

Massachusetts Electric Company  
d/b/a  
National Grid

Winter Storm 2008 Report

Book 2 of 5

February 23, 2009

Submitted to:  
Massachusetts Department of  
Public Utilities  
Docket No. D.P.U. 09-01-B

Submitted by:

**nationalgrid**





nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.01
		Page No.	1
<b>EEP NE - PREFACE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PREFACE

National Grid (the Company) has established the Electric Emergency Procedure (EEP) - New England for the purpose of managing outages caused by storms and other natural disasters, civil unrest, major equipment failure, or other emergency- like events. This EEP includes procedures that will be adhered to throughout the Massachusetts, New Hampshire, and Rhode Island (i.e., the New England region) subsidiaries of National Grid, whenever the failure of electrical service occurs.

The EEP provides the framework for the orderly response of System resources when these events arise. These procedures provide instruction on action taken during major emergencies for (1) the restoration of electric service, (2) the notification of applicable government agencies and public of emergency restoration progress, and (3) the response to official requests for specific emergency events or actions.

The EEP is intended to be simple, flexible, and easily adapted to specific emergency events. Whenever possible, the procedures will parallel normal operations procedures to minimize the need for specialized training or work practices.

The EEP has been developed with input from the following functional groups, which also have responsibilities for various sections of these procedures:

- Construction Delivery - Contractor Management
- Construction Delivery - Forestry
- Customer Contact Center
- Distribution Engineering Services
- Dispatch & Control
- Electric Distribution Operations & Generation (New England)
- Emergency Planning
- Energy Solution Services
- Environmental Affairs
- Fleet Services
- Internal Communications
- Media Relations
- Regulatory Affairs
- Safety & Health Services
- Supply Chain Management
- Technical Learning
- Transmission Line Services
- Transmission Network Operations

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.02
		Page No.	1
<b>EEP NE - INTRODUCTION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

INTRODUCTION

The constant everyday use of electricity for a great number of purposes makes it essential that there be a continuing effort to anticipate and prevent electric interruptions and other electric emergencies insofar as it is reasonably possible to do so. However, experience has proven that in spite of vigilance, such interruptions occur unexpectedly and we must, therefore, be prepared to cope with the situation if, when and wherever it should occur, and to reduce the scope, severity and duration of interruption to the minimum.

This EEP provides the base to establish a uniform readiness for action, and guidelines for prompt action of a uniform nature if, when and wherever an electric emergency should develop in our System. As written, the EEP provides primarily for readiness and action as applied to an emergency of major scope and severity in any of our operating regions. This EEP also adjusts for application in a relatively small operating area where there may be only a limited number of persons available to assume and discharge the several responsibilities and functions indicated.

The EEP is divided into sections for convenient reference of departmental, individual, and inter- departmental responsibilities. It is, however, important that each person who may be charged with responsibility for administering any phase of the overall plan be thoroughly familiar with the contents of the entire EEP.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.03
		Page No.	1
<b>EEP NE - TABLE OF CONTENTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Table of Contents**

<b>Section</b>	<b>Subject</b>	<b>Issue Date</b>
<u>EEP.100</u>	<u>ELECTRIC EMERGENCY PROCEDURE</u>	
EEP.100.01	PREFACE	10/31/08
EEP.100.02	INTRODUCTION	10/31/08
EEP.100.03	TABLE OF CONTENTS	10/31/08
EEP.100.04	CRISIS MANAGEMENT	10/31/08
<u>EEP.101</u>	<u>CLASSIFICATION OF EMERGENCIES</u>	10/31/08
<u>EEP.102</u>	<u>EMERGENCY OPERATIONS CENTERS</u>	10/31/08
<u>EEP.103</u>	<u>ORGANIZATION</u>	10/31/08
<u>EEP.104</u>	<u>RESPONSIBILITIES</u>	
EEP.104.01	EMERGENCY STAGES	10/31/08
EEP.104.02	EMERGENCY POSITIONS	10/31/08
<u>EEP.105</u>	<u>RESTORATION PRIORITY</u>	10/31/08
<u>EEP.106</u>	<u>STORM DAMAGE APPRAISAL</u>	10/31/08
<u>EEP.107</u>	<u>DECENTRALIZED OPERATIONS</u>	10/31/08
EEP.107.1	STAGGERED CREW SCHEDULING	10/31/08
EEP.107.2	DECENTRALIZATION	10/31/08
<u>EEP.108</u>	<u>REPORTS</u>	10/31/08
<u>EEP.109</u>	<u>MUTUAL ASSISTANCE</u>	10/31/08
<u>EEP.110</u>	<u>CREW LODGING</u>	10/31/08
<u>EEP.111</u>	<u>EMPLOYEE WELFARE</u>	10/31/08
<u>EEP.112</u>	<u>COMMUNICATIONS</u>	10/31/08
<u>EEP.113</u>	<u>EMERGENCY PUBLIC INFORMATION</u>	10/31/08
<u>EEP.114</u>	<u>SAFETY AND HEALTH COORDINATION</u>	10/31/08
<u>EEP.115</u>	<u>FLEET MANAGEMENT</u>	10/31/08

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.03
		Page No.	2
<b>EEP NE - TABLE OF CONTENTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<u>EEP.116</u>	<u>SECURITY</u>	10/31/08
<u>EEP.117</u>	<u>SUPPLY CHAIN MANAGEMENT</u>	10/31/08

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.03
		Page No.	3
<b>EEP NE - TABLE OF CONTENTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>Section</b>	<b>Subject</b>	<b>Issue Date</b>
<u>EEP.118</u>	<u>DRILLS, TRAINING, AND UPDATES</u>	10/31/08
EEP.118.1	UTILITY AND REGULATORY INTERFACES	10/31/08
<u>EEP.119</u>	<u>CRITICAL SERVICE CUSTOMERS</u>	10/31/08
EEP.119.01	LIFE SUPPORT CUSTOMERS	10/31/08
EEP.119.01a	SPECIAL NEEDS CUSTOMERS	10/31/08
EEP.119.2	CUSTOMER CALLS	10/31/08
<u>EEP.120</u>	<u>DIRECTORY</u>	10/31/08
EEP.120.1	HELICOPTER SERVICES	10/31/08
EEP.120.2	MOBILE SUBSTATIONS	10/31/08
EEP.120.3	EMERGENCY SPARE UNITS	10/31/08
<u>EEP.121</u>	<u>SYSTEM AND DIVISION INFORMATION</u>	10/31/08

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.04
		Page No.	1
EEP NE - CRISIS MANAGEMENT		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

The Company has implemented a Corporate Crisis Management Plan (CMP) that addresses a wide-range of emergencies that may impact adversely the Company’s operations and/or other standings. One of the more common emergencies to which the Company has been subjected to historically are storm events. The CMP presents a scalable approach to these storm events based upon their type, severity, and impact.

The CMP is designed to route the management of an emergency to the appropriate level of management. Therefore, three levels have been created to define management’s roles and responsibilities. The following is a breakdown of the three levels:

**Strategic Level:** Plan the Company strategy for responding to the emergency and present the public image to customers and regulators. This level is composed of senior executives that meet as the Strategic Response Team (SRT), during a severe storm event.

**Tactical Level:** Plan the Company’s response to the emergency and oversee the implementation. This level includes the System and Region Emergency Operations Centers (EOCs) and is often the highest level involved during a slight to moderate storm event.

**Operational Level:** Implements the Company’s response to the emergency and reports to the Tactical Level on progress. This level includes the Division and District Storm Rooms.

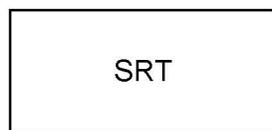
The CMP levels permit a scalable response to an emergency as it unfolds and more information is made available to management. The intent is to ensure that the Company implements the appropriate level of response in a timely manner.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.100.04
		Page No.	2
EEP NE - CRISIS MANAGEMENT		Date:	10/31/08
		Supersedes Date:	08/31/07

SIMPLIFIED CMP ORGANIZATION

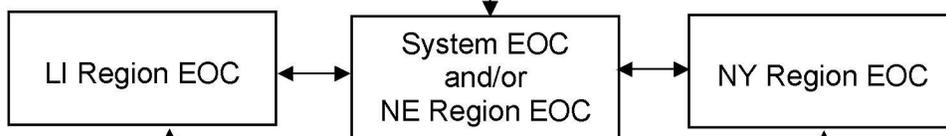
STRATEGIC LEVEL

"I Strategize"



TACTICAL LEVEL

"I Plan"



OPERATIONAL LEVEL

"I Do"



The chart represents a simplified CMP organization to demonstrate the interaction between the differing levels of implementation

REFERENCES

National Grid, *Crisis Management Plan*, July 2008

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.101
		Page No.	1
<b>EEP NE - CLASSIFICATION OF EMERGENCIES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

RESPONSIBILITY

Dispatch & Control is responsible for monitoring closely all emergencies and to evaluate their severity. The importance of evaluation cannot be overstated and must be made at the earliest possible moment of occurrence.

Each Manager Overhead Lines has the responsibility to implement emergency procedures within the district(s) associated with the emergency severity. The respective Vice President (VP) Division Electric Distribution Operations (EDO), as well as the Senior VP EDO and the Incident Commander (formerly New England - Storm Director) shall be notified immediately by the district or division of Level 2, 3, 4, and 5 emergencies. A storm number will be created in Resources on Demand (RoD) and issued by Emergency Planning by (1) Region, (2) Division, (3) District affected, for all levels of emergency.

MAJOR EVENT DOCUMENTATION  
FOR REGULATORY RELIABILITY

For Major Storm regulatory reliability (presumed Level 4 or greater events) exemption, the Incident Commander shall evaluate the event from its onset to determine if a major storm classification may be applicable. This evaluation shall be based upon the event having caused either ten percent (10%) of the customers in a state to experience interrupted service at one point in time during the event.

\*Note: The New England Operating Districts are Capital (RI), Central (MA), Coastal (RI), Granite (NH), Merrimack Valley (MA), Nantucket (MA), North Shore (MA), Southeast (MA), South Shore (MA), and Western (MA).

WEATHER REPORTS

It is of great importance that the weather be monitored closely, particularly during periods of impending adverse conditions. Forecasts may be obtained from WSI, the Company's weather provider, three times daily, as well as from weather websites and Dispatch & Control.

Weather reports, as well as severity and tracking, should be communicated to Emergency Planning for additional storm action, if necessary. Emergency Planning, in turn, will notify management of pending weather events that may result in an Operating Condition Level 2 or greater.

STANDBY

Forecasts for severe weather (i.e., WSI weather Alerts or National Weather

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.101
		Page No.	2
EEP NE - CLASSIFICATION OF EMERGENCIES		Date:	10/31/08
		Supersedes Date:	08/31/07

Services Watches and Warnings) may dictate the need to alert key supervision to convene a storm conference call or place personnel on standby status. The respective VP Division EDO shall be notified by Emergency Planning if this needs to occur.

CLASSIFICATIONS

Whenever failure of electric service does occur, Emergency Planning, in conjunction with the Incident Commander, determine the necessary level of the Company’s response as dictated by established Operating Conditions. The classification of an emergency is not necessarily dependent upon how geographically widespread the emergency is.

The following are guidelines to determine the severity of emergencies and their Operating Conditions for the Company:

- Level 1      Normal Operations** - System activity is normal with response coordinated with local on- call personnel.
  
- Level 2      Heightened Alert** - The severity within a Division is such that complete restoration is accomplished with possible assistance from other Divisions with complete restoration within a four (4) to16 hour period. This requires assistance from Alliance contractors.
  
- Level 3      Enhanced Support** - The severity within (a) Division(s) is(are) such that complete restoration is accomplished with assistance from other Divisions with complete restoration within a 16 to 48 hour period - 1.5 to 2 days. This requires assistance from other Divisions.
  
- Level 4      Comprehensive Support** - The severity within (a) Division(s) is(are) such that complete restoration is accomplished with assistance from other Divisions with complete restoration within a 48 to 120 hour period - 2 to 5 days. This requires mutual assistance from other utilities and/or contractors.
  
- Level 5      Emergency Support** - The severity within (a) Division(s) is(are) such that complete restoration is accomplished with assistance from other Divisions with complete restoration within a 120+ hour period- more than 5 days. This requires mutual assistance from other utilities and contractors, as well as other support personnel as dictated by the restoration effort.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.101
		Page No.	3
<b>EEP NE - CLASSIFICATION OF EMERGENCIES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

See Exhibit 1 of this section for a more detailed breakdown of the Operating Conditions.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.101
		Page No.	4
<b>EEP NE - CLASSIFICATION OF EMERGENCIES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Exhibit 1**

National Grid Operating Conditions and Levels				
Level	Operating Condition	Current/Expected Situation Considerations (one or more)		Response Actions
		Regional Level	Division Level	
1	Normal Operations	<ul style="list-style-type: none"> <li>➤ Normal state</li> </ul>	<ul style="list-style-type: none"> <li>➤ Normal state</li> </ul>	<ul style="list-style-type: none"> <li>➤ System activity is normal</li> <li>➤ Current support level is adequate</li> <li>➤ Response with local On-call personnel</li> <li>➤ No additional actions needed</li> </ul>
2	Heightened Alert	<ul style="list-style-type: none"> <li>➤ 10,000 - 30,000 customer interruptions</li> <li>➤ 4 - 16 hour ERT for full system service restoration</li> <li>➤ Director may initiate in response to a potential threat to the system</li> <li>➤ Consider current/future weather conditions</li> <li>➤ Consider number of areas affected</li> </ul>	<ul style="list-style-type: none"> <li>➤ Normal, daily internal crew assignments at Division</li> <li>➤ Possible inter-Divisional crew transfer limited to 15 crews, if localized event</li> <li>➤ Contractor crews (overhead line and tree) limited to normal daily complement, as needed</li> <li>➤ Storm and municipal rooms opened for limited time period</li> </ul>	<ul style="list-style-type: none"> <li>➤ Request additional support for divisional storm room staffing</li> <li>➤ Request personnel and crews to be held at local platforms</li> <li>➤ Contract crews to be held, as needed</li> <li>➤ Up to 25% of SEAL personnel utilized</li> <li>➤ Northboro and/or Syracuse EOCs may open</li> <li>➤ Storm conference calls may be held</li> <li>➤ Regulatory status updates provided, as needed</li> <li>➤ Limited decentralization of one or more Divisions may occur</li> </ul>
3	Enhanced Support	<ul style="list-style-type: none"> <li>➤ 30,000 - 75,000 customer interruptions</li> <li>➤ 16 - 48 hour ERT for full system service restoration</li> </ul>	<ul style="list-style-type: none"> <li>➤ All available internal crews assigned at Division</li> <li>➤ Anticipated use of upwards of 60 contractor overhead line and 60 tree crews in Division</li> <li>➤ SEAL personnel needed for wires down (standby), lodging, and municipal rooms</li> <li>➤ Storm and municipal rooms opened for continuous operation throughout the restoration</li> <li>➤ Assembly sites and/or material laydown areas may be established and maintained by Division and associated support services</li> </ul>	<ul style="list-style-type: none"> <li>➤ All available Operations personnel are utilized</li> <li>➤ Up to 50% of SEAL personnel are utilized</li> <li>➤ Additional Contract crews are requested and utilized</li> <li>➤ Northboro and/or Syracuse EOC opened</li> <li>➤ Storm conference calls will be held throughout the restoration</li> <li>➤ No Normal routine operations in effected Divisions</li> <li>➤ Regulatory reporting provided throughout the restoration</li> <li>➤ Full decentralization of one or more Divisions per region</li> </ul>

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.101
		Page No.	5
<b>EEP NE - CLASSIFICATION OF EMERGENCIES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

National Grid Operating Conditions and Levels				
Level	Operating Condition	Current/Expected Situation Considerations (one or more)		Response Actions
		Regional Level	Division Level	
4	Comprehensive Support	<ul style="list-style-type: none"> <li>➤ 75,000 - 150,000 customer interruptions</li> <li>➤ 48 - 120 hour ERT for full system service restoration</li> </ul>	<ul style="list-style-type: none"> <li>➤ All available internal crews assigned at Division</li> <li>➤ Anticipated use of upwards of 100- 500 contractor or foreign utility overhead line and 100 - 500 tree crews in Division</li> <li>➤ SEAL personnel needed for wires down (standby), wires down (appraiser), field guides, lodging, and municipal rooms</li> <li>➤ Storm and municipal rooms opened for continuous operation throughout the restoration</li> <li>➤ Division staging site may be established and maintained by Northboro and/or Syracuse EOCs and associated support services</li> </ul>	<ul style="list-style-type: none"> <li>➤ All available Operations personnel and contractors are utilized</li> <li>➤ Up to 100% of SEAL personnel utilized</li> <li>➤ Foreign utility crews are requested and utilized</li> <li>➤ Northboro and Syracuse EOCs opened</li> <li>➤ Storm conference calls will be held throughout the restoration</li> <li>➤ Regulatory reporting provided throughout the restoration</li> <li>➤ EOC and regulatory liaisons may be assigned</li> <li>➤ Modified Staging Sites utilized (materials, fuel, &amp; bussing)</li> <li>➤ Full decentralization of one region</li> </ul>
5	Emergency Support	<ul style="list-style-type: none"> <li>➤ 150,000 + customer interruptions</li> <li>➤ 120+ hour ERT for full system service restoration</li> </ul>	<ul style="list-style-type: none"> <li>➤ All internal crews assigned at Division (vacations cancelled)</li> <li>➤ Anticipated use of upwards of 500+ contractor or foreign utility overhead line and 500+ tree crews in Division</li> <li>➤ All SEAL personnel needed for wires down (standby), wires down (appraiser), and field guides</li> <li>➤ Storm and municipal rooms opened for continuous operation throughout the restoration</li> <li>➤ Division staging site established and maintained by Northboro and Syracuse EOCs and associated support services</li> </ul>	<ul style="list-style-type: none"> <li>➤ All available Operations (vacations cancelled) personnel contractors are utilized</li> <li>➤ 100% of SEAL personnel are utilized, in addition to requests for more resources</li> <li>➤ Foreign utility crews are requested and utilized</li> <li>➤ Northboro and Syracuse EOCs opened</li> <li>➤ Storm conference calls will be held throughout the restoration</li> <li>➤ Staging Sites Open - Tents and Trailers</li> <li>➤ Regulatory reporting provided throughout the restoration</li> <li>➤ EOC and regulatory liaisons are assigned</li> <li>➤ Full decentralization of one or more regions</li> </ul>

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	1
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Emergency Operations Center (EOC) or storm rooms are established in each District, Division, and the Region headquarters. The functions of the EOC and storm rooms are to establish and maintain communications and coordinate field operations. The severity of the emergency determines which EOC and storm rooms will be activated. Occasions may arise where all EOC and storm rooms may be activated for a system- wide emergency or a Division storm room may be activated for a local emergency.

When activated, the EOC and storm rooms, if required, shall be staffed 24 hours a day on 12 hour shifts. Each EOC and storm room shall report (as outlined in EEP.108 - Reports), every 12 hours or at other pre- designated intervals as directed.

All news media requests for information shall be handled in accordance with EEP.113 - Emergency Public Information.

Staffing of the Emergency Restoration Center should be in accordance with EEP.103 - Organization.

DISTRICT STORM ROOMS

The decision to activate a District storm room is vested in the Area Superintendent, but must be activated when an emergency is judged to be of such severity that the majority of District workforces must be committed.

The District storm room is responsible for keeping the Division storm room informed at all times and for implementing policies and directives received. A report will be made by the District storm room to the Division storm room every 12 hours or at other pre- designated intervals as directed, in most situations PowerOn data will be adequate, unless otherwise directed. Should the Division storm room not be activated, as the case would be if the emergency was not widespread, the Area Superintendent will perform the functions of the Division storm room.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	2
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

STORM ROOM LOCATIONS - DISTRICT

**NEW ENGLAND - NORTH (Division HQ - North Andover, MA)**

	Preferred	Private Line	Alternate	Fax
<b>(Former Bay State West)</b>				
Central (Worcester)	508-860-(3)6314 508-860-(3)6693	508-792-6766 508-792 6766	88-36310 88-36314	88-36276 88-36610
Western (Northampton)	413-582-(2)7537 413-584-8774	413-586-3614	88-27533	88-27531 or 413-582- 7531
<b>(Former North &amp; Granite)</b>				
Merrimack Valley (North Andover)	978-925-(5)2402	978-794-0283	88-52401	88-51027
(Lebanon, NH) (Salem, NH)	603-443-(3)4252 603-890-(3)7115	603-443-4252 603-893-1647	88-34265 88-37116	88-34251 88-37130
North Shore (Malden)	781-388-(8)5222 781-322-6485	781-322-6484	88-85490	88-85226 or 781-388-5226

**NEW ENGLAND - SOUTH (Division HQ - Brockton, MA)**

	Preferred	Private Line	Alternate	Fa88-
<b>(Former Bay State South)</b>				
South Shore (Brockton)	508-897-(5)5669 508-897-(5)5546	508-897-5578 508-897-5543	88-55668 88-55542	88-55556 88-55532
(Hanover) (Weymouth)	508-897-(5)5693 781-340-(3)4605	508-269-1352 781-331-4413	88-55682 88-34690	508-897-5681 88-34661
Southeast (Hopedale) (Attleboro)	508-482-(2)1100 508-223-(8)2565	508-482-1100	88-21150 88-82566	88-21110 88-82502
Nantucket Electric	508-325-(3)8000 Power Fail Line	508-325-8000 508-325-8228	508-228-1870 508-325-8227	88-38100

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	3
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Candle Street Sub 508-325-5415

	Preferred	Private Line	Alternate	Fa88-
<b>(Former Ocean State)</b>				
Capital (Providence)	401-784-(4)4310 401-784-(4)4333	401-784 4310 401-784- 4333	88-44312 88-44334	88-47426 or 88-47439
Coastal (North Kingstown)	401-267-(4)6611	401-267-6672	88-46673	88-46697

STORM ROOM LOCATIONS - SATELLITE

**NEW ENGLAND - NORTH**

<b>(Former Bay State West)</b>	
Central (Spencer)	508-885-4956
(Millbury)	508-865-9700
(Gardner)	978-632-8740
(Leominster)	978-840-3840
Western (Athol)	978-249-3688
(Great Barrington)	413-528-4817
(Monson)	413-267-9022
(North Adams)	413-664-9184

<b>(Former North &amp; Granite)</b>	
Merrimack Valley (Lawrence)	978-725-1239
(Newburyport)	978-725-1277
(Tewksbury)	978-725-1712
North Shore (Beverly)	978-524-2231
(Gloucester)	978-283-2154
(Lynn - Roving)	781-586-9769

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	4
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**NEW ENGLAND - SOUTH**

**(Former Bay State South)**

South Shore  
None

Southeast  
(Marlboro - Storm) 508-229-4541  
(Uxbridge - Roving) 508-278-5684  
(Somerset - Storm) 508-730-4150

**(Former Ocean State)**

Capital  
(Chopmist) 401-647-3080  
(Warren) 401-784-7353  
(Lincoln) 401-335-6212

Coastal  
(Middletown) 401-851-8282  
(Westerly) 401-267-6619

**DIVISION STORM ROOMS**

Division storm rooms may be established in each of the four (4) former New England Divisions. The decision to activate a storm room is vested in the Manager Overhead Line, but must be activated when more than one (1) District storm room are activated. Additionally, a Division storm room must be activated in a large- scale or localized blackout scenario.

Once a Division storm room is activated, its operation becomes the responsibility of the Manager Overhead Line. The respective VP Division EDO shall be notified immediately, as well as the Senior VP EDO, the Incident Commander, when a Division storm room is activated for an Operating Condition Level 2 through 5.

The Division storm room is responsible for keeping the VP Division EDO informed at all times and for implementing policies and directions received from them. This includes following the procedures detailed in the Division restoration plan. A report shall be made to Incident Commander and the Senior VP EDO every 12 hours or at other pre- designated intervals as directed, unless PowerOn is being utilized, which will suffice in lieu of a formal report.

If the emergency is confined to one District, the Area Superintendent will give guidance to the local supervision and will determine if additional resources are

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	5
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

required from outside the District. In addition to the VP Division EDO, the Area Superintendent will keep the Incident Commander or Senior VP EDO informed, if needed, to conditions and will petition for outside assistance by request to the Incident Commander or Senior VP EDO.

STORM ROOM LOCATIONS - DIVISION

**NEW ENGLAND – NORTH**

North Andover and Worcester

**NEW ENGLAND – SOUTH**

Brockton and Providence

NEW ENGLAND  
EMERGENCY OPERATIONS CENTER

A New England (NE) Emergency Operations Center (EOC) is established in the Northborough Customer Contact Center - Corporate Training Room (and Rooms L1 through L4, as needed). The NE EOC is responsible for coordinating storm-related activities across Massachusetts, New Hampshire, and Rhode Island, and acts as an interface to the Region EOCs on Long Island (Hicksville) and upstate New York (Syracuse).

If more than one Region is impacted by an emergency, the NE EOC may also act as the System EOC, coordinating activities across the impacted regions. If this occurs, the Senior VP EDO assumes the role of Incident Commander - System Storm.

The decision to activate the NE EOC is vested in either the Incident Commander or Senior VP EDO, but must be activated to the appropriate degree when more than one Division is affected or the severity in a single Division warrants the same.

Additionally, when a major substation event occurs, the NE EOC should be activated in accordance with EEP.103.

The NE EOC coordinates and monitors activities during region emergencies. These events may be caused by storms or other events causing extensive customer interruptions. During region emergencies and the subsequent restoration effort, the NE EOC will:

1. Monitor customer interruptions;
2. Assess region operating status and assess damage to the transmission and distribution systems;

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	6
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

3. Provide information on customer interruptions, issue periodic status updates on the ongoing restoration to senior management, as well as Media Affairs (i.e., Media Relations, Internal Communications, and Regulatory Affairs) and applicable regulatory agencies;
4. Allocate resources for the restoration effort, including Company crews, tree crews, contract crews, and crews from foreign utilities; and
5. Provide status update reports every 12 hours or at other pre- designated intervals to applicable functional groups.

The operation of the NE EOC is the responsibility of Incident Commander for a region emergency and/or Senior VP EDO for a system emergency. The position is assumed initially by the Incident Commander contacted by the Region experiencing the emergency. The Senior VP EDO may transfer this responsibility to another qualified Company employee at any time after the NE EOC has been activated and the person assuming responsibility has reported to the NE EOC Level (See the NE EOC Organization Chart for additional detail).

Hours of operation of the NE EOC will be based on the circumstances associated with the severity of the emergency and the Operating Condition and Level.

Staffed positions in the NE EOC are identified Table .102-1:

**Table .102 -1**

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	7
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>Contact Listing by Position</b>			
	Preferred	Alternate	Direct Line
Incident Commander	88-57890	88-57891	508-421-7890
Coordinator	88-57891	88-57890	508-421-7891
Forestry	88-57896	88-57891	508- 421-7896
MA DPU/NH PUC Coordinator	88-57895	88-57891	508-421-7895
Foreign Utility Coordinator	88-57887		508-421-7887
Contractor Coordinator	88-57897		508-421-7897
Transmission Liaison	88-57883	88-57882	508-421-7883
E- Room Fax	88-57898		508-421-7898
E- Room Outgoing Fax			508-393-6815
Communications Coordinator	88-57901	88-57900	508-421-7901
Media Relations	88-57900	88-57901	508-421-7900

In the event that the NE EOC is unavailable, the Alternate NE EOC will be established by Emergency Planning at the Westborough HQ Complex in Rooms 4C and 4D.

When opening the NE EOC, the following steps will be used as guidelines and are not meant to be limiting:

1. Arrange for weather forecast info through WSI at 978-983-6353. Please treat this number as **CONFIDENTIAL** for limited internal use **ONLY**. In conjunction with Emergency Planning, schedule storm conference calls as directed by the Incident Commander or Senior VP EDO.
2. Receive notification of storm from affected Division(s).
3. Contact unaffected Division(s) to determine status, availability to assist storm affected Division(s).
4. Activate NE EOC, when more than one Division is affected or the severity in a single Division warrants the same. Staff the NE EOC to provide 12 hour shifts (6:00 a.m. to 6:00 p.m. and 6:00 p.m. to 6:00 a.m.)
5. Notify the Senior VP EDO and Incident Commander of the NE EOC opening - Chris Root (w) 508-389-3500, (h) 603-888-9687, (c) 508-735-

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	8
EEP NE - EMERGENCY OPERATIONS CENTERS		Date:	10/31/08
		Supersedes Date:	08/31/07

1064 and Mike McCallan (w) 508-389-2137, (h) 978-425-6171, (c) 508-328-5586, respectively.

5. Notify the NY Region EOC of opening (New York EOC number 315-428-6773 or notify Robert Kearns (w) 508-389-3179 (h) 508-520-2207 and Victoria Ladd- deGraff (w) 315-428-6919, (h) 315-298-4139, (c) 315-439-3286, if the NY Region EOC is not opened.
6. Enter storm event number into Resources on Demand (RoD) using Infonet URL: [http://infonetus/emergency\\_planning/rod/rod\\_welcome.htm](http://infonetus/emergency_planning/rod/rod_welcome.htm) . Distribute notification of storm event number created via e-mail to Region.
7. Obtain periodic reports from affected Division(s). Compile NE report and transmit via e- mail distribution to MA DPU and NH PUC - Thomas Murphy or Paul Anundson 508-421-7891 in the NE EOC).
8. Ensure that outage restoration updates are made in PowerOn and provided to Customer Contact Center (CCC). Update once every 12 hours, if manual updates are used, and contact Nancy Concemi (w) 508-421-4961, (c) 508-294-8583 or contact at CCC Storm Room x 54900.
9. Make arrangements for assignment of crews between unaffected and affected Region(s).
10. Ensure appropriate crew transfer sheets are completed by assisting Division(s) and forward to affected Division(s). Enter sheets into RoD tracking/lodging application.
11. Notify Westborough and Lincoln Services via e-mail, along with Fleet Services, of crew transfer for both Divisional and mutual aid activities. Provide (a) copy(ies) of crew transfer sheets to both functional groups.
12. Obtain assistance from other companies (e.g., National Grid - LI or NY, NEMAG, NYMAG, MAMA, and EEI RestorePower.com). Summarize the aid obtained from each participating utility, enter into RoD, and provide crew transfer sheets to requesting Division(s).
13. Ensure that contractors, if required, are obtained from the NE EOC Contractor Coordinator (a/k/a Construction Delivery). If Canadian contractors are retained, then confirm that NE EOC Coordinator will handle U.S. Customers & Border protection requirements.
14. Notify Forestry of tree crew requests, ensure representation in NE EOC by Tim Bodkin (w) 518-433-5917, (h) 518-884-0124, (c) 518-522-9791 or Anne-Marie Moran (w) 508-860-6925 (c) 508-344-0491 or their

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	9
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

designated representatives.

15. Coordinate work of functional groups at Region (e.g., Forestry, Fleet Services, Safety & Health Services, Supply Chain Management, Engineering, Distribution Design/Operations Support, Distribution Planning & Engineering, Technical Training, Telecommunications, Security, Media Relations, Emergency Planning, Dispatch & Control, and Network Operations).
16. Notify MA DPU and MEMA, as well as NH PUC and NH OEM, of NE EOC opening. RI PUC and RIEMA will be notified and provide updated via the Providence Storm Room, as needed.
17. Ensure that appropriate and adequate damage appraisals are arranged for in affected Division(s) and that the damage appraisal group is appropriately staffed by the Division(s).
18. If service crews are required, then ensure that appropriate training/ organization is setup via Technical Learning by Ken Lomax (w) 508-831-8248, (c) 508-328-5871, (h) 508-634-2069 or his designated representative.
19. Ensure that wires down group(s), if required, are set up per the Division restoration plan in affected Division(s).
20. Ensure that the appropriate lodging group(s) is(are) functional in affected Division(s) and in Division(s) where crews will stay prior to arrival in affected Division(s). These actions should be entered into RoD (See appropriate Division storm plan for contacts).
21. Ensure that Critical Customer procedures are implemented via the NE Customer Contact Center by Nancy Concemi (w) 508-421-4961 or (c) 508-294-8583 or contact the CCC Storm Room 88-54900.
22. If generators are required, then make arrangements in System Purchasing to implement blanket contract by Jim Bova (w) 315-428-5999, (h) 315-498-9581 or Laura Doran (w) 508-421-7344, (h) 508-832-7669, (c) 315-382-7473.
23. For all NE EOC openings, ensure that a work order (Cross- Company Project) is written for cost tracking and distributed to staff via Emergency Planning by Tom Murphy (w) 508-389-2877 (h) 603-888-2012 (c) 603-498-3333.
24. For the rendering of mutual aid assistance, ensure that a work order (Billable Project) is written and distributed to Division(s), providing

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	10
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

assistance to foreign utilities via Emergency Planning by Tom Murphy (w) 508-389-2877 (h) 603-888-2012 (c) 603-498-3333.

25. Maintain communications via telephone and/or e-mail with neighboring utilities (i.e., NEMAG and/or NYMAG) as needed, regarding status of storm, weather conditions, restoration efforts, etc... (See EEP.109, Exhibit 1).
26. For mutual aid requests to other utilities, contact NH utilities prior to release of crews to ensure that assistance is not required (See EEP.109, Exhibit 1)
27. Provide liaison from NE EOC for assistance to other utilities, if required.
28. Ensure that Division(s) are supplying appropriate maps through GIS.
29. Notify the NY Region EOC or Emergency Planning personnel of all mutual assistance requests from other utilities via Robert Kearns (w) 508-389-3179, (h) 508-520-2207 or Victoria Ladd-deGraff (w) 315-428-6919, (h) 315-298-4139, (c) 315-439-3286.
30. Notify in Long Island Region EOC or ERP personnel of mutual assistance request from other utilities via Tom Beisner (w) 516-545-4992, (c) 516-824-9432, (h) 631-843-5015 or John Adragna (w) 516-545-4059, (c) 516-805-8340, (h) 631-979-8194.
31. In these communications, current trouble status, current and pending weather forecast, current staffing and workload shall be discussed to provide information required to make mutual assistance decisions.
32. Notify IS that the NE EOC is opening so that appropriate resources are available if necessary. Contact Tom Towne (w) 315-428-6207, (c) 315-439-1392, (h) 315-682-1514.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	11
EEP NE - EMERGENCY OPERATIONS CENTERS		Date:	10/31/08
		Supersedes Date:	08/31/07

NE EOC NOTIFICATIONS

**Fleet Services** - Notify Fleet Services of special equipment needs.

**Safety & Health Services** - Notify Safety for all Operating Condition Level 3 through 5 storms and for mutual assistance efforts to other companies.

**Supply Chain Management** - Notify Supply Chain Management of special material needs or if items need to be procured on an emergency basis and/or contracts are required to be set up.

**Transmission Engineering** - Notify System Engineering if special transmission surveys are required and/or jobs need to be drawn in the field.

**Distribution Design** - Notify the respective Planning groups if additional surveyors are required.

**Distribution Planning & Engineering** - Notify Engineering if special engineering assistance is required.

**Technical Learning** - Notify Technical Learning if special training needs are required (e.g., service crew training).

**Network Communications** - Notify network communications if additional phones are required.

**Security** - Notify System Security for special security needs.

**Media Affairs** - Notify Media Affairs (Media Relations, Internal Communications, and Regulatory Affairs) regarding storm status/updates.

**Emergency Planning** - Notify if it will be necessary to obtain crews from Canada that will require border crossings.

**Dispatch & Control** - Provide updates of status for major interruptions to bulk power supply.

**IS** - Notify when NE EOC is opening or if computer hardware or software issues require resolution.

**Westboro Garage** - Notify if the Mobile Emergency Operations Center (MEOC) is needed to deploy.

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	12
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

DISPATCH & CONTROL

Dispatch & Control centers are located in each of the Divisions and will be staffed 24 hours each day during all emergencies. These centers are the controllers of the distribution systems during non-emergency periods. During emergencies, controllership for some portions of the electric distribution system may be delegated to the Division and/or District storm rooms as jointly determined necessary by the Manager Dispatch & Control manager (or designee).

Typically, the Division/District will manage trouble and be delegated controllership of un-fused radial, single-phase or three-phase laterals while the Dispatch & Control will retain three-phase mainline controllership and maintain the PowerOn model. However, other arrangements, such as delegation of controllership for an entire feeder to the Division and/or District storm room, are permissible depending on the severity of the emergency.

The Dispatch & Control centers will retain responsibility for controllership and operation of substations within their respective division(s). During a major emergency, the Dispatch & Control shall be responsible for the restoration of these systems in coordination with Division and/or District storm rooms.

