companies have decentralized operations).
- Via interface with the Customer Care System for the IVR and website.

Initial ETR/Assessing Flag – Centralized Operations

- A default ETR is automatically populated or manually entered by Energy Control Center personnel.
- The ETR will be updated in OMS by crew via interface with mobile units or manually by Energy Control Center if called in by crew; Energy Control Center monitors ETRs for accuracy, contacting crew for updates as needed.
- For larger Class II or III events, the **OMS/ETR Coordinator** will monitor web and IVR to spot check that ETRs are publishing accurately.

Initial ETR/Assessing Flag – Decentralized Operations

- Assessing flag is automatically set in OMS.
- If a global or regional ETR is set, it is entered in OMS by the **OMS – ETR Branch Director** or designee when the crew has an updated ETR, the **OMS – ETR Branch Director** or designee updates the ETR.

- The **OMS – ETR Branch Director** or designee monitors the ETR for accuracy, contacting crews for updates as needed.
- ETRs populated will be reflected in the IVR and public website via interface, included in iCDS reports for all Command Staff.
- The **OMS/ETR Coordinator** will monitor the web and IVR to spot check that ETRs are publishing accurately.
- The **Damage Assessors** are trained to use their assessment devices (typically tablets) to enter information, even when outside of cell coverage, as the **Damage Assessor** will submit the data once within cellular service coverage.

Power Interruptions Closed in OMS – Centralized and Decentralized Operations

- Closed in OMS by crew via interface with mobile units
- Manually by Energy Control Center or **Circuit Information Coordinator** if called in by crew
- Outage details sent to Electric Reliability Application (ERA), iCDS, IVR, text alert system and website
- Electric Operations personnel will monitor to ensure outages are closed in the system(s).

7.1 Initial Phase

In the initial phase, activation, make safe and assessment activities will be undertaken; some restoration may occur, as the Companies are able to sectionalize or limit the interruption impacts. This section will detail the activities during this phase. The Companies will stay in regular communication with customers; State, regional county and local officials, and the media, as described in Section 8*: Customers, Public Officials, and Media*.

7.1.1 Activation

The initial phase involves notifying emergency personnel that damage to Company facilities has or is likely to occur. The **Area** or **Incident Commander** (as appropriate) activates necessary personnel who report to their emergency work locations (as assigned during activation). Consistent with the Incident Command System guidelines, the Area and Incident Command System is a flexible structure that will expand or contract as appropriate for the scale and severity of the event. For example, as discussed in Section 3*: Event Classification*, an isolated Class I event may require that a limited Incident Command Structure be established in one Division. A Class III system event will likely require the **Area Commander** to activate and for several **Incident Commanders** to be active.

The Companies have an Area Command Emergency Operations Center and will centralize Command staff in anticipation of or during events as ordered by the **Area Commander** or designee. Each Incident Command location (typically a Division office) has designated

Incident Command room(s) for event response. The Companies also have mobile command centers available for deployment.

For local emergencies, channels of communication and field operations will be coordinated from local emergency command centers that would be located in the respective NYSEG and RG&E service territories. For emergencies of wider company impact, the Area Command Section may activate virtually or, at the direction of the **Area Commander**, co-locate to the Energy Control Center (ECC) or designated Division.

Once a division is affected and the **Incident Commander** reasonably anticipates that the impact and restoration phases will require a work rotation, the **Incident Commander** will contact the **Area Commander Deputy Operations and Area Commander** and the **Area Commander** will declare system emergency for the respective company. **Area** and **Incident Commanders** will then decide on the level of activation for additional ICS roles. The Area command staff distribution list will be utilized to notify all functional areas that an operating company has declared that it is in a system emergency. The Area Command staff distribution will be maintained by the **Area Commander** or designee, working from the established Area Command Organization Chart and ICS Storm Roles master list.

The **Logistics Section Chief** is responsible for supporting the local Incident Command staff by providing all service, support, and supplies needed during the event. This may be done in coordination with the **IT Coordinator** for telecommunications or computer equipment. The **Logistics Section Chief** ensures accessibility of resources to support response activities, including, meals, material, transportation, and dry ice distribution.

The **Assistant Area Commander – Public Liaison Officer,** or if a Class I event, the **Public Liaison Officer** or designee is responsible for having Company representatives staff the County Emergency Operations Centers; the **Incident Commander** or designee is responsible for keeping these employees informed of restoration status.

With any event activation for which the company may provide or request mutual assistance, the **MAG Liaison** will be put on notice by the **Area Commander** or designee to ensure readiness for mutual assistance outreach. The **MAG Liaison** and those engaged in resource activation will consult Section 6.2: *Coordination with Mutual Aid Companies and Contractors* for further details.

7.1.1.1 Area Command Situational Awareness Meetings

Situational awareness meetings, usually conference calls, are conducted as requested by the **Area Commander** or designee and scheduled by the **Assistant Area Commander – Documentation**. The purpose of these calls is typically to discuss status, identify and address issues, and to identify and address resource needs or gaps. Topics may include, but are not limited to:

- Weather,

- Crewing,
- Safety concerns,
- Damage assessment,
- Materials, availability,
- Restoration status,
- Recent communications, both internal and external.

7.1.1.2 Coordination of Activities and Additional Line Resources

Each **Incident Commander** is responsible for planning and directing restoration activity in their respective area. When the local Incident Command requires additional resources beyond their control, a request will then be submitted to the **Area Commander Deputy Operations, Area Commander** or **Assistant Area Commander – Planning** for additional support.

The **Assistant Area Commander – Planning** or designee will coordinate mutual aid resources. Requests for aid and crew transfers between companies will be coordinated by the **Assistant Area Commander – Planning** or designee after consultation with the **Area Commander**. The **Contractor Coordinator** will obtain rosters from the responding companies and will compile a list of all contract and mutual aid personnel on the property. The **Contractor Coordinator** or designee will maintain and update this list throughout the event. This list will then be communicated to the Logistics Section, particularly the **Food and Lodging Coordinator,** Incident Command level **Logistics Section Chief** so that arrangements can be made for food and lodging in the proper location, and **Resource Tracking Coordinator**.

Upon arrival at the designated location, each mutual aid contractor will be given onboarding information and receive a safety briefing by the **Safety Officer** or designee. This would include contract **Damage Assessors**, contract **Wire Guards,** and contract flaggers in addition to the line and vegetation resources. Given by the **Safety Officer** or designee (typically an **Operations Section Chief** or other skilled personnel), the safety briefing will include the applicable sections as follows:

1. General personal protective equipment
2. Accident reporting process
3. General operating voltages
4. Requirement for daily or (as tasks change) job briefing
5. Traffic control requirements
6. Tagging and switching contacts
7. Reporting of oil spills
8. Local Hospital and Urgent Care Facilities listing

Contract workers already working on the property, such as contractors performing regular construction work, who already have this information from pre-event briefings may receive abbreviated, event-specific information.

Crew resources will be assigned to each Division by the **Assistant Area Commander – Planning** or designee with input from the **Area Commander**. Crew resources are generally distributed to the Division based on the number of outage locations, and the extent of the damage. However, the formula for resource assignment is unique to each event, and criteria can change throughout the duration of the event (for example, knowledge of significant events or circumstances in an affected area, differences in population, such as seasonal populations, etc.). Daily internal status meetings are the basis for adjustments in crewing levels and assignments.

The **Operations Section Chief** will designate the most beneficial location in which the crew foremen will receive their work packets. This may include hotels, staging sites, or local division office, whichever is most efficient. **Field Circuit Coordinators** will provide job briefings to mutual assistance and contractor crews at the work locations or other locations as appropriate. **Field Support Runners** or other personnel may be used to deliver packets when appropriate.

The **Operations Section Chief** will have field crews report directly to their assigned work location after receiving job briefings, in consideration of union rules and logistics. To improve system updates and customer information, the **Incident Commander** in conjunction with the **Area Commander** can deploy a **Circuit Information Coordinator** or designee to a remote command site (i.e. in a division with widespread damage to facilitate communication with crews). Remote command sites must be flexible and can be a control house, mobile command trailers, vehicles or any other suitable location with the appropriate telecommunication service. In general, the site is located in an area with one or more circuits with considerable damage and must have cellular service. The **Circuit Information Coordinator** can receive direct information and updates from the crews assigned to and responding to ET tickets and outages in that area. The **Circuit Information Coordinator** is able to update ETRs and close tickets in the OMS system without having to call back into the division office which can add to congestion on phone and radio traffic.

The **Logistics Section Chief** or designee will check in all personnel as they arrive at the Incident Command location. The **Logistics Section Chief** or designee in each area will keep accurate records of all non-company personnel working in their area during the event and ensure that the Operations Section are keeping proper time logs for their crews.

The **Incident Commander** or designee often with the **Public Liaison Officer** or designee will coordinate local response activities with the efforts of particular county or town emergency response agencies, municipal officials and departments, and first responders. Local contacts will be made by the **Public Liaison Officer** or designee and maintained throughout the event to coordinate response efforts and to assure restoration priorities are being satisfied. The **Public Information Officer** or designee will issue communications to notify the public on restoration efforts. For further information, see Section 8.7: *Public and Emergency Management Officials and Media Contacts*.

Contact will be made and maintained with the Department of Public Service (DPS) Staff and, if necessary, other state officials, including but not limited to Department of Homeland Security and Emergency Services (DHSES) and State and/or County Emergency Operations Centers by the **Area Commander** (or designee) or Public Liaison Office.

The Companies, through the **Area Commander** and **Assistant Area Command Planning,** may prepare internal crews and support staff and/or secure mutual aid from affiliate companies, other utilities, municipal electric entities and/or contractors to be deployed; this process is detailed in Section 5: *Field Resources*, particularly Subsection 5.3: *Line and Service Crews, Mutual Assistance*.

7.1.1.3 OMS Management

During events, the Outage Management System (OMS) is used to identify interruption locations, dispatch crews, record restoration information, and produce various outage update reports. Estimated Times of Restoration (ETRs) and updates are entered into the OMS by the **OMS/ETR Branch Director** or designee. The OMS system in turn feeds the Company's customer information system (SAP). Restoration information is automatically shared with customers who call the Customer Contact Centers' interactive voice response (IVR) system or use the Companies' websites from SAP.

Members of Area and Incident Command staff can access outage detail and incorporate the information into communications for internal use.

- The OMS is a critical system every day and particularly during severe weather events.
- The **Manager – Applications** from Operational SmartGrids, or designee, will design, plan, and execute an OMS stress test, which will occur in a test environment, prior to June 1 ahead of hurricane season.
- A significant or major system change to the OMS after June 1, will require a second stress test within 90 calendar days of the major system change implementation.
- Stress testing will simulate the peak trouble order volume that would occur during a hypothetical storm that affects 90% of customers over a 24-hour period on the overhead distribution system.
- Within 20 business days of each stress test, the **Vice President-Integrated Operational Services**, or designee, will submit a report to the DPS Director of the Office of Resilience and Emergency Preparedness, or designee, that contains the detailed results that support either a passing or failing grade. The report will also be submitted directly to the Document and Matter Management System (DMM).

- In the event of a failed stress test, the **Manager – Applications** will develop a remediation plan that may require outside consultants. The **Vice President-Integrated Operational Services** or designee, will submit the remediation plan to the DPS Director of the Office of Resilience and Emergency Preparedness, or designee, within 30 calendar days. The remediation plan will also be submitted directly to the DMM. A re-test will take place within 90 calendar days. If the test cannot be completed in 90 calendar days, the **Vice President-Integrated Operational Services** or designee will notify DPS Director of Resilience, Utility Security, Nuclear Affairs and Emergency Preparedness or designee when the test will occur.

In the event of an OMS failure, the Back-up Outage Management System is used. Company personnel have a documented procedure provided to the Energy Control Center staff to initiate as needed. Company personnel in the ECC and Call Center receive guidelines and are exercised at minimum every three years on the use of the Back-up Outage Management System. In the event of a loss of all technology, the **Sr. Director-Energy Control Centers** or designee would enact their business continuity plans.

The IT Coordinator and Operations Technology Group will monitor system availability during an event. If critical systems are unavailable, they will contact the **Area Commander – Deputy Customer Coordination** to report the system interruption. The **Area Commander – Deputy Customer Coordination,** will coordinate internal and external communications within the Area Command team:

- The **Assistant Area Commander – Public Information Officer** will be responsible for coordinating internal and external messaging to the website and employees (such as posting a pop-up banner or other messages on the website and issuing an employee email alert).
- The **Assistant Area Commander – Customer Needs** will be responsible for providing developed messaging for customers (such as messages on the IVR to identify the deficiency and alternate ways to reach the affected Company or calls to Special Needs Customers if warranted).

Message templates can be found in Appendix A: *Additional Material*.

7.1.1.4 Electric Outage Reporting to PSC/SOEM

The 4 Hour Public Service Commission Situation Report (4 Hour PSC SitRep) has been developed by DPS Staff for the Companies to communicate electric outage data, including restoration progress, in a timely and consistent format. Information compiled in the reporting system is used by DPS to monitor utility progress and to inform other agencies of response status.

The Emergency Management Department is responsible for the submission of data as required by all New York utilities for restoration activities expected to exceed 48 hours or as requested by DPS Staff. Components of the 4 Hour PSC Sit Rep include but are not limited to:

- Utility information,
- Summary of the outage event, for major storms, summarize the weather and weather forecast,
- Summary of outages,
- Synopsis - a discussion of major damage and work plans for restoring customers,
- ETRs,
- Resource summary - on-site and en-route, planned crew relocation and mutual assistance activity,
- Summary of the impacts to critical facility customers and Life Support Equipment customers and,
- Dry ice/bottled water activities.

Once 4 Hour PSC SitRep reporting has been activated by DPS Staff, reports are to be submitted by the Emergency Management Department at 7 am, 11 am, 3 pm, and 7 pm unless otherwise directed by DPS Staff. Templates provided by DPS Staff will be used to report information. Outage data includes a breakdown of customers interrupted by geographic area, along with ETRs. Crew assignment data includes a breakdown of Company and non-Company line, tree and service crews utilized for response efforts by Company Division. This 4 Hour PSC SitRep information will be transmitted according to the most recent instructions from DPS Staff. Currently, the preferred reporting method is to attach crew spreadsheets to an email sent to DPS Staff at the designated email addresses.

4 Hour PSC SitRep report submissions may qualify as a notification to DPS Staff of ETR being set, provided they contain the required information within the appropriate timeframe. Utilities, however, may need to make notifications to DPS Staff, in addition to report submissions early in an outage event to satisfy the guidelines.

In addition, the Companies, together with other New York utilities, are participating in an automated process that provides outage information to DPS Staff every 30 minutes on an ongoing basis.

7.1.1.5 Finance

The purpose of the Finance Section is to estimate potential storm costs as a storm event is monitored, and to acquire, set up and/or assign appropriate resources, procedures and personnel to most effectively deal with and function under the anticipated storm emergency conditions (within the Finance storm support function).

When the **Area Commander** receives information that indicates the likelihood of a major storm in NYSEG and/or RG&E's service area(s), the **Area Commander** will notify the Area Command staff of the Companies preparations and potential plan activation. At that time, the **Assistant Area Commander – Finance** will initiate steps to prepare for the event, including creating cost collectors, and ensuring work order availability for internal time-charging. Additionally, **Assistant Area Commander – Finance** will work with the **Area Commander**, **Assistant Area Commander - Planning** and/or the Emergency Management Department to review resource details to create estimates for events.

The Finance team will monitor resource issues and concerns and remain informed of any potential cost impacts to the organization. Storm accounting information will be communicated accordingly.

7.1.2 Logistics

Reporting to the **Assistant Area Commander – Logistics** is the **Stores Coordinator**, **Fleet Coordinator**, **Facilities Coordinator**, **Food and Lodging Coordinator**, and the **Dry Ice/Bottled Water Coordinator**. The **Assistant Area Commander – Logistics** has the ability to activate any of these positions as necessary during an event. Lodging contact listings are to be maintained continuously throughout the event by the **Food and Lodging Coordinator.**

The **Dry Ice/Bottled Water Coordinator** at the Area Command level and a **Dry Ice Bottled Water Unit Leader** at the Incident Command level are responsible for the coordination of activities related to dry ice acquisition and distribution. See Section 8.6: *Providing Dry Ice and/or Bottled Water to Customers* for further information.

The Fleet Coordinator at Area Command and the **Fleet Unit Leader** at Incident Command are responsible for obtaining and maintaining vehicles needed in the storm response. The responsibilities include:

- Providing situational awareness and coordination amongst **Fleet Unit Leaders**.
- Coordinating and expediting vehicle repairs.
- Arranging for fueling of vehicles including mutual aid and contract crew trucks, preferably occurring during overnight to optimize daylight restoration activities.

The **Facilities Coordinator** at Area Command and **Facilities Unit Leader** at Incident Command are responsible for the day-to-day facility maintenance services (sanitation, lighting, clean up) in buildings being used during restoration efforts.

The **Stores Coordinator** at Area Command and the **Stores Unit Leader** at Incident Command will coordinate the delivery of poles and other materials as requested by the **Pole Setting Branch Director** or **Operations Section Chief;** responsibilities include:

- Replenishing materials in Division storerooms.
- Support in the coordination of delivering poles to job sites.
- Providing Material and Personal Protection Equipment from secured stock at the request of the **Operations Section Chief** or designee.

7.1.3 Response: Preemptive Power Shutdown due to flooding

The Companies may shut down power to protect the electric system when directed by the NY Independent System Operation or during adverse weather conditions, such as periods of flooding. The **System Operators – Energy Control Center** monitor weather forecasts for information during heavy rain events. The **Managers – Substation Operations** are notified by the **System Operators – Energy Control Center** of the conditions. Once the weather conditions are received, the **Managers – Substation Operations** or designees then notify the **Area Commander**.

Actions taken will be communicated until the threat of flooding has subsided. The monitoring of the flooding by the **Area Commander** or designee and the **Managers – Substation Operations** includes accessing several agency websites for current weather and flooding conditions. The **Area Commander** will consult with **Incident Commanders** (either **Managers – Substation Operations or Managers – Regional Electric Operations**) who coordinate with the **System Operators – Energy Control Center** to dispatch personnel to monitor flood levels. **Substation Operations Field Personnel** are deployed by the **Managers – Substation Operations** to the substation(s) located in the flood-prone areas to further monitor flood levels. The lists of these locations are held at the Division offices.

The **System Operators- Energy Control Center (SO-ECC)** will monitor National Weather Service (NWS) and other weather forecast service providers' weather forecast information for heavy rain events. The NWS Advanced Hydrologic Prediction Service web site provides current and forecasted river and lake levels and indicates the potential for either (i) No Flooding; (ii) Near Flood Stage; (iii) Minor Flooding; (iv) Moderate Flooding; or (v) Major Flooding on rivers, lakes and reservoirs. Historical flood information is also provided, showing details for past flooding events. The potential flooding impacts are discussed in a meeting that may include and not be limited to; **Area Commander, Energy Control Center Managers for Gas and Electric, Managers – Substation Operations, Area Commander Deputies**, **Incident Commanders** (in affected areas), **Area Commander – Gas Operations**, Facilities, and others as necessary.

Depending on the substation location and transmission and distribution system configuration, certain site specific, pre-emptive actions may be taken before the storm begins and/or prior to the major flooding occurring, can include:

- Dispatching **Substation Operations** (**Sub Ops**) field personnel to the substation(s) located in the flood-prone areas enables personnel to further monitor flood levels in or near the substation(s).

- Installation of flood barriers (e.g., sand bagging), where feasible, around the substation site, fence, control building, and/or specific equipment.

- Installation of a mobile substation, where feasible, in a specific predetermined location, to maintain service to the customers supplied from the substation

- Preparation of pre-determined transmission and/or distribution system switching to tie distribution circuits to maintain service to the customers supplied from the substation, from an alternate source

The **Area Commander** or designee will activate and engage the appropriate Command staff to ensure that communications to public officials, emergency management offices, DPS Staff, Critical Facilities, and customers are completed. These roles include the **Area Commander Deputies** and the **Assistant Area Commanders – Customer Needs**, **Public Information,** and **Public Liaison Officers**.

Incident Command staff (the Public Liaison Officer or designee) will participate in County Emergency Management planning meetings as required. If either Electric or Gas Company is outside of Avangrid Networks it is anticipated they would participate at the County level as well. If not, contact will be made locally via the respective local **Incident Commander**.

7.1.4 Decentralization

Centralized Operations

Under normal blue-sky conditions, Energy Control Center-New York (ECC-NY) maintains jurisdiction over all transmission systems at NYSEG and RG&E including 11kV/34.5kV sub-transmission systems in RG&E. OMS is maintained by ECC-NY for all areas.

ECC-NY maintains jurisdiction over distribution systems at RG&E-Canandaigua and RG&E-Central divisions.

RG&E-Fillmore and RG&E-Lakeshore maintain local operating jurisdiction over distribution systems. All NYSEG Divisions maintain operating jurisdiction over distribution systems.

Decentralized - Office/Division Opening

During times of widespread power outages or when the trouble and outage workload dictates, the ECC-NY will request the division office to open and implement local ICS structure. The decision to open an office will be decided between the **Sr. Director-Energy Control Centers** or designee and the **Manager of Regional Operations** or designee.

ECC-NY will continue to dispatch and maintain OMS system data until division personnel are in place and declared "open."

RG&E-Lakeshore and RG&E-Fillmore will take on the added responsibility of the OMS system management, including updating and closing tickets, crew dispatch and circuit operations; they currently hold operating jurisdiction of distribution circuits in their respective areas.

All NYSEG Divisions take on the added responsibility of OMS system management, including updating and closing tickets, and crew dispatch in their respective areas. They currently hold operating jurisdiction of distribution circuits in their respective areas.

Decentralized - Jurisdiction Transfer

The decision to transfer jurisdiction of distribution circuits for RG&E-Central and RG&E-Canandaigua to field operating personnel (Division Operating Entities/Incident Commander) to more efficiently and safely restore customer power is agreed between ECC-NY and the Incident Commander or designee.

The Incident Commander or designee will perform the following checks:

- Review OMS or the circuit maps to determine the extent of those distribution circuit configurations and topologies by performing one of the following as necessary:
    - Review OMS or Circuit Maps
    - Request ECC review and report the last known configuration if necessary
    - Field Verify
        - Physically verify normal tie points are open
        - Check devices (switches, reclosers, schemes) that are the boundaries to other energized circuit portions or other circuits to ensure boundaries.
    - Check for any other circuit anomalies that could impact safety
    - Review OMS or a list of trouble and outage reports (Electric Incident, Electric Trouble) to be aware of existing trouble areas and damage
- Perform circuit patrols of the outage areas to find, isolate and tag, repair and energize line sections to restore as many circuit portions as possible.
- Record each switching device operation and energization time to report to the Field Circuit Coordinator or Division Operating Entity
- Record any instances of two or three phase conductors that were down and were repaired for future phase checks

The Field Circuit Coordinator or Division Operating Entity will maintain situational awareness of circuit status and record applicable restoration times including:

- Open/Close Times
- Circuit number, road, pole, switch number, number of cutouts, etc.
- Cause codes
- Report all information at the specified times or complete jobs in OMS

Circuit Monitoring/Dispatch:

- The Division Operating Entity shall monitor all circuits under their jurisdiction for new outages and trouble jobs via OMS and dispatch or communicate to individual crews as necessary
- Fire/ 911 calls related to circuits where jurisdiction has been transferred shall be communicated to the Division Operating Entity at RG&E by the ECC-NY or managed by 911 phones transferred to the applicable division for NYSEG

Centralized Operations - Office/Division Closing – Jurisdiction Transfer

When ready, operating jurisdiction of the distribution circuits and/or the dispatch responsibility can be transferred to the ECC-NY.

The decision to close an office will be decided between **Sr. Director-Energy Control Centers** or designee and the **Manager of Regional Operations** or designee.

ECC-NY will receive jurisdiction of the distribution circuits from the applicable area. A listing of the circuits shall be agreed between the two entities (ECC-NY and Division Operating Entity) and the transfer time shall be recorded. This transfer includes the monitoring of OMS and dispatch of crews.

ECC-NY shall perform a review of the circuit and trouble incident statues by performing the steps noted in the Decentralized section Incident Commander checks above, only as necessary.

Note: The scope of the returning dispatch function may be limited as decided between the **Sr. Director-Energy Control Centers** and the **Manager of Regional Operations** (emergency only, etc.) as needed for the event scenario.

7.1.5 Make Safe

Make safe efforts involve the classification and clearing of wires down and other hazards that may occur during storm events. The make safe process is in conjunction with the Incident Command System/National Incident Management order of core priorities: life safety, incident stabilization, and property preservation. Specifically, wires down calls will be prioritized based on potential danger, e.g., wires down on occupied vehicle or near a populated area and/or determined as energized (arcing and burning). Resources are dispatched by the **Operations Section Chief** or designee to identify and verify if the wires are energized or de-energized; and if energized, they are then made safe or appropriately guarded until finally repaired. This effort will be coordinated with local and municipal agencies to ensure the related activities such as opening roads[1] or reestablishing access to

Critical Facilities are included in the prioritization within the 'make safe' process. Road Clearing Crews are an integral part of this collaborative process, further explained below.

Road Clearing Crews
At the request of the **Area** or **Incident Commander**:
The **Operations Section Chief** will be responsible for the following;

- Notification, activation and mobilization at all levels of the Incident Command System, (ICS) to manage and support make safe and road clearing activities.
- Coordination with the **Public Liaison Officer (PLO)**. When requested coordinate with the **PLO** to have them assign a **Liaison (County and Local)** resources to County Emergency Management Offices (usually town offices for Westchester County) to obtain road closure information when the hazard is caused by electrical infrastructure (impassable roads impacted by wires down or other electrical equipment e.g. poles, transformers).
    - **Liaison (County and Local)** Officer - when requested by a County Emergency Management Director will report to the appropriate EOC and act as a liaison between the County, the local **Incident Commander** and the **PLO.**
    - The **Operations Section Chief** will designate a **Utility Field Coordinator** to serve as the designated lead for line and tree resources provided to a municipality or other external task force focused on road clearing. This resource may be located in the field or report to an EOC.

- The **Utility Field Coordinator** will serve as a point of contact for the **PLO** and/or **Liaison (County and Local)** and **Operations Section Chief**.
- The **Operations Section Chief** will;
    - Brief the **Incident Commander** and **PLO** and arrange for tactics meeting when deemed necessary
    - Integrate information into the preliminary damage assessment routes to minimize delays
    - Provide situational awareness to the **Incident Commander, PLO, Operations Section Chief** and **Wires Down Branch Director**.

The **Operations Section Chief** will evaluate the priority roads provided by the Emergency Operations Centers and Local municipalities and determine the appropriate approach.
The **Incident Commander** or designee will:

- Evaluate resources required to clear wires down impeding road clearing activities
- Review available external resources with the **Public Liaison Officer** and communicate requests for support to meet prioritization efforts to local and/or state EOCs as needed
- Direct the integration when appropriate of other local, county, state, and federal response partners such as the Department of Transportation, Thruway Authority, State Police and National Guard

- Establish road clearing crews with either internal or external resources, ensuring that line and tree crews are properly aligned to support make safe activities.
- Ensure make safe utility and tree crews have sufficient tools to test and remove downed electric cables and debris.
- Set up Unified Command Structure if needed with impacted counties and towns

Public Liaison Officer and/or **Liaison (County and Local)** as applicable will report progress to applicable County Emergency Management Officials and/or the State Emergency Management Agency as agreed upon or as warranted. The **Public Liaison Officer** will also stay in contact with the other liaison officers deployed in the state and county emergency operations centers.

Once the wires are cleared and/or made safe, the municipalities can then enter to remove debris and open the road. The **Public Liaison Officer** or designee will coordinate participation in road clearing task forces through the County Emergency Operations Centers and other relevant agencies. A **Utility Field Coordinator** will be assigned by the **Operations Section Chief** or designee as an assigned lead for the line and tree resources provided. The **Utility Field Coordinator** will ensure proper alignment and communication between the line and tree crews assigned to the municipality.

Wires down are classified as electric trouble (ET) and tracked as ETs within the Companies' OMS. The **Wires Down Branch Director** is also provided with information from other sources regarding device status on the system (e.g., circuit breakers open at a specific substation). The **Wires Down Branch Director** uses all of these information sources to coordinate and manage wires down response, as described in Section 5*: Field Resources*. In addition to OMS, information from other sources is also incorporated into the wires down management process.

Make safe priorities follow a process jointly agreed to among New York State electric utilities. The utilities have agreed upon this common prioritization process in order to establish a common coordination protocol with the various local, county, and state agencies. Municipal reports of wires down will follow Case 13-E-0140 – *Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics* protocols to promptly secure downed wires within thirty-six hours of start of restoration for events lasting five days or longer.

In Class III or large events where there are significant numbers of wires down, the **Incident Commander** will assign make safe crews qualified to clear an electrical hazard as a high-level priority relative to other restoration efforts. This further emphasizes the order of Incident command system/National Incident Management System core priorities of life safety, incident stabilization, and property preservation. Section 7.1.5.1*: Wires Down Procedure* contains information on priorities and guidelines on make safe crew compliments for a large event.

The **Wires Down Branch Director** manages the assignment and tracking of make safe resources (make safe crews and wire guards) and tracks the resolution of wires down from initial report through to completion. The **Wires Down Branch Director** will coordinate with the Operations Section to avoid being dispatched to an area that is or has been addressed. The specific emergency response roles for make safe **Line Crews** and **Wire Guards** are provided in Section 5: *Field Resources*.

7.1.5.1 Wire Down Procedure

In accordance with PSL §66(21)(a)(xi) – Chapter Amendment A.8531- Downed Wires, the Companies prioritize securing of downed wires over non-emergency related activities. Wires down reports are received from customers, police/fire dispatchers, 911 center reps, liaison officers, or field personnel. Wires down reports where there is a hazard such as a fire or where people are trapped by a downed wire are immediately assigned to a line crew by the **Operations Section Chief**. Remaining wire down reports can then be assigned to **Wire Guards** or make safe crews according to the **PRIORITY** below (highest to lowest):

- Priority 1 – (HIGHEST) Wire down reports where it is indicated that the wire is burning, arcing and down, or immediate hazard (e.g., immediate threat to life), or wires down blocking road ingress and egress (with no alternative route). These are assigned by the **Operations Section Chief** or designee to make safe crews for immediate response. If the number of Priority 1 reports exceeds line resources, the **Operations Section Chief** will coordinate **Wire Guard** assignments with the **Wires Down Branch Director**.
- Priority 2 – Relief of fire departments, police departments, or other municipal agencies that are standing-by downed wires.
- Priority 3 – Report of wire down from an Emergency Organization.
    - Reported to be affecting traffic flow on a major public highway
    - Reported to be blocking/near a pedestrian walkway or driveway
    - Reported to be primary conductor
    - Reported to be secondary conductor
- Priority 4 – Report of wire down from other sources:
    - Primary conductor is indicated
    - Secondary conductor is indicated
- Priority 5 – (LOWEST) Report of wire down where type of wire is not indicated, or where it appears the wire is not likely an electric conductor.

Upon arrival at a downed wire location, the responder assesses the situation and will determine the level of severity based on the following guidelines:

- Severity 1 – (HIGHEST) – Wire down conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The **Wire Guard** may leave after the wire has been made safe by a qualified employee(s) or contractor(s).

- Severity 2 – Wire down is a primary conductor but is not on a main road or other easily accessible location. These situations will also require the wire guard to remain on-site until the conductor can be verified de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the **Wire Guard** will barricade the area and then can move on to their next location.
- Severity 3 – Wire down is a secondary conductor. **Wire Guard** will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary or triplex service cable that has an exposed end (wire is broken), **Wire Guard** will remain on-site until a qualified employee or contractor has verified the wire is not energized or otherwise made safe.
- Severity 4 – (LOWEST) Wire down is not an electric conductor and is not in contact with an energized conductor, but is instead phone, cable, or other communications property. If the situation is safe, the **Wire Guard** will inform the **Wires Down Branch Director** of this and move on to the next order.

7.1.6 Damage Assessment

Damage assessments are an essential component of an effective response and restoration. During the damage assessment period, a review of damage is conducted, and a global restoration time is developed. The purpose of damage assessment is to provide a rapid and reliable method of estimating the nature and extent of damage to the electric delivery system. The assessment will be used to determine if additional resources will be necessary to restore service to customers in a reasonable amount of time-based on the event impact.

Damage assessments will be conducted as soon as it is safe and practical. The field assessment will not delay planning activities; the Incident Command Planning Section will consider multiple input points when drawing conclusions of potential damage. Depending on conditions, a sampling of the affected area may be utilized to estimate the extent of the damage. This is further described in Section 7.2.1: *Estimated Time of Restoration Establishment and Reporting*. The **Damage Assessor** emergency response role is described in Section 5.1: *Damage Assessors*.

Each **Damage Assessment Branch Director** will mobilize the resources necessary to conduct a preliminary damage assessment for the three-phase and/or impacted areas rapidly while maintaining safety and being practical during the first daylight opportunity.

The decisions of what damage assessment tools to use, the scope of the assessment, number of resources necessary in total and per team will be made by the **Damage Assessment Branch Director** (or **Planning Section Chief** as the supervisor). Various factors will be taken into account, including but not limited to the geography of the area to be patrolled, information learned from all sources about known damages, time of year, time of day, current weather conditions, etc.

The **Damage Assessors** are trained to use their assessment devices to enter information, even when outside of cell coverage, as the **Damage Assessor** will submit the data once within cellular service coverage.

The main objectives of damage assessment include:

- Effectively gather and process damage observations to support resource planning purposes.
- Provide sufficient detail to ensure accurate estimates of restoration efforts, ETRs.
- Complete in a timely manner so as to be useful in the restoration planning process.

Two types of damage assessment can typically be performed during an event:

1. Initially, a preliminary assessment is performed. The **Damage Assessment Branch Director** is responsible for ensuring a preliminary assessment is performed. Preliminary assessments will be completed within 24 hours of the start of restoration. The purpose of this assessment is to capture the most critical information as rapidly as possible. This may include but is not limited to:
    - Broken pole locations
    - Leaking transformers that may be an environmental concern and need to be addressed immediately
    - Downed wires
    - Blocked roads
    - Extreme tree damage on company equipment
    - Significant damage/heavily damaged area that will take considerable time or resources to repair

    This preliminary assessment information is critical to the initial restoration planning efforts in establishing a global ETR, segmenting, and providing any regional ETRs where possible, and securing additional resources, if required. The purpose of the preliminary assessment is to gather data of heavily damaged assets that can be recorded from a vehicle at speeds safe for road conditions (e.g., 20 mph) and does not include off-road right-of-way foot patrol.

2. The next phase of damage assessment is a more detailed assessment. Detailed assessments may be requested by the **Damage Assessment Branch Director,** the **Incident Commander** or designee when the extent and severity warrant additional inspection. This additional inspection will include assessing remote areas and spur lines where damage is likely to have occurred and will be completed by the Damage Assessor within 48 hours after the start of restoration. The information gathered in the detailed and preliminary damage assessment is considered in the restoration plan. Detailed assessment may be limited for events with full restoration expected to be less than 48 hours, detailed assessment includes but is not limited to:
    - Off-road locations that require walking patrol
    - Floating conductors

- Broken/leaning poles
- Damage/broken cross arms
- Service connections down/pulled away
- Road obstructions
- Electrical damage caused by vegetation

7.1.6.1 Assessment Resource Allocation, Readiness and Utilization

Pre-Event:

In the preparation phase at the Area Command level, the **Area Commander**, **Assistant Area Commander – Planning** or **Damage Assessment Coordinator** (if activated), will review planning data (this may include forecasts and prediction models, etc.) and shift resources assigned to the **Damage Assessor** role from one division location to another to pre-stage. If sufficient resources are not available, or a possibility of exhausting resources is known, the **Damage Assessment Coordinator** will:

- Advise the **Assistant Area Commander – Planning** that affiliate, contract, or mutual assistance assessment resources may be needed. In this case, the **Assistant Area Commander – Planning** will advise the **Damage Assessment Coordinator** to utilize established contract resources, affiliate contractors, or the mutual assistance process via the **MAG Liaison**.
- Contact contract companies who have damage assessment resources to either mobilize contract resources or place them on standby (if available)
- Continually advise **Assistant Area Commander – Planning** of resource acquisition
- Before an emergency event, the **Damage Assessment Branch Director** will establish landlines for damage assessment reporting and ensures devices (e.g., iPads) are charged, and connectivity is working.

During an Emergency Event:

At the Incident Command level, the **Planning Section Chief** (or **Incident Commander**) will activate the damage assessment program at the local, usually division, level. The **Planning Section Chief** will instruct the **Damage Assessment Branch Director** of the heavily damaged portions of the systems and the time period in which the analysis is required to be completed. When developing a strategy following a widespread event, the **Incident Commander** (or **Planning Section Chief**) may make a determination that a more detailed field damage assessment is necessary.

The decision whether to perform a detailed assessment is based on many factors, including but not limited to the nature of the event, the time of day, the weather conditions, etc. Depending on the scope and severity of the event, the preliminary damage assessment is a rough assessment to determine the extent of the damage to the Companies' facilities; and to determine what resources will be required to work on the response and restoration activities and assist with establishing a global ETR.

If additional resources are needed, the **Damage Assessment Branch Director** will make a request to the **Incident Commander**. The **Incident Commander** will coordinate the request through the **Area Commander Deputy Operations** and the **Area Commander,** who will approve and provide all resource requests to the **Assistant Area Commander – Planning**. The **Assistant Area Commander – Planning** may designate assessment resource acquisition and movements to the **Damage Assessment Coordinator,** as they have the ability to move resources between areas or to engage additional resources to support the damage assessment function.

Depending on the conditions and severity of the event impact, the **Area Commander** and **Incident Commander(s)**, with support from the **Planning Section Chief,** and **Damage Assessment Branch Director,** may use an extrapolation of the limited or partial damage assessment data available early on. It is based on prior similar-sized events in the past five years to determine needs and ETRs.
Information gathered from all sources, including **Field Circuit Coordinators**, **Line Crews**, **Damage Assessors**, or other personnel, and information gathered from emergency management, law enforcement, and customer calls shall be collected and utilized by the **Planning Section Chief** in determining damage resources needs and assignments to the response effort. Reports from other sources, such as OMS data, can supplement and assist with the preliminary assessment, but they will not be relied on solely.

The **Damage Assessment Branch Director** will use OMS data (customer calls, electric trouble, and power interruptions) to determine the affected circuits. **Damage Assessors** will be assigned by the **Damage Assessment Branch Director** to affected circuits and instructed on the type of assessment (i.e., preliminary or detailed) or assist with circuit sweeps near the completion of the event.

Patrols are performed at all hours but are most effective if performed during daylight hours. Preliminary and detailed assessments will be performed by trained personnel and may be done by vehicle, on foot, or other forms of transportation as conditions dictate.

Prior to **Damage Assessors** being dispatched, the **Damage Assessment Branch Director** or a designee will provide a job briefing on safety, reporting and communication procedures, resources available, and the expectations of damage assessors during this event. The **Damage Assessment Branch Director** will establish phone numbers to be disseminated to active **Damage Assessors**
The **Damage Assessors** will be provided with assessment materials, which may include:

1. Damage assessment device, if available (usually internal resources only):
   - Camera to photograph a complicated or unusual hazardous condition.
   - Communication via text and email from the damage assessment device.
   - Documents with instructions on how to operate the damage assessment device (e.g., passwords to access data and damage assessment training document).

2. A Damage Assessment guideline that outlines preliminary and detailed damage assessment criteria; this form includes areas for written instructions from the **Damage Assessment Branch Director** that are specific to the event, such as phone numbers for Planning rooms, mobile phone, and email contact information.
3. Blank tally sheets to total damage recorded on damage assessment forms in case the device is broken or damaged during the assessment.
4. Blank damage assessment forms for recording damage.
5. Paper copies of circuit map(s) of the area to be assessed.
6. Company provided cell phone or company radio (for internal resources only).

In the event of the loss of device technology, the Companies will rely on the paper circuit maps provided to the **Damage Assessors**. The **Damage Assessment Branch Director** may instruct the **Damage Assessors** to enter progress on the device and/or mark the paper map, and then return the marked-up map to the **Damage Assessment Branch Director** for compilation or provide it to a **Field Support Runner** or designee to return to the office. The **Damage Assessment Branch Director** or designee exports the damage data to an excel file and print circuit maps with plotted damage data or marked-up circuit maps locating damage are made part of work packets assigned to crews. Work assignments can be made by **Operations Section Chief** or designee. In some instances, the Companies may pair a **Damage Assessor** with personnel to drive the vehicle while the **Damage Assessor** performs their assessment.

If the **Damage Assessor** discovers a hazardous condition (e.g., downed conductor) that is not cut and cleared or otherwise made safe, they will attempt to make the area safe and are required to contact the **Damage Assessment Branch Director** and the **Wires Down Branch Director** to have a **Wire Guard** stand by hazardous conditions as stated in Section 7.1.5.1: *Wires Down Procedure*.

Dispatch of personnel to stand by will be performed in a timely manner to relieve **Damage Assessors** that are guarding downed wires, with an aim to relieve the Damage Assessor within eight (8) hours of notifying the **Damage Assessment Branch Director**, to minimize the adverse impacts on the damage assessment function. In situations where relief does not occur within 8 hours a replacement **Damage Assessor** will be assigned to complete the original damage assessment. Conditions reported by **Damage Assessors** will be submitted to the **Damage Assessment Branch Director** or designee**.** **Damage Assessors** are not intended to stand by any wires down found during their patrols. For further details on making a hazardous area safe, see Section 7.1.5: *Make Safe*.

Once the preliminary damage assessment has been completed, the **Damage Assessment Branch Director** will instruct the **Damage Assessors** to perform detailed damage assessments. However, If the damage is not extensive or sufficient information is provided during the preliminary assessment, the **Damage Assessment Branch Director** may determine that further detailed assessment is not necessary. The exact location and timing will be provided by the **Damage Assessment Branch Director** to the **Damage Assessor**. After this assessment is completed, the **Damage Assessor** will report back to the **Damage Assessment Branch Director** for further instructions.

7.1.6.2 Wires Down Procedure for Damage Assessors

The intent of this Wires Down Procedure is to identify downed/low-hanging conductor that is or may be energized and provide prompt relief of the **Damage Assessor** to allow the damage patrol to continue. **Damage Assessors** are not intended to stand by down wires found during patrols. **Damage Assessors** will assume all downed/low hanging conductors are energized unless properly grounded with a visible open or made safe. Therefore, at all times, **Damage Assessors** will continue to maintain safe clearance distances, and at no time will any conductors be moved.

1. The **Damage Assessor** shall determine the priority and severity level of the down wire situation. These classifications can be found in Section 7.1.5.1: *Wires Down Procedure*.
2. All downed wire locations and severity level shall be reported to the **Damage Assessment Branch Director** and **Wire Down Branch Director**. The **Damage Assessor** will receive further instruction on the availability of a replacement **Wire Guard** or make safe crew.

After reporting the downed wire, the **Damage Assessor** will maintain a safe distance and barricade the location with caution tape and/or cones. The **Damage Assessor** is required to stand by if the downed wire is assumed to be energized in an area where contact is likely, regardless of the source (e.g., customer-owned generator). Once the **Wire Guard** arrives, or the location has been made safe, the **Damage Assessor** may continue with their damage assessment duties. The **Damage Assessor** will be relieved within 8 hours where possible. Upon completion of damage assessment survey work and released from damage assessment duties, the **Damage Assessor** may be utilized by Incident Command for wires down or other event assignments that they are qualified to perform, including circuit sweeps. The **Damage Assessment Branch Director** will communicate to the **Incident Commander** or designee as they determine resources may become available for reassignment.

7.1.7 Coordination with Bordering Utilities

A borderline customer can be defined as a customer whose energy delivery is dependent upon a neighboring utility or municipality other than the billing company. During emergency response, it is essential for the Companies to maintain close communication with neighboring utility companies to ensure that all 'borderline' customers are being addressed. It will first be necessary to determine which facilities are damaged, the Companies', the neighboring company's, or both. This will require field verification in most cases.

Borderline customers who are fed from outside utility sources are coordinated using a procedure provided by the **Energy Control Center Manager of Distribution and Dispatch**. The procedure outlines the process the Energy Control Center personnel follow when they determine borderline customers are affected by a power interruption; it includes the methods to communicate with the neighboring utility to ensure the provision of restoration information (such as ETRs) to the customer and the restoration processes.

If the **Damage Assessor** or **Line Crew** determines that the damage is not on the Companies' portion of the line, and the Companies have decentralized operations to Incident Command in the affected area, then the **Operations Section Chief** or designee will contact the neighboring utility or may contact the Energy Control Center to call the supplying company dispatcher to report the damage location (if known) and to obtain an ETR.

If decentralized, the **Operations Section Chief**, or if centralized, the Energy Control Center will continue to monitor the borderline outage cases and obtain regular updates from the supplying company dispatcher wherever possible. Borderline customers are distinguished in the Companies' OMS in regard to where their energy is being fed from (the Companies or neighboring utility). ETR times will be entered into OMS, once known so that customers will be able to obtain this information via any of the Companies' standard communication channels, see Section 8.1: *Customer Contact Center*.

If the damage is found to be on the Companies' facilities, then the outage case will be prioritized and repaired in accordance with the Incident Action Plan. The billing utility will be provided an ETR once known when the billing utility makes contact with the Companies either to the Operations Section or the Energy Control Center, and/or with a **Liaison County/Local** if co-located at an Emergency Operations Center. Open communication is encouraged between operating personnel between both companies when borderline customers are affected.

7.2 Repair Phase

The next phase is to initiate immediate repair efforts and to make longer-term plans to manage the restoration process. During this phase, the Companies' Incident Command System organizational structure is formalized, as appropriate, to address the specific restoration needs of the event. Work crews receive initial and subsequent assignments. Restoration times are updated as appropriate.

The Operations Section manages response activities while the Planning Section develops the appropriate tactics, analyzes data, and identifies resource needs. Supply resources (and gaps) are managed through the Logistics Section. During an event, the Logistics Section actively communicates with both the Operations and Planning Sections to determine and provide resources necessary to meet the Incident Objectives stated in the Incident Action Plan. As the event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change.

Crew deployments are based upon the type of event, type of damage sustained, and the extent of resulting damage. Restoration priorities are documented in Section 7.2.4: *Restoration Priorities*. Cases indicating that dangerous conditions exist, such as live primary wires down, fires, or where the danger to life is involved, shall be given immediate attention (i.e., assigned the highest priority and addressed accordingly). In addition, the priorities identify critical facility objectives (e.g., restorations of hospitals, etc.) and allow for restoration to the greatest number of customers in the least amount of time.

During restoration, the **Operations Section Chief** closely monitors repair efforts. Repair priorities and the extent of emergency mobilization are contingent upon the number of affected Divisions and the damage within each Division. As service is restored, the **Incident Commander**, **Operations Section Chief**, and **Planning Section Chief** consult to determine when to demobilize outside resources, when to curtail overtime work, and when to declare the end of the event – all of which is declared by the **Incident Commander**, or **Area Commander** if activated. After the event has ended, restoration reports are submitted to the **Incident Commander**. Any temporary repairs are restored to proper function. All repaired facilities are surveyed to ensure they are working appropriately.

Work plans are developed by the **Planning Section Chief** in consultation with the **Operations Section Chief** and under the supervision of the **Incident Commander**. The work plan outlines crew assignments by circuits. This work plan includes which crews are assigned to which circuit, the lead contact (e.g., **Field Circuit Coordinator**) for each crew, which counties are affected by these circuits, and a contact name and number for clearing the outage tickets. The work plan is located on the intranet platform under the Planning Section. This Division work plan will be shared at the beginning of each operation period with all of the Incident Command System roles and include the **Public Liaison Officers** and **Liaisons County/Local**.

7.2.1 Estimated Time of Restoration Establishment and Reporting

The Companies comply with the Estimated Time of Restoration Protocols[2] and subsequent updates. Figures 9 and 10 detail the requirements of the ETR protocol. Section 7.2.1.1: *Estimated Time of Restoration Protocols* defined by DPS details the requirements of the ETR protocol the Companies follow.

7.2.1.1 Estimated Time of Restoration Protocols

The following ETR Protocols are activated when more than 5,000 customers are out of service in a division, or more than 20,000 customers are out of service companywide for more than 30 minutes. The ETR Protocols include minimum requirements for when and at what level of detail an ETR will be communicated to the Department of Public Service (Department or DPS Staff). The tables below clarify the necessary actions to be taken by the involved utilities before and during the outage period for the specific outage event.[3] Utility procedures and practices that require actions prior to those identified will continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During restoration, utilities are to continuously refine ETRs and update DPS Staff and the public, customer representatives, IVR systems, and websites. The utilities will also provide restoration information such as outage counts and ETRs to the press/media outlets and public officials in the affected areas. Additionally, utilities will issue at least one press release daily for all outage events with an expected restoration period longer than 48 hours.

Regional and local ETRs will be used and applicable to at least 95% of the affected customers in the reported level. Regional ETRs are to be provided on a county basis, and local ETRs are to be provided on a town or municipal basis. Global ETRs may be used initially for outage events expected to last greater than 48 hours and applicable to at least 90% of the affected customers. Once regional ETRs have been issued, references to the global ETR will be eliminated.

When adverse weather conditions exist, the start of the restoration period is the point in time when:

- Field personnel can be dispatched without unacceptable safety risks from continued severe weather conditions and/or
- When the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained.
- The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities, for example, severe flooding.

Initial notification to the Department will follow the *Event Notification Requirements* issued in Appendix B of Case 04-M-0159 on January 13, 2015. Any additional information that is available will be included in the initial notification, even if the notification is required prior to the start of restoration. For widespread outage events, company-wide outage statistics will also be provided as part of the initial notification.

OUTAGE EVENT EXPECTED TO LAST 48 HOURS OR LESS

Within the first 6 hours of the restoration period

• Notify DPS Staff that the outage event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For outage events expected to last less than 24 hours, notification may be via the Department's information reporting system. • Provide available information to the public. Update customer representative, IVR systems, and websites. • In certain situations, such as a nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner, as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be less than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will not affect the time requirements below.
Within the first 12 hours of the restoration period
• Provide DPS Staff and the public with any available regional/county ETRs and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Issue a press release that includes known ETRs for the next upcoming news cycle • Communicate with affected municipal and elected officials. This communication may or may not be by way of a municipal conference call.
Within the first 18 hours of the restoration period
• Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites. • Provide DPS Staff and the public with any additional local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
Within the first 24 hours of the restoration period
• Consider issuing a press release for the next upcoming news cycle based on conditions.
Reporting requirements during the outage event
• Provide restoration information updates four times daily to DPS Staff (7 am, 11 am, 3 pm, and 7 pm) if requested by DPS Staff. Updates will continue until otherwise directed by DPS Staff. • Notify DPS Staff when all outage events related interruptions have been restored.

Figure 9 Outage Event Less than 48 hours

OUTAGE EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Pre-event whenever sufficient notice of an impending weather event is available
• Make pre-event outbound calls to Critical Facilities customers, life support equipment customers, and Special Needs Customers. • Complete pre-storm communications with outreach to employees, the news media, social media sites, blast emails, and text messages to customers, and advisories to municipal and elected officials. • Consider having pre-event municipal conference calls based on the situation. An alternative municipal contact method may be used if it is more appropriate. • Issue public statement and/or press releases
Within the first 6 hours of the restoration period
• Notify DPS Staff that it will be a multi-day outage event lasting more than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. • Provide a public statement and/or press releases indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and websites. • In certain situations, such as nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner, as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be greater than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will not affect the time requirements below.
Within the first 12 hours of the restoration period
• Issue press releases based on the predetermined time periods defined in the emergency plan. • Communicate information such as system damage, outages, restoration status etc. with affected municipal and elected officials as appropriate. • Schedule the first post-storm municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to be held within the first 12 hours but will be held within the first 24 hours. • Notify DPS Staff and the public of what areas sustained the most damage to the electric system and ETRs where known, on a county or regional basis.
Within the first 24 hours of the restoration period
• Complete the first scheduled municipal conference call. • Provide DPS Staff and the public with a global ETR, any available regional/county ETRs, and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Identify for DPS Staff and the public any heavily damaged areas where large numbers of customers may remain without service for more than a few days. If necessary, note that the situation is still unfolding, and more details will be provided as soon as they become available.
Within the first 48 hours of the restoration period
• Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites, eliminate all references to the global ETR. • Provide DPS Staff and the public with any additional local/town or municipal ERSs. Update customers representatives, IVR systems, and websites, eliminate all references to the global ETR.
Within the first 60 hours of the restoration period
• Provide DPS Staff and the public remaining local/town or municipality ETRs. Update customer representatives, IVR systems.
Reporting requirements during the outage event
• Provide restoration information updates four times daily to DPS Staff (7am, 11am, 3pm and 7pm), unless directed otherwise. Updates will continue until otherwise directed by DPS Staff. • Notify DPS Staff when all outage event related interruptions have been restored.

Figure 10 Outage Event Greater than 48 hours

7.2.2 Estimated Time of Restoration Process During Events

The Energy Control Center will provide ETRs for all divisions that are not decentralized, according to the blue-sky day procedure. Automated ETRs are set and utilized for each division based upon average restoration response times as determined by the **Incident Commander**.

Automatic ETRs are deactivated upon decentralizing (opening Division offices) in preparation for or during a Class I or greater event. This guideline can be altered in cases of proactive decentralizations when storm trouble has not yet elevated significantly.

As soon as an Incident Command location (usually a division office) is manned and/or >5000 customers are out of power, the Energy Control Center staff will contact the **Incident Commander** or designee to determine decentralization, including whether automated ETRs are used or turned off. If automated ETRs are off, ETRs are specified as "assessing" and then followed by global, regional, and local ETRs as more detailed information becomes available managed by the **OMS/ETR Branch Director** or designee under the direction of the **Incident Commander**.

The Incident Command team will develop a restoration plan, which will determine crew assignments. The **Planning Section Chief** ensures that accurate field assessment and restoration status is communicated with the **Operations Section Chief** and **Incident Commander** and included in the process for establishing global, regional, and local ETRs. The **Incident Commander** will provide the draft regional ETR(s) to the **Area Commander Deputy Operations** and **Area Commander** for review and approval, or the **Area Commander** may request that the ETR be recalculated:

- The **Incident Commander**, working in conjunction with the **Area Commander and Area Commander Deputy Operations**, will determine the official time that the storm restoration began.
- The **Incident Commander** or designee will determine the use of automated ETRs, or if ETRs will be entered manually by the **OMS/ETR Branch Director** or designee.
- If automated, ETRs are not used; the **Incident Commander** may choose to set a regional ETR for 95% of the customers affected.
- If the **Incident Commander** determines that 95% restoration within 24 hours is not likely, the procedure for a Class II or III storm will then be followed. If a Class II or III event is determined, the **Incident Commander** will follow the ETR Protocols outlined in Section 7.2.1.1: *Estimated Time of Restoration Protocols*.
- The **Circuit Information Coordinator** assigns incidents to each crew in accordance with the restoration plan.
    - **Field Circuit Coordinators** or **Line Crews** may use their mobile devices to report arrival times and ETRs or contact the **Circuit Information Coordinator** when arriving on the job site and report their expected ETR.
    - ETRs will be revised as needed, but not unless the new estimates exceed one hour from any existing ETR.

- **Field Circuit Coordinators** or **Line Crews** will also be instructed to inform the **Circuit Information Coordinator** if the actual field conditions do not match what was predicted or assessed.

If at any time, the global, regional, or local ETR is in danger of being exceeded, the **Incident Commander** will notify the **Area Commander Deputy Operations** and **Area Commander** and provide a revised estimate. In Class II or III event, initially, ETRs are specified as “assessing” and then followed by global, regional, and local ETRs as more detailed information becomes available. The **Area and Incident Commanders**, using known data, provided by company resources, customers and public reports, municipal resources will analyze the data in a tracking tool, and, reviewing the current reported broken poles, wires down, and incident counts, along with past storm data and experience, will begin the global ETR setting process.

The **Assistant Area Commander – Planning** will ensure the **Area Commander** has an accurate knowledge of available resources for each region, so this is included in the calculation of the global ETRs and approval of regional ETRs. The **Area Commander** will issue a global ETR and approve the regional ETRs submitted by the **Incident Commander(s)** (or provide instructions to the **Incident Commander(s)** to recalculate them). The **Area Commander** may include members of the executive team or others in consultation during ETR development and approval. Calculation and management of local ETRs are the responsibility of the **Incident Commander** or their designee. For outages expected to last longer than 48 hours, the Companies will provide regional and local ETRs applicable to 95 percent or more of the affected customers.

To determine the ETR for an event with multiple incidents, the number of incidents, the type of incident (e.g., pole, primary, and service), the available crew resources must be known. As this information becomes known and refined over time, the accuracy of ETRs increase. The following chart lists out the time from the start of restoration the Global, Regional and Local ETR’s must be calculated and communicated. This chart is based on the maximum amount of time needed to complete the restoration; the Companies will strive to provide ETR data to customers, media, officials and the general public as soon as it is available: All reference to global ETR’s should cease 48 hours after the start of restoration; regional and local ETR’s only.

ETR Type	< 48-hour Restoration	48 hr-5-day Restoration	>5-day Restoration
Global	N/A	<24 hours	<24 hours
Regional	<18 hours	<24 hours	<36 hours
Local	<18 hours	<36 hours	<48 hours

The following information is required to calculate the Global and Regional ETR (this list should be considered a minimum and is not all inclusive):

- Number of incidents from the Outage Management System
- Damage information that has been obtained through damage assessment
- Repair time estimate per incident (hours)
- Current date and time of event
- Current qualified FTEs on site
- Additional FTEs available, either enroute or in other locations (i.e. staged or readily available)

In the event of a multi-day Class III Event where all the damage assessment data needed cannot be safely obtained in time per the chart above, the Companies will utilize a formulaic approach to extrapolate from known damage assessment data early on in an event. These estimates will then be utilized for required information needed to calculate the initial Global ETR prior to the completion of the initial Damage Assessment.

In most instances, customers appreciate receiving an ETR that the Companies have confidence can be achieved; therefore, the Companies will err on setting typically conservative ETRs. During the response period for major events, ETRs may have to be adjusted beyond the original issued ETRs due to:

- Extent of the damage to the Companies' transmission or distribution systems.
- Power interruptions to facilities owned and operated by other utilities that supply the NYSEG and RG&E systems.
- Condition and status of roadways used by response crews to access the trouble areas
- Continuation or resurgence of inclement weather throughout the response period, resulting in new or extended customer power interruptions.
- Additional resources now available beyond those incorporated into the restoration plan or loss of resources (e.g., mutual assistance resources being recalled).
- Improved weather conditions which result in earlier restoration times.

During the initial hours of an event, both the extent of damage and available resources are typically unknown. Early in major events, the Customer Contact Center places an up-front message on the IVR system and utilizes social media and the websites, among other tools, to inform customers impacted by the power interruptions that the Companies are assessing damage to their systems. Included on the website outage map is a banner message that will provide customers with information on ETR calculation protocols and other pertinent information. The **Assistant Area Commander – Public Information Officer** provides information and updates to the **Website Coordinator** who will update the website(s) accordingly. The message is updated as ETRs are established, or new information becomes available. Customers enrolled in the Companies' outage alert program will receive text alerts with outage, ETR and restoration updates, including updated ETRs as applicable, according to their user preferences. More details on ETR communications and outage alerts can be found in Section 9: *Customers, Public Officials and Media*.

As more detailed damage information becomes available, the **Area** and **Incident Commanders** will evaluate the information along with the restoration plan. This evaluation ensures that accurate field assessment information and restoration status is included in the process for establishing global, regional, and local ETRs.

Once local ETRs are provided, the **OMS/ETR Branch Director** or designee will review ETRs twice a day, at approximately 7 am and 3 pm, and update ETRs based on any changes in the restoration forecasts at those time periods. The 7 am and 3 pm review times were chosen to provide customers and municipal partners time to make any necessary arrangements if an ETR requires adjustment.

7.2.2.1 Phase I: Global (Company or Division Level) ETR Establishment

- The first priorities, in any event, are addressing emergency situations, such as wires down incidents, to make conditions safe for the public and emergency responders.
- Damage assessment information is sent to the Planning Section, and system damage estimates are generated. As additional assessment information is received, these estimates are repeatedly updated.
- For a Class III Storm Event; **Area Commander** and **Incident Commander(s),** along with **the Planning Section Chief,** and the **Damage Assessment Branch Director** will use an extrapolation of the limited or partial damage assessment data available early on, based on prior Class III events in the past five years. For instance, if a prior event ultimately reached a total of 1,000 broken poles and 1,000 incidents, but at T+24 hours or T+36 hours only 100 or 200 poles had been confirmed and 100 incidents down, then the same multiplier of ten times or five times will be utilized to extrapolate on the estimate of total damages based on data at T+24 hours or T+36 hours.
- Broad restoration strategies are developed within the Planning Section as damage information is verified. Work plans for high priority assets are developed early as the overall restoration plan is developed. Typically, restoration plans for restoring affected transmission facilities, impacting significant numbers of customers, will be developed early in the process.
- Specific job estimates are made as they become known and are incorporated into the restoration overall work plan. Before global or regional ETRs are known, the ETR fields in OMS are left blank unless information for a specific job is available from an on-site repair crew.
- As sufficient information becomes available and the weather event subsides, a global ETR is determined for release to the public through a statement by the Companies information posted on the Companies' website(s), social media pages, the IVR upfront message, and in required DPS 4 hour PSC situation reports. See Section 8.7.3: *Media Contacts* for additional details, including timing.
- The global ETR will be included in the next news release and within the first paragraph, which is also promoted on social media, and on the website. This estimate is made through a collaborative process between the **Incident**

Commander(s), Planning Section Chief, Operations Section Chief, Area Command Deputy Operations and Area Commander. If a regional ETR is available, it will also be included as appropriate.

7.2.2.2 Phase II: Regional (County) ETR Establishment

- Regional ETRs will be communicated by the affected county or counties. The regional ETR calculation takes into account the same types of factors as described under the global ETR section, however, it is specifically targeted at the identified county lines to enable planning by municipal partners and customers who do not need to understand the Companies division structure.
- The initial regional ETRs may be conservative given the many uncertainties at the early stage of an event and are an estimate of restoration of all customers included in the selected area.
- ETRs specific to each region are loaded into the OMS and managed by the **OMS/ETR Branch Director** or designee.
- **The Public Information Officer** communicates the regional ETR through a statement by the Companies that is provided to Command staff internally and posted on the Companies' website(s), social media pages, and the IVR upfront message. See Section 8.7.3: *Media Contacts* for additional details, including timing. This regional message may be issued separately from the global ETR announcement, particularly if a region has a different ETR (e.g., more accelerated) than the global ETR.

7.2.2.3 Phase III: Local (Municipalities) ETR Management

- **Public Liaison Officers** and **Liaisons County/Local** will use the iCDS system reports section to access ETR data and communicate restoration status by the town to municipal officials.
- To develop the local ETRs, generally, a detailed division work plan is provided by the **Planning Section Chief**, or designee usually working during the overnight operational period for the next day's operational period. The local ETR information is fine-tuned by the **Field Circuit Coordinator** and **Circuit Information Coordinator**, as needed, based on information received from the crews in the field.
- Local ETRs are managed and/or updated when information becomes available from crews or when circumstances change, such as when additional resources are made available to Incident Command staff. The Incident Command Planning Section manages the local ETR data in conjunction with the Operations Section.

7.2.3 Job Specific ETR Management:

Reporting, for regulatory purposes and public information releases, do not typically extend to the job specific local ETR. As described in Section 9: *Customers, Public Officials, and Media*, customers may access information about their specific incident. They are able to call the Companies' electric emergency number and talk with a **Customer Contact Center**

Representative by listening to the prompts and messages in the IVR system, on the Companies' website(s) and, the "Outage Central" web pages, and through text alerts, if the customer is enrolled in the *Outage Alerts Program*.