LOCATIONS

**NEW ENGLAND - NORTH (Westborough, MA)**

Westborough Distribution: 800-922-8197 or 508-870-1669  
 Westborough Service: 888-367-7693  
 No Power Calls: 888-468-6475

**NEW ENGLAND - SOUTH (Lincoln, RI)**

Lincoln Distribution: 877-759-7956 or 401-335-6295  
 Lincoln Service: 888-367-7693  
 No Power Calls: 877-291-8221

TRANSMISSION NETWORK OPERATIONS

The Transmission Network Operations center is staffed 24 hours each day. During a major system emergency, this center shall be responsible for communications and coordination of restoration of the company's bulk power system interconnections with other utilities and ISO-NE. This center is located in Westborough, Massachusetts.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	13
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

LOCATION

Transmission (NE): 800-423-6029 or 508-366-8393  
 No Power Calls: 800-465-1212

NY REGION EOC (Syracuse, NY)

Main Number: 821-6773 or 315-428-6773  
 821-6769 315-428-6769

LI REGION EOC (Hicksville, NY)

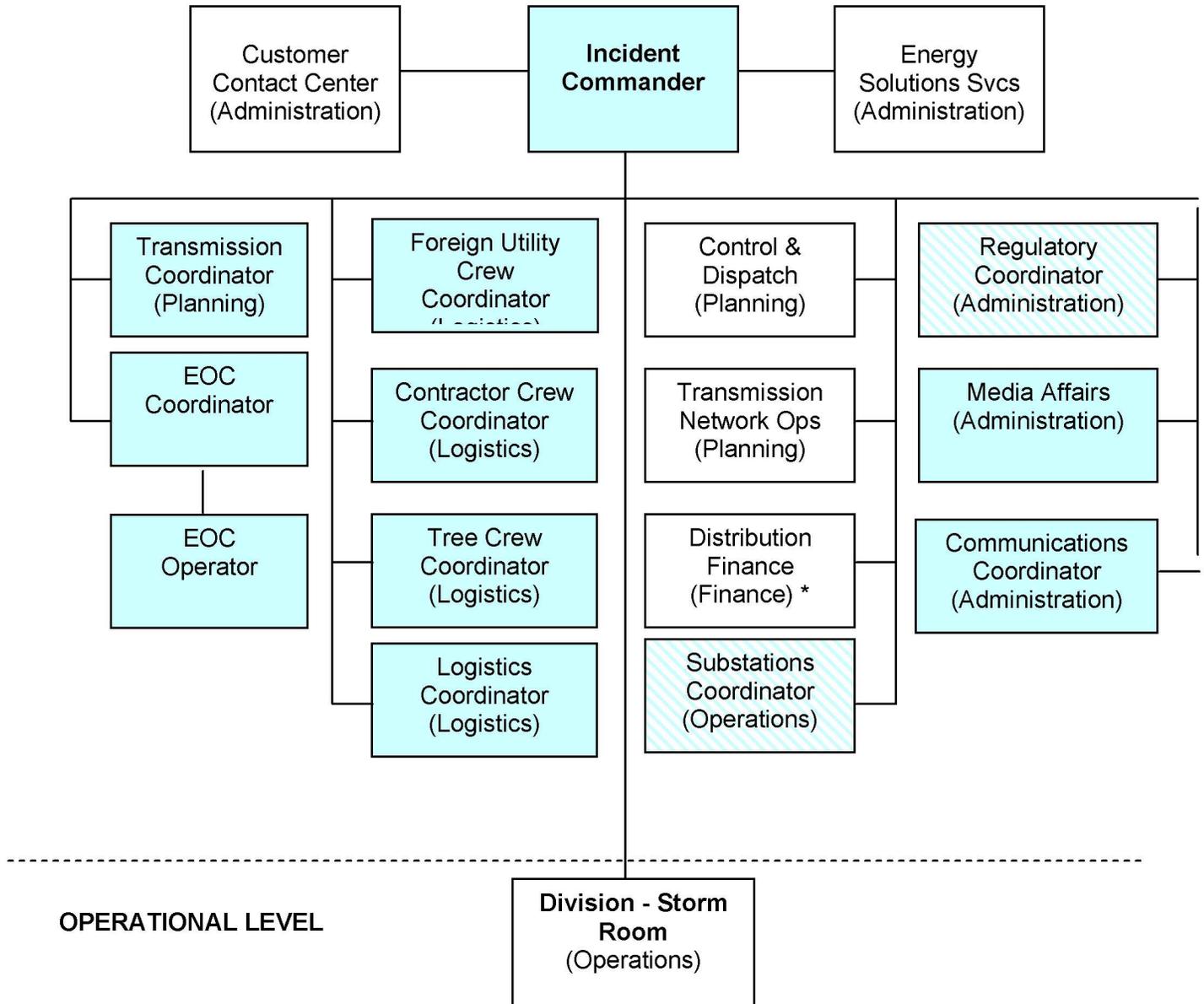
Main Number: 516-545-4992

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	14
EEP NE - EMERGENCY OPERATIONS CENTERS		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .102-1

NE EOC Organization

TACTICAL LEVEL



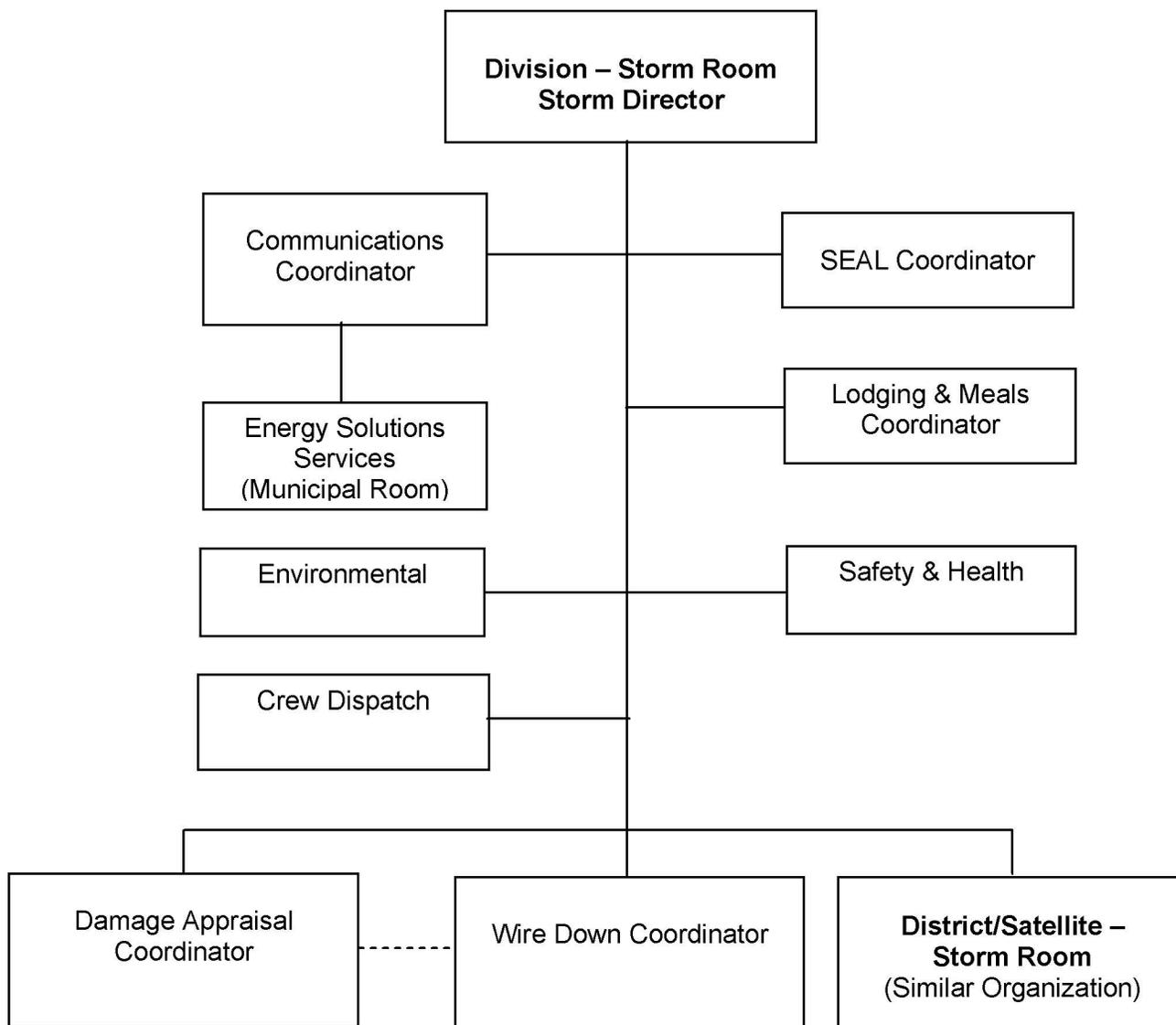
\* This function is in the process of development, as part of a re-alignment to a full ICS structure

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.102
		Page No.	15
<b>EEP NE - EMERGENCY OPERATIONS CENTERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .102-2

NE Division Storm Room - Organization

OPERATIONAL LEVEL



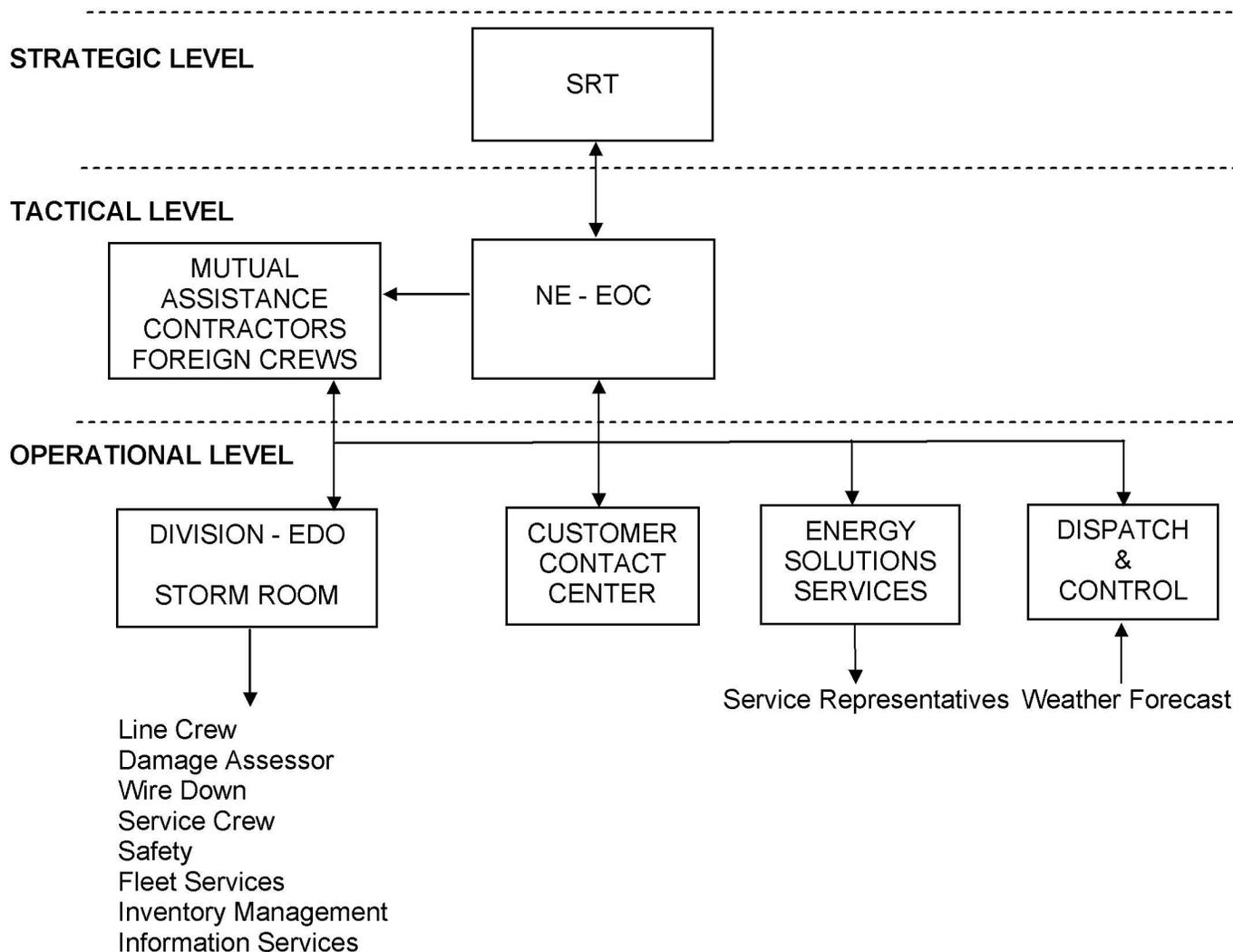
Positions may be combined depending upon personnel availability.

nationalgrid	NE EMERGENCY PROCEDURE - ELECTRIC MANUAL	Procedure No.	EPP-S-P01
		Revision No.	1
		Section No.	.103
		Page No.	1
NE EPE MANUAL – ORGANIZATION		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

The organization required to implement the emergency procedures is stipulated by the organization chart included on the following page. Immediately upon declaration of an emergency, the NE EOC and Division Storm Rooms shall be staffed accordingly. In some cases, through the "early warning" procedures, it may be desirable to staff the NE EOC and hold or call-out personnel prior to the actual emergency. The number of EOC personnel and field crews mobilized will be dependent upon the severity of the emergency.

Figure .103-1



<b>nationalgrid</b>	<b>NE EMERGENCY PROCEDURE - ELECTRIC MANUAL</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.103
		Page No.	2
<b>NE EPE MANUAL – ORGANIZATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Others

<b>nationalgrid</b>	<b>NE EMERGENCY PROCEDURE - ELECTRIC MANUAL</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.103
		Page No.	3
<b>NE EPE MANUAL – ORGANIZATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Because of the unique nature of major substation emergency events, an organization chart specific to those types of emergency events is required to ensure effective system restoration management.

This organization, once mobilized, can be adjusted in both make-up and location to meet the specific circumstances of the emergency at hand after the situation has been thoroughly evaluated.

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.01
		Page No.	4
<b>EEP NE - EMERGENCY STAGES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

The EEPs are established to provide a structured approach for responding to any type of emergency which may occur in the Company’s New England electric service territory that affects its ability to provide electricity to its customers.

RESPONSIBILITY

EDO is responsible for the establishment of an organization within the Division/District to respond to emergencies, which affect the Company’s electric system, thereby eliminating the supply of electricity to the Company’s customers. This organization must be capable of responding to various degrees of emergencies and to interface with other departments located in the Region and with Network Strategy to resolve the emergency situation in the shortest possible time.

Throughout an emergency, the Region organization must be responsive to the needs of the electric customers within the respective service territory. Many of the procedures invoked to resolve the problem will be dictated by the severity of the emergency. The Region organization needs to utilize all resources available across the System to minimize the impact on its customers.

Distribution Design and Engineering is responsible for providing support to the affected areas to assure that the emergency is resolved in the shortest possible time and that all efforts are utilized to minimize the impact on the affected customers. This functional group also provides personnel to assist other Regions from elsewhere in the Company or from other utilities.

For some Operating Condition Level 3 through 5 emergencies, EDO and Distribution Design and Engineering, along with Emergency Planning, are responsible to review the Company’s activities during the emergency and to provide a report to senior management and applicable regulatory agencies, describing the Company’s actions during the emergency, problems encountered and changes which will be made to prevent such problems in future emergencies.

The EEPs will be tested or drilled once a year in each Division - between May 15 and August 15. At the discretion of the Senior VP EDO, this drill may be waived if the Region experiences a Level 4 or 5 emergency during the calendar year.

This drill must be conducted System-wide and include all Regions, with the exception of Long Island which will be at the discretion of LIPA and the Senior VP ERP.

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.01
		Page No.	5
<b>EEP NE - EMERGENCY STAGES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

The EEPs are to be updated once a year. Emergency Planning will issue updates to the EEPs in New England by September 1 of each calendar year. The Division restoration plans must be updated and issued by June 30 of each calendar year.

The allocation of duties contained in this section is intended to be used as a guide. The personnel described are available in the Divisions. In some Districts, the described duties may be combined to suit the personnel available. In the absence of an individual, the assigned duties of that individual shall be performed by the person next above or below in the organization chart.

During lengthy emergencies it is important that at least two (2) individuals be assigned to each key function so that continuous coverage can be maintained for several days, if the restoration effort warrants it.

The Responsibilities are broken down into three time periods as follows:

1. **Pre-emergency**      Essentially, the time period when there is no emergency. Functions performed during these times relate to preparing for an emergency so that time will not be lost when an emergency occurs and people will know their responsibilities and be properly trained to carry out their assigned tasks.
  
2. **Emergency**              The time period commencing with the declaration that an emergency exists and ending with the termination of the emergency.
  
3. **Post-emergency**      The time following the termination of an emergency when the various functional groups involved prepare a report on the emergency, the problems encountered, and procedural changes which will be implemented to prevent recurrence in future emergencies.

	<b>ELECTRIC EMERGENCY PROCEDURE  NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	1
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

The Region and each Division must establish an organization that can respond to any type of emergency. The Regions must establish and maintain lists of critical customers, government agencies, human services agencies, etc. which must be contacted during an emergency. The Divisions must also test or drill these procedures throughout the year to make certain that all people are aware of the actions they must undertake in the event an emergency occurs.

NE EOC POSITIONS

**POSITION: Incident Commander**

REPORTS TO: Senior VP EDO or System Incident Command - Storm

POSITION DUTIES:

1. Assess emergency and determine comprehensive resource requirements.
2. Direct efforts for obtaining required resources.
3. Direct allocation of available resources.
4. Direct the overall emergency operation.
5. Provide electric system status information to the SRT and organization.

PRE-EMERGENCY RESPONSIBILITIES:

1. Through the Emergency Planning, ensure that the EEP NE is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the Region.
2. Consult with weather forecast providers to get as much information as possible on the potential emergency situation.
3. Just prior to a predicted emergency, provide direction to Division Storm Directors as to the initial response and preparations to be taken.
4. Poll the Divisions for their specific additional resource needs, and provide assistance required receiving these resources.
5. Contact the appropriate governmental agencies to establish communication channels, to provide status updates, and to request special assistance if needed.

EMERGENCY RESPONSIBILITIES:

1. Provide ongoing direction and administrative support to Division Storm Directors.
2. Monitor the progress being made by each Division and secure additional internal and external resources, as necessary.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	2
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

3. Whether System resources are sufficient to address Level 3 or greater Operating Conditions, the Incident Commander –Storm will allocate available resources among the Divisions on a prioritized basis.
4. Provide timely assessments and accurate restoration information to the SRT and organization via periodic storm conference calls.

**EQUIPMENT REQUIRED:**

1. Refer to NE EOC Manual for room layout, equipment requirements, and check off list.

**JOB LOCATION:**

1. NE EOC – Northborough, MA

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate Incident Commander.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Communicate with and advise Division Storm Directors on establishing additional staging areas and/or using the MEOC.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. As required (through Facilities)

**ADDITIONAL STAFF REQUIREMENTS:**

1. As required. (Through SEAL Program)

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	3
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: NE EOC Coordinator**

REPORTS TO: Incident Commander

JOB DUTIES:

1. Perform all NE EOC Operator duties, if required.
2. Schedule NE EOC staffing.
3. Manage and support overall operation of NE EOC functions.
4. Process and disseminate restoration information.
5. Obtain meals and lodging for NE EOC personnel.
6. Assist the Incident Commander in monitoring the progress of the restoration and will fill in for the Incident Commander during his absences from the NE EOC.

PRE-EMERGENCY RESPONSIBILITIES:

1. Set up and verify operation of NE EOC equipment and prepare a schedule for NE EOC staffing.
2. Create and distribute to organization a storm event number in RoD.
3. Obtain and distribute to organization work order from PowerPlant to staff the NE EOC.

EMERGENCY RESPONSIBILITIES:

1. Manage and support overall operation of NE EOC functions.
2. Process and disseminate restoration information.
3. Obtain meals and lodging for NE EOC personnel.
4. Assist the Incident Commander in monitoring the progress of the restoration and assume the role of the Incident Commander during his/her absences from the NE EOC.
5. Perform all NE EOC Operator duties, if required.

EQUIPMENT REQUIRED:

1. Refer to NE EOC Operations Manual for set up and equipment requirements.

JOB LOCATION:

1. NE EOC - Northborough, MA
2. MEOC

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	4
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate NE EOC Coordinator.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Same as above.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. None

**ADDITIONAL STAFF REQUIREMENTS:**

1. As required. (Through SEAL Program)

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	5
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: NE EOC OPERATOR**

REPORTS TO: NE EOC - Coordinator

JOB DESCRIPTION:

1. Ensure efficient operations of NE EOC.
2. Process and disseminate restoration information.
3. Maintain accurate records of all NE EOC communications and activities.
4. Prepare reports of outage information, System and/or Region status, number of crews by location, etc.
5. Print PowerOn summary reports every hour, and log outage status by Division/District on white boards.

PRE-EMERGENCY RESPONSIBILITIES:

1. Assist in setting up and testing equipment in the NE EOC.
2. Ensure that all reports and forms are available.
3. Ensure communication links are functioning between the NE EOC, Districts and satellites.

EMERGENCY RESPONSIBILITIES:

1. Process and disseminate restoration information.
2. Maintain accurate records of all NE EOC communications and activities.
3. Prepare reports of outage information, System status, number of crews by location, etc.
4. Print PowerOn Summary Reports every hour, and log outage status by Division/Districts on white boards.
5. Issue and compile the Region and System manpower report on a daily frequency.
6. Process special handling customer issues.
7. Update NE EOC recorded outage status line.
8. Facilitate other emergency communications, as needed.

EQUIPMENT REQUIRED:

1. Refer to NE EOC Operations Manual for set up and equipment requirements.

JOB LOCATION:

1. NE EOC – Northborough, MA.
2. MEOC.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	6
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate NE EOC Operator.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Establish communication links between NE EOC and additional staging areas and/or the MEOC.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. As required.

**ADDITIONAL STAFF REQUIREMENTS:**

1. As required (through SEAL program)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	7
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: FOREIGN UTILITY CREW COORDINATOR**

REPORTS TO: Incident Commander

**JOB DESCRIPTION:**

1. Communicate with Division Storm Directors or the Division Crew Coordinators to determine each Division’s need for additional restoration crews.
2. Coordinate inter-Division deployment of Region and/or System crews.
3. Obtain crews from other utilities in accordance with the EEI Mutual Assistance Plan or participating RMAGs (e.g., NEMAG, NYMAG, MAMA, SEE, etc...).
4. Facilitate travel arrangements for outside crews. (This may involve contacting MEMA or RIEMA for assistance from State Police, FEMA, and other agencies that can help move crews and request waivers for certain DOT regulations.)
5. Communicate with Incident Commander to assess personnel demand, and to allocate and assign outside crews.
6. Assign outside crews to Divisions via RoD.
7. Obtain purchase order (PO) numbers from System Purchasing to give each assisting company (for billing purposes).
8. Coordinate inter-Divisions transfers of outside crews via RoD.
9. Notify Divisions of data gathering needs for future invoice reconciliation.

**PRE-EMERGENCY RESPONSIBILITIES:**

1. Maintain the following emergency assistance directories:
  - a. EEI Mutual Assistance Roster.
  - b. NEMAG, NYMAG, MAMA., and SEE rosters
  - c. Directory of U.S. DHS, FEMA, state Civil Defense and OEM, INS, and Regional Directors FHWA.
2. In days immediately prior to an anticipated emergency event, contact neighboring RMAGs via ARCOS, in order to verify communication channels.

**EMERGENCY RESPONSIBILITIES:**

1. The System Outside Crew Coordinator must take into account the following when deciding which utilities to contact for assistance:
2. Past experience: Crews from companies that have provided unsatisfactory assistance in the past will not be used.
3. Travel distances: Crews traveling greater distances require more time to arrive than crews from nearby utilities. In addition, travel time may dictate whether crews will arrive ready to work, or will require rest. Refer to the Mutual Assistance Travel Guide for estimated travel times.
4. Travel conditions: Travel and weather conditions along the routes of responding companies need to be anticipated. Conditions may make it impractical for

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	8
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- companies from a particular region to travel to a Company service territory, requiring that help be requested from elsewhere.
5. Work practices: Outside crews' work practices should be assessed, such as whether they work energized apparatus with rubber gloves. Preference should be given to companies with work practices best suited for the specific emergency conditions at the Company.
  6. Working conditions: Possible conditions or procedures that could hinder specific crews should be anticipated.
  7. Costs: The relative cost of restoration assistance provided by outside utilities may also be a concern. Relevant data should be gathered following each instance where outside assistance is utilized, and held for future reference.
  8. Government regulations: During the restoration period following a declared State of Emergency, restoration crews have been exempted from many State and Federal Highway Administration regulations that might otherwise seriously diminish the effectiveness of the Mutual Assistance program. For non-declared regional emergencies, similar exemptions can be obtained directly from the FHWA regional administrator. FHWA regulations, which have been waived under these circumstances, include requirements for maintaining driver qualification files, hours-of-service limitations, and driver logbooks.
  9. Inform outside companies that request for assistance may be forthcoming. The selection of companies to be contacted should be outside the projected storm path. If the timing of a warning of an impending emergency permits, the contact with outside companies should be made 48 to 72 hours before the predicted time of the emergency. The nature of a threatening emergency may warrant seeking a commitment for crews before a storm strikes and/or before the effects of a storm is known.
  10. If the timing permits, early contact should be made with the State and Federal Civil Defense agencies, the U.S. INS and the Canadian companies to expedite border crossings if the use of Canadian crews is contemplated.
  11. Notify the Incident Commander, NE EOC Coordinator, and the EOC Media Representative of the status of the emergency declaration.
  12. Track the number of local and outside crews working by company and provide periodic updates to the NE EOC Coordinator.
  13. Provide administrative support to the Division Meals and Lodging Coordinator on receiving and housing outside crews.

**EQUIPMENT REQUIRED:**

1. Refer to NE EOC Operations Manual for room layout, equipment requirements, check off lists, and EEI Roster.

**JOB LOCATION:**

1. NE EOC – Northborough, MA
2. MEOC

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	9
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	10
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate Foreign Utility Crew Coordinator.

**MAJOR DISASTERS ACTIVATION:**

1. When notified by the Incident Commander that a storm has escalated to a major disaster event (i.e., Level 4 or greater), the position will be adequately staffed to obtain (at least) 500 distribution and transmission crews from overhead line construction contractors and utilities expeditiously. Agreement documentation and mapping information will be sent to the responding companies.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Inform Division Crew Coordinators that outside crews will be sent directly to their area..
2. Determine if a regional or local emergency has been declared.
3. Maintain an outside crew roster for communications with family members via RoD.
4. Provide management of contractors and utilities periodic status reports of their crews (e.g., how much longer will we need them, have we relocated them to another operating area, and when we expect to release them).
5. Maintain complete records for all outside crews, number and rating of personnel, types of equipment, arrival and departure time via RoD. This information is essential for invoice verification.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. Maps for distribution to outside crews and guides.
2. Vehicle magnetic signs for outside crews.
3. Feeder map books for guides.
4. Primary map books for guides.
5. Street Location Index for primary maps used by guides.
6. Outside crew storm pamphlets for Division Crew Coordinators and Safety & Health Services.
7. Vehicles for the guides.

**ADDITIONAL STAFF REQUIREMENTS:**

1. Two Foreign Utility Crew Coordinators per shift

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	11
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: CONTRACTOR CREW COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. Obtain restoration crews from Alliance and non-Alliance contractors.
2. Ensure contractor compliance with Company contract terms.

PRE-EMERGENCY RESPONSIBILITIES:

1. At the request of the Incident Commander, contact emergency vendors and secure appropriate commitments.

EMERGENCY RESPONSIBILITIES:

1. At the direction of the Incident Commander, obtain contractor crews to assist with emergency restoration. The Coordinator is responsible for administering the contracts with these vendors and enforcing the terms of the agreements. Contractor crews will only be requested from reputable firms with a proven track record for performance.
2. The System Contractor Crew Coordinator must maintain a current listing of contractors, including methods for contacting them at all hours.
3. The Coordinator must also be aware of which companies perform satisfactorily, as well as which companies do not. Companies with poor performance history will not be called to work.
4. The Coordinator will negotiate specific terms of contract agreements with contractors, including pay policies, working conditions, meal and lodging expenses, and fuel expenses. All such provisions must be agreed to in advance.
5. When requested by the Incident Commander, the Coordinator will call contractor companies to request either standby status or to issue a work location to report to.
6. The Coordinator must maintain accurate records of numbers of crews contracted, and hours for which they are to be paid.
7. The Coordinator must instruct contractors to report for work fully prepared. As such, contract crews must report to work with the following (at minimum), or else they will be refused work:
  - a. PPE;
  - b. Standard line safety equipment;
  - c. Standard tools for line work;
  - d. Standard line hardware;
  - e. Vehicles in good repair;
  - f. Equipment for night work.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	12
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

8. The Coordinator will help make travel arrangements for contractor crews, and needs to keep Districts completely informed as to how many crews will be arriving and when.
9. The Coordinator will also communicate with the Incident Commander as to when crews are to be released.
10. The Coordinator needs to verify accuracy of billing and proper accounting on invoices.
11. Ensure that Contractor Room (Room L4) at the NE EOC is established, as needed

**EQUIPMENT REQUIRED:**

1. Refer to NE EOC Operations Manual for room layout, equipment requirements, and check off lists.

**JOB LOCATION:**

1. NE EOC - Northborough, MA.
2. MEOC

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate Contractor Crew Coordinator.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Communicate with and advise the System and Division Storm Directors on a need to establish staging areas for Contractor Crews.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. None

**ADDITIONAL STAFF REQUIREMENTS:**

1. As required (through SEAL Program)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	13
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: TREE CREW COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. The Tree Crew Coordinator is responsible for determining the Region needs for tree crews and specialized equipment, both for number of crews required and work location assignments.
2. The Tree Crew Coordinator communicates with Division Arborists and other field personnel to determine needs, and then obtains tree crews and/or specialized equipment with the approval of the Incident Commander.

PRE-EMERGENCY RESPONSIBILITIES:

1. Maintain and annually update the “Emergency Tree Work Listing,” which lists tree companies operating in the region, the number of crews that may be available for emergency work, and names of individuals to contact.
2. Maintain good working relationships with community, public works superintendents and tree wardens.
3. Contact listed tree companies prior to an anticipated emergency situation, to verify communication channels and to give alert for potential emergency work. The Tree Crew Coordinator will give specific instructions as Company needs become known.
4. Coordinate tree operations.

EMERGENCY RESPONSIBILITIES:

1. Consult with the Division Arborists and Incident Commander to determine tree crew and specialized equipment needs, then contact tree companies to obtain the necessary tree crews and specialized equipment.
2. Work with field personnel to optimize the allocation of resources among the Divisions.
3. Track and coordinate all Tree Crews by Division/District and report this information periodically to NE EOC Coordinator.
4. Oversee the Division Arborist based on priorities determined by Division Storm Director.
5. Secure, schedule, track and coordinate specialized equipment for the Region.
6. Maintain through records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.
7. Work with Division Storm Directors and Transmission Vegetation Management Coordinator to create a prioritized list and schedule for patrolling lines.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	14
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EQUIPMENT REQUIRED:**

1. Refer to NE EOC Operations Manual for set up and equipment requirements.
2. Mutual Assistance and Contractor Directories.

**JOB LOCATION:**

1. NE EOC - Northborough, MA.

**WORK PERIOD:**

1. 12 hours on duty, 12 hours off duty with a one hour overlap with alternate Tree Crew Coordinator.

**MAJOR DISASTER ACTIVATION:**

**Forecasted Event**

1. When a weather event that will result in a tree-related natural disaster is forecasted, the Tree Crew Coordinator will make a recommendation to the Incident Commander about the anticipated magnitude of tree-caused damage and resource requirement and utilization.
2. Tree Crew Coordinator will communicate with Division Storm Directors to review activation recommendations.
3. A damage assessment (helicopter patrol) plan will be developed by the Transmission Coordinator and Tree Crew Coordinator.

**Escalated Event**

1. When resources will be reassigned to administer the influx of external tree resources or to establish satellite-based operations.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Establish administration and operation field bases to accommodate tree crews and special equipment units located where the worst tree-damage has occurred that can function without regular communication.
2. Manage interface between contractors, Safety & Health Services, communication, and restoration functions.
3. Acquire internal resources and establish a chain-of-command to administer, coordinate and oversee 250-500 tree crews and 50 units of specialized equipment.
4. Deploy and schedule tree and special equipment resources.
5. Coordinate tree-debris clearing efforts between DPW/National Guard and Company-hired specialized equipment to critical facilities in the distribution system.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	15
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- 6. Coordinate specialized right-of-way equipment to clear tree-debris from rights-of-way so that access for TLS can be reestablished.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	16
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

(To administer, coordinate and oversee 250-500 tree crews and 50 specialized equipment units.)

1. 2-way radios (50-100);
2. 4 x 4 vehicles (25-50);
3. Laptop computers to track crews (5-10);
4. Lighting equipment to support 50-100 crews working at night.

(Recommend that lease-rental options be investigated for equipment listed above.)

**ADDITIONAL STAFF REQUIREMENTS:**

1. Administrative Staff
2. Dispatchers/Coordinators
3. Field Supervisors.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	17
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: TRANSMISSION COORDINATOR**

REPORTS TO: Incident Commander and Incident Commander - Transmission

JOB DESCRIPTION:

1. Monitor and coordinate transmission line repair.
2. Communicate all necessary information between the NE EOC and Transmission Emergency Room.

PRE-EMERGENCY RESPONSIBILITIES:

1. Check on the availability of transmission line restoration crews.

EMERGENCY RESPONSIBILITIES:

1. Collect information from all available sources on the condition of the transmission system following an emergency event.
2. Determine priorities for restoration.
3. Work with Division Storm Directors, Tree Crew Coordinator to create a prioritized list of transmission and distribution Lines to be patrolled by helicopter.
4. Contact and provide the Transmission Emergency Room the prioritized list and schedule for patrolling lines.
5. Contact Division Storm Directors to obtain patrol personnel, damage assessment and repair crews.
6. Additional repair crews can be obtained by requesting them through the Foreign Utility Crew Coordinator and the Contractor Crew Coordinator who maintain current listings of such resources.
7. Assist the Incident Commander in monitoring the progress of transmission line restoration by maintaining records for transmission lines, crews, and patrol statistics.

EQUIPMENT REQUIRED:

1. Refer to NE EOC Operations Manual for room layout, equipment requirements, and check off lists.

JOB LOCATION:

1. NE EOC - Northborough, MA.

WORK PERIOD:

1. 12 - 16 hours on duty, 8 - 12 hours off duty.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	18
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:

1. Same as above.

ADDITIONAL EQUIPMENT REQUIREMENTS:

1. None

ADDITIONAL STAFF REQUIREMENTS:

1. As required. (Through SEAL Program)

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	19
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: LOGISTICS COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. Responsible for all activities of the Logistics Support Group and SEALs who provide support services to EDO during an emergency.
2. Maintain Logistics Procedures for use during an emergency and train SEALs in their designated positions.
3. Coordinate planning with Base Logistics for procuring services.

E. PRE-EMERGENCY RESPONSIBILITIES:

1. Verifies that all functions Logistics Support Group are prepared for an emergency.
2. Verifies the availability of lodging, meals, and other service requirements and access to RoD.
3. Assures maximum Fleet readiness.
4. Coordinates the availability of Westborough/Northborough personnel for emergency assignments.
5. Ensure accurate record keeping of all customer services provided during the emergency.
6. Ensure that Logistics Room (Room L3) at the NE EOC is established, as needed.

EMERGENCY RESPONSIBILITIES:

1. Notify Fleet Services and Division Meals and Lodging Coordinators of a declared emergency.
2. Direct the operations of Logistics Service Group.
3. Distribute and replenish storm cards/petty cash funds, as needed.

EQUIPMENT REQUIRED:

1. Telephones, radios, vehicles.

JOB LOCATION:

1. NE EOC, Northborough, MA.
2. Staging and drop sites, as established

WORK PERIOD:

1. 16 hours on duty, 8 hours off duty.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	20
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	21
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**MAJOR DISASTER ACTIVATION:**

1. Upon notification from that the emergency event has been escalated to a major disaster (i.e., Levels 4 or 5), a meeting will be held with the Incident Commander to determine the level of additional support and logistics. Information on the level of estimated manpower staffing and the arrival times and locations will be used to determine resources required. At this point it is expected that the normal level of restaurants and lodging resources will have been exhausted and that the larger resources, college gymnasiums and other public facilities will be activated.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

1. Activate resources for mass lodging and food services.
2. Make provisions for shelter and sanitation required at substation facilities.
3. Activate resources for additional transportation required by restoration personnel.
4. Activate additional personnel for administrative and support requirements.
5. Activate security resources for decentralized locations and for equipment protection.
6. Activate resources for laundry services.
7. Activate resources for day-care services.
8. Activate various general contractors for make safe or required repairs.
9. Activate employee assistance vendors.
10. Activate staging sites.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

1. Coordinate through Base Logistics Plan.

**ADDITIONAL STAFF REQUIREMENTS:**

1. Activate SEALS, as needed.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	22
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: SUBSTATION COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. Provide technical support to field restoration forces, as required.

PRE-EMERGENCY RESPONSIBILITIES:

1. Check on availability of all mobile/spare equipment (update Mobile Substation List).
2. Determine if Division Substation O&M Departments have adequate manpower available.
3. Assign staff personnel as needed to assist Division operations.

EMERGENCY RESPONSIBILITIES:

1. Monitor and coordinate the Company’s substation and switchyard restoration.
2. Investigate major substation incidents.
3. Provide support to field restoration forces as needed.
4. Advise Incident Commander of major problems and plan for restoration of service.

EQUIPMENT REQUIRED:

1. None

JOB LOCATION:

1. NE EOC – Northborough, MA or Westborough HQ

WORK PERIOD:

1. As required.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	23
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: REGULATORY COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. Act as a liaison with regulatory agencies, as required.

PRE-EMERGENCY RESPONSIBILITIES:

1. Contact regulatory agencies in Massachusetts and New Hampshire for state expectations based upon the emergency event type and severity. Rhode Island regulatory agencies will be managed by the Providence Storm Room.
2. Determine if state emergency agency requires staffing by Company personnel (i.e., MEMA and NHOEM).
3. Assign personnel to state agencies, as needed.

EMERGENCY RESPONSIBILITIES:

1. Liaise with state agencies and NE EOC for priority issues.
2. Provide real-time customer interruption information to state agencies.
3. Participate in state agency emergency planning meetings.

EQUIPMENT REQUIRED:

1. None

JOB LOCATION:

1. NE EOC – Northborough, MA or State Agency

WORK PERIOD:

1. As required.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	24
EEP NE - EMERGENCY POSITIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: CORPORATE AFFAIRS**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. Represent Media Relations in the NE EOC and act as a liaison between the NE EOC and media personnel in the field.

PRE-EMERGENCY RESPONSIBILITIES:

1. Ensure that the Communications Plan is updated and contains the most current script messages
2. Ensure that the media backdrop for press conference at the NE EOC is current.

EMERGENCY RESPONSIBILITIES:

1. Coordinate messaging with NE EOC Communications Coordinator.
2. Notify Incident Commander – Storm of noteworthy media coverage.
3. Ensure that Media Room (Room L1) at the NE EOC is established, as needed.

EQUIPMENT REQUIRED:

1. None

JOB LOCATION:

1. NE EOC – Northborough, MA or State Agency

WORK PERIOD:

1. As required.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	25
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**POSITION: COMMUNICATIONS COORDINATOR**

REPORTS TO: Incident Commander

JOB DESCRIPTION:

1. This position will coordinate with the Division Communications Coordinators on obtaining information on the restoration effort and providing timely status updates to the Incident Commander – Storm and regulatory agencies
2. Initiate contact with functional groups (e.g., Customer Contact Center, Energy Solutions Services, and Media Relations) to streamline messaging.
3. Act as the communications focal point for the NE EOC.
4. Act as liaison between Tactical and Operational Levels for communications issues.

PRE-EMERGENCY RESPONSIBILITIES:

1. Meet with Division Communications Coordinators to revise plans and procedures for communicating.
2. Verify telephone numbers with Divisions and regulatory agencies.
3. Review list of available staff and identify SEAL availability.
4. Assist the Communications Coordinator in their pre-emergency responsibilities.

EMERGENCY RESPONSIBILITIES:

1. Maintain direct contact with Division Communications Coordinators.
2. Receive special requests and process as appropriate.
3. Act as the communication focal point for the NE EOC.
4. Act as liaison between Tactical and Operational Levels for communications issues.
5. Provide frequent updates to the Incident Commander – Storm and regulatory agencies on the status of the restoration effort.
6. Ensure that PowerOn reports are printed and collected hourly.
7. Compile status updates into a continuous report, detailing the key areas of the restoration (e.g., peak CI, customers restored daily, material issues, call received, crews received, etc...).

EQUIPMENT REQUIRED:

1. None

JOB LOCATION:

1. NE EOC – Northborough, MA

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	26
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	27
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

WORK PERIOD:

2. 12 - 16 hours on duty, 8 - 12 hours off duty.

ADDITIONAL STAFF REQUIREMENTS:

1. Activate SEALS, as needed.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	28
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

DIVISION STORM ROOM POSITIONS

**POSITION: DIVISION/DISTRICT EMERGENCY DIRECTOR**

REPORTS TO: Incident Commander or Senior VP EDO

JOB DESCRIPTION:

- The Division Emergency Director is responsible for directing the restoration effort of an assigned District within the Region. There are eight (8) of these Districts:

State	District	Location	Division
<b>Massachusetts</b>			
	Central	Worcester	New England - North
	Merrimack Valley/Granite	North Andover	New England - North
	North Shore - North	Malden	New England
	Southeast	Hopedale	New England - South
	South Shore/Nantucket	Brockton	New England - South
	Western	Northampton	New England - North
<b>New Hampshire</b>			
	Merrimack Valley/Granite	Salem	New England - North
<b>Rhode Island</b>			
	Capital	Providence	New England - South
	Coastal	North Kingstown	New England - South

- Merrimack Valley/Granite is the same District and straddles Massachusetts and New Hampshire. The difference is the restoration focus and leadership - North Andover may address Massachusetts and New Hampshire but Salem only addresses New Hampshire.
- Using the available resources within the Division/District, as well as resources requested via the NE EOC, the director will coordinate his/her efforts to effect a safe and timely restoration of electric service. The Division/District Emergency Director will also ensure that the NE EOC is fully informed of the local restoration status.

PRE-EMERGENCY RESPONSIBILITIES:

- Work with the Incident Commander, prior to an anticipated major emergency event, to determine the initial planned response. This will include decisions on the opening of the NE EOC and Division Storm Rooms and on the deployment

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	29
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- and scheduling of available resources, including line and tree crews, and other personnel that may be appropriate based on the anticipated emergency event.
2. Ensure that the local storm positions are staffed per the Division Restoration Plan, and that assigned personnel are adequately trained. Division/District personnel are used first to fill these positions.
  3. Identify those positions that require additional staffing not available locally.
  4. Anticipated position needs shall be communicated to the Division SEAL Coordinator.
  5. Acquire up-to-date weather reports from WSI and monitor progress of storm and adjust initial response level accordingly.
  6. Evaluate the adequacy of local communications under various scenarios, and take action to correct any shortcomings.
  7. Review restoration plan procedures for contacting Logistics Coordinator at the NE EOC), critical customers, and other customers with specific information needs prior to anticipated emergencies.
  8. Review restoration plan procedures for communicating with appropriate public officials in advance of anticipated emergencies.
  9. Identify all Division/District staging sites for supporting restoration crews.

**EMERGENCY RESPONSIBILITIES:**

1. Determine whether the Division/District's own resources are sufficient to complete the restoration in a timely manner (Class1). Request any required additional resources from the System Emergency Director.
2. Provide special safety awareness messages to restoration forces as necessary, to further promote safe work practices and accident prevention during emergency situations.
3. Manage the damage assessment efforts during all emergency events.
4. Ensure that the personnel required for performing damage assessment are in place, and ready to work when conditions permit. Consideration shall be given to strategic pre-placement of Damage Assessors at key locations within the District.
5. Use all available damage assessment information to determine District needs for additional personnel, materials, and related resources, and initiate steps to acquire these resources.
6. Ensure that timely assessments and accurate restoration information is available to the System Emergency Room personnel. Respond, as needed, to special requests from the District Municipal Official/Communications Coordinator, as well as provide information to the District Public Information Coordinator.
7. Work with the System Transmission Coordinator, System Tree Crew Coordinator and other Division/District Emergency Directors to create a prioritized list and schedule for patrolling lines. Once established, contact Supervisor Transmission Lines to have transmission and distribution lines patrolled by helicopter

**EQUIPMENT REQUIRED:**

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	30
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

2. None

JOB LOCATION:

2. NE EOC – Northborough, MA

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.104.02
		Page No.	31
<b>EEP NE - EMERGENCY POSITIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

WORK PERIOD:

3. 12 - 16 hours on duty, 8 - 12 hours off duty.

ADDITIONAL STAFF REQUIREMENTS:

Activate SEALS, as needed.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	1
<b>EEP NE – RESTORATION PRIORITY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Emergency work is done and service is restored generally in the order of the priority below. However, Table .105-1 details the Company’s feeder weighting for more effectively categorizing Critical Customers on distribution circuits.

RESTORATION  
PRIORITY

1. Live Wires and Other Extreme Hazards

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

2. Transmission

Transmission line restoration is prioritized by Network Operations. Transmission line repairs are directed by the designated Supervisor. Sufficient help is assigned to permit restoration of transmission service to substations by the time load can be served from the station. Bulk power circuits not directly affecting substations are assigned priority depending on the importance of the circuit and the effect of its loss on the bulk power system. The need for bulk power circuits is determined by the Westborough Control Center Shift Supervisor in coordination with the applicable Dispatch & Control location

3. Substations

Substation repairs are directed by the Manager Substation Operations & Maintenance Services. He/she consults with the Westborough Control Center Shift Supervisor to determine the order of restoration.

4. Critical Customers

Priority for restoration is given to hospitals, nursing homes, water pumping stations, sewage treatment plants military installations, and public transportation as practicable. Specific requests for other priorities must be made to the Vice President EDO Division.

5. Life Support Customers

Efforts shall be made to restore service to life support customers as quickly as conditions warrant. A current list of customers shall be

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	2
<b>EEP NE – RESTORATION PRIORITY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

available in each Division Storm Room and New England EOC. These shall be maintained in accordance with EEP.019.02 - "Life Support Customer Procedure." In addition, locations shall be posted on restoration and operating maps.

Special crews consisting of non-line personnel may be established to investigate requests for assistance from these customers and to render aid as required and as possible.

6. Primary Circuits

Main portions of primary circuits shall be restored by cutting faulted sections cleared either by opening switches or cutting wires. Primary faults shall then be corrected to restore all primaries. When a crew restores primary in any block, they also restore series street light wires even though no effort is then made to restore the street light circuits.

7. Secondary Circuits

Secondary, multiple street lights, and services shall be restored at the same time. A crew shall complete all the work on one visit to a block. It is the Crew Leader's duty to examine the block and repair any trouble. If the customer's equipment requires repair, he will notify the customer, using Form 628-5, shown in Table .105-1 of this section, and restore the service wires, leaving them disconnected at the house. Personnel other than Line Workers may be utilized for secondary and service restoration.

8. Street Lighting Circuits

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

9. Permanent Repairs

After all service is restored, permanent repairs shall be made to temporary jobs. During restoration of service, permanent repairs should be made if practicable, to avoid hazardous conditions and eliminate duplication of effort.

A log of temporary repairs shall be made during the restoration process to facilitate the installation of permanent repairs at these locations.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	3
<b>EEP NE – RESTORATION PRIORITY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Table .105-1**

**8-Digit (3-Tier) Critical Facility/Feeder Weighting System**

Feeder Weight is determined by counting Critical Customers on the feeder, as follows:

Hospitals <b>n</b>	High Priority Critical Facilities <b>n</b>	Medium Priority Critical Facilities <b>nn</b>	100's of customers <b>nn</b>	Medical Priority Customers <b>nn</b>
<b>Type</b>	<b>Code</b>	<b>Description</b>		
Hospitals:	<b>HOS</b>	Hospitals/Facilities with life-sustaining equipment		
High Priority Critical Facilities:	<b>AV1</b>	Airport – major, regional or essential FAA		
	<b>EVA</b>	Evacuation Center – school, senior center, etc...)		
	<b>FP1</b>	Fire/Police – headquarters and 911 centers		
	<b>MIL</b>	Military – active, reserve, national guard and coast guard		
	<b>NU1</b>	Nursing Home – skilled care/life support		
	<b>ST1</b>	Essential State Government – state police, emer mgmt and correctional facilities		
	<b>US1</b>	Essential US Government		
	<b>UT1</b>	Essential Utility – electric and gas supplies		
	<b>WS1</b>	Water/Sewer Plant/Pump - > 20 kW operation		
Critical Facilities (Other)	<b>AUT</b>	Housing Authority - > 20 kW operation		
	<b>AV2</b>	Airport – local or FAA repeater location		
	<b>COM</b>	Essential Communications – radio/TV/CATV/satellite		
	<b>EDU</b>	College/University Campus		
	<b>FP2</b>	Fire/Police – secondary stations		
	<b>HAZ</b>	Biological or Chemical Hazard		
	<b>MED</b>	Medical – ambulatory care (not physician offices)		
	<b>MUN</b>	Municipal Office – town hall, DPW, etc...		
	<b>NU2</b>	Nursing Home – semi-skilled care		
	<b>RRS</b>	Railroad Signal		
	<b>SCH</b>	School – not used as an evacuation center		
	<b>ST2</b>	State Government – public safety, DPW district HQ		
	<b>US2</b>	US Government – public safety		
	<b>UT2</b>	Utility – non-essential electric, gas, telecommunications		
	<b>WS2</b>	Water/Sewer Pump - < 20 kW		
Non-critical Facility	<b>NO</b>	Account marked for review is not a critical facility		

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	4
<b>EEP NE – RESTORATION PRIORITY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	5
EEP NE – RESTORATION PRIORITY		Date:	10/31/08
		Supersedes Date:	08/31/07

Notes:

1. Criteria for critical customers based on public safety or providing power
2. UT1 examples include natural gas compression stations or transmission cable oil pumps

Examples:

1. Feeder No. 009W41 has 1 hospital, 2 high priority critical facilities, 12 critical facilities, and 2,236 customers. This feeder would have a weighting factor of **121222nn**.
2. Feeder No. 912W73 has 0 hospitals, 5 high priority critical facilities, 16 critical facilities, and 3,166 customers. This feeder would have a weighting factor of **051632nn**.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.105
		Page No.	6
EEP NE – RESTORATION PRIORITY		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .105-1

WARNING NOTICE - Form NG0023 (01/06)

# WARNING NOTICE

## TO OUR CUSTOMER

M \_\_\_\_\_

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In response to your request we have inspected your electrical installation and found the cause of your service failure to be as follows:

\_\_\_\_\_ Short in \_\_\_\_\_

\_\_\_\_\_ Defective \_\_\_\_\_

\_\_\_\_\_ Overloaded Branch Circuit

\_\_\_\_\_ General Overload

\_\_\_\_\_ Over-fused Branch Circuits

---

NOTE: Replacing of blown fuses will not correct the trouble listed above.

We recommend that you call your:

\_\_\_\_\_ Electrical Contractor

\_\_\_\_\_ Appliance Repairman

to make the necessary repairs.



SERVICE REP \_\_\_\_\_

DATE \_\_\_\_\_

NG0023(01.06)

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	2
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

INTRODUCTION

The Storm Damage Appraisal is performed to assess physical damage such as wires down and poles broken on overhead distribution and transmission lines following a storm event. The Damage Appraisal process will be used to formulate the appropriate level of storm response by National Grid management.

This procedure describes the activities undertaken 72 hours in advance of the storm, 24 hours in advance of the storm, and immediately after the storm and clearly defines roles and responsibilities. Additionally, this procedure describes the discrete phases of the Storm Damage Appraisal.

GENERAL

If damage to the overhead transmission system and/or the distribution system is extensive as indicated by a large number of locations, helicopter surveys should be initiated as soon as practicable. If distribution circuits are out due to a transmission outage, but it is known that the distribution feeder(s) were damaged from the event, distribution surveys should commence prior to the transmission system being energized if possible, to reduce distribution restoration time.

Field surveys are the main source of information on scope and severity of damage conditions. This first step will normally be a Phase I Survey. Results from this survey, combined with current weather forecasts, PowerOn data, 911 calls, and customer calls, will dictate further actions. The Incident Commander will determine the need for a Phase II Survey and what personnel would be required to conduct it.

RESPONSIBILITIES

The following responsibilities have been assigned to ensure the proper maintenance of the Storm Damage Appraisal process.

Division Damage Appraisal Manager

- Reports to the Planning and Analysis Team
- Oversees the Damage Patrol and Work Packet Support Process
- Ensures work is prioritized based on the Priority Feeder ranking, PowerOn Customer count, direction from dispatch Control Centers, and direction from Field Storm Rooms

Division Damage Appraisal Team

- Creates a work packet for restoration crews

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	3
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- Assigns a unique Work Packet number, records this number on the envelope and all detail sheets inside
- Photocopies the envelope and detail sheets
- Staples the package as a Work Packet
- Records the crew or supervisor receiving the packet on the original envelope, if possible
- Gives the photocopied Work Packet to the restoration crew
- Retains the original Damage Patrol Envelope and Damage Patrol Detail Sheets at the staging area for tracking

Appraisal Field Coordinator

- Reports to the Division Damage Appraisal Manager
- Supervises the Damage Appraisal process
- Receives and organizes Damage Appraisal Teams and Runners
- Acts as single point of contact for Damage Appraisal Teams and Runners
- Coordinates lodging and meals for Damage Appraisal Teams
- Provides materials required by Damage Appraisal Teams
- Assigns Patrols to Teams
- Tracks progress of Damage Appraisal Teams
- Assigns Runners as necessary for pickup or delivery of Damage Patrols and Work Packets
- Receives calls from Field Teams on completed Work Packets and informs Damage Appraisers and coordinates response appropriate to the condition
- Ensures unsafe and hazardous conditions are corrected

Damage Appraisal Team Leader

- Reports to Division appraisal Field Coordinator
- Acts as a single point of contact to coordinate the Damage Appraisal Team
- Ensures Team members have materials required
- Assigns and tracks the progress of Damage Appraisers
- Informs the Damage Appraisal Field Coordinator of needs, problems and progress
- Ensures unsafe and hazardous conditions are corrected

Damage Appraiser

- Reports to Division Appraisal Field Coordinator and Damage Team

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	4
EEP NE – STORM DAMAGE APPRAISAL		Date:	10/31/08
		Supersedes Date:	08/31/07

Leader

- Performs Damage Patrols as assigned
- Returns Patrol paperwork to the Damage Appraisal Field Coordinator
- Where unsafe conditions are found, makes the area safe, notifies the Damage Appraisal Field Coordinator, and stands by until relieved, if necessary
- Abides by all National Grid Safety Guidelines
- Ensures unsafe and hazardous conditions are corrected

Restoration Crew

- Make repairs as indicated by the Work Packet
- Enters details about the actual repairs made in the space provided on the Damage Patrol Detail Sheets included in each Work Packet; is important that the Restoration Crew list the details of items removed and installed to facilitate building Confirming Work Plans following the storm
- Report completed repairs to the division by Work Packet Number

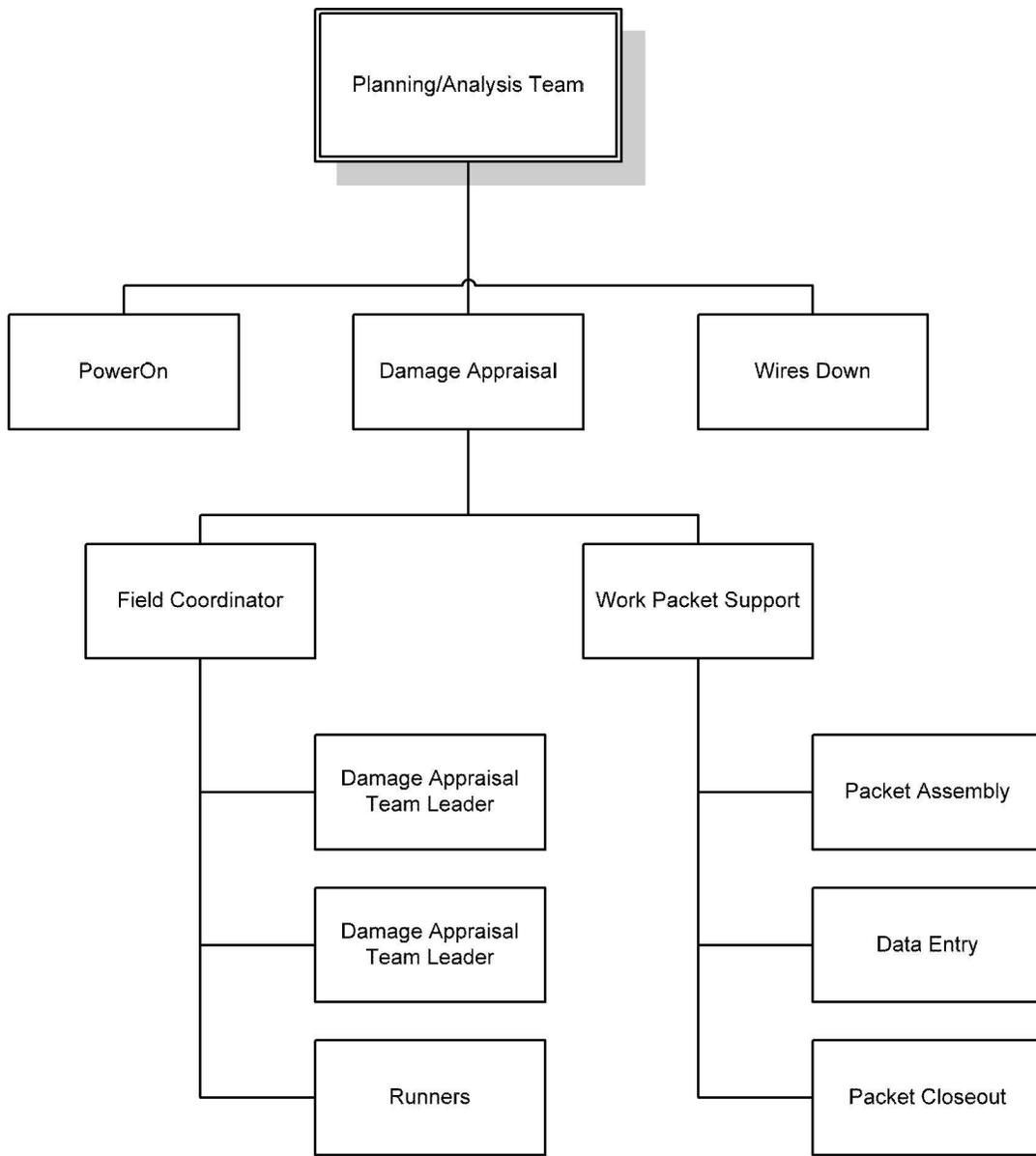
Damage Appraisal Work Packet Support Coordinator

- Reports to Division Damage Appraisal Manager
- Supervises the Work Packet Support process
- Coordinates lodging and meals for Work Packet Support personnel
- Provides materials required for the Work Packet Support process
- Receives completed Damage Patrol paperwork
- Reviews Patrol forms for completeness and accuracy
- Builds Work Packets using Damage Patrol materials
- Prioritizes Work Packets
- Coordinates delivery of Work Packets to Field Teams with Damage Appraisal Field Coordinator
- Enters Work Packet information into the Division database
- Clears completed Work Packets from the Division database
- Posts changes to the Division database to the System Database
- Collects completed Work Packet paperwork
- Following the Storm: ensures completed Work Packets are transferred to Engineering to build Confirming Work Plans capturing plant items installed

Figure .106-1 on the following page details the Storm Damage Appraisal organization.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	5
EEP NE – STORM DAMAGE APPRAISAL		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .106-1



PROCESS

The steps presented on the following pages direct the responsible parties through the Damage Appraisal process. Figure .106-2 on page 8 of this section details the process flow of Storm Damage Appraisal.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	6
EEP NE – STORM DAMAGE APPRAISAL		Date:	10/31/08
		Supersedes Date:	08/31/07

**Pre-Storm Damage Appraisal Preparation – 72 Hours in Advance of the Storm**

Using weather forecasts, Division Storm Management Teams will make arrangements for deployment of Damage Appraisers to the potentially affected areas in advance or following the arrival of the storm.

**Division Storm Management Team**

- Agree on advance placement of Damage Appraisers
- Arrange for SEALS and other personnel to report as Damage Appraisers

**Division Damage Appraisal Teams**

- Prioritize circuits by Critical Customer for Damage Patrol
- Ensure all Damage Appraiser material requirements are met
- Assign circuits to local personnel for Damage Patrol on return to work

Division personnel should be assigned circuits to Damage Patrol on their commute to their storm assignment. These Damage Patrols would be very preliminary and used to build a very high level estimate of the restoration crew requirement. These Damage Patrols can be used to guide Division Damage Appraisal Coordinators in their immediate assignment of Damage Appraisers. Circuits patrolled by Division personnel on their commute shall be scheduled for a second Phase 1 Damage Patrol by a Damage Appraiser.

Division personnel should be made available in sufficient numbers to determine feeder lockouts and be available for circuit sectionalizing and wires down response. If Damage Appraisers are delayed by wires down, a timely and accurate restoration estimate will not be achieved.

If there is extensive damage to the overhead transmission system and/or the distribution system, helicopter patrols should be arranged and completed as soon as practicable.

**Immediately After the Storm**

**Damage Appraiser**

- Performs Phase 1 and Phase 2 Damage Patrols as directed by Division Team
- Documents the damage and repairs necessary on the Damage Patrol Forms (Exhibit 1 of this section)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	7
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- Places all forms from a single location into the Damage Patrol Envelope (Exhibit 2 of this section)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	8
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Division Damage Appraisal Team**

- Tally material and repair requirements on the Damage Patrol Envelope
- Create the Estimated Crew Hour Requirement from the tally
- Create a Work Packet using the Damage Patrol Envelope and Detail Sheets
- Estimate Restoration Time by the number of restoration crews available
- Assign Work Packets to restoration crews
- Track the work using the Division Damage Spreadsheet
- Upload the Division Damage Spreadsheet to System Coordinators

**Restoration Crews**

- Use work packets to assign crews and equipment to complete restoration
- Track materials used on the Damage Patrol Detail Sheet
- Report restoration by Work Packet Number

**Post Storm**

**Division Engineers**

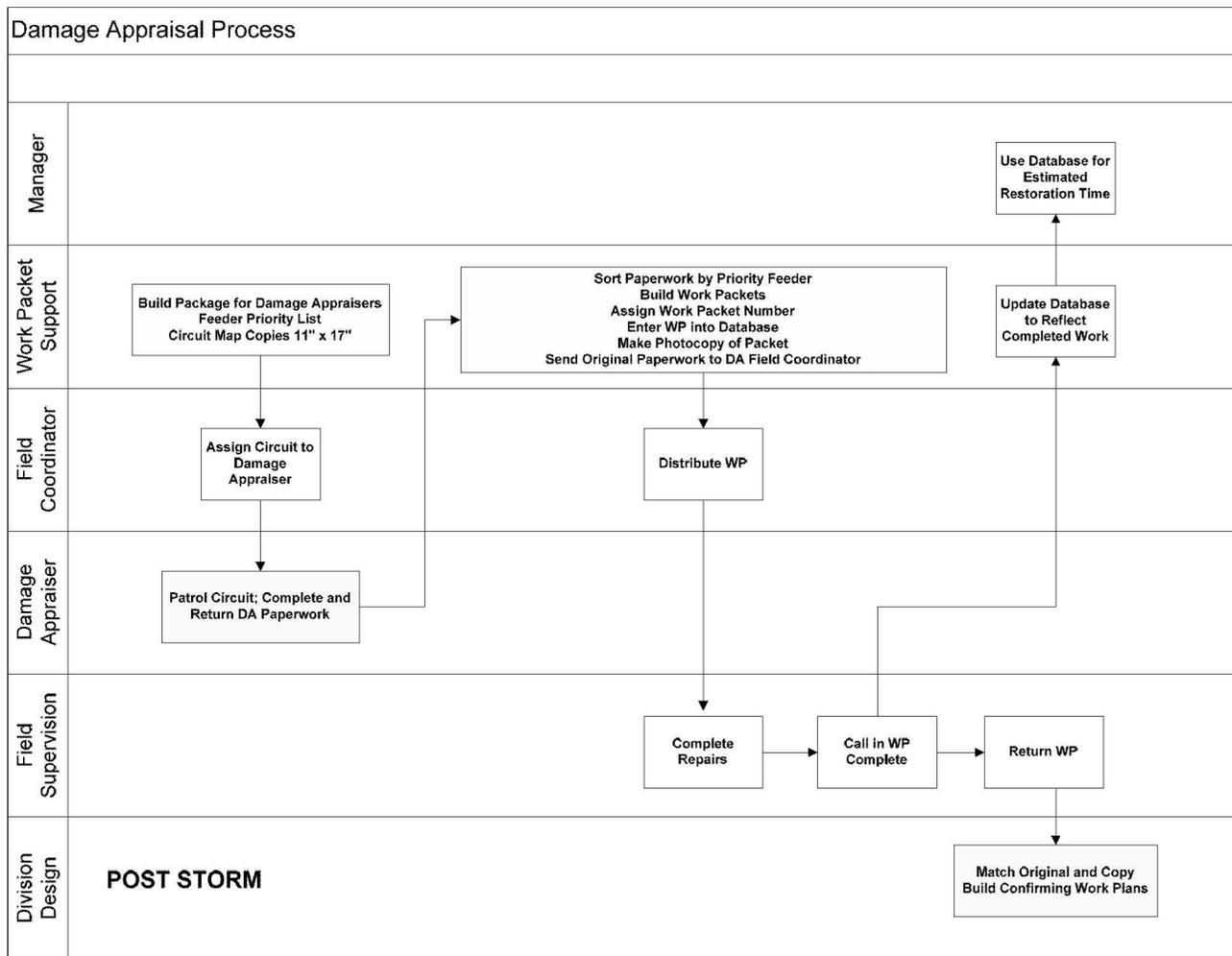
- Use completed Work Packets to build and close out Confirming Work Plans

**Division Damage Appraisal Team**

- Transfer the completed Work Packets to Engineering at the conclusion of the storm.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	9
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .106-2



REFERENCES

National Grid, *Storm Damage Appraisal (Draft)*, June 2008

SUBSTATION SURVEYS

A survey of all non-EMS substations should be implemented to check for lockout and/or station condition/damage in the early stages of an event.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	10
EEP NE – STORM DAMAGE APPRAISAL		Date:	10/31/08
		Supersedes Date:	08/31/07

PHASE I SURVEY

This type of survey, usually completed in one to three hours per feeder or area, concentrates on main 3-Phase lines, the fuses for taps, and highly populated areas. Conclusions on damage from this survey as well as PowerOn data, customer calls, and 911 information, will allow management to quickly formulate appropriate action, such as calling for additional crews and/or ordering a Phase II Survey of the appropriate magnitude.

PHASE II SURVEY

This is a complete survey of individual distribution feeders, recording damage and problems requiring correction. Results typically will take six hours per feeder or assigned section after a two-person team has been dispatched. Long feeders will require more time.

The extent of this survey, and the size of the survey work force, will be dictated by known damage conditions, and any further damage anticipated by continued storm activity.

SURVEY RESULTS FOR  
ESTIMATE RESTORATION TIME AND  
RESOURCES REQUIREMENTS

The Division Damage Appraisal Manager will determine estimated man hours of work to complete the restoration. This will be calculated by using the work sheet on the Damage Patrol Envelope.

The need for additional crews will be determined from the repair time estimates and crew availability within the affected region. It is important that transmission requirements also be incorporated into repair hour estimates.

It is National Grid’s goal to restore customers as quickly as possible. Storm classifications have been established which provides guidelines for determining when a region should request assistance from outside the region and/or from another utility (see EEP.101).

Repair-hour estimates should be liberal, adequately taking into consideration the storm conditions. Thus, estimates for additional manpower will be more realistic. External resources should be tentatively called with an option to cancel later as more thorough assessments are made.

For Operating Condition Levels 3 through 5 storms, the need to decentralize operations should be determined as soon as possible. Decentralization

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	11
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

increases the effectiveness of outside forces.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	12
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

In the event of a multi-Division storm, the Incident Commander of the NE EOC will determine appropriate allocation of resources to the affected regions. If conflicts arise which cannot be resolved by the Incident Commander, such conflicts will be referred for resolution to the System Incident Commander (i.e., Senior Vice President Customer Operations).

TRAINING

Process & Systems, in conjunction with Technical Learning, will conduct initial and annual refresher training of Storm Damage Appraisal. The Emergency Planning Infosite should be referenced for the most current training materials - [http://infonetus/emergency\\_planning/ep-ne/ep-training1.htm](http://infonetus/emergency_planning/ep-ne/ep-training1.htm) .

SURVEY TRAINING TIPS

Unless otherwise instructed, Damage Appraisers will proceed to their assigned circuits and survey as follows:

1. If the crew consists of members of different groups, the senior will serve as recorder and those from other groups will drive.
2. Start at the substation and follow the circuit outward, main line first. Survey the pole lines in the following order:
  - a. Three phase main line.
  - b. Three phase branches.
  - c. Single phase branches.

Make note of damage by number at location on index map and encircle area. Indicate number and description on overhead damage survey form. Indicate tax district number, pole line inventory number, and pole number. (If not available on pole, estimate or give nearby house number.)

3. Report the following information on the Damage Patrol Worksheet (Exhibit 1) as appropriate:
  1. Location - Street and Town names
  2. Address - Include both house numbers and pole numbers
  3. Facility problem
    - a. Poles - Number of poles down
    - b. Wires – (1) Identify: Primary, Secondary, Service, etc., (2) Problem: Down, Floating, etc.,

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	13
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- c. Tree problems - Report diameter size of tree limbs (2", 4" 18", etc.) found on conductors and if immediate attention is required. For example, a 4" limb may be hanging from a triplex secondary and may not need immediate attention. If the same limb were across 2 primary conductors, then it should be reported as soon as possible.
  - d. Include any switches that been utilized and are not in the normal circuit configuration so that the PowerOn model may be updated.
4. Include the following general information if applicable:
- a. Roads blocked that may mean detours to reach job site (example: blocked by fallen trees, flood water, etc.).
  - b. Condition at job site (example: pole line is in swampy area or is flooded. If a conductor problem only, a boat may be needed.
3. Company Call-In - Call at least once every two hours or more frequently if field information warrants.
- For instance, call in if you have special situations such as hazardous conditions, substation damage, exceptional tree conditions. One surveyor should stand by while the other calls in hazardous condition to the appropriate number.
4. Maps should be up-to-date. Make note of exceptional problems, such as large fallen trees, flooding, or snow conditions.
5. Use good judgment about what to report and how long to take. A Phase I Survey is a quick survey reporting only general conditions and extent. Phase II Surveys will normally take six hours per circuit and detail the significant damage. Work as fast as you reasonably can, taking breaks only after your data is returned.
6. Work SAFELY - generally stay in the vehicle - DO NOT TOUCH ANY WIRES, METAL FENCES, OR ELECTRICAL EQUIPMENT. Employees completing damage surveys that are trained and qualified in making down secondary safe, wear all appropriate PPE including rubber gloves, as required by the National Grid Employee Safety Handbook.

REPORT

The report you complete will be used by management to plan work and restore service. It must, therefore, be timely, accurate, and easily understandable.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	14
EEP NE – STORM DAMAGE APPRAISAL		Date:	10/31/08
		Supersedes Date:	08/31/07

When you complete a survey, return the report to a debriefer who will check it over and deliver it to Damage Appraisal group.

PUBLIC RELATIONS

Remember that you are representatives of National Grid. Be courteous and explain briefly what you are doing when asked. Explain that power will be restored as soon as required work can be completed. Avoid giving overly optimistic or pessimistic statements.

FEEDER SWEEPS

It is common practice in areas severely affected by storm damage to complete feeder sweeps or final surveys at the completion of the restoration event prior to the release of line crews. This sweep is to ensure that all services are restored and that all temporary repairs are noted and/ or completed. There are applications where line crews will be required for restoration, but some or many feeders may have already been fully restored. In this application it may be appropriate to begin feeder sweeps with traditional survey personnel so line crews may continue with the restoration process, while reducing the overall restoration time to National Grid customers.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	15
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT I**

**Damage Assessment Worksheet**

**Phase 1**  
(Three Phase Mainline Only)

**Phase 2**  
(Single Phase, Secondary, Services)

**nationalgrid**

Appraiser \_\_\_\_\_

Feeder # \_\_\_\_\_

T.D./Tn Code # \_\_\_\_\_

Date / Time \_\_\_\_\_

Pole # \_\_\_\_\_

Line/Route # \_\_\_\_\_

Address \_\_\_\_\_

Town/City/Village \_\_\_\_\_

Description of Damage \_\_\_\_\_

	Patroller	To Be Completed By Field Crews			
	Damage Found	Repair	Replace	Size	
Pole					Date / Time Repairs Complete _____
Pole Inaccessible					Date / Time Energized _____
Anchor					Restoration Crews: Enter details on repairs made _____ _____ _____ _____
Transformer					
Transf. Inaccessible					
Guy Wire					
Primary Span					
Secondary Span					
Crossarm / Pin					
Cutout / Disconnect					
Redozer / Airbreak					
Regulator					
Capacitor					
Streetlight					
Floodlight					
Service					
Service w/Cust. Req.					
Limbs on Wires					

# of Trees

Tree Crew Needed

Sketch If required

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<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.106
		Page No.	16
<b>EEP NE – STORM DAMAGE APPRAISAL</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT 2**

**Damage Patrol Envelope – Work Packet**

### Damage Patrol Envelope

Date \_\_\_\_\_ Time \_\_\_\_\_

Repairs Complete

Energized

Called in Complete

Estimating Crew Hour Requirement  
(assumes 2 person crew)

Line Crew Equipment	Quantity	Crew Hours	Total Hours
Pole		4	
Pole Inaccessible		6	
Anchor		2	
Transformer		3	
Transf. Inaccessible		4.5	
Guy Wire		1	
Primary Span		2	
Secondary Span		2	
Crossarm / Pin		1	
Cutout / Disconnect		1	
Recloser / Airbreak		10	
Regulator		8	
Capacitor		4	
Streetlight		1	
Floodlight		1	
Service		2	
Service w/Cust. Req.		2	
Limbs on Wires		1	
<b>Total</b>			

**Tree Crew**

Tree Crew Needed		2	
<b>Total</b>			

NG0306 (30-07)

Division \_\_\_\_\_

Region \_\_\_\_\_

Feeder \_\_\_\_\_

Patrol Phase  Phase 1  Phase 2

Crew Type  Line  Tree

Hours \_\_\_\_\_ Poles \_\_\_\_\_

Transformers \_\_\_\_\_

Pri/Sec Spans \_\_\_\_\_

Work Packet Number \_\_\_\_\_

Assigned To: \_\_\_\_\_

Tree Work Required before Line Work Can be Completed

CRITICAL CUSTOMER \_\_\_\_\_

Environmental Cleanup Required

Dig Safe Notification: \_\_\_\_\_

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	1
<b>EEP NE – DECENTRALIZATION OPERATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Severe storms which eliminate the direct interchange of information between the Division Storm Room and the field may be worked by assigning whole feeders or substation areas to a task force group. (Some districts already operate in a decentralized mode, due to geographical considerations.) The group would consist of necessary supervision, line and tree crews and support personnel to work without outside direction and to restore service according to established restoration priorities. An Incident Commander (Field Supervision) and at least one mapper, radio dispatcher/clerk and survey crew would be responsible for an area.

When tree crews are working independently of line crews or when numerous tree crews are required to assist in a decentralized mode, they should be supported by adequate field forestry supervision.

The goal of the Forestry portion of this task force will be to support line restoration efforts with one (1) tree crew for every five (5) line crews and to provide advance tree clearing with additional groups of tree crews working ahead of line crews on feeders.

The Incident Commander shall update the Division Storm Room on a timely basis and submit a report to the Division Storm Room every six hours or at other predetermined time intervals. The restoration board should be utilized for the marking of crew locations, which will aid in the overall planning of crew movements and give a visual indication of crew locations and how best they can be utilized. As work in a particular area nears completion, customer calls indicating an outage still exists, can be plotted and then related to the appropriate field crew. This will give a better picture at the NE EOC regarding actual progress in that area.

The respective duties of all are outlined below and detailed in Figure .107-1 on page 5 of this section.

INCIDENT COMMANDER

1. Makes all necessary decisions affecting the restoration effort of the decentralized area including mutual aid requirements.
2. Prioritizes the damage and work locations for the most rapid and effective restoration.
3. Determines in which areas Damage Assessments should be conducted, and keeps abreast of their status. Survey crews should be assigned to the Incident Commander responsible for restoration in a particular area.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	2
<b>EEP NE – DECENTRALIZATION OPERATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

In the event the survey crew is not needed to survey some other area, they should be assigned to the Incident Commander until the complete restoration is accomplished in that area. A survey crew should be assigned to each field supervisor immediately.

4. Coordinates the request for and the movement of all Company and foreign crews, including service crews for timely restoration. Has a log made of locations to send crews once their current assignment is completed.
5. Groups the crews into different work schedules and staggers for highest productivity. This should be coordinated with the Division Storm Room.
6. Makes arrangements for timely deliveries of materials from the Inventory Management.
7. Arranges for periodic reporting of present status to the Division Storm Room by the Clerk. This reporting includes completion of information for the "Storm Status Report" prediction of restoration times for Customer Contact Center use, etc.
8. Delivers any pertinent information from the Division Storm Room to the field supervisor and personnel through the Radio Dispatcher.
9. Obtains an adequate amount of circuit maps for the crews to use.
10. Notifies foreign crews of their accommodations when the information is definite in RoD.
11. Coordinates all meal periods.
12. Determines assignment of clean-up crews. Minimize use of these crews until all major restoration is complete.
13. Arranges for restoration of station breakers in coordination with the Division Storm Room, Dispatch & Control, and field supervision.