During a response event, the Energy Control Center (if centralized) or **OMS/ETR Branch Director** or designee (if decentralized) update information in OMS to reflect actual field conditions, within the capabilities of the OMS, using customer calls, field crew observations, damage assessment reports, and substation equipment status (circuit breaker and recloser status). The information is updated in OMS as the information is received from various sources. ETRs are also updated utilizing the same sources of information.

7.2.4 Restoration Priorities

The Companies prioritize restoration efforts according to system design, Critical Facility priorities, and equipment types. **Line Crews** and **Service Crews** are assigned based on the plan below with granularity defined within each of the three subsections.

Restoration and repair of electric service following an event will generally proceed according to the following priority:

1. Ensure public safety by working with emergency response personnel to respond to hazardous conditions.
2. Clearing downed wires in critical areas to facilitate the prompt clearing of public hazards and opening critical transportation corridors.
3. Coordinating with municipalities to open critical roadways by clearing and/or de-energizing electric hazards that prevent restoration.
4. Repair of electric transmission lines and substations that are affecting customer's electric service.
5. Critical Facility Level 1 Customers
6. Critical Facility Level 2 Customers
7. Critical Facility Level 3 Customers
8. Assign outages by order of customer count, largest to smallest.
9. Repair of electric transmission lines and substations that do not affect customers' electric service.
10. Permanent repairs to temporary conditions.
11. Tree conditions not causing service interruptions.

While the priorities above represent a hierarchy, which is considered when establishing Incident Action Plans and assigning outage locations to crews, these priorities have to be balanced with the criticality of having large numbers of customers without service. When restoring large blocks of customers, this may also restore a significant number of Critical Facilities and high-priority customers. A general guideline for restoring the greatest number of customers after the transmission line repair would follow the order below:

1. Primary distribution – three-phase

2. Primary distribution – single-phase or spur lines
3. Secondary distribution services

The **Public Liaison Officer** or designee will coordinate with State and/or County Emergency Management Officials to prioritize the restoration sequence of Critical Facilities during a major storm event. Deviations from the priority plan may occur as dictated by weather conditions, worksite accessibility, the extent of damage to an individual circuit, the proximity of a critical facility to the substation, and the progress of the restoration effort. Other exceptions to the listed priority include special events, the availability of backup generation, and seasonal issues. The purpose of setting restoration priority is to ensure public and worker safety and to restore service to all customers asquickly as possible.

7.2.4.1 System Restoration Priorities

The Incident Command Operations Section shall follow these system restoration priority guidelines taking into consideration the needs of any Critical Facilities affected. It may be necessary to re-evaluate service restoration priorities as the restoration progresses. Restoration of electric service shall generally proceed according to the following priorities listed in descending order of priority so that cases of immediate danger are handled first, and priority is given to restoring the greatest number of customers in the shortest amount of time. When all other conditions are equal, an outage with Life Support Equipment customers will be prioritized over an outage without any Life Support Equipment (LSE) customers (such as two single customer outage incidents, where one incident affects an LSE customer). During extended interruptions, the Companies will also consider the length of time a customer has been without power in setting priorities.

Level	System Description
1	Cases indicating that dangerous conditions exist, such as live primary wires down, fires, or where danger to life is involved, shall be given immediate attention, that is, assigned the highest priority and addressed accordingly.
2	Repairs to the transmission system that are causing customer outages.
3	Repairs to substations: • Bulk power and transmission substations and switching stations • Distribution substations
4	Primary distribution feeders and where practical: • Give priority to those feeders supplying concentrations of Critical Facilities (see Section 7.2.4.2: *Critical Facility Restoration* below). • Restore primary feeders and feeders in urban areas (cities >50,000) based on the number of impacted customers. • When completing restoration work in a specific area or location, consideration will be given to the complete restoration of customer service including those listed in 5 and 6 below to facilitate the total overall restoration process.
5	Secondaries including distribution transformers, supplying groups of customers.
6	Individual services.
7	Street lighting circuits. (Note: During lengthy emergencies street lighting in certain areas may be assigned a higher priority for security reasons as requested by local civil authorities.)

Figure 11: System Restoration Priorities

7.2.4.2 Critical Facilities Restoration Priorities

A priority list will be developed by Incident Command to determine the order of importance for restoring Critical Facilities.

A *suggested* priority for restoring Critical Facilities is shown in the following priority listing. Local situations in a particular division or particular event may warrant changes in these priorities, and the **Incident Commander** may change restoration priorities to direct an overall logical and efficient service restoration process, to satisfy specific emergency situations, and in consultation with local and regional authorities

	Critical Facility Descriptions
1	**Critical Facility Level 1** - These facilities provide services critical to public health and safety: • Hospitals and Emergency Medical Facilities • Emergency Shelters and Cooling Centers • Fire, Police, Paramedics, and Rescue Facilities • Emergency Management Offices • Water pumping stations and wastewater treatment plants • Critical Utility and Communications Facilities • Fuel Transfer and Fuel Loading Facilities (ports) • Mass Transit (tunnels, electric drawbridges, ferry terminals, major rail facilities/rectifier stations) • Airports • Military Bases • Critical Flood Control Structures
2	**Critical Facility Level 2** - These facilities provide significant public services and may include some of the same type of facilities described in Level 1 depending on the event type, but are considered to some extent less critical by governmentagencies: • Nursing Homes and Dialysis Centers • Facilities to support other critical government functions • Prisons and Correctional Facilities • Communications (radio, TV, etc.)
3	**Critical Facility Level 3** - These facilities may provide some public services and may include some of the same type of facilities described in Level 2 depending on the event type but are considered to some extent less critical by government agencies. • Event Specific Concerns • High-Rise Residential Buildings • Customers providing key products and services (food warehouse) • Managed Accounts, Large Employers, and Other Key Customers • Other Government Buildings, Schools, and Colleges • Residential developments with large elderly population or similarly vulnerable establishments, identified by local municipalities. (Some of these Level 3 Critical Facilities may not be contacted)

Figure 12: Critical Facility Restoration Prioritization

Critical Facility definitions referenced in the above figure are:

- Level 1: Critical to public health and safety.
- Level 2: May include some of the same types of facilities described for Level 1, depending on the event type. These facilities provide significant public services but are considered, to some extent, less critical by government agencies.
- Level 3: These Facilities may provide public services but are considered, to some extent, less critical than Level 2 by government agencies.

Critical Facility accounts are coded in the Companies' Customer Relationship Management and Billing System (CRM-B). Critical facility lists are updated weekly and posted by the Business Support and Solutions Department to the Companies' intranet platform (accessible to Company personnel).

Critical Facility and Life Support Customer outage reports are available through the Companies' outage-reporting system, iCDS. The report will provide a list of Critical Facilities (and/or Life Support Customers) that are currently without power based on the criteria selected.

7.2.4.3 Equipment Restoration Prioritization

Electric system equipment restoration is prioritized as:

Level	Equipment Description
1	• Power transmission equipment necessary to carry the system loads that are immediate or based on the short-term forecast • Restoration of this equipment is required to prevent the need to shed load, which would put additional customers out of service ○ The appropriate Branch Directors/Section Chiefs will make this determination • Transmission and sub-transmission circuits that are locked out • Substations that serve customers in the first priority category
2	• Distribution circuits that are locked out • Distribution circuits with large sections out-of-service that will be restored based on: • Presence of customers in the first or second priority categories • Number of customers served by the section

3	• Based on customer priority categories:
	  ○ Three-phase main line of the distribution circuit
	  ○ Three-phase side taps
	  ○ Single-phase side taps
	  ○ Individual transformers
	  ○ Individual services

4	• Individual services that are off • Flickering and partial lights • Limbs on wires, lights on • Low wires

	• All others that remain

Figure 13: Equipment Restoration Prioritization

When a certified electrical inspector is not readily available and with the approval of and guidance from local municipalities (e.g., code enforcement), the restoration personnel may have customer/agent sign a Service Reconnection Form (found in Appendix A: *Additional Material*) only if the panel box has not been flooded and with approval of the Area Commander or IC that the event qualifies for use of the form. (This method is utilized if an electrical inspection certificate cannot be obtained. During certain events, certified electrical inspectors are not always readily available to perform inspections.)

7.3 Final Phase

The final phase commences when the Companies have restored 95 percent of customers but may still be identifying customers without service, restoring power, and/or addressing individual customer concerns.

Under the direction of the **Incident Commander,** circuit sweeps are performed on transmission and distribution circuits that had been damaged during the event. Any temporary repairs that were made to restore service which require a permanent repair are noted and addressed as soon as possible by the Division.

Circuit sweeps are to be performed by Line Crews, **Damage Assessors, Vegetation Management** or other qualified personnel on the most significantly impacted distribution circuits in order to identify possible damage that could cause additional power interruptions or safety concerns. These sweeps will be completed prior to or during demobilization. During this period, demobilization of external resources may have started, and the public is informed that restoration is complete.

During the emergency event, resource requirements are continuously evaluated by the Incident Management Team. The **Planning Section Chief** is responsible for advising the **Incident Commander** of any excess resources or needs. The **Incident Commander** may approve the release of excess resources.

Resources are deactivated as they complete their particular assigned tasks in restoration. The **Area Commander** or **Incident Commander** will release **Mutual Assistance Crews** when restoration is complete unless crews can be retained as part of the agreement. The sending utility and/or contractor are informed that their support is no longer required. This is done in coordination with the NAMAG and NYP/PUMA agreements.

Demobilization plans are written by the **Incident Commander(s)** with **Area Commander** or designee approval. Once approved, demobilization instructions are communicated through the Incident Command Structure chain of command, including NAMAG and NYP/PUMA (with a courtesy notification to the mutual assistance group as appropriate). The demobilization plan will be executed by the Incident Commander or designee. The resources that have been demobilized will be required to sign out or notify **Logistics Section Chief** or designee once they are ready to travel home.

Due to the nature of emergency events as they expand and contract, demobilization shall be evaluated. As the event begins to diminish, the **Incident Commander** along with the local **Planning Section Chief** will develop as part of the Incident Action Plan a formal demobilization plan with consideration given to the following:

- Order and timing for release of resources
- Document rest times, ensure personnel receive proper rest prior to release as required
- Consider distance to travel and associated costs
- Determine if mutual aid utilities have requested crews return
- Contractual agreements
- Redeployment availability within Avangrid or within NAMAG
- Home division staffing needs
- Evaluate impacts on other requirements such as
    - Gas performance metrics (e.g. damage prevention), vegetation management other customer service efforts (including actual meter reading and customer connections)
- Coordinate all releases and redeployments with the **Assistant Area Commander – Planning**

The decision made by the **Area Commander** or **Incident Commander** to release crews is based on the status of the restoration effort and consistent with union contracts and mutual assistance agreements. At such time as mutual aid crews are no longer needed, they will be released in accordance with the applicable mutual assistance group guidelines.

8. CUSTOMERS, PUBLIC OFFICIALS AND MEDIA

Establishing communications with customers is an important part of the Plan. The Companies will provide ways for Customers to receive outage details, including areas affected and estimated restoration times as those times become available. The Companies also maintain records of and reach out to, Life Support Equipment, Special Needs, and Critical Facility Customers. This section outlines general procedures and methods for establishing and maintaining contact with customers during events. It also describes the

Companies' use of websites and social media, communications with elected and municipal officials, and contacts with the media.

For the purposes of the Plan, consistent with 16 NYCRR § 105.4(b) (9), the following definitions are being used:

- Life Support Equipment Customers: Those customers who require electrically operated equipment to sustain basic life functions.
- Special Needs Customers: Those customers who have been identified as having certain attributes; such as the elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired. Customers with medical emergencies are also considered in this category.

The Companies define Critical Facilities as:

- Critical Facilities: Those "facilities" from which essential services function for the continuation of public health and safety and disaster recovery are performed or provided (such as hospitals, water, and sewage treatment plants, and fire stations). Critical Facilities plan for continuous electric service to ensure business continuity or continuity of government. *Critical Facility owners are responsible for their own backup generation and appropriate fuel*. Electricity service will be maintained through uninterrupted utility service or a momentary interruption followed by a transfer to backup generation. A critical facility is given a restoration priority based on the Plan, as outlined in Section 7.2.4.2: *Critical Facility Restoration Prioritization*.

Pre-Event Communications:

Municipal & Community Relations Managers will offer two opportunities for county Emergency Operations Center personnel to meet to discuss topics related to emergency preparation and response as outlined below. The first will be an in-person or virtual meeting which will be completed by June 30th. These meetings may be conducted with individual or multiple counties and adjoining utilities. The second opportunity will be initiated via email approximately six months following the first meeting. The email will provide any updates or revisions that occurred since the first meeting relating to the topics noted below. The email will also offer an opportunity for an in-person or virtual meeting to review the materials.

Meeting topics may include:

- The Companies' Electric Emergency Plan
- Area Command and Incident Command Structures (for new participants)
- Road clearing coordination
- Restoration protocols
- Current list of Critical Facilities and infrastructure (e.g., hospitals, warming/cooling centers, high priority roads, etc.) in the Companies' service areas

- Circuits with known residential developments of large elderly populations or other similarly vulnerable establishments
- Potential dry ice and bottled water distribution locations
- Life Support Equipment contact procedures and coordination during events
- Contact information review and updates

The Companies provide electricity service to; 42 counties (NYSEG), nine counties (RG&E), 572 municipalities (NYSEG), and 95 municipalities (RG&E). The **Assistant Area Commander – Public Liaison Officer** or **Public Liaison Officers** assigns **Liaisons County/Local** at the County Emergency Operations Center level for efficient and effective coordination as warranted.

8.1 Customer Contact Center

In advance of any anticipated large outage event, the Companies' **Customer Contact Center Manager** or designee and staff will begin planning for the potential event to ensure resources are available to respond effectively to system emergencies. Potential staffing levels are determined by taking into account various factors, including type and potential severity of the weather event (e.g., snow, ice storm, heavy rain/flooding, high winds, or hurricane), total area to be impacted (e.g., single division, multiple divisions), and timing of the event (e.g., normal workday, weekend/holiday, immediately following another major weather event, etc.). The Customer Contact Center Management will coordinate and communicate activities with the **Assistant Area Command –Customer Needs**. When Area Command is activated, the Customer Contact Center receives support and direction through the **Assistant Area Commander – Customer Needs**.

For events expected to occur after hours, the **Customer Contact Center Manager** or designee is responsible to utilize proactive staffing to ensure coverage of the call volume from the initial start of the event. Proactive internal staffing is secured by advising contact center employees of the need for after-hours support and securing volunteers. Routinely, the Companies utilize an outsourced call center to provide after-hours coverage for outage calls. Life threatening emergencies, wires down, LSE callers and customers wishing to escalate a concern are transferred back to NYSEG or RG&E **Energy Control Center Representatives** designated to handle those calls. For all other calls, web tickets are entered by the vendor and ETR information (as available) is provided.

The outsourced staff may also be supplemented with Energy Control Center and/or Customer Contact Center resources for smaller events, per arrangements between the **Customer Contact Center Manager** and **Energy Control Center Manager**. Depending on the nature of the expected event, the outsourced company may be utilized initially, or the **Customer Contact Center Manager** or designee may proactively open the Customer Contact Center(s) for an expected larger event.

The number of resources required to manage call volume during a Class I, II and III event weather events is determined using information including, but not limited to:

- Size and intensity of the expected weather event,
- Number of initial outage reports (individual) and number of outage incidents,
- Incoming call volume,
- Damage estimates obtained from damage assessments and scope of damage (distribution and/or transmission circuits impacted) and,
- Additional outage factors such as numbers of wires down, tree damage and road accessibility, area of power interruptions (rural/urban).

It is the responsibility of the **Customer Contact Center Manager** or designee to develop operational hours and schedules structured to support the maximum response effectiveness while maintaining customer service for other parts of the service area that may not be affected (as appropriate). During emergency events, the Customer Contact Center(s) are staffed around the clock; however, staffing overnight is generally lighter due to the decreased call volume.

The **Customer Contact Center Manager** has developed a staffing guide in Figure 14: *Customer Contact Center Minimum Staffing Guide* to illustrate resource levels for electric emergency calls. At all times, the **Customer Contact Center Manager** or designee will continually monitor incoming call levels directed to live representative and call center staffing to meet the minimum requirement of 80% of calls answered by live representative within 90 seconds each day throughout the event until full restoration is achieved.

The **Customer Contact Center Manager** or designee will ensure accurate measurement of staffing levels by recording the number of agents taking calls in 15-minute intervals. Calls into the Customer Contact Center(s) are continually monitored by the Customer Contact Centers' Workforce Management Group or designees for abandonment rates and busy signals during periods of blue-sky operations and storms. When anomalies are identified, the Customer Contact Centers' Workforce Management Group will determine whether some or all of the following actions will be taken adjusting schedules or staffing levels, IVR routing (including the high-volume IVR solution), updating IVR messaging, or contacting telecommunications providers in case the issue is outside of the Companies' control.

Customer Contact Center Representative Minimum Staffing Guide			
Shift	Class I	Class II	Class III
12 am to 6 am	3	4	5
6 am to 6 pm	8	15	30
6 pm to 12 am	6	12	25
Event Classifications are defined in Section 3.			
High volume call taking technology will be turned on immediately when certain conditions exist (such as a significant weather event impacting multiple divisions, notification from Area Command, and natural disaster such as an earthquake) or based on results of monitoring by **Customer Contact Center Manager** or designee.			
When circumstances require the use of high-volume call taking technology, the staffing numbers may be modified to ensure 80% of all live calls are answered within 90 seconds.			
Depending on call volume levels for each Company, the **Customer Contact Center Manager** or designee may decide to staff additional resources at the unaffected Company to more fully support the answering of calls using the virtual call center technology. The Customer Contact Centers have the option of utilizing back-office resources to help support call volume as needed.			

Figure 14: Customer Contact Center Minimum Staffing Guide

The Companies use their IVR system, websites, and mobile views to provide timely outage and estimated time of restoration information to customers by interfacing these resources with the Outage Management System (OMS). Customers using the IVR are identified automatically by their incoming phone number if their number is associated with an account. Alternatively, customers may enter an account number to use the automated system. Once customers calling in are identified, a global and/or location-specific message may be heard by the customer.

Due to the smaller, contiguous service area at RG&E, customers may hear a global message that also serves as the location-specific message. These messages can be updated in real-time by Customer Contact Center Management using the information provided by the **Assistant Area Commander – Public Information Officer (AAC– PIO).**

Any information received via news release will be appropriately updated on the IVR by Customer Care Center Management within an hour of receiving the release from the **Public Information Officer**. The Companies Customer Contact Center Management have a series of past messages used as templates for crafting upfront greetings; these sample messages include pertinent information that is known, and when used in an event, will be updated to reflect restoration progress. See Appendix A: *Additional Material* for sample messages.

The Companies' upfront message may include global and/or regional restoration times, dry ice, bottled water, or shelter locations, and company website information. The messages are kept within 30 to 90 seconds at maximum, depending on the value of the information that can be provided in the greeting.

During the first hours of a large outage event, the Companies' high volume IVR vendor may be used to answer customer calls. Both general and customer-specific outage information provided by the web and mobile-enabled web pages are unaffected by the use of the high-volume vendor.

Customer Contact Center Manager (or designee) shall, within one hour of each press release issuance:

1. Receive press release from the **Assistant Area Commander - Public Information Officer** for review
2. Review current IVR messaging for any necessary changes/updates for a minimum of the following categories as found in the press release:
    a. Time and Date stamp of message
    b. Storm status/current information on storm
    c. Outage and restoration effort information, if available
    d. Global or regional restoration time, if available
    e. Dry ice/shelter/water – referring to website for specific details
    f. Safety messaging, emergency option, etc.
3. **Customer Contact Center Manager** (or designee) Draft an updated IVR message with above information:
    a. The Company MUST update the time and date stamp, even if the prior IVR messaging is still accurate.
    b. Messages to be no longer than 60-90 seconds in length
4. Implement (start) updated IVR message
5. Documentation of IVR updates (May be completed during post-storm mode) **Customer Contact Center Manager** (or designee)
    a. Press release link
    b. Press release date/time
    c. IVR messaging reviewed date/time
    d. IVR messaging implementation (start) date/time
    e. Transcript of the new IVR message

Customer Contact Center Manager (or designee) shall, in the absence of a press release within an eight-hour period (company may update the IVR more frequently, depending on the company's preferences including changes in ETR's, outage counts or the receipt of additional pertinent information:

1. Monitor the IVR messaging to ensure that the IVR has been reviewed at least one time within every eight-hour period.

2. Review current IVR messaging for any changes/updates of the following categories:
    a. Time and Date stamp of message
    b. Storm status/current information on storm
    c. Outage and restoration effort information, if available
    d. Global or regional restoration time, if available
    e. Dry ice/shelter/water – referring to website for specific details
    f. Safety messaging, emergency option, etc.
3. **Customer Contact Center Manager** (or designee) Draft an updated IVR message with the following parameters and required items:
    a. The Company MUST update the time and date stamp, even if the prior IVR messaging is still accurate.
    b. Messages to be no longer than 60-90 seconds in length
4. Implement (start) updated IVR message
    a. Documentation of IVR updates, in instances of no associated press release **Customer Contact Center Manager** (or designee) IVR messaging reviewed date/time
    b. IVR messaging implementation (start) date/time
    c. Transcript of the new IVR message

See Appendix A: *Additional Material* for Sample IVR messages

The decision to move to the high volume IVR vendor will be at the discretion of the **Customer Contact Center Manager** or designee and will be situationally influenced by items including current and expected call volumes, day of the week, time of day, and magnitude of the outage event. The primary driver will be an assessment to avoid the possibility that customers would receive a busy signal upon calling the Companies. When this technology is in use, customers may still enter trouble tickets for outage situations and hear upfront messages.

Once regional and/or local ETRs are established, if not already done, the **Customer Contact Center Manager** or designee will switch back to the in-house IVR solution.

During events, the IVR upfront messages available to customers will be adjusted appropriately by the **Customer Contact Center Manager** or designee. If necessary, such as a severe Class III event or unpredicted event, customers calling for non-emergency reasons may be asked to call after the event has been managed and emergency call volumes have been reduced or seek information through other means.

During significant events, based on incoming call volumes and the need to prioritize emergency callers, the **Customer Contact Center Manager** or designee is responsible for determining the need to issue a message on the IVR advising customers with general, non-event related requests, either hold their request until after the event or consider using other contact methods such as online services (a message template is found in Appendix A: *Additional Material*).

For customers calling about an emergency, there is an option to speak to a live representative. The **Customer Contact Center Manager** or designee will add a message within the IVR system advising customers if ETRs are not yet available and advise the callers to check back later. The circumstances that this message would be utilized are not common and would include but not be limited to Class III events, emergencies affecting large numbers of customers in one part of the service area, unplanned events, or events where limited staff are onsite due to the time of impact.

Customers experiencing a life support and/or a life-threatening emergency are given the option through the IVR to indicate that they have a life-threatening emergency. They are also advised to call 911. If the customer selects that IVR option, they are routed directly to a representative. Customers who have pre-identified as requiring life-sustaining equipment may also choose to use the dedicated phone number provided to them upon enrollment in the program.

When customers speak to a representative, the **Customer Contact Center Representative** verifies the phone number(s) that is associated with the account. This will allow the majority of customers to use automated services; the websites also offer customers the ability to associate phone number(s) with their account(s). Customers using the website or mobile view may access account-specific information using their phone number associated with the account or their account number. A customer may also gain event information from text alerts if the customer is enrolled in the Companies' *Outage Alerts Program*. If a Life Support Equipment Customer contacts the Customer Contact Center, the Companies' representative will verify both the customers' main and alternate contact information.

Companies' Customer Contact Center Management have a series of past messages used as templates for crafting upfront greetings; these sample messages include pertinent information that is known, and when used in an event, will be updated to reflect restoration progress. See Appendix A: *Additional Material* for sample messages.

Life Support Equipment Customers who are not using the dedicated Life Support Equipment Customer phone number and/or customers with a life-threatening emergency are given the option through the IVR to indicate that they have a life-threatening emergency and are advised to call 911. If the customer selects that IVR option, they are routed directly to a representative. Customers who have pre-identified as requiring life-sustaining equipment may also choose to use the dedicated phone number provided to them upon enrollment in the program.

Customers with an outage situation may enter an automated outage ticket, hear information about the outage, or be provided an estimated restoration time if one is available. Customers may also report additional conditions (e.g., limbs on wires, broken poles, low wires, etc.) by requesting a representative. Customers using the website(s) or mobile view(s) may report power interruptions, see lists of current power interruptions, obtain estimated restoration times if available, and view outage maps.

Call volume is managed in-house with technology, including (as needed) linking the Companies' NYSEG and RG&E Customer Contact Center locations to allow increased call volume to be managed by trained representatives. Customer Contact Center Management will make decisions regarding possible virtualization of the centers on an event-specific basis.

8.1.1 Customer Contact Center Situational Awareness Communications

To enable **Customer Contact Center Representatives** to communicate timely and accurate information to customers, the Companies have developed methods and tools to keep representatives informed during an event. **Customer Contact Center Representatives** are provided with news releases, talking points, and other information obtained through the **Assistant Area Commander – Public Information Officer** or designee regarding the event. **Customer Contact Center Representatives** may receive information about services that are available such as dry ice and bottled water, if appropriate; and material provided to customers via the web site, social media, outbound call campaigns, or any other electronic medium deemed relevant for customer communication.

Information is posted on internal news databases, sent via email, and printed to be available to representatives and other customer service staff.

The Companies' IVR telephone equipment and all other systems are monitored by the Customer Service, Operational SmartGrids and Information Technology (IT) teams to ensure strong performance, particularly the **IT Coordinator** if activated at Area Command. The IT team has staff available at all times through any event to ensure immediate response to telephony or system issues.

8.2 Website, Social Media, Proactive Email and Outage Alerts

The Companies' web section tab, "Outages," can be accessed via computer, tablet, or mobile phone. Users of these technologies can enter outage notifications and receive information on estimated restoration times as well as view news releases, dry ice and bottled water locations, and shelter locations, etc. Use of the website is generally promoted via news releases during outage events and via messaging in the IVR.

During a Level III event or as necessitated by the event, a special event page is inserted as the home page for the Companies' websites. This will alert customers to additional information that is available via the website. When applicable, dry ice/bottled water and shelter pages will be updated at least every eight hours between the hours of 7 am and 10 pm by the **Website Coordinator**; if no changes are made, the **Website Coordinator** will, at minimum, provide an updated timestamp. Final timestamp update will be no earlier than 10pm each evening and the first update will be no later than 7am the next morning. In the event that there is a website issue, the **Website Coordinator** will update the website(s) home page to note any known issues related to ETR information and when updated information can be expected once known; or the **IT Coordinator** will arrange for general notifications on the site if the web outage is more widespread. In the event that the entire website becomes unavailable, the Companies, at the direction of the **Assistant Area Commander – Public Information Officer** or designee, will use alternative communications methods to disseminate information. Alternative channels may include: traditional and social media, emails, the AVANews blog and other platforms separate from the website.

The **Assistant Area Commander – Public Information Officer** or designee will be responsible for spot-checking the accuracy of two event-related webpages during an incident. The homepage transitioned to an event page, and the outage news section are where event-related news releases are posted. Additionally, the **Assistant Area Commander – Public Information Officer** or designee will spot-check activities in the **Public Information Officers'** electronically stored document location. See Section: 8.7.3 *Media Contacts* provides further detail on this process.

For outage alerts, customers can choose to receive a phone call, text, and/or email notification for the following conditions:

- If the Companies are tracking severe weather that could cause power outages in their area
- If a power outage is detected, with the estimated time of restoration (once available)
- If the estimated restoration time changes
- Once power is restored

Once enrolled in *Outage Alerts*, customers can also text STATUS anytime for an update and text OUT to report an outage. In addition, customers also can set up notification and quiet periods according to their preferences. The **Assistant Area Commander – Public Information Officer,** promotes this service during outage events; the Customer Communications Department promotes this service throughout the year.

8.2.1 Social Media

The Companies routinely monitor social media of County Emergency Operations Centers, municipal officials, and mentions by the public and use X, formerly known as Twitter, Facebook, and in some cases Instagram, to build a network of followers extending the reach of key event messages. X, Facebook and Instagram (as appropriate) will be used during major events to provide (as applicable):

- Links to event news releases
- Phone numbers to report power interruptions
- Safety information
- Dry ice/water distribution information
- Shelter locations
- Restoration progress
- Estimated restoration times
- Contact information
- Information obtained from County Emergency Operations Centers or other officials as warranted

Upon activation, the **Assistant Area Commander – Public Information Officer** will activate the **Deputy Public Information Officer** and **Social Media Coordinators** to manage social media messaging. Together they will determine the time that the social media accounts will be actively communicating. During an event, the Companies will post updates during times that the social media team is actively engaged.

During an event, the **Social Media Coordinators** will monitor Twitter and Facebook for mentions of the Companies to identify customer concerns and needs. The **Social Media Coordinators** will forward any safety or health related concerns to the **Incident Commander** or **Critical Needs Branch Director** (or their designee) as appropriate. The **Social Media Coordinators** will also contact the **Assistant Area Commander – Public Information Officer** to determine if there are specific officials and/or organizations to monitor, based on any specific event details.

The **Assistant Area Commander – Public Information Officer,** may work with the **Assistant Area Commander – Public Liaison Officer** to determine these groups. Trends are communicated to the Companies' Public Information Office Team, who then use the information to adjust or modify news release content and/or other information to help enhance customer communications.

The **Critical Needs Branch Director** will ensure individual customer inquiries are responded to (as appropriate), while more critical inquiries such as medical conditions, wires down, or other circumstances that need special attention are referred to the appropriate Incident Command System branch.

The use of additional social media and communication channels is a continually developing area. Customers are now able to sign up for *Outage Alerts* by text, email, or phone. The alerts notify customers of power interruptions, estimated restoration times, and restorations. This service is promoted through various channels.

During a major outage event, the **Assistant Area Commander – Public Information Officer** is responsible for determining the cadence and issue of customer emails (for customers for whom we have email addresses), preferably on a daily basis, in areas that may be affected by power interruptions. After the initial weather event, emails may include information from the news releases including but not limited to any global restoration times and ways customers may obtain updates on ETRs and any local dry ice/bottled water or shelter locations.

8.2.2 Public Information Office Guidelines

The **Public Information Officer** monitors conditions and facilitates the dissemination of information during an event. The **Assistant Area Commander – Public Information Officer,** will follow the pre-emergency event timeframe. They are responsible for monitoring information from the Companies' contract weather service providers. When the weather reports and prediction models indicate threat levels that could cause significant outages, per the direction of the **Area Commander** or the **Area Commander – Deputy,** the **Assistant Area Commander – Public Information Officer** or their designee will activate and engage their team. Team-member roles and responsibilities are outlined below.

Under the direction of the **Assistant Area Commander – Public Information Officer** or designee, the **Website Coordinator** will:

- Ensure pre-event (preparedness) images are available for the home page and display as directed by the **Assistant Area Commander – Public Information Officer**.
- Post the pre-event news release(s) (statewide and multi-division as appropriate) to outage news pages.
- Update the website(s) and the home page(s) as appropriate upon approval from the **Assistant Area Commander – Public Information Officer.**
- If no event occurs and the pre-event phase is no longer in effect, return the homepage to the non-event image upon approval from the **Assistant Area Commander – Public Information Officer.**

During an emergency event, the **Website Coordinator** will perform the following, with the **Assistant Area Commander – Public Information Officer** responsible for ensuring that the site remains current:

1. Place appropriate event image on the homepage(s)
    - On a daily basis, ensure outage reporting and information links are provided on the home page(s) and can be accessed in several ways.
    - Receive and post any event-specific procedures or information from the **Assistant Area Commander – Public Information Officer** or their designee; topics could include flood, fire, or other emergency communications.
    - Update Outage section with links to any additional information as applicable to the event, which may include but not be limited to:
        a. Shelter locations
        b. Dry ice / bottled water locations

c. Flood instructions
d. Fire instructions
e. Generator safety
f. Downed wire safety
g. Global estimated times of restoration

2. When updating pages listed from a through g above, or any other time-sensitive information, the **Website Coordinator** will place a timestamp, at minimum every twelve hours, on the page indicated for when updates are posted. They will gather information for shelter, dry ice, and bottled water from the **Dry Ice/Bottled Water Coordinator** or designee. Pages providing customer ETRs, such as the outage map and list, will populate with updates automatically approximately every 15 minutes.
3. Place all storm-related news releases on the *Outage Central News* page upon issuance.
4. Provide the **Assistant Area Commander – Public Information Officer**, Customer Contact Center Management, **Public Liaison Officer** (if activated), and other appropriate Area and Incident Command Staff links to sites and copies of information when updated throughout the event.