MAPPER

1. Marks on map locations of: Primaries down, services down, trees down, crew locations, etc.
2. Keeps a log of all crew locations with their work schedule, affiliation, and field leader.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	3
<b>EEP NE – DECENTRALIZATION OPERATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

3. Sorts all incoming data and record data from Damage Surveys.
4. Coordinates with Commander on location to send crews and damage surveyors.
5. Utilizes PowerOn to support restoration effort.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	4
<b>EEP NE – DECENTRALIZATION OPERATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

RADIO DISPATCHER/CLERK

1. Relays information and assignments over the radio.
2. Maintains a logbook on crew locations, times, and all information given to you. This will reduce confusion and lost information.
3. Notifies Incident Commander of information requiring his/her approval or decision.
4. Relays all necessary information regarding restoration over the telephone.
5. Maintains a logbook of all transactions that occur over the telephone so information is not lost.
6. Updates storm status reports at designated time intervals and relays this information to the Division Storm Room.
7. Coordinates with the Incident Commander and Lodging for crew accommodations in RoD.
8. Makes a record of temporary repairs so that permanent repairs may be completed later.
9. Utilizes PowerOn to support restoration effort.

LINE SUPERVISOR

1. Supervises in-field crews responsible for restoration of feeders within a given area.
2. Instructs Crew Leaders that upon their arrival at an assignment, they must coordinate with Fire, Law Enforcement and/or the Incident Commander for situational briefing prior to initiating any work.
3. Receives restoration assignments through radio dispatcher from the Commander.
4. Notifies Dispatcher of completion of restoration.
5. Notifies Dispatcher when temporary repairs are needed, the nature of these repairs and location.

FORESTRY SUPERVISOR

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	5
<b>EEP NE – DECENTRALIZATION OPERATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

1. Supervises tree crews responsible for clearing tree conditions on feeders within a given area.
2. Coordinates with Supervisor and Dispatcher to assist line crews in restoration of feeders within a given area.
3. Receives restoration assignments from radio dispatcher and notifies Dispatcher and Supervisor upon clearing of tree condition.
4. Reviews staffing assignments on a daily basis, with Commander and with Forester at Division Storm Room. As crews complete tree work ahead of restoration on a feeder or substation, coordinates reassignment to next priority area.
5. Coordinates and supervises clean up of tree conditions after total storm restoration has been completed. This work shall be kept to a minimum until all major tree work has been completed and shall include the removal of damaged, broken or hanging limbs and trees over or on the conductors following the storm.

DAMAGE APPRAISER

1. Makes the appropriate surveys as outlined in Section .106.
2. Reports survey results to Damage Appraisal Manager, but works directly for in-field supervisor.
3. After surveys are complete, performs additional duties for Incident Commander as specified. These duties would include acting as a runner to deliver information from Incident Commander to field supervisor.

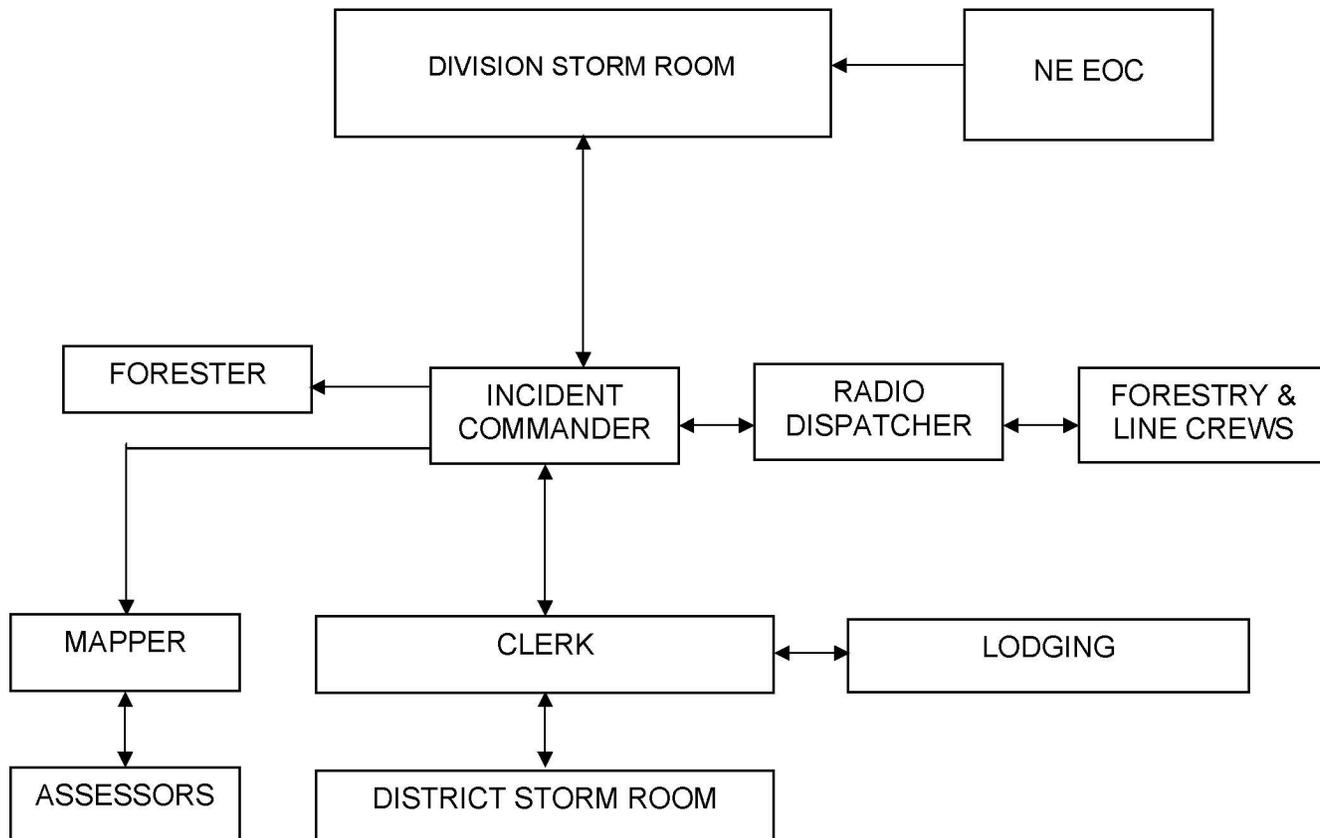
RUNNER/GUIDE

1. Escort foreign field forces to job sites.
2. Assist foreign field forces at job sites with all logistic matters (locating streets, fuel, restaurants, etc).
3. Deliver information between the storm Incident Commander and field supervision.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107
		Page No.	6
EEP NE – DECENTRALIZATION OPERATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

Figure .107-1

Decentralized Operation Flow Diagram



nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107.01
		Page No.	1
EEP NE – STAGGERED CREW SCHEDULING		Date:	10/31/08
		Supersedes Date:	08/31/07

STAGGERED CREW SCHEDULING

For Operating Condition Levels 3 to 5, organization on a daily basis is essential.

GENERAL

When working with many crews out of one decentralized location, the crews must be staggered into groups to avoid confusion and delays. When everyone tries to eat or fuel vehicles at the same time, the delays can become lengthy. The most productive work is performed during daylight hours. The groups should have a staggered working schedule. One possibility is outlined below.

WORK SCHEDULE

Crews should be divided into two groups, working mostly daylight hours. The majority of crews should rest at night. Work should continue at a reduced schedule at night. The night supervision reviews the day’s progress, assesses the current situation, makes arrangements for materials, and assigns the next day’s work locations. As the day supervision arrives, they can discuss the day’s work with the night supervision. The night supervision will immediately assign the day crews their work, avoiding lengthy delays. The day supervision will then coordinate and control the daily activities. The night falls, the two supervision groups discuss the progress, and the cycle continues.

Start times may be changed depending on the time of year to take advantage of maximum daylight hours.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107.02
		Page No.	1
EEP NE – DECENTRALIZATION		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Decentralized operation is a key element of our emergency procedures for storm restoration activities (See EEP.107). When an Operating Condition Level 4 or 5 storm occurs, an extraordinary decentralization effort may be appropriate.

ELEMENTS

The following additional elements of decentralization may be warranted:

With widespread damage within one or more Divisions, the existing storm management team may be supplemented. Area Superintendents from non-affected Divisions should be called upon to manage a district(s) within the Division. These Area Superintendents shall report to the Incident Commander.

Additionally, for such a severe condition and when a sufficient number of districts are involved, consideration should be given to utilization of Area Superintendents from non-affected Regions (i.e., Long Island and upstate New York) to coordinate the overall logistics, electric distribution operations, Energy Solution Services, as well as public information activities for these additional districts within the Division(s).

The Incident Commander for the NE EOC will assist in the determination of the need for the above decentralized management team. In general, decentralization of not only the above, but also damage assessment, lodging, planning etc..., will generally be required to the same degree as the previously described storm management decentralization.

A complete listing of the decentralized command structure with contact numbers shall be disseminated by the NE EOC as quickly as possible throughout the entire storm organization.

Daily scheduled progress meetings and restoration planning sessions should be utilized by the decentralized management team. These sessions should include representation from all disciplines involved, i.e., Inventory Management, Procurement, Transportation, Safety, Energy Solution Services, etc...

A storm of this magnitude will also require a specifically designated Division Communications Coordinator to coordinate communications, strategies with customers, governmental authorities, and media as well as National Grid leadership and employees.

A designated Logistics coordinator for large scale material requirements and emergency generators should be assigned at the earliest possible stages of a major catastrophic event. The individual should also act as a liaison between

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.107.02
		Page No.	2
<b>EEP NE – DECENTRALIZATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

National Grid and the State and Federal agencies providing generator assistance.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	1
EEP NE – REPORTS		Date:	10/31/08
		Supersedes Date:	08/31/07

REPORTS

LINE FAILURE

Reports of interruption or damage are received at the Customer Contact Center. PowerOn is to be utilized for outage information. The PowerOn system receives outage data from Customer Contact Center and creates predictions for the outage scenarios. The system also contains several reports on outage statistics. If the computer system is inoperable, a Distribution Line (Exhibit 1) and/or Equipment Failure Report (Exhibit 2) shall be prepared manually. The person receiving the call shall obtain telephone numbers so calls may later be made to determine if service has actually been restored.

All required practice sessions shall include the use of the computerized emergency restoration system and the manual system.

STORM CRITIQUE

A Storm Critique (lessons learned session) will be held following any Operating Condition Level 4 and 5 storms or as determined by the Incident Commander. This session will be coordinated by Emergency Planning with a representative from each of the involved departments from the affected region including the Director Division Customer Operations and an Operating representative from two other regions not affected by the storm.

The critique will be conducted within one month following the completion of service restoration operations. Prior to this meeting, the appropriate personnel from the assisting Divisions should critique within one week of their return to their original headquarters their activities during their participation in the emergency operations and forward a summary of appropriate comments to Emergency Planning.

All functional groups will provide an assessment of their activities and of the activities performed by the departments they interfaced with during the emergency. All problem areas and potential problem areas will be reviewed and documented. Action plans for reducing costs and correcting deficiencies identified will also be discussed and documented.

CUSTOMER SERVICE UPDATES

Communication between the District Division storm room or NE NEOC and the Customer Contact Center is essential. If a customer is given a reasonable estimate regarding restoration time, he/she is less likely to continually call in. For this reason, the line office will consistently update PowerOn with restoration updates.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	2
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	3
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

EMERGENCY PLANNING  
RESPONSIBILITIES

1. Ensures EEP policies and procedures were followed and that Division and Region plans are consistent.
2. Directs the System Service Restoration Review Meeting.
3. Prepares Storm Critique Report after the Service Restoration Meeting.
4. Distributes the Storm Critique Report to all Regions/Division.
5. Revises the System EEP Manual to reflect necessary changes to policies and procedures resulting from the peer review process.

DIVISION RESPONSIBILITIES

1. Prepares the previously mentioned activity assessments. These assessments shall be used by the EDO Division representative for preparation of the Division Storm Critique outlined by Item #2 below.
2. Prepares a Division Storm Critique for review at the Service Restoration Review Meeting. This report shall contain the following:
  - a. Introduction - Documents facts of emergency (e.g. date, times, cause, number of customers out, transmission line outages, number of feeders out, etc...)
  - b. National Grid Emergency Plans - Evaluates Division and Region emergency plans for consistency and comprehensiveness.
  - c. Training - Determines whether appropriate training and practice sessions had been provided for prior to the emergency.
  - d. Emergency Preparation
    - Stores - Assess Stores preparedness, stock level adequacy, etc.
    - Transportation - Assess availability of equipment.
  - e. Restoration
    - (1) Evaluation of Emergency Damage - Determines whether appropriate assessment of emergency severity and damage was made. Were procedures followed, i.e. survey completed, required data collected on a timely basis?

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	4
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Were a sufficient number of surveyors called out?

- (2) Crew Utilization
  - (a) Documents number of crews available within the District (or Region as appropriate based on severity of emergency) and number who responded to the call out.
  - (b) Evaluates whether timely request for assistance from another Region was made; also, determine whether response from the other Region was timely and adequate with respect to number of crews provided.
  - (c) Evaluates decisions made by System Staff on assistance from other utilities with respect to appropriateness and timeliness.
  - (d) Evaluates management of crews throughout emergency, i.e., how many crews were working? How many were local, other Regions, contractors, tree?
- (3) Data Collection - Was data collected per procedure? Was it adequate to conduct assessments required in d. (1) and d. (2) above?
- (4) Priorities and Restoration Time - Were restoration priorities appropriately followed?
- (5) Corporate Staff Involvement - Did Staff respond per procedures? Were communications with Corporate officers and department heads appropriate and timely? Were all proper Corporate organizations notified? (i.e., Safety, Environmental, etc.)
- (6) Customer Service Role Attachment – An attachment is required for the following job titles for major event regulatory reporting:
  - Customer Service Director/Designee
  - Consumer Advocate
  - Executive Director Energy Solutions Services
  - Media Representative

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	5
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

The attachment shall follow EEP .104.03 in regards to performance of functions required by the job title during the event. The attachment shall be sent to Director Emergency Planning for inclusion in the Company’s storm submittal to Staff.

f. Emergency Communications - Assess the adequacy and timeliness of communications including the following:

- (1) Crew to Emergency Center.
- (2) Emergency Center to Customer Contact Center.
- (3) Damage surveyor to Emergency Center.
- (4) National Grid to general public through customer service representatives, media and Corporate Communications. Copies of all information pieces are to be provided in review package.
- (5) Contacts with critical customers and life support customers. Provide a log of all contacts made.
- (6) Emergency Center to Emergency Center (e.g. District to Region, Region to System).
- (7) Business Services/Public Affairs with governmental authorities.

Customers to National Grid - Document and assess number of calls received, number handled, number abandoned and number of Customer Contact Center representatives taking calls, i.e. adequate staffing.

NOTE: If problems with communications occurred, did appropriate personnel respond and satisfactorily resolve problem? Depending upon nature of the problem, Meter & Test, IS Telecommunications personnel, Distribution Engineering Services, or outside vendor (e.g. local telephone companies) would be required to solve problem.

3. Ensure the action plans identified during the peer review process are implemented.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	6
<b>EEP NE - REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

EXHIBIT 1

LFR - Front

INTERRUPTION AND/OR EQUIPMENT FAILURE REPORT											
OP. DIST.	CIRCUIT	TAX DIST.	LINE	POLE OR ENCLOSURE							
WK. LOC.	A - ALL	1	STREET OR NEAREST STREET								
	P - PARTIAL	2									
		3									
CUSTOMER'S NAME & PHONE					CITY, TOWN, VILLAGE						
REMARKS:											
PREP. BY	REPORTED DATE	TIME OFF	RESTORED DATE	TIME ON	NO. OF CUSTOMERS						
CUSTOMER PROBLEM		WEATHER	VOLTAGE		SIZE	WIRE/CABLE DATA		INSUL			
<input type="checkbox"/> NO LIGHTS <input type="checkbox"/> NEIGHBORS LIGHTS OUT <input type="checkbox"/> DIM LIGHTS <input type="checkbox"/> FLICK'G LIGHT <input type="checkbox"/> WIRE DOWN <input type="checkbox"/> SERVICE DOWN <input type="checkbox"/> POLE DOWN <input type="checkbox"/> TREE DOWN <input type="checkbox"/> ARCING WIRE <input type="checkbox"/> ST. LIGHTING		1. FAIR 2. RAIN 3. WIND 4. LIGHTNING 5. SNOW 6. FLOOD 7. SLEET 8. FOG 9. HAIL  TEMP. _____ F.	CLASS	PHASE	1. 2 & SMALLER 2. 1/0 3. 4/0 4. 336 4MCM 5. 350MCM 6. 500MCM 7. 750MCM 8. OTHER  <b>CONDUCTOR MTL</b> 1. ACSR 2. ALUMINUM 3. ALW 4. CW 5. COPPER 6. GALV. STEEL 7. ALUM. ALLOY 8. OTHER <th>MTL</th> <th>COV</th> <th colspan="2">COV OR JKT</th>	MTL	COV	COV OR JKT			
			1. 0-600V 2. 2 4/4. 16KV 3. 4.8/8.3KV 4. 6.9/12KV 5. 7.6/13.2KV 6. 23.0KV 7. 34.5KV 8. 46.0KV 9. 69.0KV 10. 115KV 11. 230KV 12. 345KV			1. BARE 2. PE 3. TB WEATH PROOF 4. XL PE 5. LEAD 6. COCENT-CU 7. PVC 8. NEOPRENE					
			1. SINGLE 2. THREE			1. EPR 2. KERITE 3. PAPER 4. PE 5. RUBBER 6. XL PE 7. MARINE					
CONSTR.	FAC.	EQUIP. INVOLVED		OBSER'D COND'N		CAUSE					
<b>CONSTRUCTION</b> 1. CROSSARM 2. ARMLESS 3. VERTICAL 4. SPACED CABLE 5. AERIAL CABLE 6. DIRECT BURIED 7. IN DUCT 8. MARINE 9. MULTIPLEX  <b>FACILITY</b> 1. TRANSMISSION 2. PRIMARY 3. SECONDARY 4. NETWORK 5. NEUTRAL 6. SERVICE 8. STATION		1. CABLE 2. CAPACITOR 3. CONDUCTOR 4. CROSSARM 5. CIRCUIT BREAKER 6. RECLOSER 7. REGULATOR 8. SEC. BREAKER 13. SWITCH 14. TRANS.-CONV 15. TRANS.-CSP 16. TRANS.-NETWORK 17. TRANS.-PAD 18. TRANS.-URD 19. TRANS.-RAT Bnk 20. TRANS.-CC 22. HOT LINE CLAMP 24. CURRENT TRANS 25. POTENTIAL TRANS 26. STATION TRANS		27. BUSHING 28. CONNECTOR 29. CUTOUT 30. DISCONNECT 32. INSULATOR 33. INSULATOR PH 34. LNG. ARRESTOR 35. ELBOW 36. POLE 37. POTHEAU 38. LEAD 39. RISER 40. SPLICE 41. SW GRP OPER 42. TERMINAL 43. VAULT 44. VAULT COVER 51. TAP CHANGER 52. LINE RECLOSER 53. LINE SECT'LIZER 54. TRANS. FUSE 55. LINE FUSE 56. CLF FUSE		1. BLOWN 2. BROKEN 3. BURNED OUT 4. CORROSION 5. CROSSED WIRE 6. DIG IN 7. GROUND 8. LOOSE 9. OPEN 10. RUPTURED 11. TRIPPED 12. DOWN 14. FAILED 18. TRANSFER 20. LOCKOUT 21. OIL 24. FAULT 25. STOLEN 26. FLASHOVER		1. ANIMALS 2. BACKHOE 3. CRANE 4. CUST EQUIP 5. DETERIORATION 6. FIRE 7. FLASHOVER 8. OPER. ERROR 9. OVERLOAD 10. PREARRANGED 11. SHORT CK 15. VANDALISM 16. VEHICLE 18. WORKMANSHIP 19. UNKNOWN 20. CUST. ACTIVITIES 22. VOLT. CONV 24. MOISTURE 26. CUST. REQ  27. MAINTENANCE 28. EMERG. REP 30. BLDG. FIRE 31. FOREIGN CO 32. ICICLE 33. LIGHTNING 34. CONTAMINATED 35. WIND 36. ICE 12. TREE FELL 21. TREE GROWTH 37. TREE LIMB +4' 38. TREE LIMB -4'			
ISOLAT'G DEVICE		5. CIRCUIT BREAKER	6. RECLOSER	8. SEC. BREAKER	13. SWITCH	41. SW GRP. OPER					
		52. LINE RECLOSER	53. LINE SECT'LIZER	54. TRANS FUSE	55. LINE FUSE	56. CLF FUSE					
ISOLATING DEVICE LOCATION >>		TAX DIST	LINE	POLE OR ENCLOSURE							
JOB ASSIGNED TO & TIME		JOB COMPLETED BY & TIME			ZONE						

SYMBOL NO 55-29 142

413-117T (R07-94)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	7
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

EXHIBIT 2

LFR - Back

EQUIPMENT FAILURE REPORT			
MANUFACTURER CODE			
SIZE			
TYPE CODE			
SERIAL NUMBER OR SYMBOL NUMBER			
Manufacturer Codes (Alphabetical Order)		TYPE CODES*	
CODE	MANUFACTURER	CODE	TRANSFORMER
69	A.B. Chance	6	Line Material
68	Acme Electric Co.	46	Line Material Rewound
25	Adams-Begnaul	5	Maloney
4	Allis-Chalmers	45	Maloney Rewound
44	Allis-Chalmers Rewound	65	McGraw Edison
12	American	78	Multi-Amp
26	Anderson	64	Niagara
81	Ases Brown Bowen (A.B.B.) (W.E.)	11	Packard
		51	Packard Rewound
39	Automatic Elect. Mfg. Co.	82	Pauwets Transformer
30	Campbell	21	Peerless
13	Colonial	10	Pennsylvania/Pole Star
84	Cooper (RTE) (M.E.)	50	Pennsylvania Rewound
23	Cornell Dubilier	3	Pittsburgh
14	Crocker-Wheeler	43	Pittsburgh Rewound
52	Davis Rewound	62	Precision
74	Dowzer	60	R.E. Uptegraph
79	Dowzer Rewound	61	R.T.&E. Corp.
9	Duncan	28	Sangamo
19	Eastern Elec. Apparatus	18	Sargel
80	Electric Equipment Co.	27	Sauter
20	Elec. Spec. Co.	72	Siemens-Allis
75	Federal Pacific	31	South Bend
71	Ferranti-Packard Ltd.	38	Standard
35	Fisher-Pierce Co.	32	States
15	Fort Wayne	53	Struthers-Dunn Co.
1	General Electric	58	Tabet Man. Co.
41	General Electric Rewound	29	Tork
22	George Cutler Co.	73	Turbodyne Corp.
77	Golden Gate Switchboard	63	Uptegraph Rewound
37	Gregory	67	Van Tran
54	Hevi Duty Co.	7	Wagner
83	Hevi-Duty (Reconditioned)	47	Wagner Rewound
56	H.K. Porter/Delta Star	2	Westinghouse
70	Howard Industres	42	Westinghouse Rewound
76	I.T.E.	33	Weston
55	Joslyn Co.	40	W. N. Matthews Co.
8	Kuhlman	00	Other
48	Kuhlman Rewound		
		01	Overhead Transformer-Conventional Type
		03	Overhead Transformer-Completely Self-Protected Type (CSP)
		06	Pad Mounted Transformer-Single Phase. Spec. #1056 Jan. 1971
		07	Pad Mounted Transformer-Single Phase. Prior to Spec. #1056
		09	Pad Mounted Transformer-Single Phase. Special Application
		11	Pad Mounted Transformer-Three Phase
		12	Pad Mounted Transformer-Three Phase. Primary Fuse Disconnects Loop Feed
		13	Pad Mounted Transformer-Three Phase. Primary Fuse Disconnects-Radial Feed
		16	Pad Mounted Step Transformer-Three Phase. (High Voltage)
		17	Pad Mounted Network Transformer with Built-in Switch and Protector
		18	Pad Mounted Transformer-Three Phase. Bayonet Type Fuses
		20	Underground Transformer-(UTC) Radial Feed
		21	Underground Transformer-Conventional Type
		23	Underground Transformer-Network Type

\* Additional Type codes, if needed, are listed in the Interruption Reporting (Field Truck Manual), Section INT 04.004

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	8
EEP NE – REPORTS		Date:	10/31/08
		Supersedes Date:	08/31/07

RESTORATION EMERGENCY MAPS

There shall be one or more emergency maps in each District/Division storm room. The Map Chief is located in the District/Division storm room. The map chief assigns sufficient help to post the maps using colored symbols as required. The utilization of these maps is required when PowerOn is not functional and may be utilized otherwise at the discretion of EDO Management.

Minimum symbols to be used are as follows:

1. Wire down - type unknown (red circle)
2. No lights - (x)
3. Crew location - (assigned number)

Where duplicate emergency maps are posted, reports should be relayed to Map Posters by closed circuit telephone. The reports are then filed by feeders for future dispatch and/or reference.

Duplicate reports are eliminated when a symbol is on the board for the case reported. The Map Chief relays to the Map Poster the crew locations and trouble cleared. The map chief also notifies the Service Dispatcher or Service Supervisor when a guard is to be assigned to a hazard. The map chief obtains this latter information either verbally or by written report. Completed work is erased from the map.

When a trouble job is actually dispatched to a field crew, the assigned number of the crew shall be posted on the Emergency Map. A letter "P" will be marked on the LFR to indicate that it has been posted on the map.

The location and nature of the work may then be noted on the Dispatch Card and the LFR attached thereto.

During a large-scale emergency, damage may be of such magnitude as to preclude detailed posting on the map. In these cases, it may be desirable to outline areas of known damage or outages, and to indicate crew locations.

NOTE: See Section EEP.107 regarding Decentralized Operation.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.108
		Page No.	9
<b>EEP NE – REPORTS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

DIVISION EMERGENCY

PowerOn will be utilized for reporting. Reports will be utilized (at least) every 12 hours starting at 7:00 – 8:00 a.m. or as otherwise directed. The intent of the times is to satisfy both media and regulatory requests. The NE EOC should attempt to ensure the data in the system is as accurate as possible for customer outage information.

STATUS REPORTS

There may be events which occur where a status update is required upon request of Emergency planning. EDO shall complete all forms upon request.

All forms shall be filled out as complete as possible. During the early stages of an emergency, some of the information (e.g. sections of wire down, transformers o/s) may not be available.

Estimates of customers affected, transmission problems, feeders locked out, wires down, and a current judgment as to when final restorations will be made must be shown on all 12 hour status reports. However, once the damage survey has been completed, all information fields should be completed. The percentage of customers out of service by Division and state shall also be provided.

The Divisions should ensure that their reports and other detailed information is circulated to all involved in the storm effort, outside of PowerOn data which all departments have access to.

NEW ENGLAND EMERGENCY

Emergency Planning or the NE EOC will provide regulatory agencies with a storm report that includes interruption data from PowerOn. Additionally, upon request of the regulatory agencies, Emergency Planning will provide a consolidated System Storm Status Report. These reports will also be distributed to the appropriate internal departments.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	1
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

With the exception of a Operating Condition Level 1, all emergencies that require the movement of personnel between Divisions/Regions to complete restoration of service in a timely manner will follow a common procedure. The same basic procedure applies when the occasion arises regardless of the source of the assisting personnel. Upon determination that an emergency beyond Level 1 exists or is impending, as outlined in EEP.101 - Classification of Emergencies, the following procedure shall be implemented.

PROCEDURE

The Manager Overhead Lines is responsible for restoration wherein an emergency exists or is expected to develop, shall contact the next higher level of supervision in the restorative hierarchy as required by EEP.101. The specific conditions existing or impending shall be stated including the following:

1. Nature of cause of emergency - wind, lightning, etc.
2. Geographical location of emergency.
3. Number of cases of trouble by location.
4. Number of customers affected.
5. Number of circuit lockouts by circuit designation.
6. Number of crews in the field by location.

Subsequently, the emergency shall be classified, and when required, assistance procedures shall be implemented in accordance with the following:

**1. Operating Condition Levels 2 and 3**

This classification of emergency does not (necessarily) require any assistance from outside a Division. Personnel shall be dispatched between regions within the Division as required. The Area Superintendent shall advise the Manager Overhead Lines and the VP Division EDO of this action. The VP Division EDO and/or their designee should notify the Incident Commander – Storm and/or the Senior VP EDO of this action.

The Incident Commander shall notify Information Services of the emergency situations so Information Services can reschedule work which might interfere with storm related work and to be able to assign appropriate people on call to support required information systems.

**2. Operating Condition Level 4**

This classification of emergency requires assistance from outside a

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	2
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Region or Division. The Manager Overhead Lines shall determine the pertinent information outlined in Exhibit A in this procedure.

The VP Division EDO and/or their designee shall arrange for the required assisting personnel from other Regions within the Division and so notify Incident Commander and Senior VP EDO. If additional resources from outside the Division are required, the Incident Commander or Senior VP EDO shall arrange for the required resources. The Division providing assistance shall provide to the Incident Commander or Senior VP EDO information outlined in Exhibit B for forwarding onto the Manager Overhead Line requesting assistance.

The Supervisor of the supporting crews upon arrival in the requesting Division shall perform the duties as outlined in Exhibit C.

When assisting personnel, other than from the EDO are required, it shall be the responsibility of Fleet Services, appropriate Manager Inventory Management, etc. as the case may be, to make arrangements for the required personnel when requested by Incident Commander. The Transportation Management representative will inform the Incident Commander when the arrangements are complete.

Immediate notification shall be made to all Media Relations and Internal Communications emergency responders once a storm is classified as Level 4.

**3. Operating Condition Level 5**

This classification of emergency requires assistance from other utilities, outside contractors, etc. The Company has mutual assistance agreements with many utilities.

The Edison Electric Institute maintains a Mutual Assistance Roster of major electric utilities in the United States. This information includes the names, addresses and telephone numbers of personnel to contact in each company. A roster is maintained by Emergency Planning. In addition, several line and tree contractors maintain crews in the New England states.

Table .109-1 details the exhibits in this section that list the differing mutual aid support entities:

**Table .109-1**

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	3
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Exhibit 1	Northeast Mutual Assistance Group
Exhibit 2	New York Mutual Assistance Group
Exhibit 3	Southeast Electric Exchange
Exhibit 4	Mid-Atlantic Mutual Aid Group
Exhibit 5	Tree Contractors
Exhibit 6	Line Contractors

Emergency Planning personnel will make contact with utilities for mutual assistance as requested by EDO. Construction Delivery will make contact with contractor organizations for additional support upon request of the Incident Commander -Storm.

Construction Delivery will report back to the Incident Commander with contractor responses and provide EDO with the appropriate crew rosters upon notification. EDO will provide Construction Delivery with assignment location and contact name and phone number to direct the contract personnel. Construction Delivery will provide the appropriate information to the responding contract company.

Contract crew transfer between New England and New York shall be completed through Constructions Delivery at the direction of the respective region EOCs. There will be no contract crew exchanges directly between the New England and New York Divisions; this must be completed through Construction Delivery in the EOCs. Contract crews in New England shall not be released without consent of the Incident Commander or their designee.

The procedure is the same as an Operating Condition Level 5 storm. The assisting parties shall exchange information and perform the duties as outlined in Exhibits A and B of this section.

REFERENCES

NEMAG Charter (Draft), March 2008 and NEMAG *Administrative Procedure*, March 2008

RETIREEES AS CONTRACTORS

In instances when the knowledge and skills of retirees are Necessary to provide supervisory support in such areas as EDO, Inventory Management, Design, Substation O&M, Transportation, etc., or to function as “runners” or “birddogs”, they will be hired as contractors via a third party. Their compensation will be a flat hourly rate for all hours worked. Retiree contractors will also be reimbursed for reasonable out-of-pocket expenses associated with meals, tools, mileage and other incidentals.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	4
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

When EDO determines a need for retiree assistance, Emergency Planning should be contacted in advance of retaining retirees to discuss their specific requirements.

Emergency Planning will utilize Employee Services for assistance in contacting retirees and handling the administrative details of their employment arrangements, if their information is not already present in the SEAL database.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	5
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

MOBILIZATION

All orders to mobilize personnel shall be communicated by the VP Division EDO to the Manager Overhead Lines of the Division that is to supply the personnel. When such orders are issued, the information included in Exhibit A of this Section, field crews will be provided.

Whenever possible and practical, all required/requested field personnel shall be assembled and dispatched in appropriate size groups with appropriate supervision. If tree crews are required, the requested number of crews will be sent to work under the direction of requesting regions’ Forestry supervision. When warranted, additional Forestry supervision shall be requested for assistance in directing crews.

Field crews and support personnel assembly information shall be included in Exhibit B of this section and be provided to the Incident Commander for forwarding on to the Manager Overhead Lines requesting assistance. This information should be provided promptly.

EMERGENCIES

For major storms, unaffected Divisions may be called upon to send a supervisor or Manager Overhead Lines to aid the affected region(s).

Heavy, wet snow or heavy icing events, present some unique requirements for timely restoration. These types of past events have provided data from which a guideline has been established for the required line crew and tree crew necessary to provide timely restoration. This guideline indicates the following:

- 2.8 line crews for each distribution lockout
- 1.5 forestry crews for each distribution lockout

Note: This guideline is only a estimate and many variables must be considered such as amount of snow or ice, existing foliage on tree’s, customers affected, transmission/sub-transmission outages etc. This guideline may be used to provide assistance in determining the line crew and tree crew needs prior to the availability of damage surveys. All information available should be used to assist in determining the needed resources.

SERVICE CREWS

During major storms when there may be many services down, service crews may be formed at the request of the Incident Commander to supplement existing line resources to restore single phase secondary services.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	6
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	7
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Crew Makeup

Crews may originate from underground, substation O&M, service or any other job classification that is qualified to work on and near exposed energized electrical equipment and have been issued and trained in the proper use of Class 1 rubber gloves. When service crews are formed, the normal compliment should be a two-person crew. As service crews are formed, all efforts will be made to provide qualified supervision to oversee service crew work in the field.

Scope of Work

All service restoration activities will be limited to repair on single phase secondary service drops only. All such repairs from the pole to customers meter channel should be treated as energized at all times. No connects will be allowed on the pole end if the pole is equipped with primary equipment, such as transformers, regulators, capacitors, etc. Mid-span connections shall be limited to bucket truck applications only, provided adequate clearances can be maintained from the primary conductor.

A list of qualified employees trained in service restoration activities will be posted and maintained at each Division storm room via the SEAL program.

Crew Dispatch

A separate control center should be established to handle all service restoration activities which would allow the Division to concentrate feeder restoration. This control center shall report all activities to the Division Storm Room and shall be under the general direction of the Division Storm Director. After service crews are dispatched, they should contact the supervisor in charge of the feeder they are assigned to coordinate work activities.

Training

All personnel involved with the repair/replacement of services during storm restoration shall have completed Storm Restoration Training for Non-Line Personnel.

WIRE DOWN APPRAISAL  
AND STAND-BY

During a storm event it may be necessary to send qualified individuals to reported line trouble locations and verify if trouble is in fact company equipment.

Scope of Work

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	8
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Trouble surveyors will determine if the trouble presents a hazard to the public. If it is, they will attempt to make the area safe. The experience and training of the individuals will vary upon those responding. If electrically qualified and properly equipped to make the field condition safe, the surveyor should do so. If the time element to do so will detrimentally impact the survey completion time, the responder shall notify survey supervision and request direction. If a hazardous condition still exists, then an individual will be dispatched to standby and guard hazardous conditions until repairs can be made. Conditions reported by trouble surveyors will be compiled and forwarded to the Division Storm Room.

Crew Makeup

Ordinarily, Division personnel fulfill the role of wires standby. However, during major emergencies others may be utilized such as personnel from underground, substation O&M, Customer Meter Services, Design and Engineering, SEALs, etc., personnel may also be utilized.

Crew Dispatch

During major emergencies, a separate sub-control center may be established to handle all downed wire guarding activities. This center, however, shall report location status, etc. of downed wire locations to the Division storm board.

Training

All personnel called upon to guard downed wires shall have completed training in the “Down Wire Policy for Emergency Conditions”. Personnel working with energized conductors in making the area safe or completing service restoration shall have received proper electrical training prior to the event. Those not trained and qualified SHALL NOT work with energized equipment or attempt to do any work outside of their qualifications and training.

SUPPORT PERSONNEL

Support personnel may be in the form of Planners, Communication Testers, Operating Clerks, Servicemen, Garage Mechanics, Materials Management, Emergency Response Contractor(s) for spill cleanups, etc. All orders to mobilize these personnel shall be communicated to the appropriate Fleet Services, Manager Inventory Management, etc., by the Area Superintendent as required. When such orders are issued, the applicable information included in Exhibit A of this Section shall be provided.

When assembled, the applicable information included in Exhibit B of this Section shall be provided to the Incident Commander for forwarding onto the Area Superintendent requesting assistance.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	9
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

A list of retired employees is available from the Employee Services or the SEAL Program.

Support personnel may be utilized as runner/guides to assist foreign field forces in locating job sites and other logistic matters such as locating fuel and restaurants. Individuals utilized as runner/guides should have a local knowledge of streets, restaurants, supply points and fuel points.

TRANSPORTATION

The Mode of transportation for personnel and vehicles depends primarily on two factors, distance and weather.

As a guideline, when distances of 300 miles or greater are involved, the vehicles should be dispatched separately from the personnel. Drivers are to be provided for the vehicles and the personnel transported by bus, train, or plane as the conditions dictate at the time.