Post Event Activities of the Website Coordinator:

1. Gather screenshots of updated outage Web pages for documentation as appropriate.
2. Working with the **Assistant Area Commander – Public Information Officer** to determine the appropriate time to revert Website to pre-storm homepage graphic.
3. Revert all *Outage Central* pages and update dry ice/bottled water distribution and shelter location pages to indicate closure.

8.3 Contacting Life Support Equipment Customers

The Companies shall make every reasonable effort to provide emergency assistance to Life Support Equipment customers in the event of loss of electric service. This includes members of a household, not exclusively the customer of record and/or multiple dwelling accounts that are in the landlord's name, with a tenant requiring life support equipment. However, the ultimate responsibility for uninterrupted sources of power rests with the individual, and these procedures do not change that ultimate responsibility.

The core program is primarily managed and maintained during the normal course of business. Program objectives are:

- Identify all persons dependent on life support equipment as defined in Section 8.3.1: *Definitions Life Support Equipment* requiring electric service.
- Label the customer account within three days of written verification of life support equipment in the home.

- Place a medical seal on the meter to prevent unwarranted disconnection.
- Conduct an annual review of the residential Life Support Equipment customer list.
- Update contact lists (including verifying main and alternate contact numbers) at least semi-annually by the Customer Advocate group.
- Continue the emphasis on customer responsibility.
- Implement life support protocols and procedures to be followed in the event of loss of electric service.

8.3.1 Definitions: Life Support Equipment

16 NYCRR § 105.4(b) (9) defines Life Support Equipment Customers as those customers who require electrically operated machinery to sustain basic life functions. This includes: (designated) electrically operated medical equipment, prescribed by a qualified physician, to be used on a continuous basis, or as circumstances require, as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

The following list of Life Support Equipment includes but is not limited to:

- apnea monitors for infants
- cuirass respirators
- hemodialysis machines
- intravenous feeding machines
- intravenous medical infusion machines
- oxygen concentrators
- positive pressure respirators,
- respirators/ventilators
- rocking bed respirators
- aspirator/suction machines,
- tank type respirators
- ventricular assistance device (VAD, LVAD, RVAD, BIVAD)

8.3.2 Event Protocol for Life Support Equipment Customers

The following section outlines the procedures used to communicate with Life Support Equipment Customers both prior to and during an event, as well as the tracking of contacts.

8.3.2.1 Pre-Storm Calls

When the **Area and/or Incident Commander(s)** anticipates power interruptions may last 24 hours or longer, the **Assistant Area Commander – Customer Needs** will request that the **Critical Needs Branch Director** ensure automated outbound pre-storm calls and text messages be made to Life Support Equipment Customers deemed to be in the path of the storm. The purpose of the automated contacts is to provide the following information (if applicable):

- Potential for storm-related power interruptions,
- Awareness to plan accordingly and to consider making alternate arrangements if

there is a health or safety risk,
- High level, the generic expected duration of the event,
- Where to find shelter information if available,
- Bottled water and dry ice locations if available,
- Advise if emergency assistance is needed to call police, fire or 911,
- Provide applicable company phone numbers.

The **Critical Needs Branch Director** will ensure the entire Critical Needs team is notified of the pre-storm actions taking place, to ensure staffing is available if needed.

8.3.2.2 Actions Taken During an Outage Event

The **Critical Needs Branch Director** is responsible for ensuring that, at a minimum, 80% of affected Life Support Equipment Customers will be contacted within 12 hours from the start of the event, and Life Support Equipment Customers that were unable to be contacted will have at least two contact attempts made within those 12 hours with a minimum of one hour between attempts. This effort will continue each day until power to the last affected LSE customer has been confirmed restored and will also be tracked on a daily basis and reported as requested.

The **Critical Needs Branch Director** is also responsible for ensuring 100% of affected Life Support Equipment Customers will be contacted or referred to an emergency services agency (e.g., emergency operations centers, police, fire) within 24 hours of the start of the event. This effort will continue each day until the last affected LSE customer has been restored and will also be tracked on a daily basis as compliance will be measured on daily performance.

A contact of a Life Support Equipment customer shall be defined as:
- A personal telephone phone call where the Utility company physically speaks with the Life Support Equipment customer, the Life Support Equipment customer's designated emergency contact, or a person at the Life Support Equipment customer's premise, or
- An automated telephone call to provided contact numbers where there is an interactive response (as the technology becomes available), or
- A text message provided to contact numbers with an interactive response (as the technology becomes available), or
- A documented site visit performed by a Utility company representative.
    - If no one answers the door or otherwise responds to the visit; this shall satisfy the wellness visit requirement for that 24-hour period

Once an event is deemed to be a Class II or III event and at the direction of **Assistant Area Commander – Customer Needs** or designee, the Critical Needs Branch will be activated, and the following will be performed for Life Support Equipment Customers impacted by the event:

- The **Critical Needs Branch Director** shall begin the process to initiate daily contacts to Life Support Equipment Customers as soon as they are aware that a Life Support Equipment customer is impacted provided electric power has not been already restored by activating the **Critical Needs Outbound Callers**. There is a minimum of six **Critical Needs Outbound Callers** on call each week.
- The **Critical Needs Branch Director** or designee shall run a report identifying all Life Support Equipment Customers. This report will highlight any notifications and incidents of an outage, voltage problem, flicker, or partial power, which involves a Life Support Equipment customer. The report shall be updated to reflect the most recent information every four hours (except between the hours of 10 pm and 6 am) during the first twenty-four hours of an event and each day thereafter until the last affected LSE customer has been confirmed restored.

The **Critical Needs Coordinator** shall use the Critical Needs Outbound Call Minimum Staffing Level (Figure 15: *Critical Needs Minimum Staffing Levels*) to assist in determining staffing. If the staffing level needed to make calls is greater than the number of **Critical Needs Outbound Callers** activated, additional trained resources shall be activated by the **Critical Needs Coordinator**. The support staff will be expanded or contracted based upon need.

Staffing Levels Required to Call / Field Visit Life Support Equipment Customers Based on a Six-Hour Time Frame		
Life Support Equipment Customers Affected	Minimum Range Staffing Office	Minimum Range Staffing Field
1-50	1	1-3
50-100	1-2	1-7
100-150	2-3	1-9
150-200	3-4	1-11
200-250	4-5	1-13
250-300	5	1-15
Note: Staffing levels are based on LSE customer counts versus event levels as LSE counts vary by service area location.		

Figure 15: Critical Needs Minimum Staffing Levels

The **Critical Needs Coordinator** shall oversee telephone attempts to each affected Life Support Equipment customer.

- Each Life Support Equipment account is assigned to a **Critical Needs Outbound Caller** or designee to call.
- The **Critical Needs Outbound Caller** or designee shall maintain contact with all affected Life Support Equipment customers on a daily basis until the last affected Life Support Equipment customer has been confirmed restored.

- If the Life Support Equipment customer cannot be reached using the first contact number, attempts shall be made to all emergency contact numbers the customer has provided. The purpose of the outbound call is to provide the following information (as applicable):
    1. Scope of the interruption.
    2. Expected duration of the event provide an ETR specific to their location if available.
    3. Information on where to find specific ETR for their address if available.
    4. Sources for emergency services such as shelter locations, if applicable.
    5. Sources for emergency services such as bottled water and dry ice location information, if applicable.
    6. Encourage customers to call 911 if they are facing an emergency.
- Results are documented in the outage tracking spreadsheet.
- Each round of calls has a new tab on the spreadsheet, so the caller can see the results of the previous calls and/or field visits.
- If a Life Support Equipment customer calls into the Customer Contact Center and speaks with a **Customer Contact Center Representative** who then completes the Life Support Equipment contact guidelines questionnaire within the required contact time period, including notating the contact time on the customer's account information, then the Critical Needs Outbound Caller will take the notated comments and update the contact spreadsheet accordingly without requiring a repeat call with the customer.
- Life Support Equipment Customers with power calling into the Customer Contact Center or the unlisted Life Support Equipment line to report an event-specific concern that affects their ability to receive service (including access to and from their residence such as a wire down and identifies the Life Support Equipment status) will have their immediate need entered into CRM-B by **Customer Contact Center Representatives.**
    - This information will then be sent via email, phone call, or an inbox referral to the Customer Advocate who will further review the account to determine if any additional follow up is needed and will maintain a log of the accounts received.
- The **Critical Needs Outbound Callers** (and designees) are trained to use the information in the Life Support Customer Contact document (Appendix A: *Additional Material*) when making outbound calls to Life Support Customers during an outage.
- The **Critical Needs Outbound Caller** (or designee) is responsible for addressing the concerns of Life Support Equipment Customers during the interruption and will escalate concerns to the **Critical Needs Coordinator** if they are not able to address it themselves.
- **The Critical Needs Coordinator** will determine how to respond to the concern, escalate to the appropriate area, resolve the concern, and follow up with the customer. In a situation where the concern is not immediately resolved, the

Critical Needs Coordinator will follow up with the appropriate area every two hours until resolution is made, and the customer contacted.

Following each daily call attempt cycle, the **Critical Needs Branch Director** shall review the contact logs, update the customer field check template, and initiate field visits to each affected Life Support Equipment customer who has not been contacted.

- The **Critical Needs Branch Director** shall arrange for field visits, via company personnel or third parties (Emergency Operations Centers, first responders or other human service entities).
- All customers remain on the list for continued phone attempts even when the account has been referred for a field visit. Updates on field visits are part of the report sent to the DPS every four hours.

Field visits shall be arranged as follows:

If Company personnel are engaged:

- The **Critical Needs Branch Director** will coordinate with the **Assistant Area Commander – Customer Needs** or designee to arrange visits by Company personnel.
    - Referrals for field visits are made after outbound calls are completed or otherwise as needed.
    - A point-of-contact will be established at the Incident Command site to collect and provide the field check status, using the Life Support Equipment customer field check template, to the **Critical Needs Branch Director** in four-hour intervals.
- **If external personnel are engaged**:
    - The referrals to Counties/third parties will be made by the **Critical Needs Branch Director**, using a contact provided by the **Public Liaison Officer**. The **Public Liaison Officer** will obtain a third-party contact from the County Emergency Operations Center or their designee for the affected County/Counties.
    - The **Critical Needs Branch Director** will provide the county/third party contact(s) with the list of customer locations requiring a field check as part of the Life Support Equipment Customer Field check template for completion. Requests for third party field visits are done within 24 hours from the start of the storm) and then as needed to ensure daily contact with the customer. Referrals will be sent to third parties no later than 8 pm.
    - **The Critical Needs Branch Director** is responsible for ensuring results are received. If the Emergency Operations Center contact does not provide updates, the **Critical Needs Branch Director** will attempt to reach the Emergency Operations Center contact. If unsuccessful, the **Critical Needs Branch Director** will escalate the request to the Emergency Operations Center leadership, using the **Public Liaison Officer** as a point of contact. The **Public Liaison Officer** or designee shall attempt to make phone and/or email contact with Emergency

Operations Center leadership to ensure lack of information on field visits is acknowledged in the interest of working to resolve this issue.
- When results are received from the field (Company visits and referrals), the **Critical Needs Branch Director** will provide the information to the **Critical Needs Coordinator** who will update the outage tracking spreadsheet.

Customer Opt-Out

Contact with the LSE Customer household will no longer be required, only for that particular event, if the emergency contact, household member or LSE user indicate:

1. The LSE user is deceased
2. The LSE user is not at the premises and will not be returning until service is restored (e.g., out of state for the winter)
3. They have been provided an ETR and are requesting no further contacts

Whenever a customer opts-out of future contacts, a detailed note will be placed on the account and in the outage tracking spreadsheet.

8.3.2.3 Restoration Confirmation

If the Companies have not already verified restoration with the customer during the emergency, the **Critical Needs Outbound Caller** will call each affected Life Support Equipment Customer to confirm power has been restored. The **Critical Needs Branch Director** will use the restoration information provided in ICDS and the **Critical Needs Outbound Callers** attempt to make phone contact to verify the customer has been restored. An automated outbound call with a response option may be used to verify restoration.

8.3.3 Program Maintenance: Update Life Support Equipment Listing

A weekly report identifying all Life Support Equipment Customers by Division is generated by the Business Support and Solutions Department and is available at any time.

When Customer Service personnel are advised of life support equipment being used in the home, an initial survey letter is sent to the customer. Once confirmation of life support equipment is received, a letter is sent to the customer by a Customer Advocate or designee establishing participation in the program. In addition, the customer is provided an unlisted phone number to be used during outages and reiterating the customer's responsibilities, and the meter is marked at the customer premises.

Attempts to update and verify Life Support Equipment customer information is done at least twice a year initiated by the Customer Advocate Supervisor. Additionally, individuals on the Life Support Equipment Customer listing are validated every time there is an interaction on their account.

This update includes:

- Verifying customer contact information (daytime number, evening number, and mobile phone numbers are requested).
- Contact information for two emergency contacts and a plan if an emergency arises.
    - The first attempt is via a renewal survey mailed to the customer; if no response is received, a reminder letter is sent.
    - In addition, the Companies will make a second outreach attempt via an outbound phone call. The purpose of the call will be to determine if there have been any changes to any of the information previously provided.

The **Manager- Low-Income** or designee will submit a letter each year to the DPS Director of the Office of Resilience, Utility Security, Nuclear Affairs and Emergency Preparedness or designee certifying that the semi-annual update has been completed. The letter will also be submitted directly to the DMM.

Once an account is certified as Life Support Equipment, certification remains in effect for the life of the account until terminated via *the Life Support Equipment Code Removal Process* as agreed upon by the PSC.

8.4 Contacting Special Needs Customer

Customers defined as meeting "special needs" will be identified and receive targeted messaging as appropriate to the event status. This section details the Companies' processes to identify, track, and communicate to this group.

8.4.1 Definition: Special Needs Customers

16 NYCRR § 105.4(b) (9) defines Special Needs Customers as; the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired, and human service agencies representing these customers. Additionally, customers with a medical emergency will be included in this category. A Medical Emergency is defined in 16 NYCRR § 11.5(2) and is considered to exist when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4) (i) whereby a medical doctor, or qualified official of the local board of health, states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

When the **Area and/or Incident Commander(s)** anticipates power interruptions may last 48 hours or longer, **the Assistant Area Commander – Customer Needs** will request that the **Critical Needs Branch Director** ensure automated outbound pre-storm calls be made to Special Needs Customers deemed to be in the path of the storm. The purpose of the automated outbound call is to provide the following information (as applicable):

- The potential for a storm-related outage.

- Advise them that they should consider arranging alternate accommodations if an outage poses a health or safety risk.
- Refer the customer to the appropriate website for shelter locations if applicable.

8.4.1.1 Actions Taken During an Event

When an outage is expected to last longer than 48 hours and at the direction of **Assistant Area Commander – Customer Needs** or designee contact with Special Needs Customers will be initiated by the Outbound Call Coordinator for those experiencing electric power interruptions or other power quality concerns (e.g., low voltage).

During the outage, the **Critical Needs Recorded Call Coordinator** or designee will run a report identifying all Special Needs Customers in the affected areas and will arrange automated outbound calls to these customers. The purpose of the outbound call is to provide the following information (as applicable):

- Expected duration of the event.
- Information on where to find specific ETR for their address ifavailable.
- Sources of emergency help (shelter, bottled water, and dry ice locations, ifavailable).

The **Outbound Call Coordinator** will ensure daily-automated outbound calls continue to the impacted Special Needs Customers until the customer's power has been restored.

8.4.1.2 Program Maintenance: Updating the Special Needs Listings

Special Needs customer lists are updated on an on-going basis, including semi-annual written notices, through the Companies' annual *Residential Rights and Responsibilities* emailing and bill insert, requesting customers to contact us if there is any change to their situation or if there is a need to update contact information. Additionally, individuals on the special needs listing are validated every time there is an interaction on their account.

8.5 Contacting Critical Facilities

Customers defined as meeting "Critical Facilities" status will be identified and receive targeted messaging as appropriate to the event classification. This section details the Companies' processes to identify, track, and communicate to this group.

8.5.1 Definition: Critical Facilities

Critical Facilities are defined as those facilities from which essential services and functions for survival, the continuation of public health and safety, and disaster recovery are performed or provided. Critical Facilities plan for continuous electric service to ensure business continuity or continuity of government. Electric service will be maintained through uninterrupted utility service or a momentary interruption followed by a transfer to backup generation. Critical facility owners are responsible for their own backup generation and appropriate fuel. Critical Facilities and their prioritization are listed in Section 7.2.4.2: *Critical Facility Restoration Priorities*.

8.5.1.1 Pre-storm Calls

When the **Area and/or Incident Commander(s)** anticipates power interruptions may last 48 hours or longer, the **Assistant Area Commander – Customer Needs** will request that the **Critical Needs Branch Director** ensure automated outbound pre-storm calls be made to Critical Facilities deemed to be in the path of the storm. The purpose of the automated outbound call will be to provide the following information (as applicable):

- The potential for a storm-related outage
- Encourage the facility to closely monitor weather forecasts

8.5.1.2 Actions Taken During an Event

When an outage is expected to last longer than 48 hours and at the direction of **Assistant Area Commander – Customer Needs** or designee contact with Critical Facilities will be initiated by the **Critical Needs Outbound Caller** for those experiencing electric power interruptions or other power quality concerns (e.g., low voltage).

When contact with a critical facility is made, the **Critical Needs Outbound Caller** will (as applicable):

- Advise the facility of the expected duration of the event
- Provide the electric emergency phone number if the facility personnel have additional questions or need assistance
- Determine if the facility is operating a generator
- Inquire about any special issues or concerns the facility has and forward these on to the **Assistant Area Commander – Customer Needs** to provide to the **Public Liaison Officer** or designee

The **Critical Needs Outbound Caller** will contact Critical Facilities daily throughout the event to provide updated information and address any issues the facility may have.

8.5.1.3 Restoration Confirmation

If the **Critical Needs Outbound Caller** has not already verified restoration with the customer during the emergency, the **Critical Needs Outbound Caller** will place an outbound call to each affected Critical Facility to try to confirm power has been restored.

8.5.2 Program Maintenance: Update Critical Facility Listing

A report identifying all Critical Facilities by Division is generated by the Business Support and Solutions Department weekly and incorporates any updates made in the prior week.

Semi-annually the Companies' Municipal, Community & Business Relations Department will provide County Offices of Emergency Management staff Critical Facilities lists to review. All modifications (additions, deletions) shall be captured and incorporated into revised lists that will be provided to the County. As an alternative, the **Municipal & Community Relations Manager** or designee will provide the list to the County Emergency Operations Center via email for review and verification if a County declines the New York Municipal, Community & Business Relations Department's meeting request. The Critical Facilities list will also be provided to municipalities upon request to the Municipal, Community & Business Relations Department.

8.6 Providing Dry Ice and/or Bottled Water to Customers

If service interruptions are expected to last more than 48 hours, the **Area Commander** or designee will assess the need for implementation of a Dry Ice and/or Bottled Water Program.

When the Companies are in a pre-event phase of an emergency and forecasting an event to have the potential to create a considerable number of power interruptions, (that may last more than 48 hours), the **Dry Ice Bottled Water Coordinator** or designee will arrange to initiate the procedure to acquire dry ice before the event occurs. If dry ice supply is either inadequate to fulfill the amount needed or unavailable, the **Dry Ice Bottled Water Coordinator** or designee will contact alternate vendors, (following the same process) to secure supplemental or full amounts of wet ice for the event. For unpredicted events with interruptions that may last more than 48 hours, the Companies will secure dry ice, as soon as possible for distribution and will consider the use of wet ice until dry ice can be brought into the affected area. This early deployment will improve the ability for the Companies to have ice and make it available for distribution 24 hours from the start of restoration.

Under the direction of the **Assistant Area Commander – Logistics**, the **Dry Ice/Bottled Water Coordinator** will perform the following:

- During pre-event contact, identify suppliers and ascertain availability of dry ice.
- Identify the resources necessary to execute a dry ice operation.
- Obtain area(s) of impact and estimated duration of power interruptions.
- Coordinate with **Assistant Area Commander – Public Liaison Officer** or designee to identify distribution sites.
- Estimate the amount of dry ice to be distributed by considering/assessing the number and location of out-of-service customers, estimated event duration, and utilization rates from the experience(s) of prior events. Amounts of dry ice are delivered based on supplier requirements, availability of supply, as well as, timing of need for the distribution operation. In many instances, dry ice estimates are

developed prior to event impact to ensure the availability of material based on an approximation of 20 pounds of dry ice per customer to inform estimates. Once event impacts are known, if additional dry ice is needed, the **Dry Ice/Bottled Water Coordinator** will make additional requests.

- Assign trained personnel to distribute dry ice, provide informational sheet (i.e., "NYSEG RGE Dry Ice Broc.pdf"), and/or bottled water to municipalities at staging areas designated by the company. Personnel may arrange for vehicles to deliver dry ice and/or bottled water to municipalities pending resource availability.
- A safety orientation for all employees and contractors before they handle dry ice.
- The **Public Liaison Officer or designee** will reach out to the County Emergency Management offices requesting they determine appropriate distribution locations and relay that information to the **Dry Ice/Bottled Water Coordinator**.
- The **Dry Ice/Bottled Water Coordinator** communicates with those identified distribution center contacts to arrange deliveries and obtain hours of operation.
- Wherever possible, the **Dry Ice/Bottled Water Coordinator** will distribute equitably by equally dividing the shipment to the known local authorities requesting dry ice.
- Provide dry ice/bottled water distribution information to **Assistant Area Commander – Public Liaison Officer,** Public Information and Documentation, and Customer Contact Center Management.
- Monitor status of power interruptions and distribution rate of dry ice and bottled water to estimate additional procurement of the products and distribution.

Records of previously identified dry ice/bottled water distribution locations will be maintained by the **Assistant Area Commander – Public Liaison Officer** and Emergency Management Department and stored on the Companies' intranet platform.

If not previously determined or if the previously identified locations are not convenient to the impacted customers, geographically appropriate locations for dry ice/bottled water distribution and a list of distribution locations shall be established in coordination with the **Public Liaison Officer** or designee, who will coordinate with County Emergency Operations Centers.

8.7 Public and Emergency Management Officials and Media Contact

The **Public Liaison Officer, Liaisons County/Local** serve as part of the Incident Command staff and are primary points of contact for municipal officials for event information exchange, issue resolution and any required activity coordination. Emergency management, municipal officials, and media contacts are given contact numbers to reach the local **Public Liaison Officer** and **Public Information Officer** directly. Individuals have been identified and trained to assist the **Public Liaison Officer** and **Public Information Officer** with these duties during larger-scale events or as needed. Additionally, the Public Liaison Officer, Public Information Officer and Incident Commander(s), or their designee, will work collaboratively to share information between business functions and develop messaging for external stakeholders.

8.7.1 Emergency Management and Municipal Officials Contacts

The Public Liaison and Public Information Officer groups are responsible for establishing and maintaining communications with public and emergency management officials and media in the affected areas during an event.

Event Preparation:

In preparation for an event, the **Assistant Area Commander – Public Liaison Officer**, working with the Customer Contact Center Management, establishes a single point of contact (by shift) in the Customer Contact Center for **Public Liaison Officers** to submit wires down reports from municipalities and/or Emergency Operations Centers so that trouble tickets can be created. The **Assistant Area Commander – Public Liaison Officer,** establishes a cadence for the distribution of Critical Facilities lists that are provided to County Emergency Operations Centers if power interruptions occur. Additionally, **Public Liaison Officers** will establish a single point of contact (by operational period) with the **Incident Commander** for issues that may arise from municipalities. **Public Liaison Officers** have access to iCDS for outage information, power interruptions, crewing, ETRs, and statuses.

Actions Taken During Events:

Response work during an emergency requires collaboration with Emergency Operations Centers, local governments, local law enforcement, and fire services. Critical elements of the Companies' outreach, coordination, and communication protocols are targeted at providing these entities with a consistent, convenient, and reliable mechanism for receiving and providing information during the response process. It is the responsibility of the **Public Liaison Officer** or designee to execute these tasks. The **Assistant Area Commander – Public Information Officer,** also ensures and maintains communications with the media throughout a major event.

While communications entail a situationally specific approach using a number of channels to varying audiences, for the purposes of this Plan, the Companies have segmented communications requirements into the following channels:

- Calls to the Customer Contact Center
- Website and social media sites
- Electrically dependent life support users
- Special Needs Customers
- Critical Facilities
- Public and emergency management officials.

In a Class I event, a **Public Liaison Officer** will be activated to communicate with County and municipal officials and may activate **Liaisons County/Local** as needed. In Class II or III event, a **Public Liaison Officer** and **Liaisons County/Local** will be activated for communication with municipalities. The **Liaisons County/Local** will be assigned a County Emergency Operations Center, even if County Emergency Operations Center is closed and if the representative is not requested (in some cases, a **Liaison County/Local** may be assigned a municipal Emergency Operations Center as needed). Key public officials will be contacted by the local **Public Liaison Officer** or their designee as soon as possible after the **Incident Commander** determines that a power interruption will extend 48 hours or more. As necessary and appropriate, in addition to municipal conference calls, contacts may include:

- State Senators and Assembly members,
- Elected lead at the County (county executives, chairs of county boards of legislators/supervisor and other county officials),
- Town supervisors,
- City/Village mayors,
- County emergency management directors.

In accordance with PSL § 73-A, the Companies will make notification to an applicable Village, Town, or City Chief Executive Officer (CEO) if widespread prolonged outage affects more than 20,000 customers in the Company's service territory and the municipality contains an emergency response or public safety facility covered by this statute that may be without power for more than 24 hours. Facilities covered under this law must be prewired with an appropriate transfer switch for use of an alternate generated power source and be registered with their county emergency services. It is the responsibility of the covered facilities to ensure they are registered with their county emergency services prior to the widespread prolonged outage event. It is the responsibility of the county to notify the Companies of facilities that meet the criteria in this law. When lists of applicable facilities are received by the Companies, the facility accounts will be designated as a Critical Facility and notification will be made as required under PSL § 73-A. A **Public Liaison Officer** will make the notification in the form of a call, text, or email apprising the Village, Town, or City Chief Executive Officer (CEO) or designee of the affected applicable outages, including any known information about the outage cause or duration.

Regular updates on the status of the response efforts, areas of damage, crewing information, estimated times of restoration, critical facility outages and other pertinent information will be provided by the **Public Liaison Officer** or designee through methods such as municipal conference calls, individual contacts by phone, in person, text message, or email. The local **Public Liaison Officer** or designee will work within the Incident Command Structure to address specific requests and inquiries.

Flexibility must be retained to assign **Public Liaison Officer**s and **Liaisons County/Local** based on the areas most severely impacted. **Public Liaison Officer**s may be assigned to less severely impacted counties based on need and resource availability; **Public Liaison Officer**s may be assigned at the municipal level on an exception basis in the case of highly localized events.

County Emergency Operations Center directors may request that a representative from the Companies be available on-site at a Command Center, an alternate site of their choosing or virtually. The representatives, **Liaison County/Local,** will have been alerted by the **Assistant Area Commander – Public Liaison Officer** or designee prior to the event, as such will be ready to respond as needed and to provide 24-hour coverage if requested.

When an Emergency Operations Center is not opened, the **Public Liaison Officer** and/or their designee will serve as a point of contact for those officials and organizations. Prior to and during an event as the team is expanded, emergency management and municipal officials are given contact numbers to reach the local **Public Liaison Officer** and **Liaison County/Local(s)** directly.

If **Public Liaison Officers** and/or **Liaisons County/Local** in an Emergency Operations Center need assistance with operational/technical issues, they will consult with the **Incident Commander** or designee for the required information. The **Public Liaison Officer** or **Assistant Area Commander – Public Liaison Officer** may also escalate concerns to the **Incident** or **Area Commander** for assistance in addressing the situation. To track outstanding requests or issues during municipal conference calls, a designated **Public Liaison Officer Support Team Member** maintains an issues log to avoid duplication and for use in prioritizing requests with the **Area** and/or **Incident Commander**. The Liaison Team has access to the log through the intranet platform to ensure they are aware of the status of any request.

Liaisons County/Local or designee in the county Emergency Operations Centers are responsible for facilitating requests from local government for line crew and/or clearing resources with the appropriate operating division; providing a list of Critical Facilities to the Emergency Operations Center for its review and prioritization; working with the Emergency Operations Center to determine local and/or county resources that can assist if Life Support Equipment customer wellness check referrals be necessary during the event. The **Liaisons County/Local** will coordinate with county officials to prioritize the restoration sequence of Critical Facilities during a major storm event.

If during a particular event, the Companies need to obtain resources from the county or state; these requests would be coordinated through the assigned **Liaison County/Local** and/or **Public Liaison Officer**. Liaisons will continue to staff the Emergency Operations Center until such time as the Emergency Operations Center Incident Commander or designee determines there is no longer a need.

While in the Emergency Operations Center, **Liaisons County/Local** have access to the Companies' computer system (including iCDS, the OMS reporting tool), which includes, but is not limited to; access to locally- based information, iCDS reporting resources to check outage numbers; ETRs; lists of Critical Facilities identified by local municipalities; Life

Support Equipment Customers; outage status; ETRs, and crewing, including crew assignments; and other general communications needs. Records of residential developments with large elderly populations or similarly vulnerable establishments are located on the Companies' intranet platform. (Paper-copy packets of local information will be provided to **Liaisons County/Local** as necessary).

This information will be provided in a way that is easy for the **Liaisons County/Local** to know which jobs are in the county or municipality they are communicating with. The **Public Liaison Officer** and **Liaison County/Local** have direct dial numbers to the **Incident Commander,** Customer Contact Center Management and **Customer Contact Center Representatives** (for submitting wires down tickets), **Critical Needs Branch Director,** and other Incident and Area Command staff as necessary. **Liaisons County/Local** in the Emergency Operations Center(s) will endeavor to maintain proactive communications with emergency and municipal officials whenever status information is known.

Liaisons County/Local in the Emergency Operations Center will assist the **Critical Needs Branch Director** with Life Support Equipment follow up reports if they are not readily forthcoming from local/county resources conducting wellness checks.

Emergency Operations Centers and municipalities can access outage information through the Companies' website(s) and report wires down and blocked roads directly to the **Liaisons County/Local** in the Emergency Operations Center.

8.7.2 Municipal Calls

The Companies conduct regularly scheduled municipal officials' calls during major events. The purpose of these calls is to inform local, county, state, and federal officials of restoration status and other key information. Municipal calls are designed to serve as brief updates for the affected area(s) as a whole, leaving individual issues to be addressed using other communication avenues, including, but not limited to, municipal liaisons. The Companies encourage municipal officials to report specific issues to their county Emergency Operations Centers such as roads that are blocked by downed electric equipment so that road clearing can be coordinated at the county level.

Depending on the severity of the event and the estimated duration of the event, the Companies will conduct conference calls daily with local municipal and emergency management officials in Divisions that are severely impacted. These calls are scheduled at a regional (Division) level that corresponds with the Incident Command Structure in place for the affected areas. Municipal call activities include:

- Pre-event municipal calls will be held, when an event is expected to be a Class III event or a Class II event where restoration is expected to be 48 hours or longer and impacting greater than 10% of the customers in a Division. The **Assistant Area Commander – Public Liaison Officer** in consultation with the **Area Commander** and/or **Area Command – Deputy Customer Coordination** will evaluate the potential event impact to determine if it will meet these criteria.