LONG ISLAND AND NY RESOURCES

In the event EDO requests mutual assistance for restoration activities, the following individuals shall be contacted for such mutual assistance:

**New York**

NAME	OFFICE	CELL	HOME
R. Kearns	508-389-3179	508-439-2157	508-520-2207
V. Ladd-deGraff	315-428-6919	315-439-3286	315-298-4139

**Long Island**

NAME	OFFICE	CELL	HOME
T. Beisner	516-545-4992	516-824-9432	631-843-5015
J. Adragna	516-545-4059	516-805-8340	631-979-8194
D. Stuart	516-545-4708	516-903-4603	631-979-0390

MUTUAL AID – RECEIVING FROM CANADA

To facilitate the processing of mutual aid crews from Canada into New England, the following procedures should be followed to satisfy the requirements of both Immigration and Naturalization Crews Service (INS) and Customs. Emergency Planning is responsible for implementing these procedures.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	10
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

**Immigration & Naturalization Services**

INS requires a letter from National Grid indicating where crews will cross. The letter must indicate that the crews have been requested under mutual aid to assist with power restoration efforts (Exhibit D). The Canadian utility must provide INS with specific employee information as set forth under Exhibit E. Immigration and Naturalization ports of entry and associated contact numbers are shown in Exhibit F.

**U.S. Customs**

U.S. Customs is concerned with the transport of goods and equipment across the border. Customs requires manifest and other information as indicated on Exhibit E, *U.S. Customs Requirements*. This information must be faxed to Customs well in advance of the crossing of Canadian crews into the United States.

U.S. Customs appreciates as much notice as possible in order to facilitate the border crossing processing (Exhibit E). U.S. Customs and Border Protection points of entry and associated contact numbers are shown in Exhibit F.

MUTUAL AID – SENDING TO CANADA

To facilitate the processing of National Grid crews into Canada, the following procedures should be followed. The Canadian Utility first requests mutual aid assistance from National Grid. National Grid should seek assurance from the host utility that the Canadian Border Service Agency (CSBA) has been/will be notified of the impending cross border movement of National Grid crews at a designated port of entry (i.e., the Peace Bridge).

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

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

1. Last name, first name and initials
2. Date of birth (YYYY/MM/DD format)

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	11
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

3. Country of citizenship
4. Home Address (number, street, town/city, state, country, zip code).
5. Potential length of stay
6. Location of border crossing

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

1. Number of vehicles
2. Types of vehicles
3. Equipment to be imported.

Again, the required information may vary depending on the emergency, but the foregoing represents baseline data that National Grid should be prepared to provide.

**MUTUAL AID – CHARTER FLIGHTS**

Upon notification from a utility seeking mutual aid that transporting National Grid crews by charter flight is desired contact, contact the Chief Pilot at National Grid Aviation, 315-455-1310. Also contact Distribution Engineering Services to coordinate wire payment Gerry Purdy 315-428-5023 or Tom Mitchell 315-428-5906.

Advise the Chief Pilot of the number of passengers, desired flight date, times and flight path (Providence, Syracuse and ending destination).

**Distribution Engineering Services**

Arrange funding for the flight through Manager, Accounts Payable. Utilize the wire transfer form shown in Exhibit A to secure the flight.

(The Chief Pilot arranges the flight through Executive Fliteways, Inc., who will arrange for appropriate personnel to facilitate check-in.) National Grid’s Executive Fliteways contact is Michelle PorDehm (315-638-7804 or 430-3141[cell] or 800-533-3363).

To expedite airport security notify the Transportation Security Administration (TSA) at the departing terminals in advance and advise of the arrival time of the crews.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	12
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT A**

**Information Supplied by Party Seeking Assistance**

1. Number and type of personnel required; i.e., line crews, tree crews, sorters, mappers, servicemen, mechanics, communication testers, etc.
2. Geographical location to have personnel to report to and telephone number of the District Supervisor responsible for restoration at that location.
3. When the personnel are required.
4. Estimated duration of emergency.
5. Equipment needed\*:
  - A. Line trucks (buckets, diggers, etc.)
  - B. Passenger cars
  - C. Other vehicles and equipment necessary for weather condition
  - D. Radio base station

\*Utilities supplying National Grid with crew compliments greater than 30 crews may be requested to bring a rack body boom truck for materials if the event is of such duration and size that support for Distribution of materials is requested by the warehouse Material Coordinator.
6. Material needed:
7. Suggested highway routes to travel.
8. Other pertinent information such as local weather conditions.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	13
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT B**

**Procedure for Dispatching Forces to Party Seeking Assistance**

1. Select General Foremen and appropriate FCC/FAST member/supervisor who will have charge of crews.
2. Mobilize required personnel and advise them –
  - A. Destination.
  - B. Estimated duration of emergency.
  - C. Time to report to work headquarters.
3. Instruct Supervision of the duties expected of them and provide them with -
  - A. Destination.
  - B. Telephone number of the District Supervisor responsible for restoration at that location.
  - C. Transportation details.
  - D. Highway routes to follow.
  - E. Expense money to destination.
  - F. Estimated length of emergency.
  - G. Time slips, report forms, etc., contained in prepared kit.
  - H. Completes form, page 10.
  - I. Obtain accounting information from requesting Division.
4. E-mail a copy of the completed Storm Crew Transfer Sheets (see following page), with appropriate information, to Regional EOC representatives, Tom Murphy, Paul Anundson, or Michael Szczepanek to the party seeking assistance. The crew transfer sheet will then be entered into RoD for tracking/lodging purposes.

Emergency Planning

1. Issue mutual aid accounting to EDO supervision and other support services, as a billable project in PowerPlant.
  - a. Obtain on a periodic basis pre-assigned mutual aid account numbers from the Emergency Planning (Tom Murphy).



nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	15
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

## EXHIBIT C

### Procedure for Supervisors Assisting Other Parties

1. Call Supervisor responsible for restoration on arrival at point of emergency work assignment.
2. Verify information as to where crews will be met and where they will report for work.
3. Obtain information on crew lodging and meals.
4. Check restaurant hours for proper accommodations, especially breakfast.
5. Establish daily work schedule.
6. Arrange for assignment and storing of vehicles.
7. Arrange for assignment of a guide who knows the local area and who is qualified to request switching and obtain mark-ups on lines and equipment.
8. Request general information for your crews.
9. Request Transmission and Distribution System Descriptions and Instructions for your crews.
10. Request maps of distribution circuits.
11. Request important telephone numbers such as for the work headquarters, District Operator's office, police and doctor.
12. Maintain a daily log of activities from time of departure.
13. Turn in all outstanding unpaid bills.
14. Obtain return expense money.
15. Arrange for return home in reasonable and prompt manner.
16. Report to the local Supervisor responsible for restoration.
17. Submit required reports.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	16
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

EXHIBIT D

nationalgrid

To: Customs Border Protection, Immigration and Naturalization Division

From: National Grid

Date:

Subject: Canadian Mutual Aid Crews Aiding Power Restoration

Please be advised that National Grid, is encountering major power outages resulting from storms and has engaged the assistance of     (name of Canadian utility company)     under mutual aid agreement. It is our expectation the Canadian crews will assist National Grid in short term storm restoration efforts, ending their assignment by     date    , or earlier.

Please expect the crews to be crossing the border at your location between time frame on     date    .

Should you have any questions regarding this, please contact our Emergency Planning Communications Center at 315-428-6919.

\_\_\_\_\_  
Signature of Director  
Director, Emergency Planning

*Emergency Planning  
25 Research Drive  
Westborough, MA 01582  
Phone: 508-389-3179  
Fax: 508-389-3119*

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	17
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

### EXHIBIT E

To: *(Canadian Utility providing Mutual Aid Services)*

From: National Grid, Emergency Planning

Date:

Subject: Office of Homeland Security Border Crossing Requirements

#### **Immigration and Naturalization (INS) Requirements:**

- 1) The Canadian utility must provide INS a list of employees crossing the border. For each employee, list
  - a. Name
  - b. Date of birth **(in month/day/year format)**
  - c. Citizenship
  
- 2) Item 1 and 2 must be faxed in advance to the INS office where the crews will be crossing the border. The number is \_\_\_\_\_.
  
- 3) Canadian employees must provide U.S. Customs with proof of citizenship. Accepted forms of citizenship include
  - a) Passport
  - b) Driver's License backed up with a birth certificate.

To facilitate border crossing of non-landed immigrants (those not born in Canada), a passport is necessary. Crew members must be able to answer the INS agent's questions in English; there may not be an agent on shift fluent in French. Unless you have bilingual crew members crossing together with non-English speaking individuals, there may be delays in crossing the border.

Note that INS requests that crews be "bridge specific". Crews should all cross at a previously designated bridge where their information has been faxed to. Previous experience show that crews use various bridges, and delays result as the necessary employee information is not at that but at another border crossing location. If you expect crews will be crossing at borders other than listed above, please contact National Grid Emergency Planning for the appropriate fax number of other intended border crossing site(s).

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	18
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

**Exhibit E** (continued)

**U. S. Customs Requirements**

To facilitate border crossing into New York, U.S. Customs requires the following manifest information:

- 1) Who is on the truck: name, date of birth **in month/day/year format.**
- 2) What kind of truck/equipment is coming into the U.S.
- 3) Identification of owner of the truck (Customs must ensure that all of the trucks belong to you).
- 4) Where the trucks are going (***National Grid, Central New York...Eastern New York...Western New York, providing detail if possible.***)
- 5) The name of the person in charge at National Grid who can advise Customs where the trucks are assigned Thomas Murphy, National Grid New England EOC 508-421-7890 or 508-421-7891.
- 6) The trucks are expected to be in the United States for approximately \_\_\_\_\_days.
- 7) U. S. Customs appreciates as much notice as possible to prepare for the crossing of your crews. Fax this information to Office of Homeland Security, US Customs Division at (Fax No.) \_\_\_\_\_.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	19
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Exhibit F**

**US Customs and Border Protection – Border Crossing Ports of Entry**

<b>PORTS</b>	<b>FACILITIES &amp; CROSSING</b>	<b>PHONE NO.</b>	<b>FAX NO.</b>
<b>24 HOUR CONTACT NUMBER FOR CHAMPLAIN/TROUT RIVER LOCATIONS 518-298-8346</b>			
CHAMPLAIN, NY	Main Office	518-298-8346* 518-298-7212	518-298-8395
	Cannons Corners	518-236-5312	518-236-4961
	Mooers	518-236-7113	518-236-4008
	Overton Corners (Route 276)	518-298-3182	518-298-4944
	Rouse's Point	518-297-2441	518-297-3632
TROUT RIVER, NY	Main Office	518-483-0821*	518-483-3717
	Chateaugay	518-497-6633	518-497-6639
	Churubusco	518-497-6491	518-497-0028
	Fort Covington	518-358-2444	518-358-9290
	Jamison's Line	518-483-1009	518-483-6433
MONTREAL, ONT Wednesdays Only 10a.m. – 1:30 pm	Main Office	514-631-2097	514-631-5126
BUFFALO, NY	Port Office in Downtown Buffalo	716-843-8339	716-843-8523
	Buffalo/Niagara Falls International Airport	716-632-4727*	716-632-6275
	Lewiston Bridge	716-282-1500	
	Rainbow Bridge	716-284-5174*	716-282-4671
	Whirlpool Bridge	716-278-0200/0918*	716-292-5953
	Peace Bridge	716-885-3414* 716-885-3367* 716-881-5225	716-885-3521
ALEXANDRIA BAY, NY	Main Office	315-482- 2472/2261/2472* Ext. 264/290/293	
	Cape Vincent	315-482-2681* 315-654-2781	315-482-5422 315-654-3382
	Massena	315-769-3091*	315-769-3146
	Ogdensburg	315-393-0770* 315-393-1390*	315-393-2099
HOULTEN, ME	Main Office	207-532-2131	207- 532-6622
	Forest City	207-448-2288	
	Monticello	207-538-9475	
	Orient	207-448-2427	

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	20
EEP NE – MUTUAL ASSISTANCE		Date:	10/31/08
		Supersedes Date:	08/31/07

PORTS	FACILITIES & CROSSING	PHONE NO.	FAX NO.
NORTON, VT	Main Office	802-822-5233	802-822-5512
	Pittsburg, NH	819-656-2261	

\*Point of Entry number staffed 24/7

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.109
		Page No.	21
<b>EEP NE – MUTUAL ASSISTANCE</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT G**

The Customs Superintendent will direct full awareness of the emergency facilitation to the on-duty Immigration Supervisor, the Local Traffic Supervisor for the Bridge Authority.

<b>Customs Superintendents</b>	<b>Telephone</b>
<b>Peace Bridge</b>	(905) 994-6333/6334
Back up direct line	(905) 994-6330/6331
<b>Rainbow Bridge</b>	(905) 354-6754/6427
Back up direct line	(905) 354-4096
<b>Queenston-Lewiston Bridge</b>	(905) 262-4833/4813
Back up direct line	(905) 262-6192
<b>Whirlpool Bridge is managed by the superintendents at Rainbow.</b>	

<b>Peace Bridge - Contacts</b>	<b>Telephone</b>
Peace Bridge Authority	(905) 871-1608
<b>Rainbow Bridge - Contacts</b>	<b>Telephone</b>
Niagara Falls Bridge Commission	(905) 354-5641
<b>Queenston Bridge - Contacts</b>	<b>Telephone</b>
Niagara Falls Bridge Commission (Queenston)	(905) 262-4823



**EXHIBIT 1**  
**Northeast Mutual Assistance Group**  
**09/27/08**

Company	Name	Work Number	Home Number	Pager	Cell Number	Fax	E-mail
<b>Bangor Hydro</b>	Bob Platt	(207) 973-2608	(207)989-3568	Use Cell	(207) 949-3935	(207)973-2504	<a href="mailto:bplatt@bhe.com">bplatt@bhe.com</a>
	Jim Cameron	(207) 941-6657	(207)667-9375	(207)580-2667	(207)949-3967	(207)973-2790	<a href="mailto:jcameron@bhe.com">jcameron@bhe.com</a>
	Operation Center 24X7	(207)942-4416				(207)990-6962	<a href="mailto:SystemOp@CORP.BHE.com">SystemOp@CORP.BHE.com</a>
<b>Central Maine Power</b>	Constance Hayward	207-626-9712		207-750-1655	207-458-2612		<a href="mailto:Constance.hayward@cmpco.com">Constance.hayward@cmpco.com</a>
<b>Central Vermont Public Service Company</b>	Scott Massie	(802) 747-5600			(802) 353-7291		<a href="mailto:smassie@cvps.com">smassie@cvps.com</a>
	John teRiele, Jr.	(802) 747-5239			(802) 770-6098		<a href="mailto:jteriele@cvps.com">jteriele@cvps.com</a>
<b>Green Mountain Power</b>	Charlie Pughe	(802) 655-8466					<a href="mailto:pughe@greenmountainpower.biz">pughe@greenmountainpower.biz</a>
	Joe Ferro	(802) 655-8502					<a href="mailto:ferro@greenmountainpower.boz">ferro@greenmountainpower.boz</a>
<b>Hydro One Inc.</b>	Bill Chant	(705) 743-2193			(705) 749-4899		<a href="mailto:bill.chant@HydroOne.com">bill.chant@HydroOne.com</a>
<b>Hydro-Quebec</b>	Rejean Levasseur	(514) 289-2211			(514) 219-6963		<a href="mailto:levasseur.rejean@hydro.qc.ca">levasseur.rejean@hydro.qc.ca</a>
	Daniel Dumas	(514) 289-2211			(514) 346-8758		<a href="mailto:Dumas.Daniel.2@hydro.qc.ca">Dumas.Daniel.2@hydro.qc.ca</a>
<b>National Grid</b>	Robert Kearns	(508) 389-3179			(508) 439-2157	(508) 389-3001	<a href="mailto:richard.francazio@us.ngrid.com">richard.francazio@us.ngrid.com</a>
	Thomas Murphy	(508) 389-2877	(603) 888-2012		(603) 498-3333	(508) 389-3001	<a href="mailto:thomas.j.murphy@us.ngrid.com">thomas.j.murphy@us.ngrid.com</a>
	Victoria Ladd-deGraff	(315) 428-6919	(315) 298-4139		(315) 439-3286	(315) 428-5823	<a href="mailto:victoria.ladddegraff@us.ngrid.com">victoria.ladddegraff@us.ngrid.com</a>
<b>New Brunswick Power</b>	Harry MacLean	(506) 458-1701					<a href="mailto:HMacLean@nbpower.com">HMacLean@nbpower.com</a>
<b>Northeast Utilities</b>	Mark Fanelli	(860) 665-5552	(860) 529-7115	(860) 665-3138 x2343	(860) 543-5413	(860) 665-6878	<a href="mailto:fanells@nu.com">fanells@nu.com</a>

**EXHIBIT 1**

**Northeast Mutual Assistance Group  
 09/27/08**

Company	Name	Work Number	Home Number	Pager	Cell Number	Fax	E-mail
(CLP/PSN&WMECo)							<a href="mailto:schwaml@nu.com">schwaml@nu.com</a>
Nova Scotia Power	Steve Hazel	(902) 428-7511	(902) 497-8693		(902) 483-4431		<a href="mailto:steve.hazel@nspower.ca">steve.hazel@nspower.ca</a>
Nstar	Vera Admore	(781) 441-8867			(339) 987-7352		<a href="mailto:vera_admore@nstaronline.com">vera_admore@nstaronline.com</a>
South Norwalk Electric & Water	Michael L. Giordano	(203) 866-4446			(203) 943-0667		<a href="mailto:Mgiordano@snew.org">Mgiordano@snew.org</a>
United Illuminating Company	William Ostrum	(203) 926-4503	(860) 346-9146		(203) 257-4448		<a href="mailto:bill.ostrum@uinet.com">bill.ostrum@uinet.com</a>
	Pat Lynch	(203) 926-4611	(203) 881-0394				<a href="mailto:pat.lynch@uinet.com">pat.lynch@uinet.com</a>
	Joseph Dolan	(203) 926-4403	(203) 377-7728	(203) 529-9269	(203) 260-7162		<a href="mailto:joseph.dolan@uinet.com">joseph.dolan@uinet.com</a>
Unitil Corporation	Raymond A. Letourneau Jr.	(603) 777-5502			(603) 502-9253		<a href="mailto:letourneau@unitil.com">letourneau@unitil.com</a>
							-

**EXHIBIT 2**

**New York Mutual Assistance Group (NYMAG)  
 05/27/08**

		WORK	HOME	PAGER	CELL	FAX	E-MAIL
ENERGY EAST NYSEG/RGE	JULES PIROLI	P 607-762-4191		607-799-4201	607-760-5993	607-762-4862	jpiroli@nyseg.com
	JIM O'BRIEN 24-Hr Contact Emergency Ops Ctr	S 607-762-4492 607-729-5216 607-762-7120			607-760-0191	607-762-4862	jobrien@nyseg.com
	KEVIN WALDRON	P 845-577-3129	845-268-3773	N/A	914-447-3497	845-577-3074	ecny@nyseg.com
	GENE REYNOLDS	S 845-577-3170	845-883-7410		845-590-2875		waldron@oru.com
ORANGE & ROCKLAND	MATT SNIFFEN	845-577-3295	914-373-4317		917-440-6853	914-577-3240	reynoldsg@oru.com
	CONROL CENTER	845-577-3185					sniffenm@oru.com
	RON ROBERTS	P 845-486-5305	845-889-4947		845-705-3193	845-486-5894	rroberts@cenhud.com
CENTRAL HUDSON	JOHN COLLINS	S 845-486-5326	845-757-3523		845-249-6136		jcollins@cenhud.com
	Control Center Storm Desk	845-486-5828					
	RICH FRANCAZIO	P 508-389-3709	401-246-0255		508-294-2485	508-389-3001	richard.francazio@us.ngrid.com
NATIONAL GRID	AL CHIECO	S 518-433-3809	518-877-4680		518-4215864	518-433-3820	allen.chieco@us.ngrid.com
	VICTORIA LADD-deGRAFF	315-428-6919	315-298-1276	1-800-732-4365 X3889	315-439-3286	315-428-5823	victoria.laddegraff@us.ngrid.com
	THOMAS MURPHY	508-389-2877	603-888-2012	n/a	603-498-3333	508-389-3001	thomas.j.murphy@us.ngrid.com
	TOM BEISNER	P 516-545-4992	631-893-5015	516-824-9432	516-369-8729	516-545-4660	tbeisner@keyspanenergy.com
NATIONAL GRID (Long Island)	CHARLES JANOWITZ	516-545-5854	631-366-4256		516-779-2231		cjanowitz@keyspanenergy.com
	MARK FANELLI	P 860-665-5552	860-529-7115	860-6653138 X2343	860-543-5413	860-665-6878	fanelms@nu.com
NORTHEAST UTIL (CL&P)	LINDA JACKSON	S 860-665-5557	203-537-4169	800-542-5154 X7724	203-907-8191	860-665-6878	jacksla@nu.com
	TONY TORPHY	P 914-925-6422	732-264-7619		646-879-5907	914-921-3148	torphyva@coned.com
CON EDISON	JOHN MAZZANI	P 347-386-4644	845-497-3124		347-386-4644	914-921-3148	mazzanii@coned.com
	BRUCE WALKER	S 212-460-1105	845-878-9056		917-939-7944	917-534-4072	walkerbr@coned.com
	DONNA DE SIMONE	S 914-925-6373	914-968-5903		917-578-5141	914-921-3148	desimoned@coned.com
	J. MARK DREXEL	S 914-925-6415	914-962-2912		914-262-2675	914-921-3148	drexelj@coned.com
	FRANK PEVERLY	S 914-925-6068	845-753-2373	N/A	914-906-8786	914-925-6349	peverlyf@coned.com
	ERIC DICKSON	P 330-384-5970	330-245-0818	330-229-1510	330-807-0605	330-384-3867	dicksone@firstenergycorp.com
FIRST ENERGY	DAVID J KARAFI	S 330-761-4447	330-425-3841	330-351-0501	330-351-0501	330-315-9271	djkarafa@firstenergycorp.com
	MIKE WORDEN	518-486-2498	518-475-3072		518-527-2507		michael_worden@dps.state.ny.us
PSC	PAUL EDDY	518-486-2896	518-674-8836		518-461-0653		paul_eddy@dps.state.ny.us
	CHRISTIAN BONVIN	518-486-2817	518-283-8283		518-461-2430		christian_bonvin@dps.state.ny.us
	KIN ENG	212-290-4471	845-632-1601		518-461-3035		kin_eng@dps.state.ny.us

**EXHIBIT 3**

**Southeast Electric Exchange**

S.E.E.	1 Jim Collins	404-233-1188	404-229-2301	770-971-6957	404-239-0610	jtcollins@theexchange.org
	2 Susan Morgan	same	404-202-8757	404-351-7780	same	spmorgan@theexchange.org
	3 Amy Bekele	same	N/A	770-452-7933	same	amy@theexchange.org
<b>Allegheny</b>	1 John L. Shaner	724-838-6103	724-972-2158	724-733-5968	724-853-4446	jshaner@alleghenypower.com
	2 Mark Klohonatz	724-830-5821	724-244-9386	724-837-1210	724-838-6976	mklohon@alleghenypower.com
	3 Rod Phillips	724-838-6215	724-454-1763	724-834-5726	724-838-6156	rphill2@alleghenypower.com
<b>AEP</b>	1 Jim Nowak	614-716-5832	330-704-5160	614-920-4076	614-716-5954	jdnovak@AEP.com
	2 David Callahan	614-716-1226	614-203-0006	614-367-0602	614-716-5954	docallahan@AEP.com
	3 TBD					
<b>BGE</b>	1 Andrew Dodge	410-597-7210	410-802-9083	410-876-3613	410-597-7094	Jandrew.dodge@constellation.com
	2 Frank Tiburzi	410-597-7213	410-292-4286	410-552-0907	410-597-7094	Frank.L.tiburzi@constellation.com
	3 Rich Hobson, Sr.	410-597-6730	410-562-7734	410-549-1953	410-597-7094	Richard.I.hobson@constellation.com
	4 Jonathan Maurath	410-597-7156	410-227-3298	410-793-0641	410-597-7094	jonathan.w.maurath@constellation.com
<b>Cleco</b>	1 Floyd Pittman	985-867-4663	985-807-9175	985-892-2690	985-867-4501	Floyd.pittman@cleco.com
	2 Mike Clark	337-550-3503	985-807-9166	337-546-0547	337-550-3563	Mike.clark@cleco.com
	3 Steven G Gauthier	318-484-7526	318-308-3699	318-487-0309	318-484-7394	Steven.G.Gauthier@cleco.com
<b>Dominion</b>	1 Chris Haller	804-771-3556	804-516-5194	804-556-2337	804-775-5266	chris_haller@dom.com
	2 Steve Chafin	804-771-4530	804-380-3828	804-794-8080	804-775-5266	steve_chafin@dom.com
	3 Tim Kesler	804-771-4244	804-920-4387	804-232-8794	804-775-5266	tim_kesler@dom.com
	4 Ed Baine	804-775-5053	804-338-7374	804-272-4001	804-775-5266	ed_baine@dom.com
<b>Duke</b>	1 Bob Meffert	704-382-6912	704-517-9752	803-802-5009	704-382-0155	rjmeffer@duke-energy.com
	2 Marty Wright	704-382-6341	704-913-0077	704-825-3568	704-382-6907	dmwright@duke-energy.com
	3 Karen Robb	704-382-8635	704-651-3854	704-321-2582	704-373-5904	kbobb@duke-energy.com
	4 Dawn Grigg	704-382-6259	704-574-8714	704-784-8006	704-373-5904	ctgrigg@duke-energy.com
<b>Entergy</b>	1 David Luthe	501-279-6965	501-230-2260	501-279-0091	501-279-3107	dluthe@entergy.com
	2 Mike Fricke	225-354-3111	225-937-3599	225-752-3190	225-354-3147	mfricke@entergy.com
	3 Bill Howell	601-925-6581	601-955-5201	601-924-1373	601-925-6543	bhowell@entergy.com
<b>FPL</b>	1 Rob Adams	305-552-3785	954-557-1801	954-424-1992	561-691-2127	Rob_adams@fpl.com
	1b Art Macey	561-694-4560	954-415-2313	954-755-7376		art_r_macey@fpl.com
	2 Barry Anderson	561-691-7882	954-415-1138	772-597-0790	561-691-2127	Barry_anderson@fpl.com
	3 Keith White	561-691-7081	561-722-7217	561-691-4478		keith_white@fpl.com
<b>FPUC</b>	1 Mark Cutshaw	904-277-1957	904-753-1272	904-491-7107	904-261-3666	mcutshaw@fpuc.com
	2 Don Myers	850-526-6813	850-209-0058	850-526-5618	850-526-6815	dmyers@fpuc.com
	3 Chuck Stein	561-838-1760	561-601-6314	561-845-2086	561-833-8562	cstein@fpuc.com

**EXHIBIT 3**

**Southeast electric Exchange (continued)**

<b>OGE</b>	1 Rick Berg	405-553-8410	405-831-9252	405-721-5136	405-553-5941	bergrf@oge.com
	2 Larry Potter	405-553-8212	405-990-3724	800-647-7243	405-553-8301	potterlr@oge.com
	3 Steve Gerdes	405-553-3261	405-833-9510	405-691-0237		gerdesst@oge.com
<b>PHI</b>	1 George R. Gacser	301-469-5203	240-508-4158	301-765-2464	301-469-5235	grgacser@pepco.com
	2 Michael K. Caffrey	609-625-5279	609-457-4691	302-433-4840	609-625-5274	michael.caffrey@pepcoholdings.com
	3 Pepco System	301-469-5374			301-469-5363	
	4 Conectiv System	302-454-4583				
<b>Progress Energy</b>	1 Jeff Prim	919-546-7669	919-812-3903	919-362-8958	919-546-4699	Jeff.prim@pgnmail.com
	2 Mark Danna	407-942-9486	321-436-1250	407-366-7783	407-942-9411	Mark.danna@pgnmail.com
	3 David Pickles	919-546-3422	919-812-8151	919-846-7382	919-546-3272	david.pickles@pgnmail.com
	4 Donald Gower	919-546-6391	919-210-3049	919-387-1711	919-546-4699	Donald.gower@pgnmail.com
<b>SCE&amp;G</b>	1 Ted A. Jeffcoat	803-217-5262	803-360-6890	888-647-7686	803-217-5278	tjeffcoat@scana.com
	2 Jay Hammond	803-217-9423	803-447-6447	803-996-9281	803-933-8235	jhammond@scana.com
	3 Keller Kissam	803-217-8535	803-331-8609	803-783-3402	803-933-7902	kkissam@scana.com
<b>Tampa Electric</b>	1 Scott H. Smith	813-630-6288	813-230-4971	813-948-0385	813-630-6301	shsmith@tecoenergy.com
	2 Diana King	813-635-1438	813-833-0581	813-719-6167	813-630-6348	dwking@tecoenergy.com
	3 Paul M. Davis	813-630-6277	813-335-2532	813-657-8526	813-630-6299	pmdavis@tecoenergy.com
	4 Bill Whale	813-228-4297	813-245-8861	813-645-3038		whwhale@tecoenergy.com
<b>SOUTHERN COMPANY</b>						
<b>ALA Power</b>	1 Don Boyd	205-257-4264	205-288-8559	205-822-8012	205-257-4327	dwoydc@southernco.com
	1a Chuck Wallis	205-257-4484	877-496-2940	800-406-0152 Pin #877-496-2490	205-257-4327	cfwallis@southernco.com
	1b Randy Gann	205-257-4026	205-438-3716	877-217-1643	205-257-4327	rfgann@southernco.com
				205-919-6745		
<b>GA Power</b>	2 Aaron Strickland	404-506-5406	404-376-9669	770-834-8396	404-506-7672	abstrick@southernco.com
				256-357-2381		
	2a Anthony Wilson	404-506-1659	678-488-3472	770-716-3562	404-506-1651	awilson@southernco.com
<b>GULF Power</b>	3a Alan McDaniel	850-444-6534	850-978-3662	850-432-2184	850-444-6302	agmcdani@southernco.com
	3b Andy McQuagge	850-444-6422	850-549-1068	1-800-874-4569	850-444-6302	jamcquag@southernco.com
	3c Connie Happney	850-444-6079	850-336-2357	850-983-3887	850-444-6302	clhappne@southernco.com
<b>MISS Power</b>	4 David Simmons	228-865-5900	228-518-0354	228-896-7053	228-870-1227	dbsimmon@southernco.com
	4a Kristie Barton	228-865-5848	228-518-0219	228-808-1652	228-865-5873	kdbarton@southernco.com

**EXHIBIT 4**

**Mid-Atlantic Mutual Aid Group  
 08/08/08**

Company	Contact	Work	Home	Pager	Cell	E-mail	Fax
<b>Allegheny Power</b>							
800 Cabin Hill Drive	Operations Center	P 724-838-6841				<a href="mailto:ap_oper_ctr@alleghenypower.com">ap_oper_ctr@alleghenypower.com</a>	724-838-6976
Greensburg, PA 15602	John Shaner	S 724-838-6103	724-733-5968		724-972-2158	<a href="mailto:ishaner@alleghenypower.com">ishaner@alleghenypower.com</a>	724-853-4446
Attn: John L. Shaner	Mark Klohonatz	724-830-5821			724-244-9386	<a href="mailto:mklohon@alleghenypower.com">mklohon@alleghenypower.com</a>	724-838-6976
	Roger Heasley	724-838-6680	724-836-3435		724-331-6381	<a href="mailto:rheasle@alleghenypower.com">rheasle@alleghenypower.com</a>	724-853-4218
	Ronay Tenney	724-838-6753	724-836-1414		412-997-1599	<a href="mailto:rtenney@alleghenypower.com">rtenney@alleghenypower.com</a>	724-850-3717
<b>Baltimore Gas &amp; Electric Co.</b>							
Purchasing & Materials	Control Room	P 410-597-6002					
Management Department	Andy Dodge	410-597-7210	443-451-5491	1-800-675-9149	410-802-9083	<a href="mailto:iandrew.dodge@constellation.com">iandrew.dodge@constellation.com</a>	410-597-7094
1068 N. Front Street, Room 400	Rich Hobson	S 410-597-6730	410-549-1953	410-597-6600 x2476	410-562-7734	<a href="mailto:richard.j.hobson@constellation.com">richard.j.hobson@constellation.com</a>	410-597-7094
Baltimore, MD 21202	Ben Shives	410-597-7272	717-633-5724	410-597-6600 x3774	410-746-0209	<a href="mailto:benjamin.shives@constellation.com">benjamin.shives@constellation.com</a>	410-597-7094
	Frank Tiburzi	410-597-7213	410-5852-0907	410-597-6600 x0664	410-292-4286	<a href="mailto:frank.l.tiburzi@constellation.com">frank.l.tiburzi@constellation.com</a>	410-597-7094
	Storm Center	410-597-6244					
<b>Duquesne Light</b>							
2839 New Beaver Avenue	Jack Rhodes	P 412-393-8189			412-779-1529	<a href="mailto:jrhodes@duqlight.com">jrhodes@duqlight.com</a>	
Building #2	Pat Conti	S 412-393-8401	412-856-4826		412-779-2182	<a href="mailto:pconti@duqlight.com">pconti@duqlight.com</a>	412-393-8026
Pittsburgh, PA 15233	Tim Kuruce	412-393-8101	412-771-0944		412-779-3503	<a href="mailto:tkuruce@duqlight.com">tkuruce@duqlight.com</a>	412-393-8036
Mail Drop N2-DOC	Dave James	412-393-5047			412-779-3505	<a href="mailto:dmiames@duqlight.com">dmiames@duqlight.com</a>	
Attn: Tim Kuruce	Operations Center	412-393-6208					
<b>FirstEnergy Corp.</b>							
76 South Main Street	Eric J. Dickson	P 330-384-5970	330-245-0818	330-229-1510	330-807-0605	<a href="mailto:dicksone@firstenergycorp.com">dicksone@firstenergycorp.com</a>	330-384-3867
Akron, OH 44308	Dave Karafa	S 330-761-4447	330-425-3841	330-351-0501	330-351-0501	<a href="mailto:djkarafa@firstenergycorp.com">djkarafa@firstenergycorp.com</a>	330-315-9271
Send billing to Attn: Accounts Payable	System Control Center	330-336-9860					

**EXHIBIT 4**

**Mid-Atlantic Mutual Aid Group  
 08/08/08**

Company	Contact	Work	Home	Pager	Cell	E-mail	Fax
<b>Orange &amp; Rockland</b>							
390 West Rt. 59	Kevin M. Waldron	845-577-3129	845-268-3773		914-447-3497	<a href="mailto:kwaldron@oru.com">kwaldron@oru.com</a>	845-577-3074
Spring Valley, NY 10977	Gene Reynolds	845-577-3170	845-883-7410		845-590-2875	<a href="mailto:reynoldsg@oru.com">reynoldsg@oru.com</a>	845-577-3074
Attn: Kevin Waldron	Matt Sniffen	845-577-3295	914-373-4317		917-440-6853	<a href="mailto:sniffenm@oru.com">sniffenm@oru.com</a>	845-577-3074
	Control Center	845-577-3185					
<b>PECO Energy Co.</b>							
680 Ridge Pike	Operations Control Center	610-941-1799					
Plymouth Meeting, PA 19462	Sharon Lownes	610-941-1790	215-953-0591	610-907-0102	610-724-1152	<a href="mailto:sharon_lownes@exeloncorp.com">sharon_lownes@exeloncorp.com</a>	610-941-1580
	Koleen Dougherty	610-941-1771	215-545-4158	215-824-8604	484-238-2199	<a href="mailto:koleen.dougherty@peco-energy.com">koleen.dougherty@peco-energy.com</a>	610-941-1580
	Daniel P. Steiner	610-641-1769	610-584-6366	215-899-2150	610-659-9766	<a href="mailto:daniel.steiner@peco-energy.com">daniel.steiner@peco-energy.com</a>	610-941-1580
	Eileen Mather	610-941-1553	215-886-7339	215-577-0058	610-213-4502	<a href="mailto:eileen.mather@peco-energy.com">eileen.mather@peco-energy.com</a>	
	Storm Room - Asst. Dir.	610-941-1595					
<b>Pepco Holdings Inc. - PHI</b>							
PEPCO	George R. Gacser	301-469-5203	703-553-4861	301-765-2464	240-508-4158	<a href="mailto:gacser@pepco.com">gacser@pepco.com</a>	301-469-5235
P. O. Box 341010	Bryan Blazejak	302-454-4300	410-364-5652	410-270-1307	410-310-6353	<a href="mailto:bryan.blazejak@delmarva.com">bryan.blazejak@delmarva.com</a>	
West Bethesda, MD 20827	Thomas Born	609-903-3911	609-294-0636		609-204-0596	<a href="mailto:thomas.born@atlantificitvelectri.com">thomas.born@atlantificitvelectri.com</a>	
	Sys Ops - ACE/DPL	302-454-4127				<a href="mailto:phiist@pepco.com">phiist@pepco.com</a>	
	Sys Ops - PEP	301-469-5374				<a href="mailto:phiist@pepco.com">phiist@pepco.com</a>	
<b>Company</b>	Contact	Work	Home	Pager	Cell	E-mail	Fax
<b>PPL Electric Utilities</b>							
Attn: System Emergency Room	Transmission Control Center	484-634-4090					
827 Hausman Road							484-634-3780
Allentown, PA 18104	Mike Decesaris	610-774-4558	610-760-9143	877-812-9883	610-751-2847	<a href="mailto:medecesaris@pplweb.com">medecesaris@pplweb.com</a>	484-634-3780
	Bob Filipovits	484-634-3733	610-262-0803	888-984-9083	610-554-4357	<a href="mailto:rwfilipovits@pplweb.com">rwfilipovits@pplweb.com</a>	484-634-3780
	Mark Berner	610-774-6280	610-799-3297	610-782-8100	610-207-1709	<a href="mailto:mrberner@pplweb.com">mrberner@pplweb.com</a>	484-634-3780
	Howard Slugocki	610-774-4467	610-767-1699	866-971-1616	610-751-4794	<a href="mailto:hslugocki@pplweb.com">hslugocki@pplweb.com</a>	484-634-3780
	Jill Sinkiewicz	610-782-5818	267-249-7808	888-984-9081	610-554-1303	<a href="mailto:jesinkiewicz@pplweb.com">jesinkiewicz@pplweb.com</a>	484-634-3780
	Storm Room	484-634-3737					
		484-634-3738					
	Mike Swenson - Dir.	484-634-3720	570-366-3943	877-801-0132	570-617-4612	<a href="mailto:maswenson@pplweb.com">maswenson@pplweb.com</a>	

**EXHIBIT 4**

**Mid-Atlantic Mutual Aid Group  
 08/08/08**

<b>Public Service Electric &amp; Gas Co.</b>												
MC T-12A	John Zborowski	P	973-430-8531	732-290-7688				732-489-5793	<a href="mailto:john.zborowski@pseq.com">john.zborowski@pseq.com</a>		973-623-2647	
PSE&G	Frank Schwartz	S	973-430-7760	201-703-0224				732-261-6228	<a href="mailto:frank.schwartz@pseq.com">frank.schwartz@pseq.com</a>		973-623-2647	
80 Park Plaza	John Carlson		973-430-7648	908-722-7567				732-558-5325	<a href="mailto:john.carlson@pseq.com">john.carlson@pseq.com</a>		973-623-2647	
P.O. Box 570	Storm Room		973-430-5843									
Newark, NJ 07102	Metro Division Operations		973-430-5844									
Attn: John Zborowski			973-365-2932									
<b>UGI Utilities, Inc.</b>												
One UGI Center	Lisa Gigliello	P	570-830-1263	570-655-6652				570-479-9061	<a href="mailto:lgigliello@ugi.com">lgigliello@ugi.com</a>		570-830-1192	
Wilkes-Barre, PA 18711	Rick Secor	S	570-830-1230	570-288-7852				570-479-9053	<a href="mailto:rsecor@ugi.com">rsecor@ugi.com</a>		570-830-1192	
	Bob Slezak		570-830-1296	570-287-7886				570-760-4211	<a href="mailto:rslezak@ugi.com">rslezak@ugi.com</a>		570-830-1192	
	Rich Gill		570-830-1233	570-256-7823				570-479-9072	<a href="mailto:rgill@ugi.com">rgill@ugi.com</a>		570-830-1192	

**EXHIBIT 5**

**Tree Contractors**

ASPLUNDH TREE EXPERT			
5154 NY Rt. 26, Whitney Point NY 13862 (Pam Collins) pcollins@asplundh.com			
Office – 607-692-2909 Fax 607-692-2016			
CONTACT NAME	HOME	CELL	PAGER
Larry Moore (&ABC)	607-625-2977	607-725-7244	N/A
Mike Zehler	716-786-3802	716-863-2754	N/A
Al Dashnaw	315-387-6221	315-729-0608	N/A
Mike McKenty	518-861-5979	518-573-6088	N/A
Bob Zehler	716-655-4391	585-506-7520	N/A

ASPLUNDH BRUSH CONTROL			
94 Park Street, Whitney Point, NY 13862 (Sue Potter) spotter@asplundh.com			
Office – 607-692-4712 Fax 607-692-2691			
CONTACT NAME	HOME	CELL	FAX
Ben Hunter	315-543-2948	315-783-1239/0589	315-543-7494
Robert Ray	518-622-3603	518-424-9447	N/A
Ben Newton	518-494-7986	518-424-9410	N/A

LEWIS TREE SERVICE			
300 Lucius Gordon Drive, West Henrietta, NY 14586 (Kathryn McBride) kmcbride@lewistree.com			
Office – 585-436-3208 or 800-333-1593 Fax 585-235-5864			
CONTACT NAME	HOME	CELL	PAGER
Mike Andersen	315-638-4983 315-482-2482 (camp)	585-721-3254	800-766-1261
Tom Greulich	716-631-3152 (also fax)	716-866-3593	800-314-1370
Chip Pratt	315-626-2720	315-729-5791	
Joe Stadelmeyer	518-580-1146 (office)	518-366-9003	800-313-2308
Joshua Pinto	518-882-6619	518-423-8566	N/A

**EXHIBIT 5**

**Tree Contractors**

ELSON TREE SERVICE			
3300 Office Park Drive, Suite 205, Dayton, OH 45439 Office – 937-294-1313 Fax 937-294-8673			
CONTACT NAME	HOME	CELL	PAGER
Cliff Erickson, Jr.	914-386-4209 914-386-1604 (fax)	845-222-0941	800-315-4841
Dennis Wright	315-386-1557 315-386-5422 (fax)	315-212-1714	N/A
Bruce Pope	315-339-6193	315-440-4569	N/A
Joe Buzzell	607-865-5019	315-351-5009	607-865-6852

K.W. REESE, INC.			
P. O. Box 298, 9486 Buchanan Trail West, Mercersburg, PA 17236 (Rachel) (Kirby Reese) Office – 717-328-5211 Fax 717-328-9541			
CONTACT NAME	HOME	CELL	PAGER
Buzz Maines	814-345-6975	717-860-4238	N/A
Jim Crosier	607-692-2777	607-761-5235	N/A
Todd Woodard	607-829-2213	717-571-2835	N/A

TAMARACK FORESTRY SERVICE			
245 Potter Road, Canton, NY 13617 Office – 315-386-2010 Fax 315-386-8331			
CONTACT NAME	HOME	CELL	FAX
Matt & Linda Randi	315-379-0831 518-359-3046 (camp) 315-386-8273 (work)	315-323-2303	315-386-8331

ABC PROFESSIONAL TREE SERVICE			
4831 Old Galveston Road, Houston, TX 77017 Office - 713-644-8808			
CONTACT NAME	HOME	CELL	FAX
Martin Jasso	936-447-1242	713-875-8222	N/A
Rafael Diosdado	N/A	713-292-8884	713-644-8812

**EXHIBIT 5**

**Tree Contractors**

DAVEY TREE EXPERT CO. 46 Newport Road, Room 201, New London, NH 03257 Office – 603-526-4122			
CONTACT NAME	HOME	CELL	FAX
Mark Nicklos	603-526-8617(home/fax)	603-660-0270	N/A
Joe Tomassi (Kent, OH office)	330-673-9515	330-289-5918	330-676-6738

**EXHIBIT 6**

**Line Contractors**

Updated: 8/08	Alliance Contractors	PO Number	Contact	Office	Cell	Fax	Home	Email
1	Harlan	27225	Lee Boulanger	(336) 969-9400 ext 216	(336) 399-2926	(336) 969-2634		<a href="mailto:lboulanger@myrgrgroup.com">lboulanger@myrgrgroup.com</a>
			Steve Theis	(847) 290-1891 ext 204	(856) 297-6006	(847) 290-1892		
			Stern, Brian					<a href="mailto:bstern@myrgrgroup.com">bstern@myrgrgroup.com</a>
			Cooper, Tod					<a href="mailto:tcooper@myrgrgroup.com">tcooper@myrgrgroup.com</a>
			Lamont, Scott		(508) 365-7950			<a href="mailto:slamont@myrgrgroup.com">slamont@myrgrgroup.com</a>
			Remer, Joshua		(508) 365-7960			<a href="mailto:iremer@myrgrgroup.com">iremer@myrgrgroup.com</a>
			Covey, Scott					<a href="mailto:scovey@myrgrgroup.com">scovey@myrgrgroup.com</a>
			Hurst, Ed					<a href="mailto:ehurst@myrgrgroup.com">ehurst@myrgrgroup.com</a>
			Wolf, Greg					<a href="mailto:gwolf@myrgrgroup.com">gwolf@myrgrgroup.com</a>
			Saunders, Roger					<a href="mailto:rsaunders@myrgrgroup.com">rsaunders@myrgrgroup.com</a>
			Joe Branco	(717) 243-4600 ext. 3	(267) 767-4035	(717) 243-3633		
			Mark Couldridge	(717) 243-4600 x 3		(717) 243-3633		<a href="mailto:MCouldridge@myrgrgroup.com">MCouldridge@myrgrgroup.com</a>
			Rick Eitzroth	(508) 365-7659 Grid Ext. 24199				<a href="mailto:REitzroth@myrgrgroup.com">REitzroth@myrgrgroup.com</a>
			Micheal Cooper	(336) 969-9400	(336) 408-2942	(336) 969-2634		
			Cynthia Belanger	(508) 365-7957 Grid Ext. 24222				<a href="mailto:CBelanger@myrgrgroup.com">CBelanger@myrgrgroup.com</a>
			Dan Gessman	(336) 969-9400	(717) 443-2942	(336) 969-2634	(717) 541-0424	
			Mike Cooper	(336) 969-9400	(336) 408-2942	(336) 969-2634		<a href="mailto:mcooper@myrgrgroup.com">mcooper@myrgrgroup.com</a>
			Brian Jopling	(336) 969-9400	(717) 448-0503	(336) 969-2634	(610) 287-1679	

**EXHIBIT 6**

**Line Contractors**

	Alliance Contractors	PO Number	Contact	Office	Cell	Fax	Home	Email
<b>2</b>	<b>Hawkeye</b>	<b>25488</b>	Charles Gravina	(631) 447-3100 X107	(516) 509-1956	(631) 776-1847	(631) 859-0688	<a href="mailto:cgravina@hawkeyellc.com">cgravina@hawkeyellc.com</a>
			Robert Grant					<a href="mailto:rgrant@hawkeyellc.com">rgrant@hawkeyellc.com</a>
			Mike Giarratono	(631) 447-3100 X105	(516) 680-2903	(631) 776-1847	(631) 224-7923	
			Rich Weyer	(631) 447-3100 X103	(516) 509-1900	(631) 776-1847	(631) 584-3505	
			Tom Halpin	(781) 340-0555	(781) 630-0669	(781) 340-4498	(781) 749-9324	<a href="mailto:thalpin@halpinllc.com">thalpin@halpinllc.com</a>
			Dick Miller	(781) 340-0555	(781) 630-0670	(781) 340-4498	(781) 925-6189	
			Tabor Eaton	(781) 340-0555	(781) 630-0721	(781) 340-4498		
			Dennis Andre	(781) 340-0555	(781) 630-0711	(781) 340-4498		
			M. Froio	(781) 340-0555	(781) 630-0679	(781) 340-4498		
			Mike Cznarowski	(781) 340-0555	(781) 630-1466			<a href="mailto:mczarnowski@halpinllc.com">mczarnowski@halpinllc.com</a>
			James Collins					
			Steve Buckley	(781) 340-0555	(781) 630-0929			<a href="mailto:sbuckley@halpinllc.com">sbuckley@halpinllc.com</a>
			Frank Miller	(781) 340-0555	(781) 630-0663	(781) 340-4498		<a href="mailto:fmiller@halpinllc.com">fmiller@halpinllc.com</a>
			James (Jim) Foley	(631) 447-3900 X145	(516) 680-6882			<a href="mailto:jfoley@hawkeyellc.com">jfoley@hawkeyellc.com</a>
			Tom Kelleher	(781) 340-0555	(781) 630-1180			<a href="mailto:tkelleher@hawkeyellc.com">tkelleher@hawkeyellc.com</a>
			William (Bill) Hinrichs	(631) 447-3900 X137	(516) 924-4098			<a href="mailto:whinrichs@hawkeyellc.com">whinrichs@hawkeyellc.com</a>
			Leo Cunningham	(631) 447-3900 X 204	(516) 807-9282			<a href="mailto:lcunningham@hawkeyellc.com">lcunningham@hawkeyellc.com</a>

**EXHIBIT 6**

**Line Contractors**

	Alliance Contractors	PO Number	Contact	Office	Cell	Fax	Home	Email
2	Hawkeye	25488	William Leonard		(781) 630-1232			<a href="mailto:bleonard@halpinllc.com">bleonard@halpinllc.com</a>
			Peter Barelli	(781) 340-0555	(781) 630-1464			<a href="mailto:pbarelli@hawkeyellc.com">pbarelli@hawkeyellc.com</a>
			Phil Utter					<a href="mailto:putter@hawkeyellc.com">putter@hawkeyellc.com</a>
3	Thiro USA	24725	Bob Winoski	(860) 667-2163 x110	(860) 214-3791	(860) 667-3103		<a href="mailto:bwinoski@THIROUSA.com">bwinoski@THIROUSA.com</a>
			Dorothy Changelo					<a href="mailto:dchangelo@thirousa.com">dchangelo@thirousa.com</a>
			Mike Fote	(860) 667-2163 x111	(860) 250-5682			<a href="mailto:mfote@thirousa.com">mfote@thirousa.com</a>
			Sebastuan Trovato	(860) 667-2163	(860) 729-3881		(860) 223-0322	<a href="mailto:strovato@thirousa.com">strovato@thirousa.com</a>
				(860) 667-2163	(860) 558-3133		(413) 786-3505	<a href="mailto:kgearing@thirousa.com">kgearing@thirousa.com</a>
	<b>Non-Alliance Contractors with Emergency Purchase Orders</b>							
1	Asplundh	37899	Frank Giordano	(631) 205-9340 x215	(516) 903-8462	(631) 205-9363	(631) 846-8941	<a href="mailto:Giordano@asplundh.com">Giordano@asplundh.com</a>
			John Morton		(516) 805-7522		(631) 427-0714	<a href="mailto:Johnm@asplundh.com">Johnm@asplundh.com</a>
			Dave Jane		(516) 805-7522		(516) 671-5650	
			Vincent Stanbro		(570) 947-1101		(617) 843-9491	<a href="mailto:vstanbro@asplundh.com">vstanbro@asplundh.com</a>
			Gary Leiblein		(516) 779-3928		(631) 289-4034	
			Shawn Keane		(516) 807-3243		(631) 744-2485	
			Tom Keane		(516) 805-7439			

**EXHIBIT 6**

**Line Contractors**

	Non-Alliance Contractors with Emergency Purchase Orders		Contact	Office	Cell	Fax	Home	Email
	PO Number							
2	Bemis	37949	Rod Bemis	(802) 368-7761	(802) 254-0504 (802) 741-1768 (Beeper)	(802) 368-2201	(802) 368-7582	<a href="mailto:rbemis@bemislc.com">rbemis@bemislc.com</a>
			Randy Bemis		(802) 258-0609	(802) 742-8327 (Beeper)		
3	City Lights Electrical	72611	Tom Keough	(617) 822-3300	(772) 446-2391	(617) 822-2937		<a href="mailto:tkeough@clecne.com">tkeough@clecne.com</a>
			John Dady		(617) 592-3446	(339) 502-6765		<a href="mailto:ideady@clecne.com">ideady@clecne.com</a>
4	D&D Power	67445	Dairren Donohue	(518) 869-2221	(518) 852-4195	(518) 869-0693	(518) 608-4801	<a href="mailto:ddpower1@nvcap.rr.com">ddpower1@nvcap.rr.com</a>
			Edward Dings		(518) 588-4520	(518) 674-2298		
			Marty Heilman		(518) 522-5000	(518) 371-7624		
5	Grattan	37952	Chuck Rubeski	(978) 663-7723	(508) 328-1512	(978) 663-5359	(978) 649-1011	<a href="mailto:crubeski@grattanline.com">crubeski@grattanline.com</a>
			Brian Murphy		(978) 804-6027			
			Chuck Aiken		(978) 804-6011			
			Con Spahl		(978) 804-2430			
6	JCR Construction Inc.	37895	Tammy Wason	(603) 895-4062		(603) 895-2844		<a href="mailto:llsmith@ttlc.net">llsmith@ttlc.net</a>
			Mathew Reed		(603) 608-8020			<a href="mailto:mathew_reed@icrutility.com">mathew_reed@icrutility.com</a>
			Joseph Reed		(603) 221-0392			
			Christopher Reed		(603) 867-7572			

**EXHIBIT 6**

**Line Contractors**

	Non-Alliance Contractors with Emergency Purchase Orders		Contact	Office	Cell	Fax	Home	Email
	PO Number							
7	KT Power	37896	Bill Tiernan Dick Rieker Jeff Tiernan	(315) 388-4082	(315) 250-3518 (405) 820-7521 (315) 250-4363	(315) 388-4253	(315) 388-4325	<a href="mailto:KTPower504@verizon.net">KTPower504@verizon.net</a> <a href="mailto:rbelang2@twcny.rr.com">rbelang2@twcny.rr.com</a>
8	M J Electric	37167	Mike Troutman Bill Shaw George Troutman Pete Compton Greg Wright	(610) 562-7570 x4802 x4803 x4801 x4818	(610) 476-3874 (610) 636-8901 (610) 476-0222	(610) 562-1375	(717) 865-0005 (610) 754-1507 (717) 865-5181	<a href="mailto:mitroutman@mielelectric.com">mitroutman@mielelectric.com</a> <a href="mailto:wshaw@mielelectric.com">wshaw@mielelectric.com</a> <a href="mailto:pcompton@mielelectric.com">pcompton@mielelectric.com</a>
9	McDonough Electric Construction	37897	Kelly Kevin McDonough Danny McDonough	(781) 275-4140	(617) 908-4247 (617) 908-4246	(781) 275-3055		<a href="mailto:mcdonelec@aol.com">mcdonelec@aol.com</a> <a href="mailto:mcdonelec2@aol.com">mcdonelec2@aol.com</a>
10	Northline Utilities LLC	48791	Jamie Atkins Colette Herbert	(518) 647-8198	(518) 647-5457 (518) 569-6153	(518) 564-8702		<a href="mailto:jatkins@northlinellc.com">jatkins@northlinellc.com</a> <a href="mailto:chebert@northlinellc.com">chebert@northlinellc.com</a>

**EXHIBIT 6**

**Line Contractors**

	Non-Alliance Contractors with Emergency Purchase Orders		Contact	Office	Cell	Fax	Home	Email
	PO Number							
11 Northeast Line	37894	Ron Mortimer	(781) 982-5643	(617) 592-0455	(781) 871-3438	(781) 982-1344	<a href="mailto:nelineconstcorp@aol.com">nelineconstcorp@aol.com</a>	
		Mike McDonough		(617) 592-0452				
		Don Shary	(518) 569-4779			(518) 834-7717		
12 O'Connell Electric	37898	Dennis McCumiskey	(585) 924-2176	(585) 820-7482	(585) 924-4943		<a href="mailto:dennis.mccumiskey@oconnellelectric.com">dennis.mccumiskey@oconnellelectric.com</a>	
		Randy Flether		(585) 766-7585				
13 On Target (d/b/a/ JF2)	37950	Dave Watson	(888) 339-4991	(207) 650-3013	(207) 771-9914	(207) 426-9686	<a href="mailto:dwatson@ontargetservices.com">dwatson@ontargetservices.com</a>	
		Tim LaBreck		(207) 252-4968		(207) 929-3162		
		Bethany Wallace	(207) 771-8302					
		Denise Nason		(207) 650-3017				
14 Three Phase Line	37893	Stanley Tedder	(603) 755-9610	(603) 834-1378	(603) 755-9613	(603) 343-4310	<a href="mailto:stanley@3phaseline.com">stanley@3phaseline.com</a>	
		Nick Johnson		(603) 834-1379				
		Malcolm Thomson		(603) 842-0412				
		Pete Johnson		(603) 312-5274				
15 Utility Service & Assistance	37951	Tom Skeffington	(603) 625-4503	(603) 396-4187 (603) 493-2910 (Verizon Cell)	(603) 624-1131	(603) 483-2616	<a href="mailto:tskeff@utilityserviceinc.com">tskeff@utilityserviceinc.com</a>	
		Roman Oliczak		(603) 396-4188	(603) 520-2808 (Verizon Cell)			
		Ugenen Norman		(603) 396-4190 (603) 520-2808 (Verizon Cell)	(603) 528-5290			

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.110
		Page No.	1
EEP NE – CREW LODGING		Date:	10/31/08
		Supersedes Date:	08/31/07

## GENERAL

A crew accommodations control group should be activated during emergencies when large numbers of crews are required in a Division and will be remaining there for an extended period of time. This group, under the direction of the Lodging Lead, shall consist of a minimum of two (2) people, none of which will have any additional duties in the emergency organization. This group shall have the ability to expand the contract in numbers of personnel as the need develops. Each Division shall designate the Lodging Lead in its emergency plan.

In the event of an Operating Condition level 4 or 5 storm, additional staffing should be provided. Lodging Leads from other Divisions and their organizations should be called upon to provide additional staffing, organization and support to the affected Division.

The procurement and booking of rooms shall be through the Resources on Demand (RoD) application. RoD will be used in conjunction with the crew transfer sheets entered into the application by the NE EOC.

## RESPONSIBILITIES

1. Consider advance booking of a block of rooms on a contingency basis as soon as requests for outside crews are made from the Incident Commander.  
Individuals assigned to arrange for crew accommodations should coordinate reservations with Purchasing through RoD, if needed. Purchasing has pre-established rates and terms on a number of hotels/motels in RoD. Where rates and terms are not prearranged, Purchasing will negotiate to establish the same. Individuals assigned to accommodations should become familiar with pre-established terms developed by Purchasing to help avoid over-committing the company. All hotels/motels not present in RoD will be entered at the time of commitment.
2. Prepare and update a list of all incoming crews from Construction Delivery - their normal work headquarters, travel route and expected time of arrival.
3. Arrange for a guide to meet incoming crews, (if unfamiliar with the Division) at prearranged locations and lead crews to assigned work locations or headquarters. If practicable, the same guide should be assigned to the same crew each day. This may necessitate the lodging of the guide at the same motel as the crew.
4. Register, on arrival and departure, all incoming and outgoing crews. See Exhibit A on page 3. It is extremely important that all foreign utility and contractor employees are tracked on this form.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.110
		Page No.	2
EEP NE – CREW LODGING		Date:	10/31/08
		Supersedes Date:	08/31/07

5. Arrange for lodging accommodations as close to the crews' work location as possible. Generally, two (2) persons will be assigned to a room. Arrangements shall also be made to stock and service vehicles at the location where the vehicles are stored during periods of rest.
6. Distribute lists of available meal locations, preferably those which have prearranged credit available. In the event of a large-scale emergency, it may be necessary to send crews to prearranged locations, such as staging sites, banquet halls, fire halls, etc., where catering services are available. Updating lists of restaurants, catering services, halls, and available credit, shall be part of the local Division storm plan.
7. Coordinate between employee and family in the event of a home emergency. Emergency home phone numbers of all workers shall be provided to the crew accommodations personnel. Similarly, the emergency number should also be noted by crew accommodation personnel.
8. Maintain RoD listing of all motels and hotels in the Division. The listing shall be by District and show capacities, quality of service, rates, phone numbers and seasonal availability. This information shall be shown in the Division storm plan also. The data shall be updated by Purchasing as new POs are executed.
9. Maintain a list of where dormitory and barrack space is available in the Division, if needed. This information shall be shown in the Division storm plan.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.111
		Page No.	1
EEP NE – EMPLOYEE WELFARE		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

If an emergency is of short duration, conditions may warrant that the employees be worked up to 36 hours or the second sunset provided the work can be completed in that time. Otherwise, all employees should get at least 6 to 8 hours off in every 24-hour period. It is desirable to work daylight to maximize efficiency and safety. It is also important to provide ample staffing at night that should include

One Person Crew coverage to respond to 911 and large outage calls, pole setting in preparation of crews coming off rest, and large outages where the work area damage is known and can be worked efficiently and safely while meeting crew rest concerns.

Foreign crews and supervisory personnel shall be issued the following materials:

1. Storm cards to each supervisor or other person charged with cash/management responsibilities.
2. County road map and circuit diagrams to each supervision and crew.
3. Every effort must be made to provide quality lodging and meals. At least two hot meals will be provided daily. It may be desirable to house groups of workers away from the work area and transport them by bus, if proper facilities are not available locally.
4. Crews traveling to another Division or utility for an undetermined time, shall be instructed to have a minimum of 7 days supply of clothing and personal items.
5. Crews traveling to another Division should eat, if necessary, prior to arrival at storm area.
6. The following are National Grid policies that must be adhered to by employees, hired contractors or foreign crews while on National Grid property for whatever reason:
  - a. There shall be no consumption of alcoholic beverages during regular working hours, overtime, emergency or at meals.
  - b. Meals shall be obtained at a reasonable price.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.111
		Page No.	2
EEP NE – EMPLOYEE WELFARE		Date:	10/31/08
		Supersedes Date:	08/31/07

- c. The unlawful use, possession, sale or purchase of “controlled substances” is prohibited.
- d. No person shall enter upon National Grid property while in possession of a firearm of any description, loaded or unloaded.
- e. Room accommodations will be treated respectfully and in accordance with “House Rules.”
- f. National Grid will not pay for hotel charges for room service, movie charges, etc. One call to home number of a reasonable duration is allowed.
- g. Personnel who are sick, injured or otherwise unable to report to work shall inform their immediate supervisor who, when applicable, will report to their assigned National Grid representative.

REFERENCES

National Grid, *Guide for Foreign Utilities and Outside Crews Assisting in Storm Restoration*, January 2008

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	1
EEP NE – COMMUNICATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Proper communication of information during an emergency is vital to the restoration effort. In a large storm, usage of two-way radio, cellular, paging, computer aided dispatch, and telephone facilities will be abnormally high. It is imperative that messages be concise and limited to pertinent data. Details and items of lesser importance shall be transmitted in writing or verbally at the appropriate time.

The appropriate Protection Relay and Telecommunication Group will be responsible to assure communication among vehicles and dispatch locations during emergency conditions. In addition to local units, out of town National Grid personnel as well as foreign utilities and contractor crews may be involved and will have to be included in the arrangements.

Use of additional frequencies, scanners, pagers, portable radios, satellite communications and cellular phones may be necessary for storm communications.

When crews or supervisors are making a radio call, they should call directly to a particular office or dispatch center. Calls should include vehicle number and dispatch position and channel of radio. Example: "7-495 to Brockton Line on Channel 2" or "1-235 to the trouble office on channel 1".

Dispatchers should keep track of which vehicles are on each dispatch channel. Dispatchers should also maintain clear channels when possible and monitor channels prior to keying up transmitters.

PURPOSE

This procedure has been developed to assist in maximizing use of all current field crew dispatch methods. Included but not limited to the following types of equipment:

- Two-way Radios
- Cellular Phones
- Pagers
- Computer-Aided Dispatch System
- Satellite Phones
- Aircards

REFERENCES

National Grid, *Radio Communications Procedure Manual RC.01*.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	2
EEP NE – COMMUNICATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

RADIO COMMUNICATIONS

National Grid’s radio dispatch system consists primarily of three frequency spectrum bands. 450 MHz and 800 MHz – low band, High Band (VHF), and Ultra-High Band (UHF).  
Divisional frequency assignments for Distribution are varies depending upon the service region. A channel plan has been developed and distributed so that all vehicle radios can be programmed to access another Division’s repeater system.

Regional Radio Dispatch is accomplished by each Dispatch & Control location and by Division storm rooms.

The Division storm rooms are also equipped to dispatch each Division/District.

The Protection Relay and Telecommunication Group and IS Telecommunications archives all FCC licenses and specific detail of the dispatch systems. An engineer from the Protection Relay and Telecommunication Group will act as the Wireless Communications Coordinator, as needed, during a storm event.

RESPONSIBILITIES

**Wireless Communications Coordinator**

Maintains and acquires all FCC Communications licenses including temporary emergency authorizations.

Coordinates and provides assistance to Emergency Planning in field communications during normal and emergency operations.

Coordinates and provides assistance to Protection Relay and Telecommunication Group during emergency restoration in all storm categories.

Provides two-way radio and satellite communication assistance to Division storm rooms.

**Protection Relay and Telecommunication Group**

Provides maintenance and installation of all two-way radio dispatch systems including permanent and temporary emergency facilities.

Assist incident commander in radio dispatch needs.

Coordinates with IS in allocations of cellular phones, pagers, aircards, satellite phones, and other communication devices, as required during storm restoration.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	3
EEP NE – COMMUNICATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

Provides an assessment of regional communications status and capability to the Wireless Communications Coordinator and the Incident Commander during all storm categories.

**Incident Commander**

Notifies Protection Relay and Telecommunication Group Supervisor of specific communications requirements.

Notifies Wireless Communications Coordinator of specific communications needs.

PROCEDURE

Upon activation of the NE EOC, the Incident Commander shall notify Wireless Communications personnel in the following order:

1. Wireless Communications Coordinator, Primary  
Leonard Fiume  
Office - 844-7231 716-831-7231  
Fax - 716-831-5041  
Cell - 716-861-9440  
Home - 716-668-1028
  
2. Wireless Communications Coordinator, Secondary  
Mark Peterson  
Office – 88-29046 508-389-9046  
Fax – 508-389-3001  
Cell - 978-423-0787  
Home - 603-888-1036
  
3. The local Protection Relay and Telecommunication Group Supervisor is identified in Table .112-1. The Protection Relay and Telecommunications Group Infosite should be consulted for current contact information - <http://manbrapp07v/RTOG/default.aspx>.

**Table .112-1**

Name	Office Ext	Outside Line	Fax	Cell Phone	Home Phone
Amirault, Alfred	22104	508-389-2104			508-586-3097
Gardezi, Shumyl	22104	508-389-2104		508-450-7745	617-216-0054

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	4
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Lyford, Glen R.	821-5644	315-428-5644	315-428-5615	315-412-3226		
Malloy, Kevin C.	47840	401-784-7840	401-784-7494	401-255-4884	401-884-3954	
Sproles, William R.	24600	508-389-4600	508-421-7780	508-328-6360	508-747-7273	
Vennard, Robert M.	23074	508-389-3074		508-294-1229	508-529-9304	

If crews from other regions are required, the Incident Commander will provide the Wireless Communications Coordinator details on the number of crews and the regions they will be coming from. In addition, any foreign crews will be identified.

The Wireless Communications Coordinator will contact the appropriate Protection Relay and Telecommunications Group Supervisors so that required preparations can be made.

**Coordination**

Wireless Communications Coordinator shall assess radio requirements. Guidance for coordination shall be through the NE EOC and Protection Relay and Telecommunication Group.

Wireless Communications Coordinator shall assume role as primary interface between Division and Region personnel. Determination of frequency compatibility shall be passed on to NE EOC.

Divisional channel plans shall be utilized to assist with radio communications.

**Equipment**

Additional radio dispatch equipment such as portables, mobiles, satellite communications, or peripherals shall be obtained through a coordinated effort between the Wireless Communications Coordinator and Protection Relay and Telecommunication Group Supervision.

Host Region (storm affected region(s)) shall identify equipment needs based on crew logistics obtained from the Wireless Coordinator.

**Personnel Support**

The Wireless Coordinator shall interface with Protection Relay and Telecommunication Group Supervision to determine extent of communications maintenance manpower support. Radio Communications Procedure RD.03.001 shall be utilized for this purpose.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	5
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Wireless Communications Coordinator shall notify NE EOC of manpower status as required.

**Foreign Crews**

Wireless Communications Coordinator shall notify Protection Relay and Telecommunication Group Supervision of impending foreign crews and origin of such crews based on input from NE EOC.

An updated list of foreign company radio channels will be maintained by Wireless Communications.

Communication equipment for foreign crews shall be coordinated through Wireless Communications Coordinator.

GENERAL PRACTICES

Prior to leaving their home area, crews assigned to storms should contact Protection Relay and Telecommunication Group for instructions on communications during travel and when they get to the storm location.

Crews entering a new region during a storm situation should contact Protection Relay and Telecommunication Group for instructions on the local radio system. Depending on the location and extent of the storm, wireless equipment may be distributed to the crews. If a Telecommunications Technician is traveling with the crews, they will be responsible for contacting and coordinating communications with the local Meter & Test technicians.

Protection Relay and Telecommunication Group should ensure all vehicles have their radios programmed with the complete channel plan.

Radio equipment users are responsible for the proper use and care of two-way radio equipment. Information on use of specific radio equipment can be obtained from Protection Relay and Telecommunication Group Supervisor.

Calls should be made clear and concise. Unnecessary or lengthy chatter reduces air time availability to others and should be avoided.

**Call signs**

Call sign information can be obtained from the Protection Relay and Telecommunication Group Supervisor or Regional Communications Tester. Mobiles must sign off with the proper FCC call-sign assignments.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	6
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Dispatchers must give proper base station call-sign every hour. If unsure, contact Protection Relay and Telecommunication Group Supervision or Regional Communications Tester.

**Loss of Radio Contact**

Crews experiencing loss of signal or inability to contact dispatcher should make several attempts and change vehicle location where possible. High terrain points generally will give better signals for transmitting and receiving. If total failure of radio occurs, inform Protection Relay and Telecommunication Group Supervisor immediately.

CELLULAR PHONES AND PAGERS

**IS Telecommunications**

- Liaisons with System Communications Storm Coordinator, Regional Communications Supervisor and Regional Storm Coordinator to ensure cellular phone and paging needs are satisfied during all levels of storms. Emergency cellular phones are available at major site locations to meet initial needs during a storm.
- Liaisons with cellular phone and pager providers to obtain additional equipment and service immediately during all levels of storms.
- Liaisons with NE EOC Communications Coordinator, Protection and Relay Telecommunications Group Supervisor, Regional Storm Coordinator and cellular phone and pager providers in identifying mutual needs (i.e., adequate coverage, additional channels and portable towers, power resources, site access clearing of damaged power lines or poles, etc.).
- Ensures requested equipment is delivered to needed locations.

The IS Telecom Cellular Phone/Pager Coordinator is  
Patrick Donnelly  
Office – 821-5662  
Pager - 1-800-732-4365 Page #3813  
Cell – (315) 391-4438  
Home– (315) 468-4710

**Protection Relay and Telecommunications Group**

- Liaisons with Regional Storm Coordinator for cellular phone/pager needs

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	7
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

assessment.

- Liaisons with Corporate IS Telecom Cell Phone and Pager Coordinator in acquisition of cellular phones/pagers as required.
- Insures cellular phones/pagers have been properly delivered to Regional Storm Coordinator(s).
- Periodically identifies additional cellular phone/pager needs as required.
- Informs Wireless Communications Coordinator of cellular phone/pager status and assessment during all levels of storms.

**Regional Storm Coordinator**

- Liaison with Regional Meter and Test Supervisor.
- Provides Regional Meter and Test Supervisor with additional cellular phone/pager requirements.
- Informs Protection Relay and Telecommunications Group Supervisor of malfunctioning cellular phone/pager equipment.

**Wireless Communications Coordinator**

- Keeps informed of cellular phone/pager needs assessment through Regional Meter and Test representative as needed.
- Liaisons with IS Telecom Department.

PROCEDURE

The Regional Storm Coordinator shall inform the Protection Relay and Telecommunications Group Supervisor of specific wireless phone needs.

The Protection Relay and Telecommunications Group Supervisor shall contact IS Cellular Phone/Pager Coordinator to notify of cellular phone needs.

The Protection Relay and Telecommunications Group Supervisor shall provide the Regional Storm Coordinator with roaming information and guide to wireless use.

The Protection Relay and Telecommunications Group Supervisor shall contact the IS Cellular Phone/Pager Coordinator to inform him/her of status of wireless

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	8
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

phone allocations.

The Protection Relay and Telecommunications Group Supervisor shall facilitate return of wireless units to proper cellular representative.

For assistance, individual cellular phone users can call the centralized pager and cellular phone hotline – 821-6500 or 315-428-6500.

LAND LINES

**IS Land Line Telephone Coordinator**

- Liaisons with Protection Relay and Telecommunications Group Supervisor and Regional Storm Coordinator to ensure Land Line telephone needs are satisfied during all levels of storms.
- Liaisons with Land Line Telephone providers to obtain necessary equipment and service immediately during all levels of storms.
- Liaisons with Protection Relay and Telecommunications Group Supervisor, Regional Storm Coordinator and Land Line Telephone providers in identifying mutual needs (i.e., adequate coverage, additional equipment, power resources, site access clearing of damaged power lines.).

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.112
		Page No.	9
<b>EEP NE – COMMUNICATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

The IS Telecom Land Line Coordinator is:  
Douglas Page  
Office – (516) 545-5341  
Cell – (516) 650-2497  
Home Phone – (631) 979-8294

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	1
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

## GENERAL

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

It is important, therefore, that timely and accurate information about restoration efforts be announced as widely as possible. Often, the assurance that emergency restoration activities are underway may be sufficient to lessen customer concerns. Where applicable, the procedures outlined in this section shall be applied to non-storm emergencies, including load shed events and other emergencies.

It is imperative that Dispatch & Control, Transmission Network Operations, EDO, Energy Solutions Services, Customer Contact Center, and Corporate Affairs (i.e., Media Relations, Internal Communications, and Regulatory Affairs) promote the same communications externally in any emergency event. Internal lines of communications must be completed successfully to provide appropriate external communications opportunity.

## PUBLIC INFORMATION

The Energy Solutions Services Regional Executive Director and/or Media Relations depending on location, shall be responsible for keeping customers and general public informed on the status of restoration efforts. It is extremely important that Media Relations and Energy Solutions Services communicate regularly throughout the event and share information to ensure a consistent message is provided both internally and externally.

Media Relations as well as Energy Solutions Services shall participate in annual storm drills to ensure all media contact personnel are appropriately prepared.

Based on the severity of the power outage and affected area, contact with news media may be made by telephone and email. In larger, more extensive emergencies, it may be desirable to schedule periodic news media briefings and have appointed National Grid spokesperson available for interviews. In extended outages consideration may be given to public service announcements in addition to normal contacts with reporters.

Periodic reports should be accurate and timely, and avoid misleading the public

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	2
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

with optimistic restoration times. If accurate projections are not immediately available, Company representatives should provide only information that can be authoritatively confirmed. Subsequent reports will be forthcoming as better information becomes available.

The appropriate Energy Solutions Services Regional Executive Director or designees, should be responsible for providing periodic, confirmed updates to Corporate Communications and representatives of the Customer Contact Center (CCC). It is essential that both Media Relations and CCC personnel receive and issue information that is consistent in briefing the news media and general public.

When the Energy Solutions Services Regional Executive Director, Media Relations contact or other designee issues emergency status updates for the purpose of updating the general public or local government authorities, NE EOC must be issued the final draft prior to its dissemination to ensure that regulatory agencies in New England are updated concurrently to its official release.

The final draft or information to be released may be issued Incident Commander of the NE EOC or faxed to 508-421-7898, attention Incident Commander. This requirement does not cover information otherwise available from the Storm Central website.

Public statements should include the following confirmed items:

1. Number of customers affected.
2. Affected locations.
3. Numbers of crews, both local and foreign.
4. Estimated restoration times.
5. Cause of the outage/event
6. Warnings regarding hazardous conditions.
7. Description of emergency response actions already taken.
8. Special instruction, as required.
  - a. Remind customers to call National Grid if their home is still without power while their neighbors' power appears restored.
  - b. Remind customers to report all downed lines, damaged equipment (poles, transformers, etc.), and any tree damage near lines. Don't assume that a neighbor has called.
  - c. Restate the Customer Contact Center number that customers can call to report outages or damage.
  - d. Refer to the "Weathering Storm Emergencies" booklet for other reminders.
9. Other pertinent data.