- During an event, municipal calls will be held in Divisions that are impacted by a Class III event or a Class II event that is expected to be 48 hours or longer and impacting greater than 10% of the customers in the Division.
- In accordance with the ETR Protocols, municipal conference calls will be scheduled within 12 hours of the start of restoration and will be conducted within 24 hours of the start of restoration and continue at least daily until 90% of the affected customers have been restored.
- Municipal call invitations are sent via e-mail by **Public Liaison Officer Support** at the direction of the **Assistant Area Commander-Public Liaison Officer**. A sample municipal call invitation template is found in Appendix A: Additional Material.
- Invitations are sent with as much advance notice as possible given the type, severity and timing of event impacts and will include the date/time of the call, the conference bridge number, agenda, channels to report specific municipal issues and ways to access update through the outage maps or liaisons. Municipal calls will require:
    - Roster of attendees including name and organization
    - A recording of the call
    - A controlled question and answer period

- Acceptable means of conducting Municipal calls will include:
    - Operator assisted
    - Virtual meeting platform such as TEAMS, Webex, Zoom

Municipal, Community & Business Relations is responsible for maintaining a list of contact names and numbers to be invited to the calls in a central database that is located on the Companies' intranet platform. The Director of Municipal, Community & Business Relations (or designee) will also coordinate with the Director of Federal Governmental Affairs (or designee) to ensure federal government personnel are included in communications and call invitations. Contact information is maintained in a secure municipal contact portal that each municipal contact has access to. Contact information can be updated on an ongoing basis, or as changes occur. Additionally, semi-annually (usually in January and July) the Director of Municipal, Community & Business Relations (or designee) formally requests municipal contacts review their information and make required updates in accordance with 16 NYCRR §105.4(b) (5).

- Phone calls, text messages and emails may be used to respond to questions and issues from officials regarding the remaining power interruptions.
- **Public Liaison Officers** and/or **Liaisons County/Local** will contact municipal officials in the hardest hit areas to provide updates and address any issues prior to municipal conference calls to the extent possible.

- The **Assistant Area Commander – Public Liaison Officer** will designate an individual from **Public Liaison Officer Support** to document all unresolved questions raised during the conference call in the Municipal Issues Log so they can be tracked through resolution.
- Additionally, **Public Liaison Officers** participate in any county-level emergency management calls that are scheduled and make appropriate contacts with municipal officials in areas likely to be most severely impacted.

8.7.2.1 Sample Municipal Call Agendas:

Municipal Call Pre-Event Agenda

<u>Introductions and ground rules for participation – Public Liaison Officer or designee</u>

- Questions from the participants will be taken at the end of the call.
- Questions or comments should be general in nature and that would benefit all participants. Questions regarding specific issues should be directed to your Public Liaison Officer or Local/County Liaison after this call.

<u>Weather Update – Incident Commander or designee</u>

- Weather update and potential impact of weather

<u>Information for the event for the overall service area - Incident Commander or designee</u>

- Overall number of crews being staged including mutual assistance, contractor, service crews, surveyors, etc.
- Coordination of road clearing activities

<u>Health, Wellness and Safety Information – Public Liaison Officer or designee</u>

- The following information can be found on our website:
  - ETR - Estimated Time of Restoration
  - Known shelter locations
  - Dry ice and bottled water locations
  - Press releases
- Safety message

<u>PLO Contact Information</u>
<u>Date, time and call in information for the next briefing – Public Liaison Officer or designee.</u>
<u>Question and Answer Session - Public Liaison Officer or designee</u>

Municipal Call During Event Agenda

Introductions and ground rules for participation – Public Liaison Officer or designee

- Questions from the participants will be taken at the end of the call
- Questions or comments should be general in nature and that would benefit all participants. Questions regarding specific issues should be directed to your Public Liaison Officer or Local/County Liaison after this call.

System information – Incident Commander or designee

- Type of event and geographic areas affected
- Total number of customers affected at the peak of event
- Total number of customers currently without service
- Estimated restoration time of event
- Weather update and impact of weather on restoration

Information for the event for the overall service area – Incident Commander or designee

- Number of customers affected at peak of event by division
- Number of customers restored by division
- Number of customers still out by division
- Final estimated restoration time of event by division
- Overall number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
- Coordination of road clearing activities
- Areas where crews are working (high level, hardest hit areas)
- Areas where crews will be sent next (high level, hardest hit areas)
- Type and extent of damage found in hardest hit areas– number of poles and wires down, worst locations, etc.

Health, Wellness and Safety Information – Public Liaison Officers or designee

- Known shelter locations
- Dry ice and bottled water
- Outreach with Life Support Equipment and Critical Facility customers
- The storm restoration information will conclude with an appropriate safety message to the participants.

PLO Contact Information

Date, time, and call-in information for the next briefing – Public Liaison Officer or designee.

Question and Answer Session – Public Liaison Officer or designee

8.7.3 Media Contacts

Establishing effective communications with news outlets is crucial to response efforts. Every effort is made to provide media contacts with accurate, detailed information. Communications concerning restoration of service will generally be handled by a Company spokesperson. These functions are the responsibility of the **Area Commander – Public Information Officer**. Pursuant to the requirements set forth in the Public Service Commission's regulations (16 NYCRR §105.4(b) (5)), the Companies will update at least semiannually all the contact data included in the Plan. For communications with the media, the Companies may choose to use an external vendor to maintain the list of contacts.

The Companies' website(s) provide a link to their media contacts page on both the "News" and "Contact Us" portions of websites to ensure that all media representatives understand how to contact the Companies' **Public Information Officer(s)**. The **Public Information Officer** contact numbers are available through the Companies' media hotline or by contacting the **Assistant Area Commander – Public Information Officer's** direct phone numbers, which are posted on news releases and the Companies' websites.

8.7.3.1 Development of News Releases and Content:

A portfolio of news release templates has been created and pre-approved by the **Vice President of Corporate Communications**. The templates are stored on the Companies' intranet platform in the **Area Commander – Public Information Office** section, and a sample template is provided in Appendix A: *Additional Material*. The **Area Command – Deputy** or designee will review and provide final approval of all news releases provided by the **Assistant Area Commander – Public Information Officer** or designee.

These templates serve as foundational documents and are intended to expedite the development of news releases during an event, with the understanding that event-specific information will be customized by event. News releases will, as determined by the **Area Commander – Public Information Officer**, contain information related to:

- Social media links/handles,
- Details of the storm or event and damage anticipated, occurring or occurred,
- Area-specific restoration information, ETR, affected number of customers, affected areas (clearly stating the regions and counties covered),
- Outage reporting instructions,
- For the areas that remain without power, communicate how many customers are without power and highlight what work is taking place to restore power, including any special difficulties being faced.
- Safety precautions pertaining to downed wires and other damaged electric facilities,
- Contact numbers to report outages and downed wires,
- A statement instructing customers to disconnect motors if lights are dim,
- A statement explaining that service is being restored systematically, following a priority restoration procedure,
- The number of personnel dedicated to storm response efforts,

- The names of any other utilities or regions that are providing assistance,
- Information about the type of ice (dry or wet) and/or bottled water distribution sites and where to find information regarding emergency shelter locations, if available,
- Information about frozen pipes and the dangers of hypothermia,
- Dangers of using natural gas and propane ranges as space heaters (carbon monoxide poisoning),
- Safeguards and protections when using portable electric generators,
- Information about what service entrance wiring the customer is responsible for repairing,
- A statement announcing when final clean-up has begun and requesting that those still without service to call,
- A statement thanking customers for their patience and support during the event,
- What to do in the event of flooding and,
- Media contacts and who to call for media inquiries related to the release.

Additionally, the Public Information Officer, or designee, will gather storm impact and restoration information from Operations and others on the Area and/or Incident Command team through methods such as participating in storm strategy calls and one-on-one communications. This information is used to develop consistent messaging for press releases and other communication channels. When events occur in non-contiguous portions of the service area (for example the Lancaster and Brewster Divisions), the Companies will issue separate news releases as appropriate. Once Regional and local ETRs are issued, reporting of the Global ETR will terminate.

8.7.3.2 Dissemination of News Releases

During emergencies, appropriate information is provided to the media. News releases and/or media statements will be provided within the first 12 hours of the start of restoration for outages expected to last longer than 24 hours, synchronized with accepted media cycles (7 am, Noon, 5 pm, and 11 pm) with another update provided within 24 hours. Additional media contact will be made according to available updates on event conditions or the Companies' response. Contacts with the media will be documented by the **Assistant Area Commander – Public Information Officer** or designee using the *Media Contact Log Sheet* where practical. The dissemination for news releases by the **Assistant Area Commander – Public Information Officer** or designee among other activities, will be documented via a digital copy of the news release and/or confirmation page.

As events warrant, there may be situations that necessitate additional communications in the form of news releases outside of the normal media cycles, as indicated above. Situations that necessitate additional communications include but are not limited to a change in the global ETR. If during the event, additional news releases are warranted, the **Public Information Officer** will draft the message and escalate approval up through the **Area Commander or Incident Commander** or designee (if Area Command not activated).

The **Assistant Area Commander – Public Information Officer** is responsible for maintaining a checklist of responsibilities and activities for the Public Information Officer group.

The **Assistant Area Commander - Public Information Officer** is responsible for following a daily *Public Information Officer Checklist*. The checklist describes activities relating to news releases, content accuracy, and social media messaging.

9. CONTINUITY OF OPERATIONS

The Companies maintain Business Continuity plans for all business areas. These plans detail actions to be taken by the respective areas in case of loss of technology or other resources. These plans are maintained by the Business Continuity Liaisons for each department and are filed in a centralized department within the Physical and Cyber Security business area. Included in these plans are actions taken by the Companies Information Technology and Operational Smart Grids organizations to restore technologies. Specific to the Companies' Emergency Response Plan, the business continuity plans address:

- Loss of telephony and software systems and buildings for the Energy Control and Customer Care Centers, including use of back-up Centers and backup systems, including non-electronic alternatives.
- Loss of telephony, radio and software systems and buildings for the Electric Field Operations including use of back-up locations and back-up systems, including but not limited to non-electronic alternatives for actions such as outage management, wires down management and collection and integration of damage assessment information. Loss of online access to data, including lists of critical facilities, life support customers and elected officials, municipal leaders and other governmental officials, and processes to manage communications to affected groups during an event.
- Loss of public-facing communications tools, such as the website, text alerts, IVR or social media sites and alternate ways to communicate critical information to affected stakeholders.

In cases of system losses, Area and Incident Command teams would reference their respective Business Continuity Plans to continue event readiness and response efforts.

10. AFTER AN EMERGENCY

Once restoration has been completed, the Companies conduct a post-emergency assessment. For a Class I or II event, this may be done on an informal basis; for a Class III event, a formal assessment will be conducted and documented. Depending on the size and scope of the event, multiple meetings may be held to ensure feedback is received from all pertinent groups for the event. These after event assessments include operational, communication and support organizations so that items are gathered from all groups, especially when items may involve multiple organizations.

The purpose of the assessment is to discuss event activities and to identify areas for possible improvement as well as best practices. The Companies evaluate the response to the emergency by reviewing restoration efforts, any noteworthy customer or other key stakeholder responses, and reviewing any unusual situations that occurred during the response process. The Companies' Emergency Management Department with the Area and Incident Command leads will determine the effectiveness of procedures and gauge the need for any corrective actions. The After-Action Report shall be used by the Companies based upon the results of the debrief to identify corrective measures to be implemented to improve performance during future events.

Within thirty days following completion of service restoration for any event lasting longer than 72 hours, the Companies' shall submit to the Public Service Commission (PSC) the *Utility Emergency Performance Metrics* report (i.e., The Scorecard) in compliance with *PSC Case 13-E-0140*.

Within sixty days following completion of service restoration for any event lasting longer than 72 hours, the Companies shall submit to the Public Service Commission a review of the Companies' performance, in compliance with *16 NYCRR §105.4(c)* (see Appendix B: *New York Regulations*).

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Electric Utility Emergency Plan

Appendix A: Additional Material

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Appendix A: Additional Materials

This appendix contains additional materials that were in use at the time of the filing.

ADDITIONAL MATERIAL

CRITICAL ITEM AVAILABILITY

This process defines the actions to be taken by Materials Planning on a weekly basis to assure the availability of materials critical to the operation and restoration of facilities.

Generate a Critical Item Availability Report each week for the planning review.

Objectives

- To identify and provide visibility to critical materials needed to support system failures and maintain critical demands.
- To determine critical item availability and lead the action regarding decisions related to inventory stocking.
- To adjust reorder points/ordering quantities to sufficiently manage/maintain stocking levels.
- To measure critical item availability by material by plant.

Responsibilities

The following people are involved in the Critical Item Availability process.

Operations and Materials Management

- Determines annual metric goals for critical items.
- Ensures annual review is performed.
- Reviews critical items with Materials Planners.

Materials Planners

- Reviews weekly reports with Team Leaders and/or Storekeepers to ensure requisitions are generated where necessary.

Materials Planners

Demonstrates an understanding of critical items.

- Leads the action regarding decisions related to inventory stocking by working with Technical Services, Operations and Stores.
- Monitors critical item availability on a weekly basis.

LIFE SUPPORT CUSTOMER CONTACT

The following table and instructions define the actions Customer Contact Center Representatives and Critical Needs Outbound Callers follow to assure customers identified as having qualifying Life Support Equipment are contacted, checked for their current status, and informed of possible interruptions to their electrical service.

- Prior to calling the customer, pull the customer account up in CRM&B and review the emergency plan provided.
- When calling the customer, explain who you are, where you are calling from and advise our records indicate they are currently involved in a power outage and you are calling to assess their situation.

Question	Response: Yes	Response: No
Is your power out?	Proceed to next question	I'm sorry for interrupting your day, we had received notification you were involved in an outage, so we just wanted to make sure you were okay.
Do you still have life support equipment in your home?	Proceed to next question	Our records indicate there is life support equipment in your home. I will need to get that updated. I will mail you a form that will need to be filled out, so we can update our records. If you could please fill out that form and return it, we would really appreciate it.
Do you have sufficient back-up for your equipment?		Advise customer to contact their supplier

Advise the customer of the scope of the interruption and the ETR. If the ETR is unknown, inform the customer that the outage could be extended and suggest relocation if possible. Inform the customer on where/how to find the location specific ETR. Request the customer inform us if they are relocating.

Advise of locations for shelters, bottled water and dry ice, if applicable

It is important to try to obtain additional information to help you better assess the situation:

- Do you live alone?
- Are you able to relocate?
- Where can you go?
- Can you leave without assistance to go to a shelter or someone else's home?
- Do your friends/relatives know you are out of power?
- Validate contact info and update as needed (main and alternate contacts)

Refer the customer back to their emergency plan and empower them to activate it if needed. Remind the Customer to call 911 if there is an emergency

If there is concern about loss of heat, water, medication or other possible scenarios, and the customer cannot/will not activate their emergency plan, refer to the local office of the aging, or call local 911 if there is an immediate concern (see attached direct phone numbers for individual County 911 dispatch centers). Notate conversation in detail on the customer account as well as the outage tracking sheet.

Flood Service Reconnection Form and Release

1. I hereby authorize [New York State Electric & Gas Corporation ("NYSEG") OR Rochester Gas & Electric (RG&E)] to temporarily reconnect my electric service up to my main disconnect switch ("reconnection").

   ______**[Check if Applicable]** The electrical panel box was damaged and has been replaced; however, an electrical inspection has not yet been performed.
   ______**[Check if Applicable]** There has been flood and water damage in my basement, but the main disconnect and breakers have not been damaged. An electrical inspection has not yet been performed.

2. I forever waive, release and discharge [NYSEG OR RG&E], its employees, officers, directors, contractors or agents and their successors and assigns from any and all claims, suits, causes of action or liability whatsoever, which I or my successors or assigns may now or hereafter have against [NYSEG OR RG&E], its employees, officers, directors, contractors or agents and their successors and assigns, by reason of any matter arising out of or relating to the reconnection.

3. I agree to indemnify, defend and hold [NYSEG OR RG&E], its employees, officers, directors, contractors or agents and their successors and assigns, harmless from and against any and all liability, losses, claims, damages or costs, including reasonable attorneys' fees ("Claims"), for bodily injury (including death) or damage to property, or otherwise, arising out of or in any way connected with the reconnection.

4. In case any provision of this release should be held contrary to, or invalid, under the laws of the State of New York, such illegality or invalidity, shall not affect in any way, any other provisions hereof, all which shall continue, nevertheless, in full force and effect.

I have reviewed this document in full and certify that I am authorized to sign it, and I hereby agree to all terms. Customer and an electrician must sign this form.

Address ______________________________

Customer ____________________________________

(Print Name)

Customer ____________________________________ Date __________________________

(Signature)

Electrician ____________________________________

(Print Name)

Electrician ____________________________________ Date __________________________

(Signature)

Re-Connected By: ______________________________________

Employee Name: ______________________________________

Templates

NYSEG and RG&E Sample - Pre-Approved IVR Scripts

The following scripts are utilized for the Companies' IVR phone system to inform the public of impending weather monitored for possible outages, preparations, current conditions, methods of acquiring information, locations of dry ice and bottled water distribution sites, and current status of restoration efforts. Other scripts may be introduced as necessary.

<u>Script 1:</u>
Thank you for calling [company]. We have already begun preparations for the [potential event type and timing]. We have teams monitoring forecasts and ready to respond in the case of electrical outages.

<u>Script 2:</u>
Thank you for calling [company]. Please use our automated services to report your outage. Estimated restoration times are not yet available for many outages in this area. Please check back or use your mobile phone for updates. All available crews are out and working to restore power as quickly as possible

<u>Script 3:</u>
As a result of the [event type] that passed through the area, crews are clearing downed wires and trees as a first priority and then working to restore power. Estimated restoration times will be assigned as they become available. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates

<u>Script 4:</u>
We are aware of outages in the [location name] division. As of [time], approximately [number] customers are out of power in your area. Crews are currently working to assess damage, make areas safe from downed wires and working to restore power as quickly as possible. Estimated restoration times will be assigned as they become available. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

<u>Script 5:</u>

We are aware of outages in the [location name] division. As of [time], approximately [number] customers are out of power in your area. Crews are continuing to assess and repair damage. We anticipate restoring power to [insert %] percent of all customers originally impacted by the storm by [insert time & date]. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

Script 6:

Bottled water and dry ice are being distributed in your area. Please visit us at [company website] to view a complete list of locations. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

NYSEG and RG&E Template – Press Release for Storm Events

(Actual press releases may vary based on the event and magnitude)

NYSEG and RG&E Efforts Underway as Storm Continues [EDIT HEADLINE AND OTHER SECTIONS AS APPLICABLE]

Customers are urged to avoid downed lines and report outages

[LOCATION], New York—[DATE] ([X p.m.] EDT)—NYSEG (RG&E), a subsidiary of AVANGRID, Inc. (NYSE: AGR) Inc., continue restoration efforts following **[INSERT EVENT THAT LED TO OUTAGES/SITUATION].** As of **[INSERT TIME OF RELEASE], [INSERT #]** outages are affecting both homes and businesses in the **[INSERT COMPANY]** service areas. **[INSERT IF GLOBAL ETR AVAILABLE].** NYSEG and RG&E expect to restore service to 90% of the customers affected by this event by **[INSERT GLOBAL ETR]. [INSERT FORECAST AHEAD]**

[IF REGIONAL AND LOCAL ETRS AVAILABLE, REMOVE GLOBAL ETR.].

[REGIONAL ETR INSERT COMPANY] expects to restore service in areas where the storm has passed as follows:

- For the **[INSERT DIVISION(S)]** which covers portions of **[INSERT COUNTY/COUNTIES]**, the estimated restoration time for 95% of customers affected is **[INSERT REGIONAL ETR/S].**
- For the **[INSERT DIVISION(S)]** which covers portions of **[INSERT COUNTY/COUNTIES]**, the estimated restoration time for 95% of customers affected is **[INSERT REGIONAL ETR/S].**

[IF LOCAL ETRS ARE AVAILABLE] For towns in **[INSERT COUNTY]**, local estimated restoration times for 95% of the customers affected by this event are:

- **[TOWN NAME]: [INSERT TIME]**
- **[TOWN NAME]: [INSERT TIME]**

Company personnel will continue work until all customers are restored. Customers can obtain the estimated restoration time for their home or business by visiting **[nyseg.com/rge.com]** or by calling **[1.800.572.1131/NYSEG 1.800.743.1701/RG&E].**

As of **[INSERT TIME OF RELEASE], [INSERT #]** outages are affecting both homes and businesses in the **[INSERT COMPANY]** service areas. Company and contractor line and tree crews are working to make conditions safe and restore power as quickly as possible **[INSERT MUTUAL ASSISTANCE INFORMATION IF APPLICABLE]**.

There are more than **[INSERT # OF PERSONNEL]** responding to the storm and additional resources traveling to affected areas. Crews and contractors are expected to continue to work on restoration efforts until all customers are restored.

[INSERT COMPANY] offers the following reminders **[SAMPLE; EXPAND SAFETY MESSAGE AS SITUATIONALLY APPROPRIATE]**:

Stay Away From Downed Wires

- Stay at least 30 feet from a downed power line.
- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don't run or stride.
- **NYSEG customers should call 1.800.572.1131** (**RGE customers should call 1800 743 1701**) to report downed power lines or other hazardous situations.

NYSEG AND RG&E SAMPLE – PRESS RELEASES FOR STORM EVENTS

(Actual press releases may vary based on the event and magnitude)

NYSEG · RG&E
Part of the Avangrid family

FOR IMMEDIATE RELEASE

[Insert Company] Preparing for [Enter Weather]

Company/ies prepare as forecasted weather could cause service disruptions

BINGHAMTON/ROCHESTER, New York — [Date and Time] — [Enter companies] are preparing for [enter weather] associated with an incoming storm expected to impact their service areas on [enter day]. As a result of the storm, customers may experience service disruptions. The storm is expected to impact [enter footprint], which includes the [enter regions].

Current forecasts call for [enter forecast]. The company/ies urge customers to monitor weather forecasts and prepare for the possibility of service interruptions, as [enter weather] have the potential to bring down trees and limbs, causing damage to overhead power lines and other electrical equipment.

Company Preparations

<u>Readying Crews</u>

In preparation for the event, the companies are readying crews to assist with potential restoration efforts. Crews are being pre-staged in areas expected to be most heavily impacted and the companies are continuing to acquire additional contract line and tree resources to help restore service should outages occur. Currently more than [enter #] field personnel have been readied for response efforts.

Equipment Summary

Line and tree crews are prepared to respond, with company and contractor personnel readying bucket trucks, auger trucks, wood chippers, dump trucks and backhoes.

How to Stay Up-To-Date

[Enter company/ies] will provide updates throughout the event to the general public on their website and social media channels (Facebook and Twitter). Customers should also sign up for outage alerts and download the [Enter company/ies] mobile app to get the most up-to-date information.

Safety Tips

The company also offer customers the following reminders to prepare for the storm and stay safe if power outages do occur.

Before a storm strikes:

- Use our new mobile app to report and check the status of outages. To download the application, customers should search "AVANGRID" in the Apple or Android app stores and select "NYSEG" or "RG&E". The application is free to download.
- Sign up for Outage Alerts to receive updates automatically by phone, text, or email as the company updates the status of the restoration process in their area. Customers can sign up for outage alerts by visiting here for NYSEG and here for RG&E.
- Keep battery-operated flashlights and radios on hand, along with supplies of drinking water and non-perishable foods.
- Make sure that smart phones, tablets and other mobile devices are fully charged.
- Fill your car's fuel tank.

Stay Away From Downed Wires

- Stay at least 30 feet from a downed power line.

- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don't run or stride.
- **NYSEG customers should call 1.800.572.1131 and RG&E customers should call 1.800.743.1701** to report downed power lines or other hazardous situations.

During a Power Interruption

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- To report a power interruption, contact NYSEG at 1.800.572.1131 or RG&E at 1.800.743.1701
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

Power Restoration Priorities:

The companies' first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131 and RG&E customers are asked to call at 1.800.743.1701** to report downed wires. Once this vital public safety work is complete, the company will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.

For additional information, including storm preparation tips, storm safety information, generator safety information, restoration priorities and emergency resources, visit Outage Central at **NYSEG.com or RGE.com** and on the company's social media pages:

- **Facebook: @NYSEandG**
- **X: @NYSEandG**
- **Facebook: @RochGandE**

- X: @RGandE

# # #

Media Contacts:

- [Enter media contacts]

NYSEG AND RG&E SAMPLE – PRESS RELEASE FOR STORM EVENTS

(Actual press releases may vary based on the event and magnitude)

NYSEG · RG&E
Part of the Avangrid family

FOR IMMEDIATE RELEASE

[Company/ies] Responding to Outages as [Insert Weather] Knocks Out Power to Customers

Company/ies responding as wind and heavy rain disrupts service to thousands

BINGHAMTON/ROCHESTER, New York — [Enter date and time] — [Enter company/ies] is responding after [insert weather] associated with [enter storm or storm name] continues to impact the region. Currently, more than [enter #] customers are without power. The hardest hit areas include the company's [enter division (# outages)] and [enter division (# outages)] divisions, which include [enter counties counties]. Due to the severity of damage associated with this storm, crews are currently working to assess the damage, make safe downed wires and clear fallen tree debris from the roads. The company is creating and implementing the required restoration plan to get customers back on as safely and as quickly as possible. Given the degree of damage, some customers should plan to be without power for a significant length of time.

[Enter any special circumstances that caused outages. For example: Softened soil conditions as a result of the heavy rain, coupled with severe winds, have caused fallen trees and limbs, resulting in damage to overhead power lines and other electrical equipment.]

The company is urging customers to limit travel unless necessary. The company's storm response team is fully engaged, and crews will continue to work throughout the overnight period and until every customer is restored. Currently, more than [enter #] field personnel are responding to the event. The company is also coordinating response efforts with state and local emergency management authorities.

Stay Informed:

[Enter company/ies] will continue to provide updates throughout the event to the general public on the company's/ies website and social media channels (Facebook and Twitter). The company/ies also offers customers the following reminders to stay safe during a power outage.

- Use our new mobile app to report and check the status of outages. To download the application, customers should search "AVANGRID" in the Apple or Android app stores and select "NYSEG" or "RG&E". The application is free to download.
- Sign up for Outage Alerts to receive updates automatically by phone, text, or email as the company updates the status of the restoration process in their area. Customers can sign up for outage alerts by visiting here for NYSEG and here for RG&E.

Stay Away From Downed Wires

- Stay at least 30 feet from a downed power line.
- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don't run or stride.
- **NYSEG customers should call 1.800.572.1131 and RG&E customers should call 1.800.743.1701** to report downed power lines or other hazardous situations.

During a Power Interruption

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.

- To report a power interruption, contact NYSEG at 1.800.572.1131 or RG&E at 1.800.743.1701
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

Power Restoration Priorities:

The companies' first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131 and RG&E customers are asked to call at 1.800.743.1701** to report downed wires. Once this vital public safety work is complete, the company will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.

For additional information, including storm preparation tips, storm safety information, generator safety information, restoration priorities and emergency resources, visit Outage Central at **NYSEG.com or RGE.com** and on the company's social media pages:

- Facebook: @NYSEandG
- X: @NYSEandG
- Facebook: @RochGandE
- X: @RGandE

# # #

Media Contacts:

- [Enter media contacts]

NYSEG and RG&E Sample – Press Release for Storm Events

FOR IMMEDIATE RELEASE

[Insert Company] Releases Daily Work Plan to Restore Service to Customers

Company/ies expect [% restoration] by [Time]

BINGHAMTON/ROCHESTER, New York — [Date and Time] — [Enter companies] released its restoration plan for work that will be completed today. Notably, the company expects to [enter focus of work such as continued damage assessment, make safe work, ongoing or complete restoration.] Currently, approximately [enter customer count] customers are without power in the company's [enter division], which includes [enter counties]. [Enter company] also announced that it expects to restore [enter percentage] of customers in the division by [enter time.] The company expressed appreciation and empathy for customers that went without power overnight.

Details of [enter weekday] Work Plan Include:

Crew Information: As restorations in other areas have been completed, the company has continued to shift resources into areas with a high number of outage incidents and customers without power. To supplement the more than [enter number of field resources] currently engaged in restoration activities, the company has continued to onboard additional resources as they become available.

Restoration Work: [Enter information on damage and conditions that impact restoration work.] [Enter examples of infrastructure that was impacted and will be the focus of restoration work] *Sample: Softened soil conditions, as a result of thawing ground conditions and melting snow, coupled with severe winds, caused a significant amount of fallen trees and limbs, resulting in broken poles, downed wires and damage to other electrical equipment. As such, the crews will place particular emphasis on replacing broken poles, stringing new wire and replacing other damaged equipment, such as transformers.*

Safety and Restoration Information

[Company/ies] will continue to provide updates throughout the event to the general public on the companies' websites and social media channels (Facebook and Twitter). The companies also offer customers the following reminders to stay safe.

Outage Information

- Use our new mobile app to report and check the status of outages. To download the application, customers should search "AVANGRID" in the Apple or Android app stores and select "NYSEG" or "RG&E". The application is free to download.
- Sign up for Outage Alerts to receive updates automatically by phone, text, or email as the company updates the status of the restoration process in their area. Customers can sign up for outage alerts by visiting here for NYSEG and here for RG&E.

Stay Away From Downed Wires

- Stay at least 30 feet from a downed power line.
- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don't run or stride.
- **NYSEG customers should call** 800.572.1131 **and RG&E customers should call** 800.743.1701 to report downed power lines or other hazardous situations.

During a Power Interruption

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- To report a power interruption, contact NYSEG at 800.572.1131 or RG&E at 800.743.1701.
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

Power Restoration Priorities

The companies' first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call** 800.572.1131 **and RG&E customers are asked to call at** 800.743.1701 to report downed wires. Once this vital public safety work is complete, the company will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.

For additional information, including storm preparation tips, storm safety information, generator safety information, restoration priorities and emergency resources, visit Outage Central at **NYSEG.com** or **RGE.com** and on the company's social media pages:

- **Facebook: @NYSEandG**
- **X: @NYSEandG**
- **Facebook: @RochGandE**
- **X: @RGandE**

# # #

About NYSEG: New York State Electric & Gas Corporation (NYSEG) is a subsidiary of Avangrid, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit www.nyseg.com.

About RG&E: Rochester Gas and Electric Corporation (RG&E) is a subsidiary of Avangrid, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit www.rge.com.

About Avangrid: Avangrid, Inc. (NYSE: AGR) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately $46 billion in assets and operations in 24 U.S. states, Avangrid has two primary lines of business: networks and renewables. Through its networks business, Avangrid owns and operates eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Through its renewables business, Avangrid owns and operates a portfolio of renewable energy generation facilities across the United States. Avangrid employs approximately 8,000 people and has been recognized by JUST Capital as one of the JUST 100 companies – a ranking of America's best corporate citizens – in 2024 for the fourth consecutive year. In 2024, Avangrid ranked first among utilities and 12 overall. The company supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2024 for the sixth consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit www.avangrid.com.

Media Contacts:

- [Enter media contacts]

NYSEG and RG&E - Sample Banner Message Templates

For unavailable outage maps and lists on the Companies' websites, a banner will be posted.

- Our restoration updates are currently unavailable through our **Outage Map [and/or] Outage List**.
- We expect restoration updates to be available after **[time].** We apologize for the inconvenience and thank you for your patience.
- If you smell a natural gas odor, get up, get out and get away! Then immediately call us at:

  [NYSEG 1.800.572.1121 / RG&E 1.800.743.1702]
- To report an electricity outage, please call:

  [NYSEG 1.800.572.1131/ RG&E 1.800.743.1701]

If this is an emergency, please call 911

Outage Reporting Message:

- Our online electricity outage reporting system is currently unavailable. We apologize for the inconvenience.
- If you smell a natural gas odor, get up, get out and get away! Then immediately call us at:

  [NYSEG 1.800.572.1121 / RG&E 1.800.743.1702]
- To report an electricity outage, please call:

  [NYSEG 1.800.572.1131/ RG&E 1.800.743.1701]
- If this is an emergency, please call 911

NYSEG AND RG&E - SAMPLE MUNICIPAL CALL INVITATION TEMPLATE

Good [Morning, Afternoon, Evening]:

[NYSEG, RG&E, NYSEG & RG&E] [is, are] [preparing for potential, responding to] weather related outages. A municipal call is planned for [day, month date] at [time] to provide updates on activities related to this event. The agenda for the call is provided below.

You may participate by calling [xxx-xxx-xxxx] and entering participant code [xxxxxxx#].

This call will discuss, at a high-level, the hardest-hit areas, what has been accomplished since the last call and the work plan for the following day. In order to keep this call brief, please direct municipal specific issues to your county Emergency Operations Center or your municipal liaison noted below.

Outage information may be accessed at [NYSEG Electricity Outages RG&E Electricity Outages].

Public Liaison Officers for this event are:

[Name]

[Area]
[e-mail]
[cell phone]

[Name]
[Area]
[e-mail]
[cell phone]

Municipal Call Agenda

Introductions and ground rules for participation

1. Questions from the participants will be taken at the end of the call
2. Questions should be general in nature; participants requesting information concerning specific locations will be provided with a contact name and telephone number following the call, utilizing the EOC and liaisons county/local.

System information

1. Type of event and geographic areas affected
2. Total number of customers affected at peak of event
3. Total number of customers currently without service

4. estimated restoration time of event
5. Weather update and impact of weather on restoration

Information for the event for the overall service area

1. Number of customers affected at peak of event by division
2. Number of customers restored by division
3. Number of customers still out by division
4. Final estimated restoration time of event by division
5. Overall number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
6. Coordination of road clearing activities
7. Areas where crews are working (high level, hardest hit areas)
8. Areas where crews will be sent next (high level, hardest hit areas)
9. Type and extent of damage found in hardest hit areas– number of poles and wires down, worst locations, etc.

Health, Wellness and Safety Information

1. Known shelter locations
2. Dry ice and bottled water
3. Outreach with Life Support Equipment (LSE) and Critical Facility customers
4. The storm restoration information will conclude with an appropriate safety message to the participants.

Question and Answer Session PLO Contact Information

PSL 73 Communications Samples

Note all communications are samples only and will be modified to meet needs of individual events and customers impacted

Media statement template:

[New York State Electric & Gas/Rochester Gas and Electric's] [service area] division (serving portions of [county name] counties) had approximately [XXX] outages due to [storm event name]. Of those customers, approximately [XX] were without power for more than 72 hours and may be eligible to receive an extended outage bill credit and apply for reimbursement for food or medicine spoilage. The Company is contacting those customers directly to inform them.

Press release template:

FOR IMMEDIATE RELEASE

[NYSEG/RG&E] STATEMENT ON [STORM EVENT NAME] SPOILAGE REIMBURSEMENT

BINGHATMON, NY — March 17, 2023 — The following is a statement from [New York State Electric & Gas (NYSEG)/Rochester Gas and Electric (RG&E)].

"[NYSEG/RG&E's] [service area] division (serving portions of [county name] counties) had approximately [XX,XXX] outages due to [storm event name]. Of those customers, approximately [XX] were without power for more than 72 hours and may be eligible to receive an extended outage bill credit and apply for reimbursement for food or medicine spoilage. The Company is contacting those customers directly to inform them."

# # #

Outbound call script to impacted customers:

Hello, this is [NYSEG/RG&E] calling about your recent power outage. We know it's frustrating to be without power and we appreciate your patience as we [work/worked] to restore power as quickly and safely as possible. Due to the widespread impact of [storm event name] in your area, we wanted to let you know that you may qualify for reimbursement of any food and or prescription medication that spoiled due to lack of refrigeration. Please visit [nyseg/rge].com/claims for eligibility details and directions for how to apply. If you qualify, it's important that you submit your claim by no later than [14-day deadline]. Thank you.

EMAIL CAMPAIGN TO IMPACTED CUSTOMERS:

Subject Line: You may be eligible for reimbursement

View in browser

NYSEG
An AVANGRID Company

You may be eligible for reimbursement

We appreciate your patience as our storm team [works/worked] around the clock to restore service in your area. We know you rely on safe, reliable energy each and every day, which is why it's our focus and priority, too.

Due to the widespread impact of [storm event name] in your area, we wanted to let you know that you may qualify for reimbursement of any food and/or prescription medication that spoiled due to lack of refrigeration. To qualify you must be a residential or small business customer impacted by a continuous outage of 72 hours or more as the result of [storm event name]. We encourage you to save any receipts, pictures and other proof of loss you may have to include with your claim and evaluation by our Claims Department. Please visit **nyseg.com/claims** for full eligibility details and directions for how to apply.

Deadline for submitting claims for spoilage reimbursement
If you qualify, it's important you submit your claim no later than [**Month Day, Year**]. Claims for reimbursement that are submitted after this date may be denied.

Thank you.

If your power is interrupted go to NYSEG's Outage Central. Report outages and view estimated restoration times and outage maps at Outage Central from your computer or smart phone.

How we restore power: Our first priority is your safety. In the case of a large interruption, we first repair the main facilities (transmission lines, substations) that bring electricity to your neighborhood. Learn more

If someone in your household uses electrically powered life-sustaining equipment enroll in our program at 800.572.1111 to be updated on power restoration efforts if the duration of an outage extends beyond 24 hours.

To report a life-threatening electricity emergency, call us at 800.572.1131 or call **911**. **To report a natural gas emergency or if you smell a natural gas odor**, call us at 800.572.1121 or call **911**.

Website | My Account

ELECTRIC UTILITY EMERGENCY PLAN

Appendix B: NY State Regulations

Table of Contents

Appendix B: NY State Regulations

This appendix contains Appendix B the relevant sections of NYCRR Part 105 and Appendix B to December 15, 2008 Order Adopting Changes to Electric Safety Standards Case 04-M-0159 (Proceeding on Motion of the Commission to Examine the Safety of Electric Transmission and Distribution Systems).

Public Service Law Section 66, Subdivision 21:

21. (a) Each electric corporation subject to section twenty-five-a of this chapter shall annually, on or before December fifteenth, submit to the commission an emergency response plan for review and approval. The emergency response plan shall be designed for the reasonably prompt restoration of service in the case of an emergency event, defined for purposes of this subdivision as an event where widespread outages have occurred in the service territory of the company due to storms or other causes beyond the control of the company. The emergency response plan shall include, but need not be limited to, the following: (i) the identification of management staff responsible for company operations during an emergency; (ii) a communications system with customers during an emergency that extends beyond normal business hours and business conditions; (iii) identification of and outreach plans to customers who had documented their need for essential electricity for medical needs; (iv) identification of and outreach plans to customers who had documented their need for essential electricity to provide critical telecommunications, critical transportation, critical fuel distribution services or other large-load customers identified by the commission; (v) designation of company staff to communicate with local officials and appropriate regulatory agencies; (vi) provisions regarding how the company will assure the safety of its employees and contractors; (vii) procedures for deploying company and mutual aid crews to work assignment areas; (viii) identification of additional supplies and equipment needed during an emergency; (ix) the means of obtaining additional supplies and equipment; (x) procedures to practice the emergency response plan; (xi) appropriate safety precautions regarding electrical hazards, including plans to promptly secure downed wires within thirty-six hours of notification of the location of such downed wires from a municipal emergency official; and (xii) such other additional information as the commission may require. Each such corporation shall, on an annual basis, undertake drills implementing procedures to practice its emergency management plan. The commission may adopt additional requirements consistent with ensuring the reasonably prompt restoration of service in the case of an emergency event.

(b) After review of a corporation's emergency response plan, the commission may require such corporation to amend the plan. The commission may also open an investigation of the corporation's plan to determine its sufficiency to respond adequately to an emergency event.

If, after hearings, the commission finds a material deficiency in the plan, it may order the company to make such modifications that it deems reasonably necessary to remedy the deficiency.

(c) The commission is authorized to open an investigation to review the performance of any corporation in restoring service or otherwise meeting the requirements of the emergency response plan during an emergency event. If, after evidentiary hearings or other investigatory proceedings, the commission finds that the corporation failed to reasonably implement its emergency response plan or the length of such corporation's outages were materially longer than they would have been, because of such corporation's failure to reasonably implement its emergency response plan, the commission may deny the recovery of any part of the service restoration costs caused by such failure, commensurate with the degree and impact of the service outage; provided, however, that nothing herein limits the commission's authority to otherwise commence a proceeding pursuant to sections twenty-four, twenty-five and twenty-five-a of this chapter.

(d) The commission shall certify to the department of homeland security and emergency services that each such corporation's emergency response plan is sufficient to ensure to the greatest extent feasible the timely and safe restoration of energy services after an emergency in compliance with the requirements of this chapter.

(e) The filing of each emergency response plan required under paragraph (a) of this subdivision shall also include a copy of all written mutual assistance agreements among utilities.

(f) Each electric corporation shall file with the county executive or the chief elected official of a county for each county within its service territory the most recent approved copy of the emergency response plan required pursuant to this section. For the purposes of an electric corporation operating within the city of New York, such corporation shall file the most recent approved emergency response plan with the emergency management office of the city of New York.

(g) The commission shall provide access to such emergency response plan pursuant to article six of the public officers' law.

Part 105 Electric Utility Emergency Plans

NYCRR
PART 105
ELECTRIC UTILITY EMERGENCY PLANS
(Statutory authority: Public Service Law
õ 66(21))
Sec.
105.1 Preamble
105.2 Definitions
105.3 Submission of electric emergency plans
105.4 Content of electric emergency plans
105.5 Commission review and approval
105.6 Compliance with electric emergency plans
.SO DOC 16A-105.1 NYCRR
Section 105.1 Preamble.
These electric utility emergency plans are primarily intended to ensure adequate utility response for storm and storm-like emergencies; however, some aspects of the plans will have application to virtually all electric emergencies (e.g., customer contacts, communication with the media and government officials) and should be used accordingly.
.SO DOC 16A-105.2 NYCRR
105.2 Definitions.
For the purposes of this Part, the following definition shall apply:
(a) Storm drill. A storm drill is a training exercise held by an electric utility to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the utility's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the utility. Drills shall simulate the involvement of a majority of a utility's customers served by overhead transmission and distribution facilities or individual operating areas on a sequential basis. The purposes of the drill can be achieved through the mobilization of utility personnel with specific storm response, service restoration assignments under simulated storm

conditions or through the actual preparation for an advancing storm, *
which may or may not damage the overhead T&D system. However, in either case, to qualify as a drill, the participants must have carried out all of their storm response assignments under either an impending storm scenario or a simulated storm scenario. Also the drill must involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section 105.3 of this Part that all requirements of this definition were met.

*Classified by the utility at the highest or next highest level of severity.

.SO DOC 16A-105.3 NYCRR

105.3 Submission of electric emergency plans.

Each electric corporation shall file, in accordance with the requirements of õ 3.5 of this Title, with the Commission an electric emergency plan{15} that addresses storms, as well as other causes of electrical emergencies with storm-like characteristics, and that complies with the requirements of section 105.4 of this Part. On or before April 1st of each year or on such other date as the Commission may prescribe, each electric corporation shall file, in accordance with the requirements of õ 3.5 of this Title, such amendments to its emergency plan as it deems necessary, or as the Commission may require, to maintain a high level of preparedness, or a statement that no amendments are contemplated. In any event, by April 1st of each year, each electric corporation shall certify in a report filed with the Secretary that within the past 12 months, it has taken the following actions:

(a) periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section 105.4(b)(5) of this Part; and

(b) conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities.

Submissions made under this section shall be sent to the Director of the Office of Electric, Gas and Water. Each electric corporation shall make available for public inspection its currently effective system-wide electric emergency plan at its principal corporate headquarters. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each

operating area.
{15} Any corporation that has regional or division plans shall make amendments to such operating area plans as are necessary to have those plans conform with any system-wide plan. However, a corporation that has a corporate plan that meets the requirements of this Part and provides the framework for regional plans may elect to file only the corporate plan with the Commission, provided it certify that the regional plans have been updated to comply with the corporate plan and that the requirements of section 105.3 (a) and (b) of this Part have been met for each of the regional plans.
.SO DOC 16A-105.4 NYCRR
105.4 Content of electric emergency plans.
(a) Each electric corporation's electric emergency plan shall be compiled in a loose-leaf manual to facilitate updating. The manual shall provide a current, detailed description of each corporation's service restoration plan and, to the extent practicable, shall contain the information set forth in subdivision (b) of this section.
(b) Each electric corporation's emergency plan shall include the following information:
(1) Table of contents.
(2) Introduction. A statement of the purpose, policies and objectives of the plan.
(3) Emergency classifications. Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage.
(4) Emergency response training program. State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. State the

extent to which any personnel outside the company may be involved in a storm drill. Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.

(5) Advance planning and preparation. Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:

(i) all utility personnel assigned service restoration responsibilities;

(ii) mutual aid companies and contractors;

(iii) all life support and other special needs customers;

(iv) human services agencies;

(v) print and broadcast media;

(vi) operators/ managers of motels, restaurants and dormitories, etc.;

(vii) state, county and local elected officials, law enforcement officials, and emergency management and response personnel;

(ix) medical facilities; and

(x) vendors.

At least annually, the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires and the use of portable generators.

(6) Emergency anticipation. Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days. Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.

(7) Service restoration procedures. Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency. The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures. Identify criteria for determining when centralized versus decentralized control is appropriate. For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broadscale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys. Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas. Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary, and releasing crews, under both centralized and decentralized command modes. Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews. Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts.
(8) Personnel responsibilities. Provide a narrative and chart of the organization end operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level. Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.
(9) Customer contacts. Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that

are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. State the procedures for contracting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them. Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups. State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed.

(10) Communications. Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities. State the corporation's planned frequency of communication updates to the media.

(11) Outside aid. State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.

(12) Support services. Describe the actions that will be taken, and

who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process.
(c) Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.
(d) Each electric corporation may submit such additional information and plans as it believes necessary or desirable to fulfill the purposes of this Part.
(e)(1) Each electric corporation may delete the names and phone numbers of its employees and outside contact persons from the copies of plans filed with the Commission and available for public inspection at its corporate headquarters. Such deleted information shall be subject to inspection by the Commission or Department of Public Service employees.
(2) Any electric corporation may request that the Commission designate as confidential any information required to be submitted in emergency plans. Confidential information may include, for example, internal security matters. Such requests shall identify the specific information requested to be treated as confidential and shall explain why confidentiality is sought. Unless the Commission directs otherwise, such information shall not be included in the plans available for public inspection.
.SO DOC 16A-105.5 NYCRR
105.5 Commission review and approval.
Upon receipt and review of emergency plans or amendments filed by an electric corporation under this Part, the Commission may require any such corporation to modify such plans or amendments or otherwise prescribe conditions for approval. Approval will be based on compliance with the requirements of this Part.
.SO DOC 16A-105.6 NYCRR
105.6 Compliance with electric emergency plans.
(a) Each electric corporation shall comply with the guidelines and practices set forth in its effective emergency plans. Each electric corporation shall comply with any additional electric emergency plan requirements that may be imposed by the Commission.

(b) Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the Secretary of the Commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.

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Cross Reference to Public Service Commission Regulations: 16 NYCRR Part 105

PART 105 SECTION	SECTION TEXT	WHERE IN NYSEG RGE PLAN
§ 105.1	Preamble. These electric utility emergency plans are primarily intended to ensure adequate utility response for storm and storm- like emergencies; however, some aspects of the plans will have application to virtually all electric emergencies (e.g., customer contacts, communication with the media and government officials) and should be used accordingly.	Introduction
§ 105.2	Definitions. For the purposes of this Part, the following definition shall apply:	N/A
§ 105.2 (a)	Storm drill. A storm drill is a training exercise held by an electric utility to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the utility's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the utility. Drills shall simulate the involvement of a majority of a utility's customers served by overhead transmission and distribution facilities or individual operating areas on a sequential basis. The purposes of the drill can be achieved through the mobilization of utility personnel with specific storm response, service restoration assignments under simulated storm conditions or through the actual preparation for an advancing storm, which may or may not damage the overhead T&D system. However, in either case, to qualify as a drill, the participants must have carried out all of their storm response assignments under either an impending storm scenario or a simulated storm scenario. Also the drill must involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section 105.3 of this Part that all requirements of this definition were met.	Section 5.11.2
§ 105.3	Submission of electric emergency plans. Each electric corporation shall file, in accordance with the requirements of section 3.5 of this Title, with the Commission an electric emergency plan that addresses storms, as well as other causes of electrical emergencies with storm-like characteristics, and that complies with the requirements of section 105.4 of this Part. On or before April 1st of each year or on such other date as the Commission may prescribe, each electric corporation shall file such amendments to its emergency plan as it deems necessary, or as the Commission may require, to maintain a high level of preparedness, or a statement that no amendments are contemplated. In any event, by April 1st of each year, each electric corporation shall certify in a report filed with the Secretary that within the past 12 months, it has taken the following actions:	Emergency Restoration Plan
§ 105.3 (a)	periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section 105.4(b)(5) of this Part; and	In Division Emergency Plans
§ 105.3 (b)	conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities. Submissions made under this section shall be sent to the Director of the Office of Electric, Gas, and Water. Each electric corporation shall make available for public inspection its currently effective system-wide electric emergency plan at its principal corporate headquarters. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each operating area.	Section 5.11.2. Introduction, 1.2 1.Introduction
§ 105.4	Content of electric emergency plans.	N/A

PART 105 SECTION	SECTION TEXT	WHERE IN NYSEG/RGE PLAN
§ 105.4 (a)	(a) Each electric corporation's electric emergency plan shall be compiled in a loose-leaf manual to facilitate updating. The manual shall provide a current, detailed description of each corporation's service restoration plan and, to the extent practicable, shall contain the information set forth in subdivision (b) of this section.	Emergency Restoration Plan
§ 105.4 (b)	Each electric corporation's emergency plan shall include the following information:	N/A
§ 105.4 (b) (1)	Table of Contents.	Table of Contents
§ 105.4 (b) (2)	Introduction. A statement of the purpose, policies and objectives of the plan.	Section 1
§ 105.4 (b) (3)	Emergency classifications. Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage.	Section 3
§ 105.4 (b) (4)	Emergency response training program. State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. State the extent to which any personnel outside the company may be involved in a storm drill. Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.	1.1, Section 2, 5.11.1, 5.11.2
§ 105.4 (b) (5)	Advance planning and preparation. Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. State the corporation's procedures to update at least semiannually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:	1.1, Section 6
§ 105.4 (b) (5) (i)	all utility personnel assigned service restoration responsibilities;	In ARCOS, In Division Plan
§ 105.4 (b) (5) (ii)	mutual aid companies and contractors;	SAP System Section 6.2, Appendix D
§ 105.4 (b) (5) (iii)	all life support and other special needs customers;	Section 5.8, 8.3, Section 8.4
§ 105.4 (b) (5) (iv)	human services agencies;	In Division Emergency Plans
§ 105.4 (b) (5) (v)	print and broadcast media;	In Division Emergency Plans

§ 105.4 (b) (5) (vi)	operators/managers of motels, restaurants and dormitories, etc.;	In Division Emergency Plans
§ 105.4 (b) (5) (vii)	state, county and local elected officials, law enforcement officials, and emergency management and response personnel;	In Division Emergency Plans
§ 105.4 (b) (5) (ix)	medical facilities; and	8.5

PART 105 SECTION	SECTION TEXT	WHERE IN NYSEG/RGE PLAN
§ 105.4 (b) (5) (x)	vendors.	SAP System, In Division Emergency Plans
§ 105.4	At least annually, the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires and the use of portable generators.	8.3.3
§ 105.4 (b) (6)	Emergency anticipation. Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days. Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.	Section 6
§ 105.4 (b) (7)	Service restoration procedures. Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency. The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures. Identify criteria for determining when centralized versus decentralized control is appropriate. For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys. Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas. Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes. Describe the methods and means that will be used to communicate with damage survey crews and service restoration	Section 4, Section 5, Section 6, Section 7

§ 105.4 (b) (8)	Personnel responsibilities. Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level. Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.	Section 4, Figure 3, Figure 4, Figure 5, Section 5

PART 105 SECTION	SECTION TEXT	WHERE NYSEG/RGE PLAN
§ 105.4 (b) (9)	Customer contacts. Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of prerecorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility- impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them. Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups. State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed.	Section 8, Section 8.1, Figure 14, Figure 15, Section 8.1.1, Section 8.3
§ 105.4 (b) (10)	Communications. Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities. State the corporation's planned frequency of communication updates to the media.	Section 8 – Section 8.3.2.2
§ 105.4 (b) (11)	Outside aid. State corporate policy and criteria governing conditions under which requests for service restoration aid from other utilities, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.	Section 6
§ 105.4 (b) (12)	Support services. Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process.	Section 5.3

§ 105.4 (c)	Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.	1. Introduction
§ 105.4 (d)	Each electric corporation may submit such additional information and plans as it believes necessary or desirable to fulfill the purposes of this Part.	
§ 105.4 (e) (1)	Each electric corporation may delete the names and phone numbers of its employees and outside contact persons from the copies of plans filed with the commission and available for public inspection at its corporate headquarters. Such deleted information shall be subject to inspection by the commission or Department of Public Service employees.	N/A

PART 105 SECTION	SECTION TEXT	WHERE IN NYSEG/RGE PLAN
§ 105.4 (e) (2)	Any electric corporation may request that the commission designate as confidential any information required to be submitted in emergency plans. Confidential information may include, for example, internal security matters. Such requests shall identify the specific information requested to be treated as confidential and shall explain why confidentiality is sought. Unless the commission directs otherwise, such information shall not be included in the plans available for public inspection.	1. Introduction
§ 105.5	Commission review and approval. Upon receipt and review of emergency plans or amendments filed by an electric corporation under this Part, the commission may require any such corporation to modify such plans or amendments or otherwise prescribe conditions for approval. Approval will be based on compliance with the requirements of this Part.	Section 1.1 Overview
§ 105.6	Compliance with electric emergency plans	Executive message
105.6 (a)	Each electric corporation shall comply with the guidelines and practices set forth in its effective emergency plans. Each electric corporation shall comply with any additional electric emergency plan requirements that may be imposed by the commission.	Executive message
105.6 (b)	Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the secretary of the commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.	1. Introduction
13-E-0140	Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages	Section 6

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ELECTRIC UTILITY EMERGENCY PLAN

APPENDIX C: MUTUAL ASSISTANCE AGREEMENTS

REDACTED

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Appendix C: Mutual Assistance Agreements

This appendix contains signed copies of the existing mutual assistance agreements.

NORTH ATLANTIC MUTUAL ASSISTANCE GROUP GUIDELINES

North Atlantic Mutual Assistance Group Guidelines

1. Mission

1.1. The Mission of the North Atlantic Mutual Assistance Group is:

1.1.1. To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of member utilities.

1.1.2. To provide an enhanced line of communications between member companies to share best practices and plan for other significant events such as a work stoppage, civic unrest, or political events, and ensure that all members are communicating a unified message to both internal and external stakeholders.

1.1.3. To minimize risk to all parties by agreeing to provide assistance (personnel and equipment) on a not-for-profit basis, and agreeing that Requesting Companies will reimburse Responding Companies for all expenses incurred in providing the assistance.

1.1.4. To adhere to and operate in accordance with the procedures contained in this document (the North Atlantic Mutual Assistance Group Guidelines).

1.1.5. To interact with other Regional Mutual Assistance Groups and the Edison Electric Institute Mutual Assistance Committee

North Atlantic Mutual Assistance Group Guidelines

2. Company Information

2.1. Member Company Information

2.1.1. Each Holding Company listed below is entitled to one(1) vote

2.1.2. Individual Operating Companies may be listed separately on the Joint Mobilization Conference Call spreadsheet

North Atlantic Company Name	States	Electric Customers	Gas Customers	EEI Signatory
Central Hudson Gas & Electric	NY	300,000	75,000	Yes
Consolidated Edison	NY, NJ, PA	3,600,000	1,200,000	Yes
Duquesne Light *	PA	580,000		Yes
Emera – (Bangor Hydro, Nova Scotia Power)	ME, NS	680,000		No
Exelon – (BGE, PECO) **	MD, PA	2,986,500	1,136,000	Yes
First Energy *,**	OH, NJ, PA,MD,WV,NY	6,000,000		Yes
Green Mountain Power	VT	256,000		Yes
Hydro-One	ON	1,300,000		Yes
Hydro Quebec	QC	4,107,400		No
Iberdrola – (Central Maine Power, NYSEG, RG&E)	ME, NY	1,840,300	558,000	Yes
National Grid (NY, NE, LIPA)	MA, NY, RI	4,515,000	3,500,000	Yes
New Brunswick Power (Energie NB Power)	NB	380,000		No
New Hampshire Electric Cooperative	NH	78,750		No
Northeast Utilities	CT, MA, NH	3,090,000	484,000	Yes
Pepco Holdings, Inc. (PHI) **	DC, DE, MD, NJ,	1,960,000	123,000	Yes
PPL Electric Utilities **	PA	1,400,000		Yes
Public Service Electric & Gas (PSE&G)	NJ	2,200,000	1,800,000	Yes
South Norwalk Electric & Water	CT	14,000		No
UGI Utilities, Inc	PA	62,000	568,000	Yes
United Illuminating	CT	325,000		Yes
Unitil Corp	MA, ME, NH	104,400	70,000	Yes
TOTAL – 21 Companies	**13 states, 4 provinces, 1 district**	**35,779,350**	**9,514,000**	

Footnote:
* indicates member of GLMA
** indicates member of SEE

3. General Guidelines

3.1. Personnel Safety

3.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.

3.1.2. The Requesting Company agrees to make every effort to avoid moving Responding Company personnel into harms way during the initial, first-wave mobilization.

3.1.3. Responding Company will follow its own safety rules, except as noted in paragraphs 3.1.6 and 3.1.7 below.

3.1.4. Responding Company is responsible for following its own personal protective grounding practices.

3.1.5. Responding Company will immediately report any and all accidents to Requesting Company (both incidence and injury).

3.1.6. Switching procedures will be handled as the Requesting Company designates, provided that the procedures do not violate the safety rules of the Responding Company.

3.1.7. Requesting Company will provide information on their switching and tagging rules. Requesting Company switching/blocking tags will be used.

3.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Companies prior to deployment of armed security personnel.

3.1.9. Any deployment of "Security Personnel" – armed or otherwise – must comply with Federal, Provincial, State, Local and Tribal regulations.

3.2. Maintenance of Contact Roster

3.2.1. In order to facilitate efficient communication and response, North Atlantic member utilities will share the following information:

- The names, contact numbers (work phone, home phone, cellular phone, and pager), and e-mail addresses for three (3) individuals authorized to participate in Joint Mobilization Conference Calls.
- If available, the telephone number for the 24-hour operations / dispatch center for the member company.
- If available, a satellite telephone number for the 24-hour storm or operations / dispatch center.

- If available, a corporate storm / emergency center 24-hour telephone number, if different from the 24-hour operations / dispatch telephone number.

3.2.2. The North Atlantic Group Secretary will be responsible for maintaining and updating the Member Company Contact Roster at least every three months.

3.3. Code of Conduct

3.3.1. Whether providing or receiving assistance, all personnel will be expected to conduct themselves in a professional and responsible manner.

3.4. Confidentiality Statement

3.4.1. Members understand and agree that participation on Joint Mobilization Conference Calls is restricted to employees of member companies of the North Atlantic Mutual Assistance Group, unless otherwise agreed to by members of the North Atlantic Group.

3.4.2. Members understand that conversations between member utilities during Joint Mobilization Conference Calls are confidential and proprietary. Therefore, with the exception of general deployment data / information, members agree not to share or release any information shared between member utilities during Joint Mobilization Conference Calls unless mutually agreed.

3.5. Communication With Contractors

3.5.1. Members understand the need for clear communication with contractors working on their systems and are encouraged to explain the joint mobilization process discussed in this document.

3.5.2. Members agree to follow the Rules of Engagement to secure contractor resources and refrain from accepting contractors directly who are working for an Investor Owned Utility (IOU) or a member company of any Regional Mutual Assistance Group (RMAG).

3.6. Definition of Emergency Assistance Period

3.6.1. Members agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. This includes any request for the Responding Company to prepare its employees and/or equipment for travel to the Requesting Company's location but to await further instructions before departing. This preparation time should begin when normal work activities for Responding Company stop and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 3.6.3, the emergency assistance period shall terminate when such employees and/or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g. cleaning trucks, restocking minor materials, etc.).

3.6.2. The length of stay by Responding Company personnel will be mutually agreed to by both companies. Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments go beyond this time frame, North Atlantic members agree that Responding Company personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting companies may agree upon exceptions to this procedure.

3.6.3. It is understood and agreed that if Responding Company's or its Holding Company's system is threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Company's native and contract workforce may be recalled. In these instances:

- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Company.
- If recall of Responding Company's workforce becomes necessary, the Requesting Company will be responsible for all expenses incurred by Responding Company until the Responding Company returns home and vehicles are cleaned and stocked for normal work activities.
- If Responding Company's workforce is recalled to another of the Responding Company's locations other than their original point of origin, the Requesting Company will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

North Atlantic Mutual Assistance Group Guidelines

4. Rules of Engagement

4.1. Rules of Engagement Procedures

4.1.1. Members agree to adhere to the procedures contained in Section 4 to request, identify and mobilize emergency mutual assistance resources. These procedures are intended to enhance and in no way hamper the mobilization goals of member companies during emergencies

4.1.2. When any member company has a need for additional resources, that company will notify all members of the North Atlantic Mutual Assistance Group and schedule a Joint Mobilization Conference Call.

- Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.

4.1.3. The Joint Mobilization Conference Call format should:

- Provide members with the opportunity to understand the entire scope of the emergency situation, including the number of companies expecting to be impacted and the potential damage to each.
- Allow members to discuss and evaluate weather forecasts from different sources.
- Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.

4.1.4. The permitted exception for securing resources without scheduling a Joint Mobilization Conference Call is when an event impacts a single member utility and the impacted utility anticipates a short restoration time requiring assistance from only neighboring (adjacent) utilities.

- In this instance, the impacted member may contact neighboring utilities directly to arrange assistance.
- The impacted company agrees to notify all members of the North Atlantic Mutual Assistance Group via email when any resources are obtained without scheduling a Joint Mobilization Conference Call.
- However, because emergency events tend to expand and impact more than one utility over time, members are encouraged to use the Joint Mobilization Conference Call procedures described below for all mutual assistance requests.

4.1.5. Since some companies are members of multiple mutual assistance groups, whenever a North Atlantic member company secures resources from another RMAG, they will notify all members of the North Atlantic Mutual Assistance group via email.

4.2. Initiation of the Joint Mobilization Conference Call

4.2.1. Typically, the member that expects to be impacted first by an event will initiate the process.

4.2.2. Members agree to initiate a conference call anytime they experience or are threatened by an event so significant that they anticipate needing resources beyond the capabilities of their neighboring (adjacent) utilities to restore their system.

4.2.3. Procedure for initiating the Joint Mobilization Conference Call:

- The initiating member will notify the Chair (or other Leadership member) of the North Atlantic Mutual Assistance Group they wish to hold a conference call. The Chair is responsible to notify the company designated to set up the call with the necessary notifications to members including the date, time, and conference call number.
- In the event the North Atlantic Leadership is unavailable, the initiating company can contact the company designated to set up the call directly and assume the Chair responsibilities.
- Conference calls will typically be scheduled for 0730 and 1800 daily or as needed by the initiating member.

4.3. Responsibilities of Company Initiating Conference Call

4.3.1. The Chairman or designee will serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Call the roll of member companies.
- Present the weather forecast for his / her company service territory. At their discretion, the initiating company may have a weather consultant present the current forecast.
- Ask other members for input regarding the weather forecast / predictions.
- Present an estimate of predicted impact / damages and when these are expected to occur. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected damage assessments.
- Present an estimate of resources needed. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected resource needs.
- By roll call, ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.

- When appropriate, the moderator will lead discussion of staging areas to be used by assisting companies; transportation concerns, such as evacuation orders, fuel availability, DOT exemptions, etc.; and, the availability of non-member resources that may be available to assist impacted members.
- Keep the call moving and minimize the length of the call as much as possible.
- Set the date and time for future conference calls.