Periodic updates should be issued from 5 a.m. through midnight with frequency

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	3
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

determined by the severity of outage, nature of the emergency and number of customers affected. Typically, this should be done on about a four-hour schedule. However, release of information should consider various news media deadlines. The availability of the Storm Central website may change the need for periodic update and limit the scope of information required in the updates, but the site itself shall not be used as a substitute for proper media communications.

Company photographers and VTR camera operators or contractors should be utilized (as available) for compiling a pictorial record of major emergencies, supplementing news media coverage and reinforcing employee communications.

### PowerOn and Storm Central web site

The following paragraphs describe the work flow and decision points for ETR management pre-storm and during the storm event.

#### PRE-STORM

Storm call is initiated by Emergency Planning where weather forecast details are provided. The severity and risk of impacts on the electric system are to be discussed. The VP EDO Division on Incident Commander are authorized to initiate the following.

- If the level of the storm predicted is an Operating Condition Level 3 or above, “Outages by County” on the National Grid Massachusetts website may be disabled and a static message of predicted storm impacts is to be provided by Media Relations.
- The impacted Dispatch & Control locations will adjust, maintain, or reset PowerOn rules to “NO ETRs” for existing trouble ETR’s as necessary. Existing outages are to be monitored regularly, if unable to confirm, so that any new storm related outages are not subsumed into existing non-storm outages if being the ETR’s are being maintained.
- Any new outages in areas with “No ETRs” will show no ETR (blank field). ETR information in CSS will be null.
- “Is my power out” on the external website will show TBD for the ETR.
- PORTIS will show no ETR

#### STORM

- No ETR’s will be populated until information is provided from Field Operations. ETR’s will be managed at an administration or storm board level by Dispatch Area, Crew Area, or Device.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	4
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

- ETR's in CSS will reflect edited ETR information
- "Is my power out" on the external website will show edited ETR date and time
- PORTISS will show ETR date and time

Once ETRs are updated in all areas, Storm Central/Outages by County will be enabled. ETR's will continue to be maintained at the administration or storm board level as appropriate throughout the duration of the restoration effort.

During a storm or emergency event the VP EDO Division or Incident Commander can direct the Storm Central website to be shut down or enabled due to necessary PowerOn data maintenance. In this situation contact will be made with an individual from the eBusiness group contact list provided as Exhibit A of this section. Estimated time of activation will be necessary for proper planning for staffing to go live with Storm Central site upon completion of required maintenance.

Employee Communications is an important requirement during extended outages. Corporate Communications is responsible for internal employee communications. Effective employee communications is a valuable motivational tool, and research indicates that the public frequently contacts field crews and district offices for word of restoration efforts. Daily and/or overnight bulletins and internal web-based notifications are examples of how this requirement can be met.

## GUIDELINES

A single information source will be established in the District/Division storm rooms or NE EOC for informing Corporate Affairs, CCC, and other designated representatives responsible for public information.

Periodic briefings for utility information personnel and CCC will be scheduled on a regular basis or as needed. These lines should be unlisted numbers that bypass the Company switchboard to ensure access during periods of heavy volume.

### **Media Relations Liaison to NE EOC**

During Operating Condition Level 3 or more, a Media Relations representative will be assigned to communicate directly with the NE EOC and be assigned a location within either the Corporate Training Room and/or Conference Room L1.

This representative will maintain contact with the Corporate Affairs duty officer,

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	5
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

Media Relations representatives in the affected area, and others in the Company as required. In addition to public information responsibilities, the representative will render any general assistance in the NE EOC as may be required.

For a list of Corporate Communications personnel, refer to Section .120.

### Media Relations Response Team

Whenever an electric emergency is classified Class IV or Class V (restoration cannot be accomplished within 24 hours and outside crews are required), an emergency Media relations response team will be placed on standby for possible deployment to the stricken area. Team members will generally include: One or two public information officers, a photographer and VTR camera operator.

Team members will bring sufficient personal gear for at least five days. Lodging Leads will include the Media Relations members in their plans. Response team equipment from the Media Relations office will include: portable personal computers, cellular telephones, audio tape records, stationery supplies, cameras, film and other video and photographic necessities.

### Media Access

News media representatives may be permitted access to facilities in times of emergency accompanied by appropriate management personnel. Pre-designated areas within the limits of safety and security will be selected. Live coverage from District/Division storm rooms, NE EOC, or CCC have proven effective in demonstrating to the public how the Company is responding to the emergency.

## GOVERNMENT AGENCIES

Energy Solutions Services Regional Executive Director and/or a Government Affairs representative will be responsible for maintaining contact with appropriate local and state officials. Contacts should be initiated at the earliest time feasible even while damage assessments are still under way. Company explanations that emergency procedures are being implemented will enable these officials to provide a measure of assurance to their constituents.

Group briefings can be an effective means of reaching large numbers of officials in a stricken area. Individual telephone contacts are also useful. The Divisions shall name individuals to serve as liaisons to local governments. These individuals shall be noted in the respective Division Storm Plan.

Where applicable and if resources permit, Energy Solutions Services should provide staffing at Municipal Emergency Centers in an effort to ease communications between the Company and the municipality during the

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	6
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

restoration effort. The Company has experienced over time that supporting municipalities severely affected by emergency events not only supports the local area affected, but also aides in prioritizing the restoration of electric facilities and may improve access to company facilities by attaining municipal support services.

### Special Telephone Numbers

A dedicated telephone number will be established in each Division for responding to local governmental authority inquiries. This responsibility will be assigned to designated regional representatives with the activation of the NE EOC. The telephone number will be displayed in the Division Storm Plan and given out to public office holders for their official use only.

The Division shall prepare and maintain a list of counties, cities, towns, key political centers including office numbers, cellular phones, fax numbers. This listing shall be included in the Division Storm Plan.

Emergency Planning is responsible for liaison with emergency management agencies at the state and Federal levels. State and Federal emergency management's officials have been given the phone number 508-421-7890 or 508-421-7891 for contacting Emergency Planning during a storm event.

A sample news release is included in this section to assist storm managers in their communications with customers following an event. Whether and when a news release such as the attached is to be distributed to media will be at the discretion of the appropriate Energy Solutions Services Regional Executive Director as part of his or her implementation of the Electric Emergency Procedures in consultation and with the approval of an appropriate representative of Media Relations.

### MAJOR EVENT – COMMUNITY LEADER CONFERENCE CALL

During an Operating Condition Level 3 through 5 storm, where restoration will not be completed within 48 hours, the community leader conference call shall be utilized daily until completion of the restoration effort.

Additionally, in extraordinary events such as load shed scenario's where information on restoration needs to be communicated to community leaders, the Major Event Community Leader Conference Call shall be utilized. The Regional Energy Solutions Services Regional Executive Director, using his/her InterCall conference call number is responsible to coordinate the call and notify the affected community leaders of the conference call number and time that the conference call will take place.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	7
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

### Reservationless-Plus Toll Free Dial-In Number (US & Canada)

National Grid's reserved toll-free number is 866-561-4997. Follow steps 1 through 5 below:

1. Give your participants the date and time of the call, your Dial-In Number and your Conference Code.
2. At the specified time, dial your Reservationless-Plus Dial-In Number.
3. When prompted, enter your Conference Code followed by #.
4. When prompted, press \* to identify yourself as the call leader, then enter your Leader PIN followed by #.
5. Press 1 to begin your conference or press 2 to access your default conference options.

Your participants join the conference by following steps 2 and 3 above.

Notifications to community leaders and state emergency management can be by phone, e-mail or fax; it should be emphasized that this **confidential** number is to be distributed only to state emergency management staff and local government representatives.

Internal participants on the Community Leader conference call should include:

- Vice President EDO Division
- Appropriate Area Superintendents
- Scribe
- Media Relations Representative
- Energy Solutions Services Regional Executive Director
- Emergency Planning Coordinator

All information shared in the conference call shall be discussed with the Incident Commander prior to the call in order to be shared with MA DPU, NH PUC, or RI PUC staff, if necessary. When appropriate, Media Relations should review and approve the conference call talking points prior to each conference call held.

The call will begin with the setting of call ground rules. Ground rules to be shared with meeting participants:

- The call should last approximately 20 minutes

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	8
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

- Questions from the participants will be taken at the end of the call
- Questions should be general in nature; requests for information concerning specific locations should be discussed separately after conclusion of the call.
- Local government representatives should contact their respective Energy Solutions Services contacts or their County Emergency Management Office for additional update information.

The Energy Solutions Services Regional Executive Director shall then introduce the VP EDO Division who will then provide the following reviews and information for the current event:

- Number of customers affected by peak of event
- Number of customers restored
- Number of customers still out
- Final estimated restoration time of event
- Number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
- Areas where crews are working
- Areas where crews will be sent next
- Type and extent of damage found, pole down, wire down, worst locations, etc.
- Weather update and impact of weather on restoration
- Known open shelter locations

Every Community Leader Conference Call **shall** include a Q&A session to allow call participants an opportunity to voice questions and concerns. At the completion of the VP EDO Division comments, the Energy Solutions Services Regional Executive Director will entertain questions. When the question period is completed, the date, time and phone number for the next call to be held will be announced by the Energy Solutions Services Regional Executive Director.

Community leader conference calls will continue to be held until the Energy Solutions Services Regional Executive Director, VP EDO Division, and Manager Media Relations agree that the calls are no longer necessary at the end of the event.

A scribe will be appointed by the Energy Solutions Services Regional Executive Director to document call participants and the discussions taking place in each call, including questions posed from the participants. This documentation will become part of the permanent storm file.

In the event that phone lines are incapacitated, the requirement to conduct this call is waived. Community leaders will acquire information through state

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	9
EEP NE – EMERGENCY PUBLIC INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

emergency management as is normal operating procedure under the Incident Command System.

Emergency Planning shall provide each Energy Solutions Services community conference call training annually to ensure those conducting the call are proficient in its requirements. It is expected that at least 75% of the management staffing in Energy Solutions Services receive this training to ensure proper call performance if required.

	<b>ELECTRIC EMERGENCY PROCEDURE  NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	10
<b>EEP NE – EMERGENCY PUBLIC INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT A**

**Sample Press Release**

**For Release X a.m. EDT, DATE**

**NATIONAL GRID CREWS COMPLETE POWER RESTORATION**

CITY, Date – National Grid crews have

National Grid restored power to more than XXXXX customers who lost power as a result of (last night's/last week's/DATE) (electrical/wind/ice) storm that struck the (region or geographic area).

More than XXX crews continue to repair damage from the storm. By (time) today, workers had restored power to all circuits. However, the company expects some reports of “no lights” from customers whose individual electrical services may have been damaged during the event. Those customers are asked to call Niagara Mohawk at 1-800-867-5222 for assistance.

“We deeply appreciate our customers’ patience and understanding as we’ve worked to restore service as quickly and safely as possible,” said (Regional Manager).

In some cases, temporary repairs have been made to restore power to customers as quickly as possible. Customers are likely to see significant continued utility crew activity in the days ahead as these temporary repairs are made permanent.

Crews are expected to be working (DAY) in the areas of (ex. Brockton, Providence, Salem, NH, etc.) National Grid urges drivers to use extreme caution as they approach work areas, to ensure the safety of utility and other storm-response personnel.

In addition, pedestrians (cyclists/hikers/snowmobilers) are cautioned to avoid downed wires or areas where wires may be covered by (snow/leaves). All wires should be considered live and dangerous.

The company continues to coordinate its efforts with the appropriate governmental agencies.

[Brief Company fact sheet].

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.113
		Page No.	11
<b>EEP NE – EMERGENCY PUBLIC INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

###

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	1
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

Establish a uniform readiness for action, and guidelines for prompt action of safety and health professionals when an electric emergency occurs in National Grid’s service territory.

SCOPE

Applies to National Grid employees engaged in Emergency Restoration activities.

MOBILIZATION CRITERIA

Whenever the Electric Emergency Plan is formally activated, the appropriate safety and health personnel shall be notified and mobilized in accordance with the classification of the emergency. The Senior VP EDO and the VP Safety shall, if appropriate, determine the scope of the emergency and shall immediately assign safety and health personnel to work in locations affected by the emergency.

SAFETY SUPPORT BY  
OPERATING CONDITION LEVELS

**Operating Condition Level 1**

- Regional/District safety specialist shall monitor work activities on a local basis and respond accordingly.

**Operating Condition Level 2**

- Area Superintendent shall contact the Manager of Safety and Health for each area affected.
- Area Superintendent shall contact the Manger of Safety and Health for each outside district from which manpower will be used to help with restoration efforts.

**Operating Condition Level 3**

- Area Superintendent shall contact the Manager of Safety and Health for area affected.
- Safety Specialist(s) will work with local supervision regarding restoration effort and will conduct field observations/audit, incident analyses, and

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	2
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

training as necessary.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	3
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Operating Condition Level 4**

- Emergency Planning shall notify the VP Safety.
- Each outside district, from which manpower will be used, shall be indicated to the VP Safety.
- Safety Specialist(s) will be assigned and work with local Supervision regarding restoration effort and will conduct field observations/audits, incident analyses, and training.

**Operating Condition Level 5**

- Emergency Planning shall notify the VP Safety.
- The VP Safety shall arrange to provide dedicated safety and health staff for designated and specified work locations. This dedicated staff will be available for field sites and other staging locations as necessary.
- Safety specialists will work with local supervision regarding restoration effort and will conduct field observations/audit, incident analyses, and training.
- Safety specialists will act as a liaison between supervisors and outside utilities concerning any safety-related activity or situation.

MUTUAL ASSISTANCE  
PROVIDED TO OTHER UTILITIES

- Emergency Planning shall notify the VP Safety.
- The VP Safety shall dispatch safety specialists accordingly.

ORGANIZATION

Refer to Exhibit A for Safety and Health staff notifications/communications.

RESPONSIBILITIES

**Director/VP Safety**

Assign a lead regional safety specialist to the restoration area, based on the classification and location of emergency situation.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	4
EEP NE – SAFETY AND HEALTH		Date:	10/31/08
		Supersedes Date:	08/31/07

Establish a command center in which appropriate Safety and Health staff will be assigned and where other staff members can report.

Coordinate scheduling and duty assignments of Safety and Health staff.

Ensure various safety reports (i.e., near misses/incidents) are effectively communicated to field employees throughout the storm zone.

Coordinate incident analyses, field audits, training and regulatory inquiries.

Conduct a critique of safety response efforts to identify lessons learned.

**Safety Specialists**

Support local supervision regarding restoration effort as needed.

Act as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.

Manage, receive, and communicate safety reports (i.e., near misses/incidents) to field employees throughout the storm zone.

Facilitate incident analyses and field audits.

Develop and deliver specific safety and health regulatory training to employees, keep assignment of work (i.e., service restoration, fall protection, traffic control, and tagging) if they have not received previously.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	5
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**EXHIBIT A**

**Safety and Health Contacts (as of 03/08)**

<b>Name</b>	<b>External Direct Dial (Tie Line)</b>	<b>Mobile</b>	<b>Pager</b>	<b>Fax</b>	<b>Home Phone</b>
<b>ALLEN, Angela M. Admin. Assist. - D-2, Syracuse</b>	315-460-1279 (821)	315-243-5062	N/A	315-460-1127	315-598-6931
<b>BEATTIE, David Safety Representative - Malden</b>	781-388-5365 (88-85365)	603-320-1498	N/A	781-388-5322	603-635-3426
<b>BLANCHETTE, Denise Assoc. Safety Representative - Providence</b>	401-784-7143	401-378-7160	N/A	401-784-7411	N/A
<b>BROWN, Robert W. Safety Representative – Kensington/Buffalo</b>	716-831-7619 (844)	716-207-7354	N/A	716-831-5291	716-625-4123
<b>BURNHAM, Michael S. Safety Representative - Worcester</b>	508-860-6215 (88-36215)	Nextel: 401- 692-0583	N/A	508-860-6627	401-334-9892
<b>CAMERON, John M. Safety Representative – North Andover</b>	978-725-1400 (88-51400)	978-604-4725	N/A	978-725-1505	978-664-5727
<b>CASEY, Jennifer L. Safety Representative - N. Kingstown</b>	401-267-6806 (88-46806)	Nextel: 401- 255-5177	401-581-6751	401-267-6697	401-333-8127
<b>DIENST, Edward J. Vice President Safety - Syracuse</b>	315-428-6333 (821)	315-560-3886	N/A	315-428-6287	315-685-0590
<b>FANNING, James A Safety Representative - Watertown</b>	315-785-7123 (828)	315-771-2733	3423*	315-785-5295	315-786-2044
<b>KEENE, Jerry N. Safety</b>	508-482-1230 (88-21230)	Nextel: 508- 328-4463	N/A	508-482-1335	508-234-6769

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	6
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>Name</b>	<b>External Direct Dial (Tie Line)</b>	<b>Mobile</b>	<b>Pager</b>	<b>Fax</b>	<b>Home Phone</b>
<b>Representative - Hopedale</b>					
<b>KNOTT, Michael G. Safety Program Mgr. – North Andover</b>	978-725-1355 (88-51355)	Nextel: 978-490-0955	N/A	978-725-1505	978-373-1996
<b>LEHMAN, Don L. Safety Program Mgr. - 2N. Albany</b>	518-433-3735 (831)	518-421-7376	3641*	518-433-3716	518-712-5175
<b>LIEBERMAN, Kenneth B. Safety Representative - Beacon North</b>	315-452-7557 (829)	315-391-1345	7172*	315-452-7585	315-636-9782
<b>MACKINTIRE, Paul J. Safety Program Mgr. - Providence</b>	401-784-7413 (88-47413)	Nextel: 401-639-6364	N/A	401-784-7411	508-832-9912
<b>MARYYANEK, Robert W. (Bo) Safety Program Mgr. - Worcester</b>	508-860-6617 (88-36617)	Nextel: 508-922-3157	N/A	508-860-6627	508-885-0349
<b>MATRESE, Harry P. Safety Representative - Albany</b>	518-433-3354 (831)	518-365-0660	5586*	518-433-3716	518-477-7217
<b>MCPHERSON, Jeffrey E. Safety Representative - Northampton</b>	413-582-7466 (88-27466)	413-374-1959	413-785-9576	413-582-7554	413-467-9595
<b>MOREAU, Jean-Pierre (Pete) Safety Representative - Batavia</b>	585-344-5853 (848)	585-813-4596	3764*	585-343-6314	585-461-4664
<b>MURPHY, James J. Dir. Safety NY North – Kensington/Buffalo</b>	716-831-7199 (844)	716-867-6338	7406*	716-831-7589	716-673-9374
<b>O'BRIEN, Jeffrey M. Safety Representative - Saratoga</b>	518-583-5770 (835)	518-495-7113	5665*	518-584-1290	518-235-1475

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.114
		Page No.	7
<b>EEP NE – SAFETY AND HEALTH</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Name	External Direct Dial (Tie Line)	Mobile	Pager	Fax	Home Phone
<b>PAZZANESE, Michael A.</b> Safety Program Mgr. - Hopedale	401-784-7172 (88-47172)	Nextel: 978-580-0149	N/A	401-784-7411	978-372-7343
<b>ROBY, Steven F.</b> Safety Representative - Utica	315-798-5125 (823)	315-796-2403	3584*	315-798-1925	315-735-8351
<b>SMITH, Kathleen H.</b> Dir. Safety Prog. & Reg. Compl. - Syracuse	315-460-1278 (821)	315-439-0741	3748*	315-460-1127	315-676-5707
<b>TIVNAN, Mark J.</b> Safety Representative - D-2, Syracuse	315-428-6931 (821)	315-391-4317	3619*	315-460-1127	315-622-2198
<b>WEAGRAFF, John D.</b> Dir. Safety NE - D-2, Syracuse	315-428-5071 (821)	315-439-1398	3575*	315-460-1127	315-593-2634
<b>WEBB, Paul J.</b> Safety Program Mgr. - Westboro	508-389-2346 (88-22346)	508-330-3992	N/A	508-389-2797	508-852-4644
<b>WHEELER, Theodore G.</b> Safety Representative - Brockton	508-897-5703 (88-55703)	Nextel: 508-328-5813	781-748-1726	508-559-0536	781-849-6101
<b>WILKIE, B. Lynne</b> Safety Rep. - Oakwood Ave., Troy	518-270-3444 (831)	518-421-0450	5154*	518-433-3716	518-452-6458

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.115
		Page No.	1
<b>EEP NE – FLEET SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

The designated Fleet Services Manager shall oversee and coordinate all Fleet Services activities. This includes the management of the Company’s Mobile Emergency Operations Center (MEOC) at the direction of the Incident Commander or Emergency Planning.

The selection of crew vehicles and special/heavy equipment to be dispatched shall be made by the Operating Supervisor in charge and subsequently reviewed with the Fleet Services Department.

The EDO Supervisor in charge will be responsible for insuring that crew vehicles are pre-operational (49 CFR Pre-Trip) checked including oil and water levels. The respective Divisions shall notify local Fleet Services supervision before sending vehicles.

Fleet Services will provide consultation to EDO to ensure that the age, type and condition of vehicles and equipment being sent is appropriate for the length and duration of the trip.

Local Technicians may accompany vehicle convoys whenever they are sent to other Divisions and/or foreign utilities. This will be initiated and coordinated through the Fleet Services Manager or their designee.

Upon arrival at the destination, Technicians shall report to the local Fleet Services Supervisor for further assignment, either at garages or in the field as required by the EDO Supervisor in charge.

When three or more Technicians are dispatched to the trouble area, a Fleet Services Supervisor may accompany them to coordinate their activities, if needed.

Fleet Services is responsible for furnishing:

1. Additional motor vehicle equipment as required.
2. Appropriate gasoline credit cards, if available, for use by Supervisor on the Massachusetts Turnpike, New Hampshire Everett or Spaulding Turnpikes, and New York Thruway; or making arrangements for fuel.
3. Notification to state authorities, Federal Highway Administration, and appropriate Police Agencies will be completed by the Fleet Services Department (Maintenance Manager).

If vehicles are dispatched separately from crews, the Fleet Services Department is responsible for:

1. Designating a Fleet Services Supervisor who will have overall

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.115
		Page No.	2
<b>EEP NE – FLEET SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

responsibility for coordinating all transportation activities of the convoy and providing this supervisor with a vehicle that is radio equipped with appropriate frequencies and channels for two-way communication with vehicles.

2. Making arrangements for the mode of transportation of personnel as requested by NE EOC.
3. Convoying trucks according to size of vehicle fuel tanks and types of fuel required.
4. Arranging convoy into groups of a supervisor and five (5) crews, or six (6) if a tree crew is involved, for departure as soon as possible.
5. Requesting one supervisor, with radio equipped vehicle furnished by the Operating Department, to travel and be responsible for the activities of each five (5) or six (6) crew segment of a convoy. These supervisors will be provided with appropriate road maps to destination.
6. Making advance arrangements for fuel at National Grid facilities along the way if convenient.
7. Obtaining funds for tolls, meals, etc. along the way.

It is recommended that:

1. Radio talk should be kept to a minimum.
2. Personnel involved with the convoying of vehicles take a minimum of three (3) days clothing with them. This includes cold and/or wet weather gear and personal protective equipment.

Depending on the severity of the emergency, repair garages may have to be operated on a 24-hour basis in Regions (Divisions) involved in restoration. It may also become necessary to import Technicians from other Regions (Divisions) to assist in this effort.

Repairs should be made while crews are on rest time, whenever possible.

Special repair trucks shall be dispatched to distressed vehicles in the field in order to shorten down time.

REFERENCES

National, *Mobile Emergency Operations Center – Operations Manual*  
 National Grid, *Mobile Emergency Operations Center – Communications Manual*

RENTAL OF EQUIPMENT

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.115
		Page No.	3
EEP NE – FLEET SERVICES		Date:	10/31/08
		Supersedes Date:	08/31/07

When supplemental equipment is needed, EDO will contact Fleet Services. They will then seek available equipment using the following order of precedence (see flowchart on page 5 of this section):

- a. Availability within the Company’s New England fleet.
- b. Availability from the Company’s Long Island and New York fleets.
- c. Obtain equipment from other sources.
- d. Availability and rates from other utilities.

The goal of Fleet Services/Purchasing is to obtain needed equipment when required at least total ownership cost.

Fleet Services will then manage the equipment and replace more expensive equipment with lower cost equipment as it may become available.

Field forces are discouraged from obtaining equipment from suppliers and contracts directly, versus going to Fleet Services. If this situation should present itself, then the responsible field forces should notify Purchasing within eight hours. Purchasing will then notify Fleet Services and contact the respective supplier/contractor to establish terms and rates.

For Operating Condition Levels 4 and/or 5 storms, Fleet Services will establish a Storm Fleet Services Equipment Coordinator. Local Fleet Services personnel will coordinate their activities through the system department.

FUEL TAX PERMIT

The Fleet Services Department, working in conjunction with Maryland Permit Service/fax 410-561-1940 (days only), has established a fuel tax permit form to be used when applying for a fuel and trip permit for those vehicles in excess of 18,000 pounds (lbs) traveling outside of Massachusetts, new Hampshire, or Rhode Island for either emergency storm damage or the delivery of material.

Permits are available during normal business hours only. If permits are required on a 24-hour or weekend basis, Comdata Transceiver/fax 800-852-5248 will be used. The procedure to follow is available on the Fleet Infonet website - <http://infonet/ussharedservices/default.asp?action=readnew&id=2344> .

A listing of the Equipment ID’s for all vehicles over 18,000 lbs.

- The states for which the trip and fuel permits are required
- The effective date of the permit(s)
- The estimated return date
- The National Grid Operating Company requesting the permit(s)
- Address of the location to where the paper copy of the permit should be sent
- Fax number to where the permit should be faxed

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.115
		Page No.	4
<b>EEP NE – FLEET SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- The name, email address and phone number and fax number of the contact person in Operations to whom the permits should be sent. This person is responsible for distributing the permits to the crews/trucks.

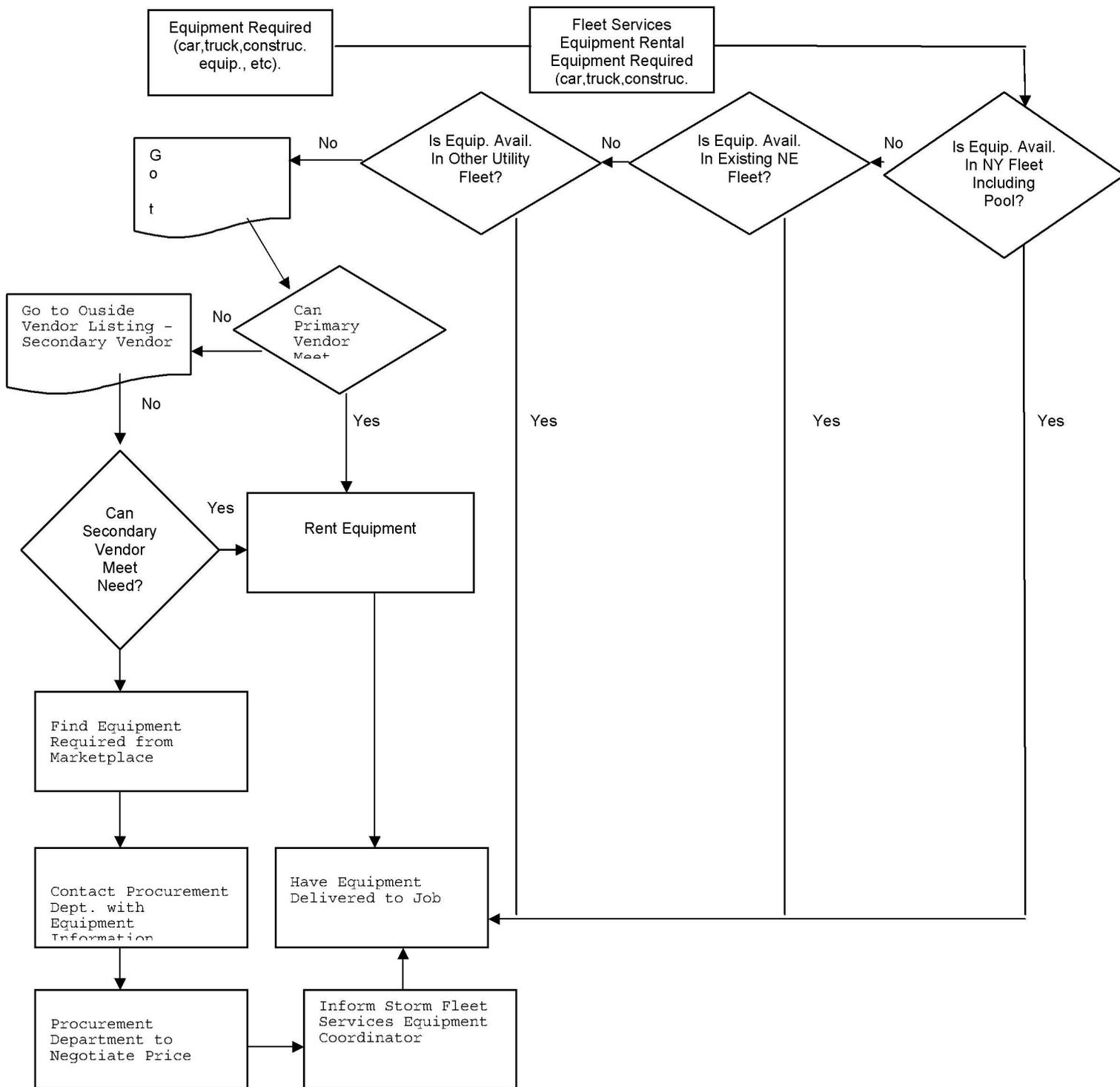
The Fleet Services representative obtaining the permit will enter the information on the Fleet Services Infonet website which automatically faxes the information to the appropriate permitting agencies.

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

Upon receipt of the fuel tax permit, the EDO contact distributes the permits to the appropriate vehicles. These permits must be kept with the unit.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
EEP NE – FLEET SERVICES		Section No.	.115
		Page No.	5
		Date:	10/31/08
		Supersedes Date:	08/31/07

PROCESS FLOW FOR STORM EQUIPMENT REQUIREMENTS



<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.116
		Page No.	1
<b>EEP NE – SECURITY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Whenever severe damage is sustained to the Transmission and/or Distribution system, Divisional Electric and Gas Operations Managers may deem that assistance from the Security organization is required. In this event, the Manager Overhead Line will contact the Security Supervisor of the affected region as follows:

24 Hour contact number for entire system: 315-424-9368

Manager Security – New England  
 Charlie Henderson  
 Phone - 508-389-2633  
 Cell - 508-450-2474

The Security Supervisor shall determine the scope of the emergency and shall, if appropriate, immediately assign a Security Investigator to the scene or locale of the emergency.

This Investigator shall assist EDO in the execution of their Emergency Plan as follows:

1. Act as a liaison between ECS and Local Law Enforcement concerning any emergency-related activity or situation.
2. Arrange to provide National Grid dedicated security for selected and specified Company. This dedicated assignment coverage will be available for field sites, as well as motel areas and other staging locations.
3. Conduct investigations as may be necessary.
4. Provide on-scene security photographic services as may be necessary to secure evidence, etc.
5. Assist and support other Company resources during the emergency with the gathering of visual and document data for post-emergency claims and asset recovery purposes.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.117
		Page No.	1
<b>EEP NE – SUPPLY CHAIN MANAGEMENT</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

Whenever additional quantities of materials are required for restoration efforts, Inventory Management personnel should be called in to operate storerooms. Emergencies of long duration may require 24 hour operation. Division Warehouse Management can be dispatched to assist, when necessary, at crew locations.

Discussion between field operations personnel and the Superintendents - Warehouse Operations shall take place to determine needs.

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

Additional marshalling yards and staging sites can be established as necessary. Vehicles should be restocked while the crews are on rest time at their rest locations.

When material is in short supply, Inventory Management personnel will provide Corporate Purchasing with additional requirements. Supplier emergency phone numbers are maintained by Corporate Purchasing and emergency purchase orders will be issued to suppliers and other utilities.

Distribution Engineering Services and Inventory Management will maintain an emergency equipment listing. A review of this listing along with possible revisions will be made annually.

During an Operating Condition Level 4 or 5 storm, the Incident Commander shall appoint a Logistics Lead. The Logistics Lead shall be the central point of contact, on site, to coordinate material supply requirements Inventory Management and the field operations.

REFERENCES

National Grid, *Logistics Site Procedure (Draft)*, August 2008

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118
		Page No.	1
EEP NE – DRILLS, TRAINING, AND UPDATES		Date:	10/31/08
		Supersedes Date:	08/31/07

GENERAL

To make certain that personnel are trained and familiar with the EEPs, practice exercises and review sessions shall be held twice per year within each Division. One session will be held in the first portion of the calendar year prior to June 1. The second practice session will be held prior to December 15. Prior to the June 1 or December 15 practice session, the VP EDO Division or designee will arrange for meetings with representatives of local fire, police, civil defense and other mutual aid organizations.

The purpose of which is to exchange contact information and assess emergency capabilities and methods for mutual assistance. This meeting is also required in the Gas Emergency Procedure GEP.04, page 2. It is an opportunity and recommended that the VP EDO Division or designee conduct this meeting jointly with electric and gas representatives. Each Division shall provide Emergency Planning a minimum of four weeks advance notice of a scheduled drill.

NOTE: One practice session may be omitted during the year if the Division has experienced an Operating Condition Level 4 or 5 storm.

These practice sessions or drills, involving the Division, shall include, to the extent possible, all of the emergency organization and associated support groups at the respective District storm rooms to review their responsibilities and duties.

The drills shall include the placing of actual trouble related phone calls to Customer Contact Center personnel and paper work associated with the various types of interruptions and unsafe conditions. Line Failure Reports shall be generated using both the computerized Service Restoration System and the manual method of filling out reports. Sorters, map posters, dispatchers and associated chiefs, shall physically handle the paper work and restoration boards shall be posted accordingly.

The Area Superintendent shall be responsible for initiation of the drill and the follow up review of the activities that took place.

OUTLINE OF DRILL

Each Division shall have written, detailed procedures for each storm room describing the following:

1. Off-hour notification of supervision during emergencies.
2. Staffing and opening of storm room.
3. Functional procedures describing paper flow in the Division storm room.
4. Coordination with Customer Contact Center on prolonged outages with regard to information on restoration times and any unusual situations which can be passed on to the customer.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118
		Page No.	2
EEP NE – DRILLS, TRAINING, AND UPDATES		Date:	10/31/08
		Supersedes Date:	08/31/07

5. Preparation of news releases or periodic information summaries for the media and government contacts (see EEP.113).
6. Guarding of hazardous conditions (i.e., energized downed wires).
7. Closing of the storm room.

During the drill, the following general scenario of activities should take place (Division practices may vary):

1. An Operating Condition level 4 or 5 emergency shall be simulated.
2. Appropriate EDO Supervision shall be notified as set forth in the Division storm plan.
3. The EDO Supervision shall notify appropriate Supervision of EDO Planning/Support to supply the number of clerical personnel required. (Personnel who may not normally dispatch, but may be called upon to act as a dispatcher in a decentralized mode shall practice at the drill.)
4. The EDO Supervision shall determine the required number of crews for the simulated emergency.
5. The EDO Supervision shall notify the appropriate Manager Design (Damage Appraisal Manager) for the purpose of organizing the Damage Appraisal.
6. The EDO Supervision shall evaluate the extent of trouble and determine the need for:
  - a. Damage Surveys.
  - b. Additional need for EDO Supervision, Line Clearance, Underground and Station Supervision.
  - c. Additional clerical assistance.
  - d. Need to decentralize.
7. The simulated Line Failure Reports shall be given to the EDO Supervision, appropriately mapped and returned to the EDO Supervision to determine priority status. The simulated Line Failure Reports shall be given to the EDO Supervisor to determine priority status.
8. The following type of information shall be made available to the Customer Contact Center:
  - a. Anticipated prolonged outages.
  - b. Congested area due to broken poles and downed lines.
  - c. Restoration areas and projected restoration times. (Coordination with Customer Contact Center should be practiced accordingly.)
9. EDO Supervision shall familiarize themselves with the "Storm Status Report" and practice completion of this report for the simulated emergency.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118
		Page No.	3
EEP NE – DRILLS, TRAINING, AND UPDATES		Date:	10/31/08
		Supersedes Date:	08/31/07

10. The Consumer Advocate and Executive Director Energy Solutions Services will initiate contacts with critical customers, life support customers, human services agencies, governmental contacts, etc. to make certain that these contacts can be made.
11. The Lodging Lead will use RoD to contact hotels, restaurants, etc. to insure that these contacts can be made.
12. The Media Relations Representative will make the appropriate media contacts to test these procedures.
13. The various support groups will participate in the drill to ensure that they can accomplish their part in the procedures.
14. Supply Chain Management is to be contacted to ensure that they can make the prescribed contacts, obtain the required materials, etc.
15. The procedures for closing the storm room shall be practiced.

NOTE: The Area Superintendent shall ensure that various types of failures and unsafe conditions are simulated through Customer Contact Center so that the Line Supervisor and Planning Supervisor can determine the need for damage surveys, additional line and clerical people, etc.

The damage survey portion of the drill is covered in the "Training Section" under "Survey".

The Planning Supervision and Line Supervision shall also practice conversion of survey data into estimated crew requirements and prediction of restoration times.

The Lodging Lead shall provide an update to personnel on the availability of hotel and motel rooms. During the practice session, the Lodging shall determine accommodations and meal requirements for crews from outside the Division and determine the best locations to house and feed the foreign crews via the use of RoD.

16. Upon completion of the drill, the Area Superintendent shall submit written notification to the Director Emergency Planning that the drill was completed.
17. Upon completion of the drill, a critique shall be conducted in accordance with the Emergency Critique Procedures set forth in EEP.108. Emergency Planning personnel and/or other Division personnel in attendance shall aid the critique.

MAJOR STORMS AS DRILLS

When a Division experiences an Operating Condition Level 4 or 5 storm, one of the drills for the calendar year may be eliminated.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118
		Page No.	4
EEP NE – DRILLS, TRAINING, AND UPDATES		Date:	10/31/08
		Supersedes Date:	08/31/07

SCHEDULING OF DRILLS

Tentative schedules of the drills for the year shall be forwarded to the Director Emergency Planning who will assist in the drills and monitor the results.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118
		Page No.	5
EEP NE – DRILLS, TRAINING, AND UPDATES		Date:	10/31/08
		Supersedes Date:	08/31/07

NE EEP UPDATES

The NE EEPs will be revised and issued by September 1 of each calendar year. The Director Emergency planning is responsible for the revisions.