4.4. Responsibilities of Non-Initiating Members Participating In Conference Calls

4.4.1. Members agree not to release or dispatch ANY resources (contract or native) unless committed to and confirmed by a Requesting Company. It is understood that Responding Companies' territories must be free from significant threat before resources can be committed and dispatched.

4.4.2. On the first Joint Mobilization Conference Call, non-threatened / non-impacted members will be prepared to specify the numbers of their employee and contractor distribution line, transmission line, vegetation management, and damage assessment personnel available to assist impacted companies, including an estimate of when these resources can be dispatched. If Requesting Companies identify needs in other areas (such as IT, safety, etc.), assisting members will be given time (usually 24 hours) to identify available resources in these additional areas.

4.4.3. To enhance safety and flexibility, upon request non-threatened / non-impacted members will be prepared to identify staging areas available in their territories.

4.4.4. Upon request non-threatened / non-impacted members will assist with DOT exemptions for crews traveling through their service territories.

4.5. Resource Allocation and Mobilization

4.5.1. When more than one company has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Companies to agree upon the allocation of available first wave and subsequent member company resources.

4.5.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:
- Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
- Storm timing – which company will be first impacted.
- Travel time.

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- Availability of other non-North Atlantic member controlled resources.
- The intent will be to allocate available resources to meet all member company needs in the most efficient and equitable manner possible.

4.5.3. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company (or its contractor(s), where applicable).

4.6. Joint Mobilization Conference Call Documentation

4.6.1. The North Atlantic Emergency Call spreadsheet will be used to document each Joint Mobilization Conference Call.

4.6.2. The Secretary or a designee will take notes during the Joint Mobilization Conference Call, distribute the Emergency Call spreadsheet to all members after the call, and post the minutes to the Restore Power North Atlantic Workroom.

4.6.3. Members acknowledge that the Emergency Call spreadsheet contains confidential information and agree not to share the spreadsheet with any non-member company unless mutually agreed to on the Joint Mobilization Conference Call

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Mutual Assistance Group Guidelines

5. Requesting Company Responsibilities

5.1. Requesting Company – Responsibilities Prior to Mobilization

5.1.1. To the extent possible, the Requesting Company is expected to clearly communicate the degree of devastation and working conditions Responding Company personnel should expect to encounter upon arrival at the emergency restoration work area.

5.1.2. The Requesting Company is expected to inform the Responding Company if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 6.2.5.

5.1.3. To facilitate communications, the Requesting Company may opt to provide a single point of contact (Coordinator) to interact with the Responding Company.

5.1.4. The Requesting Company will provide the Responding Company with the name and contact information for their "company contact" as required on the RESPONDING COMPANY INITIAL INFORMATION SHEET before Responding Company personnel leave their point of origin.

5.1.5. Requesting Company will coordinate with their state DOT officials concerning emergency exemptions and any other transportation issues that will facilitate the Responding Company's trip to and from the Requesting Company.

5.1.6. The Requesting Company is encouraged to communicate general guidelines with Responding Companies. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

5.2. Requesting Company – Responsibilities During Emergency Assistance Period

5.2.1. The Requesting Company will establish expectations for work, including start time and duration.

5.2.2. The Requesting Company will provide materials unless specifically noted otherwise.

5.2.3. When necessary, the Requesting Company will provide a guide with communications capability, portable radios or cellular telephones to assist responding team leaders.

5.2.4. The Requesting Company will authorize Responding Company to use cellular phones as a method of communication. Where cellular service is unavailable, it is understood that satellite phones may be used until such time that cellular service is restored in the Requesting Company's area.

5.2.5. The Requesting Company will provide vehicle security for parking areas unless specifically agreed otherwise.

5.2.6. With the exception of food and lodging during travel to and from the final work site, the Requesting Company will handle all food, lodging and incidental support needed by Responding Company unless both companies agree for Responding Company to handle these logistics.

5.2.7. Requesting and Responding companies should agree on the provision of laundry services.

5.2.8. Requesting Company will make and communicate provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period. For example, the Requesting Company may authorize the Responding Company to purchase pre-paid long distance calling cards for responding crew members or authorize the use of company or employee owned cellular phones for an agreed upon maximum number of minutes. As a general rule, Requesting Company agrees to allow and reimburse a maximum of 10-minutes personal long distance telephone charges per employee per day. Any personal cellular phone charges or pre-paid calling card expenses shall be included in the supporting documentation on the company's preliminary invoice, subject to paragraph 6.2.5.

5.2.9. Requesting Company shall reimburse the Responding Company for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Company prior to the occurrence. Some examples of additional hotel-related expenses include phone calls made from rooms, room service, in-room movies, mini bar usage, etc.

5.3. Requesting Company - Procedures for Releasing Responding Companies

5.3.1. During emergencies impacting more than one member company simultaneously, each Requesting Company will develop a proposed "Release Schedule" 48-hours before releasing any contract or utility (members & non-member) crews. This release schedule will include: Names of utilities and contractors to be released, the numbers and specialty (distribution line, transmission line, vegetation, etc.) of workers from each utility and / or contractor being released, the on-site contact or the coordinator of the crews being released, and the date and approximate time the crews expect to be released.

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5.3.2. During emergencies when Responding Company contract and / or utility resources are already deployed and working to provide restoration help to one member company and another member company (or companies) is impacted by another emergency, or, in the case of hurricanes, a second landfall of the storm, the company that obtained help first agrees to:

- NOT retain personnel solely to perform maintenance, street lighting work, or clean up type work and will aggressively work to release personnel.
- Immediately prepare a release schedule which includes details listed in paragraph 5.3.1 above, including projected release dates.
- Provide realistic estimated restoration times and release dates to the second Requesting Company (or companies). Since this could mean the difference in going days away or waiting on resources closer that may become available, it is essential that release dates be as accurate as possible. *Note: Should the emergency situation described above develop before a Responding Company personnel arrive at the initial restoration area, these resources will be reallocated to Requesting Companies in accordance with the provisions of Section 4.6 and paragraph 5.4.3 of these procedures and guidelines.*

5.3.3. In the emergency situation described in paragraph 5.3.2 above, the initial and secondarily impacted companies agree to:

- Immediately hold an "impacted companies" conference call to negotiate reallocation of the resources on the release schedule developed by the first impacted company as well as any other resources not already committed.
- Regarding personnel released by the first impacted company, secondary Requesting Companies will contact the resources (companies) allocated to them to determine if those persons will agree to re-deploy or be changed out (rotated) in accordance with paragraph 3.6.2.

5.3.4. In all emergency situations, the Requesting Company will make every effort to notify each Responding Company's mutual assistance contact 24-hours in advance of the anticipated final release of their utility personnel.

5.4. <u>Requesting Company – Responsibility for Reimbursement of Expenses</u>

5.4.1. Members understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor for Responding Companies. Therefore, the Requesting Company will reimburse all costs and expenses incurred by the Responding Company in the provision of the emergency assistance for the entire emergency assistance period as defined in section 3.6 above.

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5.4.2. If Responding Company resources are released after mobilization but before being utilized, the Requesting Company will reimburse Responding Company for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

5.4.3. During emergencies impacting more than one member, Responding Company resources may be re-assigned either: en route to the Requesting Company; at an initial staging area before reaching the Requesting Company; or at the Responding Company's final staging area. Additionally, resources may be assigned to assist a second Requesting Company after completing work for the initial Requesting Company. *Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Company resources will be responsible for all Responding Company costs from the time of re-assignment.*

5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.

5.4.5. Provided proper supporting documentation is included, the Requesting Company should pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

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6. Responding Company Responsibilities

6.1. Responding Company – Responsibilities Prior to Mobilization

6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

6.1.2. To facilitate communications, the Responding Company may opt to provide a single point of contact (Coordinator) to interact with the Requesting Company.

6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.

6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.

6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.

6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.

6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.

6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:

- Provide Requesting Company with contact information for their on-site contractors.
- Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
- Give their contractors the Requesting Company contact information.

- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.

6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.

6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.

6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

7. Liability

7.1. Due to the compressed time frames associated with the rendering of mutual assistance, Members should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.

7.2. When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, Members agree to follow Sections 11 and 12 of the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies," or an equivalent agreement executed by both Members prior to the formal start of the rendering mutual assistance.

7.3. EEI Member Companies

7.3.1. If both the Requesting and Responding Companies have signed the Edison Electric Institute Mutual Assistance Agreement, the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies" shall govern liability.

7.4. Non-EEI Member Companies

7.4.1. If either the Requesting or Responding Company have not signed the EEI Mutual Assistance Agreement, then the Responding Company may submit to the Requesting Company for execution a copy of the "North Atlantic Mutual Assistance Agreement" (see Appendix A). The terms "Responding Company" and Requesting Company" are used in this agreement in the same manner as in the "Suggested Governing Principles Covering Emergency Assistance Arrangements Between Edison Electric Institute Member Companies)."

7.4.2. Return of an executed copy of the "North Atlantic Mutual Assistance Agreement' by the Requesting Company to the Responding Company shall be construed as the formal start of the rendering of mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

7.4.3. Use of an agreement other than the "North Atlantic Mutual Assistance Agreement" shall include a discussion on liabilities, among other items, and shall be agreed to and executed by both Members prior to the formal start of the rendering mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

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Mutual Assistance Group Guidelines

8. U.S / Canada Border Crossing

8.1. Purpose

8.1.1. As part of the Electric Sector effort to improve response and reduce delays, a procedure for crossing the US/Canada border has been documented.

8.1.2. The purpose of this procedure is to make 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, U.S. companies need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States

8.2. Procedure Summary

8.2.1. It's 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. This is all documented in the procedure. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare.

8.2.2. While the procedure does not specifically state an amount of time in advance, this should be a minimum of 8 hours if not more. A courtesy call to either the US Customs and Border Protection Agency or the Canadian Boarder Services Agency is recommended to give advance notice and confirm expectations.

8.2.3. To reference the procedure please go to one of the following;

- EEI Website *(https://eei-restorepower.groupsite.com/main/summary)* Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (*http://www.ahcusa.org/*)
- U.S. Customs (*future link)*

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9. Governance

9.1. Membership

9.1.1. Membership in the North Atlantic Mutual Assistance Group is comprised of those companies listed in Section 2.1

9.1.2. Membership will be open to investor owned utilities (IOU's), electrical cooperatives, and electric municipals provided such participation does not contradict or violate any internal, local, state or federal statutes or regulations.

9.1.3. Membership in the North Atlantic Mutual Assistance Group is free and members are not required to pay any dues or fees. The only financial obligation a member has is to incur the costs of hosting the semi-annual (spring or fall) North Atlantic Group meetings and reimburse responding companies for all expenses incurred when providing mutual assistance.

9.1.4. Prospective members seeking to join the North Atlantic Mutual Assistance Group must request admittance by contacting an active officer of the North Atlantic group. The prospective member may be asked to supply additional information and give a formal presentation to the group.

9.1.5. Prospective members to the North Atlantic Mutual Assistance Group must be approved for membership by a majority vote of the group.

9.1.6. All members will be required to sign the North Atlantic Mutual Assistance Group Statement of Understanding and Endorsement letter.

9.2. Officers

9.2.1. Officers shall not incur debt or costs on behalf of the committee or the North Atlantic Mutual Assistance Group and are not liable for the actions of committee members or member companies.

9.2.2. Member companies are always responsible for requesting mutual assistance to meet their requirements

ELECTED OFFICERS

9.2.3. Chair – The Chair for the North Atlantic Group is responsible for:

- Primary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups. Serve as a single point of contact and keep members informed.
- Conduct semi-annual (spring and fall) or other meetings
- Designate special working groups and committees

- Provide guidance and direction on North Atlantic Group Guidelines
- Serve as a Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year.
- Develop spring and fall meeting agendas with the Vice Chair, Secretary, and designated host company.

9.2.4. Vice Chair – The Vice Chair for North Atlantic Group is responsible for:

- Assisting the North Atlantic Group Chair
- Secondary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups
- Leading special working groups or committees
- Develop spring and fall meeting agendas with the Chair, Secretary, and designated host company
- Serve as Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year
- Succeed the North Atlantic Group Chair at the end of term.

9.2.5. Secretary – The Secretary for North Atlantic Group is responsible for:

- Maintain North Atlantic Group rosters and directories
- Maintain and distribute semi-annual (spring and fall) meeting minutes
- Maintain and distribute the Emergency Call spreadsheet used during Joint Mobilization Conference calls
- Maintain all North Atlantic Group documents
- Maintain the North Atlantic Group website
- Develop Spring & Fall Meeting Agendas with the Chair, Vice Chair and designated Host Company
- Assist the Chair and Vice Chair as requested or needed
- Serve for a one (1) year term.
- Succeed the North Atlantic Group Vice Chair at the end of term.

9.3. <u>Elections and Voting</u>

9.3.1. The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the *North Atlantic Mutual Assistance Guidelines* must be approved by ¾ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

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Mutual Assistance Group Guidelines

- If an officer vacates his/her position before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the Secretary position.
- If 2 or more officers vacate their positions before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the vacancies.
- Voting will be by voice vote. Secret ballot may be used upon a motion, seconded by a member company.
- Voting by e-mail is permissible. One vote per Member Company shall apply.

9.4. Meetings

9.4.1. The North Atlantic Group shall meet semi-annually in the spring and fall of each year.

9.4.2. Each North Atlantic member will take their turn hosting the semi-annual (spring and fall) meetings and the Host Company will rotate alphabetically.

9.4.3. The Host Company will be responsible for:

- Assist in developing the meeting agenda with the Chair, Vice Chair and Secretary including coordination with speakers and presenters
- Scheduling the dates and time for the meeting
- Coordinate lodging arrangements (i.e. reserve a block of rooms for a set time period) for overnight members
- Provide the networking dinner the night before the meeting
- Provide the meeting room and meals
- Provide audio visual equipment (i.e. laptop, projector, and white boards or equivalent)

9.4.4. At all meetings of the North Atlantic Mutual Assistance Group, "Roberts Rules of Order Newly Revised" shall be considered the authority in deciding all points of order and parliamentary law not defined by this guideline.

North Atlantic
Mutual Assistance Group Guidelines

10. Document Revision History

Version	Prepared By	Summary of Changes	Date
1.0	Merger Team	Initial Guidelines created for the merger of MAMA, NEMAG, NYMAG	08/22/2013

North Atlantic Mutual Assistance Group Statement of Understanding and Agreement

North Atlantic Mutual Assistance Group

Statement of Understanding
And
Endorsement

The member companies of North Atlantic Mutual Assistance Group understand that they will have occasion to either provide or receive assistance in the form of personnel and equipment to aid in restoring electric service when it has been disrupted and cannot be restored in a safe and timely manner by the affected company or companies without assistance. For this reason, the Officers of the North Atlantic Mutual Assistance Group are authorized to develop and maintain operating procedures and guidelines to insure the most effective and efficient response by the entire membership when emergency assistance is requested by one or more member companies. Final acceptance of the _North Atlantic Mutual Assistance Group Guidelines_, as well as any future modifications, must be approved by ¾ of the member companies with each member company having one (1) vote.

Further, as an officer of the North Atlantic Mutual Assistance Group member company noted below, the undersigned hereby endorses the following principles and agreements on behalf of his / her member company:

1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.

2. Member companies agree to adhere to and operate in accordance with the procedures contained in the _North Atlantic Mutual Assistance Group Guidelines_.

3. Whether providing or receiving assistance, members will work together to minimize risk to all parties. In accordance with North Atlantic guidelines, responding companies will provide assistance (personnel and equipment) on a not-for-profit basis, and requesting companies will reimburse responding companies for all expenses incurred in providing the assistance. In keeping with this principle, North Atlantic members agree to abide by the liability provisions contained in the _North Atlantic Mutual Assistance Group Guidelines._

ROCHESTER GAS AND ELECTRIC CORPORATION	MARK S LYNCH
Company Name	Name of Company Officer
[signature]	10/8/13
Officer Signature	Date

North Atlantic Mutual Assistance Group

Statement of Understanding
And
Endorsement

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NEW YORK STATE ELECTRIC & GAS CORPORATION
Company Name

MARK S LYNCH
Name of Company Officer

Mark S Lynch
Officer Signature

10/8/13
Date

North Atlantic Mutual Assistance Group

Statement of Understanding
And
Endorsement

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Central Maine Power Company	Sara J. Burns
Company Name	Name of Company Officer
x [signature]	9.23.13
Officer Signature	Date

EEI Mutual Assistance Agreements

Iberdrola USA
CMP
RGE
NYSEG
EEI – Mutual Assistance Agreements
02/04/13

EEI EDISON ELECTRIC INSTITUTE RESTORE POWER

SUGGESTED GOVERNING PRINCIPLES COVERING EMERGENCY ASSISTANCE ARRANGEMENTS BETWEEN EDISON ELECTRIC INSTITUTE MEMBER COMPANIES

Electric companies have occasion to call upon other companies for emergency assistance in the form of personnel or equipment to aid in maintaining or restoring electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage or any other occurrences where the parties deem emergency assistance to be necessary or advisable. While it is acknowledged that a company is not under any obligation to furnish such emergency assistance, experience indicates that companies are willing to furnish such assistance when personnel or equipment are available.

In the absence of a continuing formal contract between a company requesting emergency assistance ("Requesting Company") and a company willing to furnish such assistance ("Responding Company"), the following principles are suggested as the basis for a contract governing emergency assistance to be established at the time such assistance is requested:

1. The emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. (This would include any request for the Responding Company to prepare its employees and/or equipment for transport to the Requesting Company's location but to await further instructions before departing). The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company, and shall include any mandated DOT rest time resulting from the assistance provided and reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

2. To the extent possible, the companies should reach a mutual understanding and agreement in advance on the anticipated length – in general – of the emergency assistance period. For extended assistance periods, the companies should agree on the process for replacing or providing extra rest for the Responding Company's employees. It is understood and agreed that if; in the Responding Company's judgment such action becomes necessary the decision to terminate the assistance and recall employees, contractors, and equipment lies solely with the Responding Company. The Requesting Company will take the necessary action to return such employees, contractors, and equipment promptly.

3. Employees of Responding Company shall at all times during the emergency assistance period continue to be employees of Responding Company and shall not be deemed employees of Requesting Company for any purpose. Responding Company shall be an independent Contractor of Requesting Company and wages, hours and other terms and conditions of employment of Responding Company shall remain applicable to its employees during the emergency assistance period.

4. Responding Company shall make available at least one supervisor in addition to crew foremen. All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when

Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

5. Unless otherwise agreed by the companies, Requesting Company shall be responsible for supplying and/or coordinating support functions such as lodging, meals, materials, etc. As an exception to this, the Responding Company shall normally be responsible for arranging lodging and meals en route to the Receiving Company and for the return trip home. The cost for these in transit expenses will be covered by the requesting company.

6. Responding Company's safety rules shall apply to all work done by their employees. Unless mutually agreed otherwise, the Requesting Company's switching and tagging rules should be followed to ensure consistent and safe operation. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Companies.

7. All time sheets and work records pertaining to Responding Company's employees furnishing emergency assistance shall be kept by Responding Company.

8. Requesting Company shall indicate to Responding Company the type and size of trucks and other equipment desired as well as the number of job function of employees requested but the extent to which Responding Company makes available such equipment and employees shall be at Responding Company's sole discretion.

9. Requesting Company shall reimburse Responding Company for all costs and expenses incurred by Responding Company as a result of furnishing emergency assistance. Responding Company shall furnish documentation of expenses to Requesting Company. Such costs and expenses shall include, but not be limited to, the following:

   a. Employees' wages and salaries for paid time spent in Requesting Company's service area and paid time during travel to and from such service area, plus Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave and holiday pay and social and retirement benefits, all payroll taxes, workmen's compensation, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulation.

   b. Employee travel and living expenses (meals, lodging and reasonable incidentals).

   c. Replacement cost of materials and supplies expended or furnished.

   d. Repair or replacement cost of equipment damaged or lost.

   e. Charges, at rates internally used by Responding Company, for the use of transportation equipment and other equipment requested.

f. Administrative and general costs, which are properly allocable to the emergency assistance to the extent such costs, are not chargeable pursuant to the foregoing subsections.

10. Requesting Company shall pay all costs and expenses of Responding Company within sixty days after receiving an invoice therefor.

11. Requesting Company shall indemnify, hold harmless and defend the Responding Company from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company. Where payments are made by the Responding Company under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company..

12. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph (11) above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Company shall cooperate with Requesting Company's reasonable efforts to investigate, defend and settle the claim or lawsuit.

13 Non-affected companies should consider the release of contractors during restoration activities. The non-affected company shall supply the requesting companies with contact information of the contactors (this may be simply supplying the contractors name). The contractors will negotiate directly with requesting companies.

Last update September 2005

- Section 11 and 12 updated

Edison Electric Institute
Mutual Assistance Agreement

Edison Electric Institute ("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 acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

In consideration of the foregoing, the Participating Company hereby agrees as follows:

(1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies ("EEI Principles"), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.

(2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.

(3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.

(4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI's Director of Security of Transmission and Distribution Operations.

NYSEG · RG&E
Part of the Avangrid family

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

Central Maine Power Company
Company Name

Signature

Officer Name: Sara J Burns
Title: President
Date: January 7, 2013

Edison Electric Institute
Mutual Assistance Agreement

Edison Electric Institute ("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 acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

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(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

NEW YORK STATE ELECTRIC + GAS CORPORATION (NYSEG)
Company Name

[signature]
Signature

Officer Name: MARK S LYNCH
Title: PRESIDENT
Date: 1/25/13

Edison Electric Institute
Mutual Assistance Agreement

Edison Electric Institute ("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 acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

In consideration of the foregoing, the Participating Company hereby agrees as follows:

(1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies ("EEI Principles"), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.

(2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.

(3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.

(4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI's Director of Security of Transmission and Distribution Operations.

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

ROCHESTER GAS AND ELECTRIC CORPORATION (RG&E)
Company Name

[signature]
Signature

Officer Name: MARK S LYNCH
Title: PRESIDENT
Date: 1/25/13

NEW YORK PUBLIC PRIVATE MUTUAL ASSISTANCE PROTOCOL

NEW YORK PUBLIC/PRIVATE UTILITY MUTUAL ASSISTANCE PROTOCOL

Rev. 3 July 2019

Promulgation Document

This New York Public/Private Utility Mutual Assistance Protocol ("Protocol") has been reviewed and endorsed for use by: (1) Central Hudson Gas & Electric, Consolidated Edison Company of New York, Inc., AVANGRID Networks, Inc. for New York State Electric & Gas and Rochester Gas and Electric, Niagara Mohawk Power Corporation D/B/A National Grid, Orange and Rockland Utilities, Inc. (individually, "NYS IOU" and collectively "NYS IOUs"); (2) the New York Power Authority ("NYPA"); (3) the Long Island Electric Utility Servco LLC (a wholly owned subsidiary of PSEG Long Island LLC), as agent of and acting on behalf of Long Island Lighting Company d/b/a LIPA for use in the State of New York during an emergency impacting utilities ("LIPA"); (4) the Municipal Electric Utilities Association of New York State ("MEUA"), of MEUA itself and as agent for and on behalf of its utility members identified in Appendix A ("MEUA Members"); (5) the New York Association of Public Power ("NYAPP") on behalf of NYAPP itself and as agent for and on behalf of its utility members identified in Appendix A ("NYAPP Members"); and (6) the American Public Power Association ("APPA") on behalf of itself and the APPA Mutual Aid Program ("APPA Members").

For purposes of this Protocol, the NYS IOUs, NYPA, LIPA, MEUA Members, NYAPP Members, and APPA Members are individually referred to as "Utility Party" and collectively as "Utility Parties"; MEUA, NYAPP, and APPA are individually referred to as "Association Party" and collectively as "Association Parties"; and the Utility Parties and the Association Parties are individually referred to as "Party" and collectively as "Parties".

Table of Revisions

This document will be reviewed by all parties on an annual basis unless otherwise necessary. Documentation of this review and any revisions will be documented in the table below. Written updates will be distributed electronically to each party point of contact for inclusion in their appropriate policies, procedures etc.

When inserting revisions the person revising the document shall complete and *initial* the table below

0	Oct 2015	Original Issue		N/A
1	February 2016	4-6	Formatting & Names	J.T. Flick
2	April 2017	3-6	Updated Signatories	J.T. Flick
3	June 2019	8-9, 15-16	Updated Signatories & Language to include escalation to National Mutual Assistance programs	J.T. Flick

1. Executive Summary

This Protocol is an outline of general principles and practices for the Parties to access, coordinate and distribute critical resources to facilitate and expedite utility restoration following an emergency affecting a Utility party or its service area through mutual aid and a public/private partnership. This Protocol is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It allows Utility Parties to call upon other Utility Parties to voluntarily offer personnel, supplies, equipment, and space in an efficient and expeditious manner, which is organized and documented. The Protocol is not intended to be the primary means of securing assistance. Rather, this Protocol provides access to additional resources when necessary for assistance in New York.

2.Introduction

2.1 Mission Statement

To serve as a mechanism to leverage the public/private partnership among the Parties for access to critical resources to facilitate and expedite utility restoration in anticipation of and following an• emergency impacting the state of New York.

2.2 Purpose

This Protocol outlines the process for Utility Parties to identify, request and share resources among one another in response to and recovery from an event that causes, or may have the potential to cause, impact to the utility infrastructure in the state of New York. In addition, it outlines the protocol to escalate outreach to the association parties for assistance in the event a resource need cannot be met after canvasing within the state of New York.

2.3 Scope

The scope of this Protocol is:

2.3.1 To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of Utility Parties in the state of New York during an emergency.

2.3.2 To provide an enhanced line of communications between the Parties in the event of emergencies impacting New York State of its resources.

2.3.3 To minimize risk to all Utility Parties by agreeing to provide assistance (material, personnel and equipment) on a not-for-profit' basis, and agreeing that the Utility Parties requesting assistance ("Requesting Organization") will reimburse Utility Parties providing assistance ("Responding Organizations") for all expenses incurred in providing the assistance.

2.3.4 To document the procedures to be followed during a time when mutual assistance is required by one or more of the Utility Parties.

2.3.5 To adhere to and operate in accordance with the procedures contained in this Protocol unless otherwise agreed to in writing by the Parties.

1.Organization Information

This Protocol applies to the Parties to this Protocol. The points of contact and contact information for each of the Utility Parties and the Association Parties can be found in Appendix B of this Protocol.

"Not for profit" in the context of this Protocol refers to the Utility Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

4. General Guidelines

4.1. Personnel Safety

4.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all Utility Parties. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Organization(s).

4.1.2. The Requesting Organization agrees to make every effort to avoid moving Responding Organization personnel into harm's way during the initial, first-wave mobilization. 4.1.3. Responding Organization will follow its own safety rules, except as noted in paragraphs 4.1.6 and 4.1.7 below.

4.1.4. Responding Organization is responsible for following its own personal protective grounding practices.

4.1.5. Responding Organization will immediately report any and all accidents to Requesting Organization (both incidence and injury).

4.1.6. Switching procedures will be handled as the Requesting Organization designates, provided that the procedures do not violate the safety rules of the Responding Organization.

4.1.7. Requesting Organization will provide information on their switching and tagging rules. Requesting Organization switching/blocking tags will be used.

4.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Organizations prior to deployment of armed security personnel.

4.1.9. Any deployment of personnel who perform security functions must comply with federal, provincial, state, local and tribal regulations as applicable.

4.2. Maintenance of Contact Roster

4.2.1. In order to facilitate efficient communication and response, participating organizations will share the names, contact information (work phone, home phone, cellular phone, and e-mail addresses) for at least two (2) individuals authorized to participate in Joint Mobilization Activities on behalf of their organization.

4.2.2. Each Party Utility will be responsible for maintaining and updating the *Member Organization Contact Roster* at least every three months.

4.2.3. Association Parties are responsible for maintaining current contact rosters of their respective members and are the primary points of contact for the municipal/cooperative resources.

4.3. Code of Conduct

4.3.1. Whether providing or receiving assistance, all Utility Party personnel will be expected to conduct themselves in a professional and responsible manner.

4.4. Definition of Emergency Assistance Period

4.4.1. The Parties agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Organization in response to the Requesting Organization's needs. This includes any request for the Responding Organization to prepare its employees and/or equipment for travel to the Requesting Organization's location but to await further instructions before departing. This preparation time should begin when normal work activities for the Responding Organization stops and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 4.4.3, the emergency assistance period shall terminate when such employees and/or materials or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g., cleaning trucks and restocking minor materials).

4.4.2. The length of stay by Responding Organization personnel will be mutually agreed to by both the Requesting Organization and Responding Organization(s). Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments extend beyond this time frame, Parties agree that Responding Organization personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting Organizations may agree upon exceptions to this procedure.

4.4.3. It is understood and agreed that if Responding Organization's system or members are threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Organization's native and contract workforce may be recalled. In these instances:

- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Organization.
- If recall of Responding Organization's workforce becomes necessary, the Requesting Organization will be responsible for all expenses incurred by Responding Organization until the Responding Organization returns home and vehicles are cleaned and stocked for normal work activities.
- If Responding Organization's workforce is recalled to another of the Responding Organization's locations other than their original point of origin, the Requesting Organization will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

5. Rules of Engagement

5.1. Rules of Engagement Procedures

5.1.1. Utility Parties agree to adhere to the procedures contained in this Protocol to request, identify and mobilize emergency mutual assistance resources. Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows Utility Parties to quickly request assistance and identify the number and status of all available regional resources.

5.1.2. When any Utility Party has a need for additional resources, it will utilize its primary means of securing additional assistance first.

5.1.3. If a need still exists after the response to the request under 5.1.2, one (1) representative from each of the Utility Parties (or its group representative) will convene a joint mobilization call to ascertain if Utility Parties have resources available to provide aid.

5.1.4. In the event resource requests initiated through this protocol remain unmet, Utility Parties will escalate the request to its trade association national coordinator(s). The national coordinator(s) collaborate among the APPA, EEI and national emergency management agencies. This process:

- Can be executed in parallel with the above outreach to neighboring RMAGs
- Broadens the reach to potential support resources
- Provides for a more effective and equitable allocation of resources for deployment to the requesting impacted member companies

- Should be made and coordinated following the existing North Atlantic Mutual Assistance Group (NAMAG) protocols unless there are no other Association Party resources within the NAMAG or other RMAGs that are in need of/requesting mutual Assistance.

5.1.5 In the event a resource need still exists after canvasing the Utility Parties and New York Association Parties, the Utility Parties have the ability to, and should consider, escalating the request to the national Association Parties. If resources are brought to bear through this process, the resources would be coordinated locally similar to inviting other Regional Mutual Assistance Groups (RMAGs) to the event as done under the EEI (RMAG) process

5.1.6 The Joint Mobilization Conference Call provides Utility Parties with the opportunity to understand the scope of the emergency situation, including expected impact and potential damage to organizations or systems, and also provide information as to the steps taken to secure resources. The aim of the call is to achieve efficient, effective and equitable allocation of available resources and minimize costs associated with mobilization of resources.

5.2 <u>Responsibilities of Organization Initiating Request for Resources (for "NY Only" Events)</u> [2]

5.2.1 The Requesting Organization[3] serves as moderator for the Joint Mobilization Conference Call or ask another Party to moderate. The moderator:

- Presents an estimate of impact to the Requesting Organization. If the incident impacts or potentially impacts more than one Utility Party's service territory, the moderator will ask other Utility Parties for their projected damage assessments.
- Presents an estimate of resources needed by the Requesting Organization. If the event impacts or potentially impacts more than one Utility Party's service territory, the moderator will ask other Utility Parties for their projected resource needs.
- Asks all non-impacted Utility Parties to state the amount of resources it has available to provide assistance and a timetable for those resources.
- Leads discussion of (1) staging areas, if, needed, to be used by assisting organizations, (2) transportation concerns, such as evacuation orders, fuel availability, and DOT exemptions, and (3) the availability of non-Utility Party resources that may be available to assist impacted Utility Parties.
- Addresses, to the extent possible, the Requesting Organizations responsibilities under Section 6.1.
- Establishes a schedule for update calls.

5.3. <u>Responsibilities of Non-Initiating Organizations</u>

- Non-threatened and non-impacted Utility Parties should be prepared to specify the number and type of resources available to assist impacted organizations or systems, including an estimate of when these resources can be dispatched.
- To enhance safety and flexibility, upon request non-threatened/non-impacted Utility Parties will be prepared to identify staging areas available in their territories.

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[2] For events where requests for muni/cooperative resources extend beyond "NY-Only", the communication, coordination and allocation of resources will be managed utilizing existing mutual assistance protocols.

[3] Resources requested by a MEUA Member or NYAPP Member will be made by either MEUA or NYAPP on the NYAPP Member's behalf. Resources requested by a NYS IOU or NYPA will be made by such entity itself.

6.2.5 With the exception of food and lodging during travel to and from the final work site, the Requesting Organization handles all food, lodging and incidental support needed by Responding Organization unless otherwise agreed to in writing.

6.2.6 Requesting organization provides laundry services unless otherwise agreed to in writing.

6.2.7 Requesting Organization reimburses the Responding Organization for lodging and will not pay for additional hotel related or hotel billed expenses unless agreed to by the Requesting Organization prior to the occurrence.

6.3 <u>Requesting Organization - Procedures for Releasing Responding Organization(s)</u>

6.3.1 Each Requesting Organization provides to the Responding Organization(s) a proposed "Release Schedule" as soon as possible before mobilizing personnel and equipment ("crews"). This Release Schedule will include:

- Name(s) of the Utility Party and its personnel to be released to the request.
- The numbers of workers from each Utility Party being released to the request.
- The coordinator of the crews being released to the request.
- The date and approximate time the crews expect to be released from the request.

6.3.2 The Requesting Organization recognizes that resources under this Protocol are being provided to assist with an emergency only. After the response and restoration work has been completed, the Requesting Organization shall NOT retain Responding Organization personnel or equipment to perform routine maintenance, street lighting work, or clean up type work (unless otherwise agreed to) and will aggressively work to demobilize personnel and equipment.

6.3.3 If there are other Utility Parties that need additional resources at the time of the release, it will be the decision of the Responding Organization or members as to whether they provide resources for another Utility Party's mutual assistance request under this Protocol.

6.3.4 When resources are being released by one Requesting Organization, and the Responding Organization elects to provide assistance to another Requesting Organization, it will go through the same process as it did initially as specified in Section 5.4.

6.4 <u>Requesting Organization — Responsibility for Reimbursement of Expenses</u>

6.4.1 The Parties understand and agree that the provision of emergency mutual assistance is a not for profit endeavor[1] for Responding Organization(s). The Requesting Organization will reimburse all costs and expenses incurred by the Responding Organization in the provision of the emergency assistance for the entire emergency assistance period as defined in Section 4.4 above.

6.4.2 If Responding Organization resources are released during/after mobilization but before being utilized, the Requesting Organization will reimburse Responding Organization for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

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[1] "Not for profit" in the context of this Protocol refers to the Utilities Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

6.4.3 During emergencies impacting more than one Utility Party, Responding Organization resources may be re-assigned to another Requesting Organization either: (1) en route to the Requesting Organization, (2) at an initial staging area before reaching the Requesting Organization, or (3) at the Responding Organization's final staging area. Additionally, resources may be assigned, in agreement with the Responding Organization, to assist a second Requesting Organization after completing work for the initial Requesting Organization. Note: In any of these instances, unless otherwise mutually agreed, the Requesting Organization that receives the re-assigned Responding Organization resources will be responsible for all Responding Organization costs from the time of re-assignment (including travel from demobilization point).

6.4.4 The Requesting Organization shall pay all invoice(s) from Responding Organization or members within 90 calendar days after receipt of invoice(s) with proper supporting documentation as specified by the Requesting Organization in advance.

7. Responding Organization Responsibilities

7.1 Responding Organization — Responsibilities Prior to Mobilization

7.1.1 To the extent possible, the Responding Organization is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

7.1.2 To facilitate communications, the Responding Organization may opt to provide a single point of contact (Coordinator) to interact with the Requesting Organization.

7.1.3 Responding Organization completes and forwards a crew roster to the Requesting Organization with employee name and title, vehicle description, other equipment, and contact information, before departing their home location or current work location.

7.1.4 Responding Organization agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Organization.

7.1.5 In certain situations, the Requesting Organization may not have the capacity to effectively on-board and control small groups of resources. In these situations, every attempt will be made by the Responding Organization(s) to group the responding resources into a size that the Requesting Organization or member can effectively utilize. The Responding Organization(s) will make every attempt to assemble and arrive as a single unit and provide their own supervision incorporating a manageable span of control.

7.1.6 Upon request, the Responding Organization shall provide the Requesting Organization with a copy of associated labor contracts.

7.2 Responding Organization — Responsibilities during Emergency Assistance Period

7.2.1 Responding Organization handles all communication needs within their teams to ensure continuous communication capabilities.

7.2.2 The Responding Organization is responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

7.2.3 Responding Organization maintains daily records of time and expenses for personnel and equipment. This documentation is provided with their invoices.

7.2.4 Unless otherwise agreed prior to mobilization, member utilities agree that Responding Organization(s) will maintain and furnish upon request receipts for all individual expenses and purchases made during the emergency assistance period in accordance with the United States Internal Revenue Service (IRS) in effect at the time assistance is requested.

7.2.5 Notwithstanding anything herein, the Requesting Organization and the Responding Organization may mutually agree to a different invoicing method than that outlined in Appendix B; however, every effort should be made to agree upon invoicing terms before mobilization begins.

7.3 Responding Organization — Responsibilities End of Emergency Assistance Period

7.3.1 Responding Organizations should submit their *preliminary invoice* to Requesting Organization *within 30 calendar days from date released* by the Requesting Organization. Responding Organization will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Organization should receive *final invoice within 60 calendar days from invoice date of preliminary invoice.*

7.3.2 Utility Parties agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal or statutory requirements and obligations incumbent upon the Requesting Organization.

8. Liability

8.1 Due to the compressed time frames associated with the rendering of mutual assistance, Utility Parties should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Party Utility to respond to another Party Utility could be impacted adversely, up to and including an inability to render any non-contractor assistance.

8.2 When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, the Parties agree as follow:

8.2.1 Requesting Organization shall indemnify, hold harmless and defend Responding Organizations from, and against any and all liability for loss, damage, cost or expense which Responding Organizations may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Organization or except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and/or gross negligence of the Responding Organization. Where payments are made by the Responding Organization under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Organization shall reimburse the Responding Organization for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Organization.

8.2.2 In the event any claim, request for information, or demand is made or suit or action is filed against Responding Organization alleging liability for which Requesting Organization shall indemnify and hold harmless Responding Organization under paragraph 8.2.1 above, Responding Organization shall promptly notify Requesting Organization thereof, and Requesting Organization, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Organization shall cooperate with Requesting Organization's reasonable efforts to investigate, respond, defend and settle the claim request, or lawsuit.

8.2.3 In the event any claim, request for information, or demand is made or suit or action is filed against Requesting Organization alleging liability during an Emergency Assistance Period as defined in section 4.4.1 above, Requesting Organization shall promptly notify all Responding Organization. All Parties shall cooperate with reasonable efforts to investigate, respond, defend, and the settle the claim, request or lawsuit.

9. Confidentiality

9.1 Utility Parties understand and agree that invoicing details, including associated expenses and related information and conversations between member utilities during conference calls, including discussions regarding crew location and allocation are confidential and proprietary to the disclosing member utility (the "Confidential Information"). Therefore, member utilities agree not to share or release any Confirmation Information unless mutually agreed.

9.2 Utility Parties expressly acknowledge that they are subject to regulation by various state and federal regulatory agencies and that they may from time to time disclose Confidential Information to such regulatory agencies. In the event of such disclosure to regulatory agencies, the disclosing Utility Party shall seek to have the applicable regulatory agency afford confidential treatment to the Confidential Information.

1. Freedom of Information Laws

10.1 If a Party is subject to a freedom of information law that provides for public disclosure of records (collectively, a "FOIL") and such Party (the "FOIL Party") receives a request for the disclosure of potentially Confidential Information provided to it by another Party (the "Disclosing Party"), the FOIL Party, shall:

- Notify the Disclosing Party of the request;
- Provide the Disclosing Party with the information the FOIL Party intends to provide in response to the FOIL request;
- Provide the Disclosing Party the opportunity to provide information regarding the need for confidential treatment;
- Evaluate the third party's request for disclosure and the Disclosing Party's request for confidential treatment; and
- Determine if the Confidential Information is subject to disclosure under FOIL

10.2 If the FOIL Party determines that Confidential Information is subject to disclosure under the applicable FOIL, it will provide prompt written notice of such determination to the Disclosing Party so that the Disclosing Party may seek a protective order or other appropriate remedy.

10.3 Nothing in this Protocol is intended to limit or otherwise modify a FOIL Party's obligations under any applicable FOIL.

IN WITNESS WHEREOF, by signing below, the Parties agree that they have read, understand, and agree to the terms and conditions provided for herein.

POWER AUTHORITY OF THE STATE OF NEW YORK
By: jet,40[1]
Name: Saul Rojas
Title: Vice President - Enterprise Resilience
Date: Oct 9, 2019

LONG ISLAND ELECTRIC UTILITY SERVCO LLC AS AGENT OF AND ACTING ON BEHALF OF THE LONG ISLAND LIGHTING COMPANY D/B/A LIPA

BY: CitrbeAB
Name: John O'Connell
Title: Vice-President - Electric Operations
Date: Sep 10, 2019

CENTRAL HUDSON GAS & ELECTRIC
BY: Fad 617'agn)y
Paul E Haering (Aug 9, 2019)
Name: Paul Haering
Title: Senior Vice President - Engineering and Operations
Date: Aug 9, 2019

CONSOLIDATED EDISON, INC.
BY: NatthewSvm
Matthew Sniffen (Aug 9, 2019)
Name: Matt Sniffen
Title: Vice President — Emergency Preparedness
Date: Aug 9, 2019

ORANGE & ROCKLAND UTILITIES
BY: -aliarfivfre Peiret&
Francis Wm Peverly (Aug 18, 2019)
Name: Francis W. Peverly
Title: Vice President - Operations
Date: Aug 18, 2019

New York and Regional Public/Private Utility Mutual Assistance Protocol Page 15 of 20 Rev. 3

NATIONAL GRID
BY: ge't eg
Keith P McAfee (Aug 8 2019)
Name: Keith McAfee

Title: Vice President - NY Electric Operations

Date: Aug 8, 2019

AVANGRID Networks, Inc.,
on behalf of New York State Electric & Gas and Rochester Gas and Electric
By: Ch&lef cvef •
Charles Eves (Aug 20, 2019)
Name: Charles Eves

Title:. Vice President - Electric Operations

Date: Aug 20, 2019

MUNICIPAL ELECTRIC UTILITIES ASSOCIATION OF NEW YORK STATE,
on behalf of itself and MEUA Members
By: Tony Modafferi
Name: Tony Modafferi

Title: Executive Director

Date: Sep 6, 2019

NEW YORK ASSOCIATION OF PUBLIC POWER,
on behalf of itself and NYAPP Members
BY: Paa 7 War
Paul J. Pallas (Aug 2, 2019)
Name: Paul Pallas

Title: President

Date: Aug 2, 2019

AMERICAN PUBLIC POWER ASSOCIATION,
on behalf of itself and the APPA Mutual Aid Program

BY: Mike Hyland
Name: Mike Hyland

Title: Sr. Vice President — Engineering

Date: Sep 11, 2019

APPENDICES

APPENDIX A — ASSOCIATION PARTY/MEMBER INFORMATION

Municipal Electric Utilities Association of New York State Members

Village of Akron
Village of Andover
Village of Angelica
Village of Arcade
Bath Electric, Gas & Water Systems
Village of Bergen
Municipal Commission of Boonville
Village of Brocton
Village of Castile
Village of Churchville
Village of Endicott
Fairport Municipal Commission
Village of Frankfort Electric Department
Village of Greene
Village of Groton
Village of Hamilton
Village of Holley
Village of Ilion
Lake Placid Village, Inc.
Village of Little Valley
Village of Marathon
Massena Electric Department
Village of Mayville
Mohawk Municipal Commission
Penn Yan Municipal Utilities Board
Village of Philadelphia
Plattsburgh Municipal Lighting District
Village of Richmondville Power and Light
Village of Rouses Point
Salamanca Board of Public Utilities
Village of Silver Springs
Skaneateles Electric Light
Village of Solvay
Village of Spencerport
Village of Springville
Village of Theresa
Village of Tupper Lake
Village of Watkins Glen
Village of Wellsville
Village of Westfield

New York Association of Public Power Members

Delaware County Electric Cooperative
Freeport Electric Utility
Green Island Power Authority
Village of Greenport Electric Light and Power Company
Jamestown Board of Public Utilities
Oneida-Madison Electric Cooperative
Otsego Electric Cooperative, Inc.
Village of Rockville Centre
Village of Sherburne
City of Sherrill Power and Light
Steuben Rural Electric Cooperative, Inc.

American Public Power Association

For a complete list of the American Public Power Association Members please visit their website at:

https://www.publicpower.org/our-members

Appendix A

New York State Public Private Utility Mutual Assistance Protocol

Contact List

Company Name	Contact	> E-mail	Address	City	State VA	Zip 22202	Bus. Phone 202-467-2986	Cellular 202-731-1810
American Public Power Association	**Mike Hyland**	[illegible]	**2451 Crystal Dr. Suite 1000**	**Arlington**				
AVANGRID	**Trish Nilsen**	**patricia.nilsen(Thavanorld.com**	**101 Murray Hill Road**	**Vestal**	**NY**	**13850**	**607-762-**	**607-237-1229**
AVANGRID	La Wanda Ervin	LLErvinOnyseci.com	26 Well< Ave	Liberty	NY	12754	585-464-3361	845-239-3442
Central Hudson Gas & Electric	**Tim Haves**	**Thaves(acenhud.com**	**1 Phoenix St.**	**Poughkeepsie**	**NY**	**12601**	**845-486-**	**845-464-5607**
Central Hudson Gas & Electric	John Collins	Jcollinst?cenhud.com	1 Phoenix St.	Poughkeepsie	NY	12601	845-486-	845-249-6136
Consolidated Edison Inc.	**Catherine Lewis**	Philber-Le sCat(Thconed.com	**511 Theodore Fremd Ave.**	**Rye**	**NY**	**10580**	**914-925-**	**347672-3515**
Consolidated Edison Inc.	Rob Pettenato	PettenatoRaconed.com	4 Irving PL	New York	NY	10003	212-460-3241	347-865-3755
Municipal Electric Utilities Association (MEUA)	**Modafferi, Tony**	**tmodafferiameua.org**	**6652 Hammersmith Drive**	**East Syracuse**	**NY**	**13057**	**315-453-**	**315-243-8001**
National Grid	**Glen Aichinger**	**Glen.AichinclerOnationalorld.com**	**144 Kensington Ave**	**Buffalo**	**NY**	**14214**	**716-831-**	**716-868-6420**
National Grid	Jason Uhlig	Jason uhlicffanationalorld.com	7437 Henry Clay Blvd.	Liverpool	NY	13088	315-460-*437	315-726-1574
New York Association of Public Power (NYAPP)	**Acee, Bill**	**Williantaceepnyapp-org**	**10 West State Street**	**Sherburne**	**NY**	**13460**	**607-674-**	**607-3164669**
New York Power Authority	**J.T. Flick**	**Joseph-Flickalnypa.gov**	**123 Main St**	**White Plains**	**NY**	**10601**	**914-390-**	**914-308-0441**
New York Power Authority	Ted Flsch	Theodore.Flsch@rlVPP-*M	30 So. Pearl St.	Albany	NY	12207	518-433-6778	518-410-6060
New York Power Authority	Joan Thomas	Joan.Thomasftnypaapy	123 Main St	White Plains	NY	10601	914-287-3188	914-327-9563
New York Power Authority	Larry Mallory	Lawrence.MalloryAnyoamov	123 Main St	White Plains	NY	10601	914-287-3198	914-200-9593
New York Power Authority	Saul Rojas	Saul.Rojasenypa.gov	123 Main St	White Plains	NY	106W	914-681-6661	914-960-0162
NYS DHSES OEM Watch Command	**24/7 Desk**	**nyswatchcenter(didhses.nym ov**					**518-292-**	
PSEG-LI	**Larry Torres**	Larry.Torres(Thosee.com	**175 East Old Country Rd**	**Hicksville**	**NY**	**11801**	**516-949-**	**917-440-7374**
PSEG-LI	Jeff Plackis	Jeffrey.Plackisffoseckcom	175 East Old Country Rd	Hicksville	NY	11801	516-949-7430	516-805-2953

Contacts Highlighted in BOLD are the Primary Points of Contact

July 2019

INVOICE

Utility
New York State, NY

DATE: [CLICK TO SELECT DATE]
INVOICE #
PROJECT & TASK #

TO

FROM

JOB DESCRIPTION	PAYMENT TERMS
Emergency Restoration Work	PAYMENT DUE **/**/****. (PAYMENT DUE WITHIN 90 DAYS AFTER RECEIPT OF INVOICE.)

DESCRIPTION	TOTAL
LABOR Total labor (full) cost	
LABOR HOURS Total hours billed by function: • Line or splicing personnel • Supervisory • Safety • Other (please specify and should be pre-approved)	
MATERIALS (Total Cost) Type of material(s) Quantity	
EQUIPMENT (Total Cost) Types of vehicles/equipment Total hours billed	
FIELD AND ADMINISTRATIVE EXPENSES Includes fuel, food, lodging, tolls, administrative, communications expenses and miscellaneous costs Special requests: • Type of special request • Total cost	
TOTAL DUE	

DEPARTMENT OF HOMELAND SECURITY
MUTUAL ASSISTANCE CANADIAN BORDER CROSSING LETTER

NYSEG · RG&E
Part of the Avangrid family

Date:

xxxxxxxx, Deputy Director
New York State Office of Emergency Management
1220 Washington Avenue
Building 22, Suite 101
Albany, NY 12226-2251

Dear Deputy Director xxxxxx,

AVANAGRID NY is currently preparing for the [Type of event] expected to begin, [Month Day, 202X]. As part of our preparation efforts to ensure we are able to quickly address anticipated power outages, we are seeking the assistance of electrical workers from Canada. [Contractor] is crossing at the [Point of Entry] on the [State] border and will be working in [Utility]'s [Identify service location or divisions]. We have determined that the nearest available US electrical workers reside in states further away and/or are not readily available to support the power restoration effort.

AVANAGRID NY requests the New York Emergency Management Agency to contact US Customs and Border Protection and request they allow entry of these Canadian electrical workers into the US for the mutual assistance support of [Utility] in New York. Attach is the CBP Pre-Arrival spreadsheet. It is expected that the electrical workers will be crossing the border between [Time and Time] on [Month Day, 202X]. It is also our expectation that the Canadian electrical workers will assist in storm restoration efforts, ending their assignment by [Month Day, 202X], or earlier.

Sincerely,

[Name and title of signatory]

CC: Xxxxxx, New York State Department of Public Service

Xxxxxx, New York State Department of Public Service

[Point Of Entry]

PRE-ARRIVAL SPREADSHEET-CANADIAN BORDER CROSSINGS

When engaged in securing mutual assistance from Canadian crews all tabs of the **PRE-ARRIVAL NAME** *Spreadsheet must be completed required prior to entry.*

	E	F	G	H	I	J	K	L	M
1	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
2									
3									
4									
5									
6									
7									
8									
9									

G14

	A	B	C	D	E	F	G
1	Utility Company	Contact Person	Contact Phone #	Event Reason	Date Crossing	Time Crossing	Port Crossing At
2							
3							
4							
5							
6							

F5

	A	B	C
1	ISO Alpha-2 Code	Country Name	
2	AB	ARUBA ISLAND (SEE ALSO AW)	
3	AD	ANDORRA	
4	AE	UNITED ARAB EMIRATES	
5	AF	AFGHANISTAN	
6	AG	ANTIGUA & BARBUDA	
7	AI	ANGUILLA	
8	AL	ALBANIA	
9	AM	ARMENIA	
10	AN	NETHERLANDS ANTILLES	
11	AO	ANGOLA	

E10

	A	B	C	D
1	State Code	State Name	Country	
2	AK	Alaska	US	
3	AL	Alabama	US	
4	AM	American Samoa	US	
5	AR	Arkansas	US	
6	AZ	Arizona	US	
7	CA	California	US	
8	CO	Colorado	US	
9	CT	Connecticut	US	

A	B	C
Issuing Post Code	Issuing Post Name	Issuing Country
ABC	ABCO	UNITED STATES OF AMERICA
ABD	ABU DHABI	UNITED ARAB EMIRATES
ABJ	ABIDJAN	IVORY COAST
ABU	ABUJA	NIGERIA
ACC	ACCRA	GHANA
ACK	AUCKLAND	NEW ZEALAND

New York State Procedure for
NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events
January 2025

To ensure compliance with U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for the Buffalo and New England (dated October 2018 and May 2018 respectively and attached below), the following procedures will be used by utilities within New York State. These procedures have been reviewed by the New York State Office of Emergency Management and the New York State Public Service Commission. For further details, please see U.S. Customs and Border Protection Guidelines in Attachment 2 and 3.

Utility to NYS OEM

- E-mail which contains a cover letter and CBP Pre-Arrival Spreadsheet
- At a minimum, cover letter needs to identify need, other areas canvaseed for assistance with outcome, which Ports of Entry (POEs), estimated arrival at POE, and duration of stay.
- Utility submits package to:
  - NY.StateWatchCenter@dhses.ny.gov
  - DPS.sm.EmergencyOperations@dps.ny.gov
  - [redacted]
  - For NYS POE BUFCAN-UW-NewYork@cbp.dhs.gov
  - For NH or VT POE BOSCAN-UW-Vermont@cbp.dhs.gov
  - For Maine POE BOSCAN-UW-Maine@cbp.dhs.gov
- Note: Inital packet is being copied to CBP for siutational awareness and pre-planinng. The necessary State Office of Emergency Management documents will be provided in the next step.

NYS OEM to US CBP

- After any necessary follow up, NYS OEM will provide a letter of support along with the State of Emergency (if applicable) andsubmit the entire packet to CBP and copy DPS and the requesting utility
- For NYS POE BUFCAN UW NewYork@cbp.dhs.gov
- For NH or VT POE BOSCAN UW Vermont@cbp.dhs.gov
- For Maine POE BOSCAN UW Maine@cbp.dhs.gov

CBP

- CBP will process the request in accordance with their existing procedures and follow up with the respective utility and/or State agency as appropriate.

Important Notes:

1. CBP recommends using staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.

2. The New York utility company who reassigns any previously paroled Canadian utility company crew is responsible for notifying the original paroling Port of Entry of their assignment location and a roster of the employees being reassigned AND notify the New York State Watch center of the re-assignment.

3. If a Canadian Utility Crew that was originally requested by a New York utility company is released and then reassigned to any other utility either within New York State or outside NYS, then the "receiving" NY utility company must seek an additional letter of support from that receiving State's Emergency Management Director and the accompanying declaration of a State of Emergency from that State.

Contact Information:

Agency	Phone Number	E-Mail
New York State		
New York State Office of Emergency Management	518-292-2200	NY.StateWatchCenter@dhses.ny.gov
New York State Dept of Motor Vehicles	518-473-5595	
CBP Buffalo Area of Responsibility		
CBP Buffalo Field Office	716-626-0400	BUFCAN-UW-NewYork@cbp.dhs.gov
Buffalo, NY Area Port	716-843-8300	BUFCAN-UW-NewYork@cbp.dhs.gov
Alexandria Bay, NY Area Port	315-482-2065	BUFCAN-UW-NewYork@cbp.dhs.gov
Champlain, NY Area Port	518-298-8311	BUFCAN-UW-NewYork@cbp.dhs.gov
CBP Vermont Area of Responsibility		
CBP Vermont Field Office		BOSCAN-UW-Vermont@cbp.dhs.gov
New Hampshire Homeland Security and Emergency Management	603-271-2231	nheoc@dos.nh.gov
New Hampshire State Police Commercial Vehicle Unit	603-223-8778	
New Hampshire Bureau of Motor Vehicles	613-227-4000	
Vermont Emergency Management Agency	800-347-0488	Dps.secc@vermont.gov
Vermont Bureau of Motor Vehicles	888-998-3766	
St. Albans, VT Area Port	802-524-6527	
CBP Maine Area of Responsibility		
CBP Maine Field Office		BOSCAN-UW-Maine@cbp.dhs.gov
Maine Emergency Management Agency	207-624-4400	RCC.Augusta@Maine.gov
Maine State Police Commercial Vehicle Unit	207-624-8939	
Maine Bureau of Motor Vehicles	207-624-9000 Ext 52151	
Portland, ME Area Port	207-771-3600	

For any questions, please contact the NYS Office of Emergency Management at 518-292-2200.

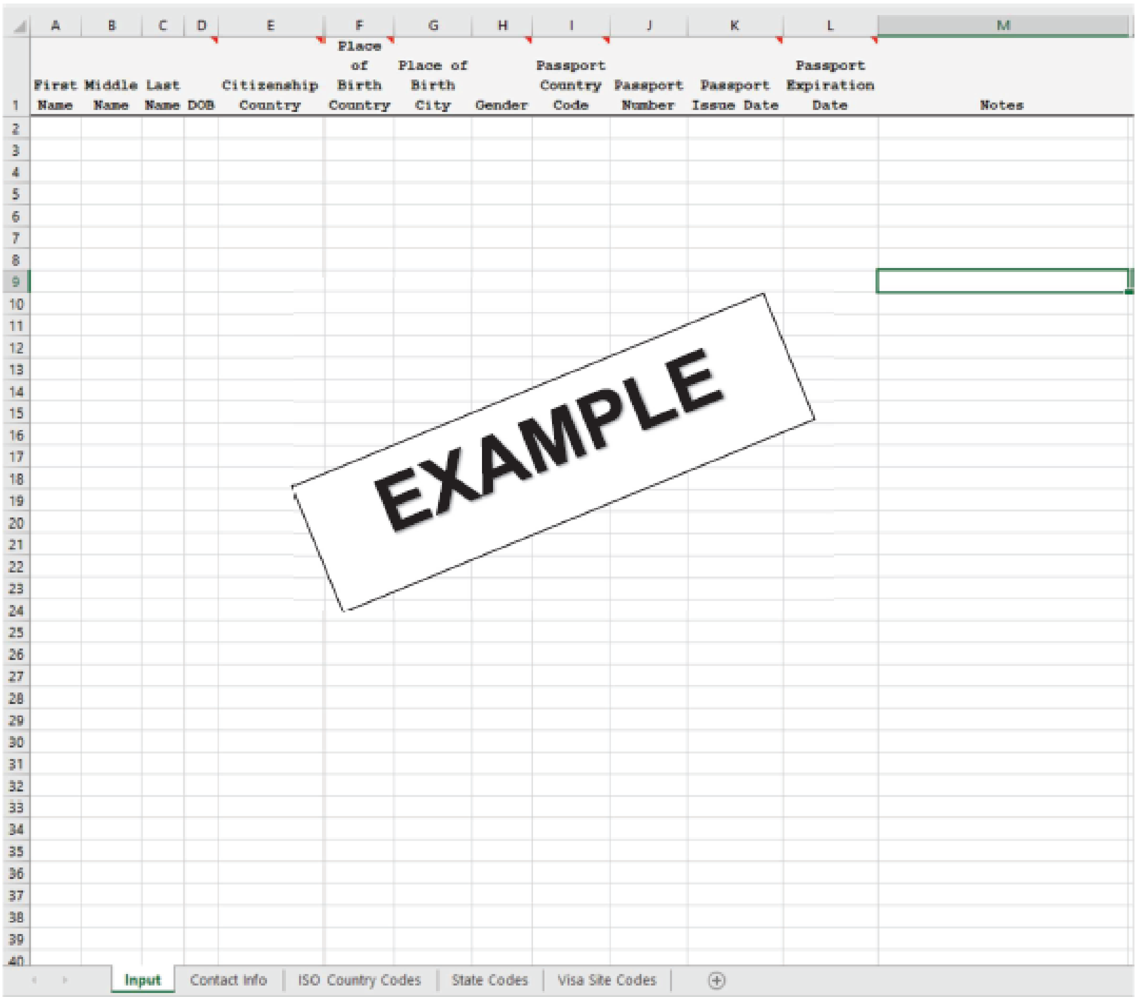
Attachments:

1. CBP Pre-Arrival Spreadsheet (Example)

2. U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for Buffalo

3. U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract

CBP Pre-Arrival Spreadsheet (Example)



First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes

Page 3 of 3
January 2025 – Previous versions are obsolete

Electric Utility Emergency Plan

Appendix D: Contractor Lists
(Wire Guards, Damage Assessors, Vegetation Crews)

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APPENDIX D: CONTRACTOR LISTS

This appendix contains a list of contractors frequently engaged to provide support with wire guards, damage assessors and vegetation crews.

CONTRACTOR LIST

Contract Company	Function
Asplundh Engineering Services (Ironhouse)	Wire Guard/Damage Assessor
Bacrodec Comm Contracting	Wire Guard/Damage Assessor
CHA Consulting	Damage Assessor
Compress Creek Consulting	Wire Guard/Damage Assessor
D&D Power LLC	Wire Guard/Damage Assessor
EJ Electric	Wire Guard/Damage Assessor
Ferreira Construction	Wire Guard/Damage Assessor
Flory	Wire Guard/Damage Assessor
HST Holdings	Wire Guard/Damage Assessor
K&A Engineering Consulting PC	Wire Guard/Damage Assessor
KLE Inc	Wire Guard/Damage Assessor
KNX Utility Services	Wire Guard/Damage Assessor
LaBella	Wire Guard/Damage Assessor

Laydon Industries LLC	Wire Guard/Damage Assessor
Matco Electric Corp	Wire Guard/Damage Assessor
Maverick	Wire Guard/Damage Assessor
Maxim Construction Services	Wire Guard/Damage Assessor
NorPro LLC (formerly Northline)	Wire Guard/Damage Assessor
O'Connell Electric	Wire Guard/Damage Assessor
OneSource Restoration LLC	Wire Guard/Damage Assessor
Power & Construction Group	Wire Guard/Damage Assessor
Premium Utility Contracting LLC	Wire Guard/Damage Assessor
Qualus LLC	Wire Guard/Damage Assessor
Reconn Holdings	Wire Guard
Storm Services Engineering, LLC	Wire Guard/Damage Assessor
Upstate Pole Services, LLC	Wire Guard
Nelson Tree	Tree Contractor
Birchcrest	Tree Contractor
Asplundh Tree	Tree Contractor
Ironwood Heavy Highway	Tree Contractor
Lewis Tree	Tree Contractor
NGGilbert	Tree Contractor
Davey Resource Group	Tree Contractor
Cut Above Veg Srvs (subsidiary of TreeWays)	Tree Contractor
KWReese	Tree Contractor

Electric Utility Emergency Plan

Appendix E: Exercise Schedule

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Appendix E: Exercise Schedule 2026

This appendix contains a table of planned exercises scheduled for the year 2026. This schedule is subject to change depending on operational needs and issues identified throughout the year.

NYSEG and RG&E NEW YORK 2026 EXERCISE EVENT PLAN		
QUARTER	TOPIC	OPERATING COMPANY
2	New York Annual Exercise	NYSEG and RG&E
2	Outage Management System Stress Test	NYSEG and RG&E
2	Public Liaison, County, Town and Elected Officials Exercise	NYSEG and RG&E
2	Public Liaison, County, Town, and Elected Officials Exercise	NYSEG and RG&E

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Electric Utility Emergency Plan

APPENDIX F

MUNICIPAL OFFICIAL CONTACT LIST

December 2025

The current list of Municipal Official Points of Contact is posted to an internal file sharing system available to NYSEG and RG&E response personnel. This list is available upon request.

ELECTRIC UTILITY EMERGENCY PLAN

APPENDIX G: JOINT UTILITY CONTACT LIST

December 2025

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Appendix G: Utility Contact Information

This appendix contains a list of Utility Partners we may work with during storm events.

The current list of Utility Partner Emergency Points of Contact is posted to an internal file sharing system available to NYSEG and RG&E response personnel. This list is available upon request.