DIVISION STORM PLANS

Division Storm Plans will be revised by June 30 of each calendar year. The revisions shall include updates of the listed personnel, telephone numbers, critical customer lists, human services agency contacts, media contacts, etc.

The revisions shall include changes to comply with the NE EEPs, as well as changes which resulted from experiences in previous emergencies.

Revisions to the Division Storm Plans shall be approved by the respective VP EDO Division.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	1
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

NEIGHBORING ELECTRIC UTILITIES

Communications must be maintained with other utilities concerning line outages which affect their operations. Normally, such interface would be between the Transmission Network Operations or Dispatch & Control and its counterpart.

Exchange of information may then be made between the Area Superintendent, Distribution Engineering Services, Emergency Planning or their alternates and the foreign utility.

In some instances, it will be advantageous to employ the other company's crews to perform patrols and effect repairs.

TELEPHONE UTILITIES

Attempts should be made to obtain assistance from telephone companies (our Joint Owners) in placing new poles (reference attached contact listings for Verizon and FairPoint) These companies may assign representatives to Division storm rooms to coordinate their work with National Grid operations.

The representative gathers pertinent information and relays it to the representative's forces via private telephone, which is installed by the telephone company. Coordination of joint work with telephone forces is handled through this representative. The representative may also assist in cases of failure of supervisory and voice telephone circuits leased by National Grid.

A telephone technician shall also be on site during major storms to provide emergency assistance.

PUBLIC WORKS

The local Public Works Department may assign a representative to Division storm rooms similar to the Telephone Liaison Agent. The representative's function is to coordinate the work of their department with National Grid's operations.

The representative may also use a private telephone or other means of communication. It has been agreed that we will cooperate with Public Works in clearing streets. In minor cases, our contact may be by telephone if the extent of the damage does not require the assignment of a representative to our headquarters.

	<b>ELECTRIC EMERGENCY PROCEDURE  NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	2
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

MEMA, NHOEM, AND RIEMA

For Operating Condition Level 4 and 5 storms, Emergency Planning shall contact the Massachusetts Emergency Management Agency (MEMA) and New Hampshire Department of Homeland Security – Office of Emergency Management (OEM) office to report the emergency and will maintain contact with the agencies throughout the emergency.

The Division storm room for New England – South (Providence) coordinates with the Rhode Island Emergency Management Agency (RIEMA) during similar storm events.

National Grid may also provide a liaison from Security to MEMA in Framingham, as required. MEMA shall typically be requested to perform the following functions:

1. Arrange for work permits to allow the entry of foreign (Canadian crews) to aid in emergency restoration.
2. Assist with hotel/motel accommodations should the need arise.
3. Facilitate crew movements by providing escorts as required.
4. Provide a backup source at emergency generators.
5. Perform any other coordinating and/or logistical support that may be required during an electrical emergency including liaison with other state and federal agencies as required.

Emergency Planning and MEMA liaison shall:

1. Maintain liaison with MEMA during emergency.
2. Provide outage information on a regular basis.
3. Attempt to meet MEMA requests, as required.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	1
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

This procedure is implemented to make certain that critical services customers affected by an electrical emergency are identified by the Company in a timely manner, and that a regular channel of communications is established with these customers until their electrical service is restored.

DEFINITION

A critical services customer is defined as one where the loss of electrical service would interrupt vital services to the public, e.g. hospitals, nursing homes, key municipal facilities, sewage treatment plants, military installations, and public transportation. These are further coded in Table .105-1.

Key Municipal and Emergency Management contacts for affected areas shall be made by Energy Solutions Services personnel during emergency events. Energy Solutions Services shall review with the municipal contact any pertinent outage information on critical service facilities such as fire, police, and water pumping stations so that the municipal organization may communicate and plan accordingly.

GENERAL

Each Energy Solutions Services Department in each Division is responsible for maintaining computerized and printed lists of its critical services customers in the following formats:

1. Alphabetical listing by Customer Name showing all appropriate information - contacts, telephone numbers, etc... This list will identify customers, such as municipalities, which have many accounts on different feeders. Such a list will eliminate duplicate contacts.
2. Listing by substation showing all critical services customers served by circuits from the applicable substation.
3. Listing by circuit showing all customers served by the circuit. The listing will also indicate if the feeder is affected by load shedding.

These lists are developed by the Energy Solutions Services Departments based on their knowledge of their customers and from contacts with their municipal customers.

The critical services customer lists are reviewed and updated annually. Updated lists are provided with updates to the Division storm plans made on June 1 of each year.

Computer printed contact forms for each critical services customer with all appropriate information pre-printed on the forms are to be maintained in the

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	2
EEP NE – UTILITY AND REGULATORY INTERFACES		Date:	10/31/08
		Supersedes Date:	08/31/07

Energy Solutions Services department to be used in the event of an emergency. The forms are replaced with updated forms as changes are made to the listings.

The following data is maintained in the critical customer database for each critical services customer:

- CSS Bill Account Number
- Customer Name
- Service Address
- Customer type
- Telephone number
- Circuit number
- Line number
- Service pole number
- Emergency back-up energy source

In an emergency and provided the electric power has not been restored, the Company will attempt to contact critical services customers known to be served by circuits affected by the emergency. The calls are to be made as-soon-as possible after the circuits have been identified. The calls will be made by representatives of the Energy Solutions Services Department.

When emergency conditions exist the affected Energy Solutions Services department(s) will contact all critical services customers to alert them to current or impending conditions and to suggest actions they should take to reduce the threat posed by such conditions.

PROCEDURE – Minor Electric Emergency

**Dispatch & Control**

1. Identify critical services customers receiving service from circuits affected by the emergency.

Contact appropriate Energy Solutions Services personnel and provide them with the following information:

- Customer Name
- Estimated Restoration Time

Note: Dispatch & Control will provide outage updates to the Energy Solutions Services representative if significant service interruption conditions have changed the initial and/or any subsequent restoration time estimates.

Note: If an emergency initially starts as a minor emergency and

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	3
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

escalates into a major emergency and warrants the opening the NE EOC, notify the Energy Solutions Services Regional Executive Director of the NE EOC's opening.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	4
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Energy Solutions Services Representative**

1. Attempt to contact affected critical services customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)

Note: Cover the following Key Points when contacting critical services customers.

- Always identify yourself as calling from National Grid.
- If leaving a message on an answering machine indicate the date and time of your call.
- Advise that there is an outage in the area and what the estimated time of restoration is.

2. Obtain the following information and enter a Customer Contact into the critical customer database:
  - a. Name of person contacted
  - b. Time of contact
  - c. Status of electrical service
  - d. Availability of backup energy source
  - e. Working condition of backup energy source
  - f. Customer concerns and Company response
3. Attempt to contact the critical services customers affected by emergency on a daily basis until the electrical power has been completely restored to customer.

Note: Dispatch & Control will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.

4. Contact Regional Executive Director Energy Solutions Services when critical services customer cannot be contacted to have Company employee sent to the account to determine the problem, if necessary. This action should be noted as a contact in the critical customer database.
5. Add a customer contact to customer’s account in the critical customer database for every contact made to critical services customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call
6. Prepare, as needed for outage debriefing, a summary of critical services customer contacts after emergency has been terminated using the

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	5
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Customer Contact Report feature in the critical customer database.

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	6
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PROCEDURE – Major Electric Emergency

A major electric emergency is defined as when the situation is severe enough to warrant the opening of the NE EOC, as defined in Section .102.

**Dispatch & Control or Division Dispatch**

If emergency is severe enough that the Dispatch & Control cannot handle all required emergency activities, request the opening of an Division storm room with Division Disptach.

Note: For an emergency that initially starts as a minor emergency but escalates into a major emergency and warrants the opening of the NE EOC, notify the appropriate Energy Solutions Services Regional Executive Director of the EOC’s opening.

**Area Superintendent**

Ensure that the appropriate Energy Solutions Services Regional Executive Director is notified of the emergency situation so they can begin contacting critical services customers affected by the emergency.

**Energy Solutions Services Regional Executive Director**

Ensure that sufficient Energy Solutions Services staff is available to contact critical Services customers affected by the emergency. The Energy Solutions Services Manager or designee, will assign the Consumer Representative or Account Manager to initiate contact and maintain call logs. The manager or designee shall also verify contact and ensure a check and balance exists so all critical service customers are contacted.

**Energy Solutions Services**

1. Identify critical services customers that are impacted by the emergency and attempt to contact affected critical services customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)

Note: Cover the following Key Points when contacting critical services customers.

- Always identify yourself as calling from National Grid.
- If leaving a message on an answering machine indicate the date and time of your call.
- Advise that there is an outage in the area and what the estimated time of restoration is.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.118.01
		Page No.	7
<b>EEP NE – UTILITY AND REGULATORY INTERFACES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

2. Obtain the following information and enter a Customer Contact into the critical customer database:
  - a. Name of person contacted
  - b. Time of contact
  - c. Status of electrical service
  - d. Availability of backup energy source
  - e. Working condition of backup energy source
  - f. Customer concerns and Company response
  
3. Attempt to contact the critical services customers affected by emergency on a daily basis until the electrical power has been completely restored to the customer.

Note: Division storm room will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.
  
4. Contact Regional Executive Director Energy Solutions Services when critical services customer cannot be contacted to have Company employee sent to the account to determine the problem, if necessary. This action should be noted as a contact in the critical customer database.
  
5. Add a customer contact to customer’s account in the critical customer database for every contact made to critical services customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.
  
6. Prepare, as needed for outage debriefing, a summary of critical services customer contacts after emergency has been terminated using the Customer Contact Report feature in the critical customer database.

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01
		Page No.	1
<b>EEP NE – LIFE SUPPORT CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

This procedure is implemented to make certain that life support customers affected by an electrical emergency are identified by the Company in a timely manner, and a regular channel of communication is established to monitor the well-being of these customers until their electrical service is restored.

DEFINITION OF LIFE SUPPORT

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 is the list of Life Support Equipment:

- a. Home Kidney Dialysis Machines
- b. Continuous Ventilation Devices
- c. Suction-Aspiration Devices
- d. Apnea Monitors for infants
- e. Other (certified by physician)

Master metered dwellings where one or more residents utilize life support equipment, and facilities used to administer outpatient life support services, i.e., kidney dialysis treatment centers, shall be included in this program. It also includes National Grid borderline customers who receive their electric service from another utility's electrical system, and the borderline customers of another utility who receive their electrical service from National Grid's electrical system.

GENERAL

The Customer Contact Center's Life Support Unit is responsible for maintaining a database(s) of National Grid's life support customers. This database(s) is developed from contacts with said life support customers. The Company, through information provided during the enrollment and annual renewal processes, suggests that such customers have a backup power supply and that they contact their local police and fire agencies in the event of an emergency.

All new life support customers are added to the database(s) upon successful completion of enrollment criteria.

Life support customer records are reviewed quarterly by the Customer Contact Center's Life Support Unit and changes are made as necessary. A printed copy of the complete life support customer list is maintained by the Life Support Unit.

If provided, the following data is maintained for each life support customer:

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01
		Page No.	2
<b>EEP NE – LIFE SUPPORT CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- a. Customer Name
- b. Service Address
- c. Telephone Number
- d. CSS Bill Account Number
- e. Name of person(s) using equipment
- f. Type of equipment
- g. Hours of use
- h. Emergency energy source
- i. Maximum outage the person can endure
- j. Third party contact - name, address and telephone number
- k. Circuit number
- l. Line number
- m. Service pole number

In an emergency and provided electric power has not been restored, the Company will attempt to contact life support customers known to be served by circuits affected by the emergency. The contacts, by telephone, are to be made as soon as possible after the circuits have been identified. Depending on the severity of the emergency (minor or major emergency) and the number of customers affected by the electrical emergency, customer calls may be made by the Customer Contact Center, with assistance from Consumer Advocacy, if required.

The Energy Solutions Services department may also assist in contacting life support customers, if required.

The Company will contact the affected life support customers daily during the time when they remain in the dwelling without electrical service. Data on all contacts will be entered into the Customer Service System.

After an emergency has concluded, the Company will contact life support customers affected by the emergency to confirm power has been restored.

PROCEDURE – Minor Electric Emergency

**Customer Contact Center Representative**

1. Identify life support customers receiving service from circuits affected by the emergency utilizing the PowerOn Life Support Monitoring Tool.
2. Attempt to contact identified customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call third party contact, if information is available. (Always leave message on answering machine).

Note: Cover the following Key Points when contacting life support customers.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01
		Page No.	3
<b>EEP NE – LIFE SUPPORT CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- Always identify yourself as calling from National Grid.
  - If leaving a message on an answering machine indicate the date and time of your call.
  - Advise that there is an outage in the area and what the estimated time of restoration is.
  - Advise that if emergency assistance is needed to call police, fire or 911.
  - Provide the Life Support hotline # in all instances. 1-800-460-0316.
3. As appropriate the following information is collected from the customer in the process of checking on their status and entered as a Customer Contact into CSS, as time permits. Use CSS Contact Type “Life Support”.
- a. Name of person contacted
  - b. Time of contact
  - c. Status of electrical service
  - d. Availability of backup power
  - e. Possibility of moving to another location
  - f. Assistance required
  - g. Contact with local emergency unit for aid if assistance is required
- Note: The Customer Contact entered into CSS will be automatically entered as a contact in the Life Support database during the nightly CSS refresh. There is no need to manually enter a contact into the Life Support database if the contact has been entered as a “Life Support” contact in CSS.
4. Attempt to contact the life support customers affected by emergency on a daily basis until the electrical power has been completely restored.
5. Add a “Life Support” Customer Contact to customer’s account in CSS for every contact made to life support customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.

PROCEDURE – Major Electric Emergency

A major electric emergency is defined as when the situation is severe enough to warrant the opening of a Regional Restoration Center or System Restoration Center as defined in Electric Emergency Procedure EEP.02 Emergency Restoration Centers.

**Dispatch & Control and Division Dispatch**

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01
		Page No.	4
<b>EEP NE – LIFE SUPPORT CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

If emergency is severe enough that Dispatch & Control cannot handle all required emergency activities, request the opening of Division storm room with Division Dispatch.

Note: If emergency initially starts as a minor emergency but escalates into a major emergency and warrants the opening NE EOC, notify Customer Contact Center of the EOC's opening.

**Area Superintendent**

Ensure that the Customer Contact Center Manager/Designee is notified of the emergency situation so they can staff accordingly and begin contacting life support customers affected by the emergency.

**Customer Contact Center Manager/Designee**

Ensure that sufficient Customer Contact Center staff is available to contact life support customers affected by the emergency.

Note: If the emergency is severe enough that Customer Contact Center cannot handle all life support customer contact responsibilities, contact the Consumer Advocacy Lead to provide assistance with contacting affected life support customers. The Consumer Advocacy Lead may also utilize the Energy Solutions Services department to assist in outage notification, if warranted.

**Customer Contact Center Team Leader/Designee**

1. Identify life support customers that are impacted by the emergency utilizing the PowerOn Life Support Monitoring Tool.
2. Attempt to contact identified life support customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call third party contact, if information is available. (Always leave message on answering machine)

Note: Cover the following "Key Points" when contacting life support customers.

- Always identify yourself as calling from National Grid.
- If leaving a message on an answering machine, indicate the date and time of your call.
- Advise that there is an outage in the area and what the estimated time of restoration is.
- Advise that if customer feels they are in a life threatening situation, to call police, fire or 911.

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01
		Page No.	5
<b>EEP NE – LIFE SUPPORT CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- Provide the Life Support hotline # in all instances. 1-800-460-0316.
- 3. As appropriate the following information is collected from the customer in the process of checking their status and entered as a customer contact into CSS, as time permits. Use CSS Contact Type “Life Support”.
  - a. Name of person contacted
  - b. Time of contact
  - c. Status of electrical service
  - d. Availability of backup power
  - e. Possibility of moving to another location
  - f. Assistance required
  - g. Contact with local emergency unit for aid, if assistance is required

Note: The Customer Contact entered into CSS will be automatically entered as a contact in the Life Support database during the nightly CSS refresh. There is no need to manually enter a contact into the Life Support database if the contact has been entered as a “Life Support” contact in CSS.

- 4. Attempt to contact the life support customers affected by emergency on a daily basis until the electrical power has been completely restored.

Note: The Division storm room will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.

- 5. Add a “Life Support” Customer Contact to customer’s account in CSS for every contact made to life support customer. Contact text should include:

- Contact Name
- If message was left on an answering machine or if customer was called but there was no answer (enter time of contact or attempted contact)
- If customer will be staying at or be moving from location
- Any actions taken

- 9. After emergency has terminated, contact each affected life support customer to confirm power has been restored.

- 10. Prepare, as needed for outage debriefing, a summary of life support customer contacts after emergency has been terminated.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01A
		Page No.	1
EEP NE – SPECIAL NEEDS CUSTOMERS		Date:	10/31/08
		Supersedes Date:	08/31/07

PURPOSE

This procedure is implemented to make certain that customers identified as Special Needs Customers are afforded information to apprise them of what to do to prepare for an electrical emergency situation, how to obtain specific information on the status of an electric emergency and what to do during an electrical emergency.

DEFINITION

Special Needs Customers include:

- Blind
- Elderly
- Disabled

GENERAL

Customers who identify themselves to the Company as Special Needs Customers are identified as such in the Customer Service System.

In August and December of each year the Company will include information in its “Energy Matters” publication about how to obtain information regarding emergency preparedness. Customers, upon request, will either be mailed the brochure titled “How to Prepare for and Respond to Power Outages” or they can obtain it via the National Grid web-site.

These customers are instructed to use the National Grid Power Outage number (1-800-867-5222). This number is to be used to report an electric outage and/or obtain status information.

These same materials will be available to Company Consumer Advocates to distribute to human service agencies as part of their outreach services to such agencies.

In an electric emergency the Company will refer Special Needs Customers, based on their needs to appropriate agencies, including, but not limited to:

- County Offices for the Aging
- County Health Departments
- County Departments of Social Services
- American Red Cross
- Local Police and Fire Departments
- Advocacy Groups for the Hearing and Sight Impaired
- Other Agencies

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01A
		Page No.	2
<b>EEP NE – SPECIAL NEEDS CUSTOMERS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.01A
		Page No.	3
EEP NE – SPECIAL NEEDS CUSTOMERS		Date:	10/31/08
		Supersedes Date:	08/31/07

PROCEDURE

Customer Service Center Representative  
Distribution Design/Operations Support Representative  
Consumer Advocate

Identification

1. Receive request from Special Needs Customer to be identified as a Special Needs Customer.
2. Company representative enters information into the Customer Service System (CSS).

Request for Information

1. Receive request from Special Needs Customer for emergency preparedness information. Issue order for mailing of “How to Prepare for and Respond to Power Outages” brochure to customer or advise customer to review information on National Grid’s web-site.
2. Printed materials provided by Company to human service agencies as part of on-going outreach services to such agencies.

During Electric Emergencies

1. Process customer electric emergency or outage order in CSS.
2. Customer Service Center Representatives will work with Consumer Advocates and Customer Service Center staff to address the concerns of Special Needs Customers upon receipt of their inquiry. These customers may be referred to local human service agencies.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.02
		Page No.	1
EEP NE – CUSTOMER CALLS		Date:	10/31/08
		Supersedes Date:	08/31/07

## PURPOSE

This procedure is implemented to ensure that the Customer Service Communication Center provides the customer with sufficient means to contact the Company during an emergency and to provide the best restoration information that is available.

## GENERAL

Customer Contact Center has a large number of telephone lines available to respond to customer calls during non-emergency times. These telephone lines are segmented geographically based on population. The center has the ability, through AT&T Advanced Features, to reallocate telephone lines to allow for greater accessibility to customers in storm-damaged areas. The center also has the ability to transfer geographical areas of customers to Collection Services, to allow for greater customer access during major outages.

## PROCEDURE

The emergency outafollowing are steps that will be considered and implemented during an emege that generates a large volume of customer calls.

1. Notify Manager – Customer Call Center (New England), Team Coordinators and Coaches.
2. Begin call out of representatives, if call volume warrants.
3. Notify Accounts Processing management, if warranted.
4. Establish communication link with appropriate field operating personnel. (Dispatch & Control, Division storm rooms, storm boards, NE EOC, etc...)
5. Create appropriate informational messages on Integrated Message Boards. (Example - Inform non-affected area customers of storm emergency that they may want to consider calling at another time or they could experience a delay in their call being answered. Inform affected area customers that we know about the outages and give whatever restoration information may be available.
6. Contact Media Relations for media coverage.
7. Contact Marketing Communications to initiate FYI radio spots.
8. Director Customer Service will notify appropriate Senior Management.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.119.02
		Page No.	2
EEP NE – CUSTOMER CALLS		Date:	10/31/08
		Supersedes Date:	08/31/07

9. Begin assessing restoration times and make appropriate staffing level decisions. Begin establishing representative schedules.
10. Review Electric Operating PowerOn Messaging and request updated information, if indicated (every four hours).
11. Determine if additional sensitivity training may be warranted for representatives, based on the magnitude and duration of the restoration effort.
12. Contact the Customer Contact Center Telecommunication personnel, if necessary, to ensure proper telephone equipment operation.
13. Contact the IS to inform them that Storm Restoration System need to remain operational.
14. Establish central command post within Customer Contact Center's Queue Management.
15. Provide updated restoration information to representatives (every four hours).
16. Contact Customer Relationship Management to request they establish contact with the differing regulatory agencies.
17. If duration of storm warrants, consult with Accounts Processing Manager to make determination of billing adjustments will be made.
18. Contact Collection Services Management to request that collection activity for the affected area be curtailed.
19. Establish daily telephone conference with appropriate Senior Management and involved departments.
20. Report to Senior Management the telephone answering performance.

national <b>grid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120
		Page No.	40
<b>EEP NE – DIRECTORY</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

The personal contact information within this section has been removed due to its confidential information.

	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.01
		Page No.	1
<b>EEP NE – HELICOPTER SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

HELICOPTER SERVICES

**National Grid Aviation Department**

Normal business hours:

(Call hangar number during normal business hours (M-F 7:00 a.m. – 5:00 p.m.) and leave a message. If you don't receive a response, try alternate phone numbers indicated below. After 15 minutes go to contractor.)

Syracuse Hancock Airport 206  
813 Malden Road  
(Hangar)

Bell Long Ranger L/3  
Pilot and 5 passengers  
N739NM

(315) 455-1310 or (315) 454-4398, both #'s are on answer machine.  
(315) 455-8741 - Fax Machine

Outside normal business hours:

Please call the following pilots in the order listed below. If they are available, one of them will either answer or call you back within 5 minutes (leave message with full outside phone number).

1. Terry Gleeson  
315-625-7899 (home)  
315-263-1733 (cell)
2. Jim Bendo  
315-638-1713 (home)  
315-427-4146 (cell)
3. Andy Peterson  
315-668-8338 (home)  
315-729-3614 (cell)

To communicate with the Helicopter via telephone: Dial: 1-480-768-2500 (Iridium Satellite Global Network) - Wait for Message then Dial: 881641478159.

	<b>ELECTRIC EMERGENCY PROCEDURE          NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.01
		Page No.	2
<b>EEP NE – HELICOPTER SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**Company and Type of Service**

**Aviation Service Unlimited, Inc.**

PO No. 0000004003

West Corporate Hanger  
 Oneida County Airport  
 P.O. Box 629  
 Oriskany, NY 13424

Accounting Information  
 Business Unit – 00005, 00041, 00049  
 Activity – TO1165  
 Expense Type - 110

(2) Bell Jet Rangers 206B - N134VG & N472m  
 Pilot and three passengers

Paul C. Rayhill, Pilot  
 \*315-794-7250 (Cell)  
 888-734-7348 (office)  
 315-736-4842 (office)  
 315-735-7277 (home)  
 Fax 315-736-4872

\*Use cell for off-hour emergency

**Agrotor's Helicopter Service**

PO No. 0000004233

P.O. Box 4537  
 1750 Emmitsburg Rd.  
 Gettysburg, PA 17325

Accounting Information  
 Business Unit – 00005, 00041, 00049  
 Activity – TO1165  
 Expense Type – 110

(1) Bell Jet Ranger 206B  
 Pilot and 3 passengers

(1) Hughes 500 - N369AW  
 Pilot and 3 passengers

\*\*Office Phone 717-334-6777  
 Fax 717-334-0854  
 J. Rod Horn  
 VP Powerline Division

Rene Langley  
 Contracts manager  
 E-mail- rrlangley@agrotors.com

\*Agrotors is available for comprehensive inspection and lift work under this PO.  
 \*\*24 hour service at office number

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.01
		Page No.	3
<b>EEP NE – HELICOPTER SERVICES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

**JBI Helicopter Services**

PO No. 0000002785

720 Clough Mill Road  
 Pembroke, NH 03275

Accounting Information  
 Business Unit - 00036  
 Activity – TO1165  
 Expense Type – 110

(5) Bell Jet Rangers 206B  
 Pilot and 3 passengers

Ray Newcomb, Chief Pilot:  
 24 HR Phone Service (603)225-3134  
 603-224-9050 (fax)

\*JBI is available for lift work under this PO

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.02
		Page No.	1
EEP NE – MOBILE SUBSTATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

MOBILE SUBSTATIONS

For the most current information on mobile substations, reference Substation Operation & Maintenance Services Infosite – <http://manbrapp07v/MSE/default.aspx>.

Table .120.02-1 details the New England mobile substation information as of September 25, 2008.

Table .120.02-1

<b>MS ID:</b> 9879	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 30/37MV	<b>Status:</b> Available
<b>Use:</b> Storage	<b>Location:</b> Westbor	<b>Install:</b> 6/27/200	<b>Release:</b> 6/27/200
<b>Storage Location:</b> Westbor			
<b>MS ID:</b> 9890	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 25/31MV	<b>Status:</b> Unavaila
<b>Use:</b> Emergen	<b>Location:</b> Manton	<b>Install:</b> 5/31/200	<b>Release:</b> 12/19/20
<b>Storage Location:</b> Westbor			
<b>MS ID:</b> 9734	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 7.5MVA \	<b>Status:</b> Available
<b>Use:</b> Repair of	<b>Location:</b> Westbor	<b>Install:</b> 7/5/2005	<b>Release:</b> 10/30/20
<b>Storage Location:</b> Westbor			
<b>MS ID:</b> 193	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 7.5MVA	<b>Status:</b> Unavaila
<b>Use:</b> Emergen	<b>Location:</b> Metcalf S	<b>Install:</b> 8/16/200	<b>Release:</b> 12/31/20
<b>Storage Location:</b> Westbor			

nationalgrid	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.02
		Page No.	2
<b>EEP NE – MOBILE SUBSTATIONS</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

<b>MS ID:</b> 5616	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 5MVA LTR	<b>Status:</b> Unavailal
<b>Use:</b> Storage	<b>Location:</b> Westbor	<b>Install:</b> 6/19/200	<b>Release:</b> 6/19/200
<b>Storage Location:</b> Westbor			
<b>MS ID:</b> 5264	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 5MVA W	<b>Status:</b> Available
<b>Use:</b> Storage	<b>Location:</b> Water St	<b>Install:</b> 12/13/20	<b>Release:</b> 12/13/20
<b>Storage Location:</b> Water St			
<b>MS ID:</b> 5266	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 5MVA Ac	<b>Status:</b> Available
<b>Use:</b> Storage	<b>Location:</b> Water St	<b>Install:</b> 10/24/20	<b>Release:</b> 10/24/20
<b>Storage Location:</b> Water St			
<b>MS ID:</b> 5806	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 5MVA 1	<b>Status:</b> Available
<b>Use:</b> Storage	<b>Location:</b> Westbor	<b>Install:</b> 6/6/2001	<b>Release:</b> 6/6/2001
<b>Storage Location:</b> Brockton			
<b>MS ID:</b> 6846	<b>Equipment Type:</b> MOBILE S	<b>Description:</b> 5MVA 1	<b>Status:</b> Available
<b>Use:</b> Storage	<b>Location:</b> Dupont	<b>Install:</b> 12/1/200	<b>Release:</b> 12/1/200
<b>Storage Location:</b> Brockton			
<b>MS ID:</b>	<b>Equipment Type:</b>	<b>Description:</b>	<b>Status:</b>

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.02
		Page No.	3
EEP NE – MOBILE SUBSTATIONS		Date:	10/31/08
		Supersedes Date:	08/31/07

6845      MOBILE S      3.75MVA      Available

**Use:**      **Location:**      **Install:**      **Release:**  
 Storage      Dupont S      12/1/200      12/1/200

**Storage Location:**

Brockton

	<b>ELECTRIC EMERGENCY PROCEDURE  NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.03
		Page No.	1
<b>EEP NE – EMERGENCY SUBSTATION SPARES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

EMERGENCY SPARE UNITS

System Spare substation equipment is inventoried in AIMMS, the Substation maintenance management system. For the most current information on mobile substations, reference Substation Operation & Maintenance Services Infosite - <http://manbrapp07v/MSE/default.aspx> .

Contact Substation Operation & Maintenance Services for assistance.

SUBSTATION O&M SERVICES

Last Name	First Name	Position	Location	Phone	Direct Dial	Fax	Mobile
Andrews	Michael		Westboro	24643	(508) 389-4643	(508) 389-2125	(401) 641-0293
Angell	Donald	Director	Westboro	22483	(508) 389-2483	(508) 389-2884	(508) 887-1945
Bleyer	John	Senior Engineer	Westboro	23396	(508) 389-3396	(508) 389-2125	(401) 529-8640
Dembkowski	Michael	Coordinator Substations	Westboro	23242	(508) 389-3242	(508) 389-2125	(413) 374-1956
Egy	Travis		Syracuse	821-5747	(315) 428-5747	(315) 477-7116	(617) 335-9008
Falla	Daniel	Senior Engineer	Westboro	22898	(508) 389-2898	(508) 389-2125	(413) 374-1967
Fredericks	Joann	Contractor	Syracuse	821-5080	(315) 428-5080	(315) 477-7116	
Gagnon	Susan	Senior Analyst	Westboro	22972	(508) 389-2972	(508) 389-2125	(508) 479-2946
Garnett	Jay	Senior Engineer	Albany	831-3578	(518) 433-3578	(518) 433-3041	(518) 423-2937
Gavin	John	Manager	Westboro	23243	(508) 389-3243	(508) 389-2125	(508)294-2543
Hall	Lisa	Key Administrator	Syracuse	821-5457	(315) 428-5457		(315) 559-3075
Hofmann	Eugene	Senior Analyst	Syracuse	821-5177	(315) 428-5177	(315) 477-7116	(315) 420-8055
Hovenesian	Marsha	Contractor	Westboro	23405	(508) 389-3405	(508) 389-2125	
Lang	Richard	Troubleshooter	Providence	34243	(603) 443-4243		
Lawrence	Matthew	Coordinator Substations	Syracuse	821-5589	(315) 428-5589	(315) 460-8951	(315) 380-9230
Lobko	William	Manager	Syracuse	821-6051	(315) 428-6051	(315) 477-7116	(315) 391-5662
Meneades	Christes	Contractor	North Andover	51240	(978) 725-1249	(978) 725- (5) 1442	(508) 641-0399

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.120.03
		Page No.	2
<b>EEP NE – EMERGENCY SUBSTATION SPARES</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

Mercurio	Debra	Contractor	Westboro	22416	(508) 389-2416	(508) 389-2125	
Munger	Sandra	Contractor	Westboro	22417	(508) 389-2417	(508) 389-2125	
Munn	John	Contractor	Westboro	23261	(508) 389-3261	(508) 389-2125	(508) 340-2908
Nicalek	Jodi	Administrative Assistant	Westboro	22645	(508) 389-2645		
Pearsall	Kimberly		Syracuse	821-1166	(315) 460-1166	(315) 477-7116	(315) 560-8153
Prout	Phillip	Principal Engineer	Westboro	22562	(508) 389-2562	(508) 389-2125	(508) 941-2823
Rhoads	Steven	Engineer	Buffalo	844-7520	(716) 831-7520	(716) 831-5226	(716) 912-0893
Rogan	Barry	Coordinator	Westboro	22947	(508) 389-2947	(508) 389-2125	(508) 272-7213
Simonds	Jammie	Coordinator	Syracuse	821-5238	(315) 428-5238	(315) 477-7116	(315) 382-9860
Thomas	Bruce		Westboro	23391	(508) 389-3391	(508) 389-2125	(401) 265-0957
Wheeler	Matthew	Contractor	Westboro	24510	(508) 389-4510	(508) 389-2125	
White	Jeffrey	Lead Analyst	Syracuse	821-5471	(315) 428-5471	(315) 477-7116	(315) 243-8626
Wolf	Michael	Associate Engineer	Westboro	22868	(508) 389-2868	(508) 389-2125	(412) 600-5325
Young	Cheryl	Director	Northboro	57562	(508) 421-7562	(508) 421 - (5) 7517	
Young	Debra	Analyst	Westboro	22975	(508) 389-2975	(508) 389-2125	

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	1
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

MASSACHUSETTS

**168 Cities and Towns Served:**

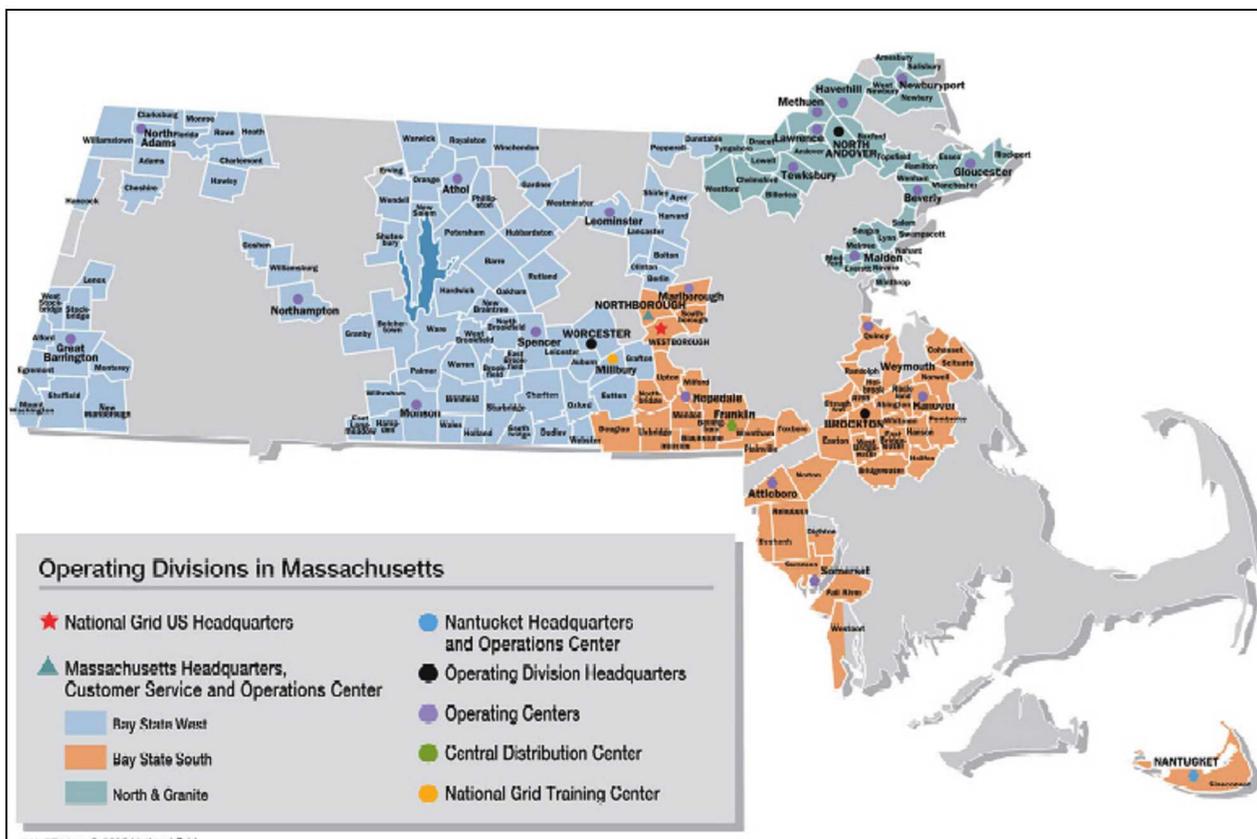
<p><b>A</b>          Abington          Adams          Alford          Amesbury          Andover          Athol          Attleboro          Auburn          Avon          Ayer</p> <p><b>B</b>          Barre          Belchertown          Bellingham (part)          Berlin          Beverly          Billerica          Blackstone          Bolton          Boxford          Bridgewater          Brimfield          Brookfield          Brockton</p> <p><b>C</b>          Charlemont          Charlton          Chelmsford          Cheshire (part)          Clarksburg          Clinton          Cohasset</p> <p><b>D</b>          Dighton          Douglas          Dracut          Dudley          Dunstable</p> <p><b>E</b>          East Bridgewater          East Brookfield          East Longmeadow</p>	<p>Easton          Egremont          Erving (part)          Essex          Everett</p> <p><b>F</b>          Fall River          Florida          Foxborough          Franklin</p> <p><b>G</b>          Gardner          Gloucester          Goshen          Grafton          Granby          Great Barrington</p> <p><b>H</b>          Halifax          Hamilton          Hampden          Hancock (part)          Hanover          Hanson          Hardwick          Harvard          Haverhill          Hawley          Heath          Holbrook          Holland          Hopedale          Hubbardston</p> <p><b>L</b>          Lancaster          Lawrence          Leicester          Lenox (part)          Leominster          Lowell          Lunenburg (part)          Lynn</p>	<p><b>M</b>          Malden          Manchester          Marlborough          Medford          Melrose          Mendon          Methuen          Milford          Millbury          Millville          Monroe          Monson          Monterey          Mt. Washington</p> <p><b>N</b>          Nahant          New Braintree          Newbury          New Marlborough          New Salem          North Adams          Northampton          North Andover          Northborough          Northbridge          North Brookfield          Norton          Norwell</p> <p><b>O</b>          Oakham          Orange          Oxford</p> <p><b>P</b>          Palmer          Pembroke          Pepperell          Petersham          Phillipston          Plainville</p> <p><b>Q</b>          Quincy</p>	<p><b>R</b>          Randolph          Rehoboth          Revere          Rockland          Rockport          Rowe          Royalston          Rutland</p> <p><b>S</b>          Salem          Salisbury          Saugus          Scituate          Seekonk          Sheffield          Shirley          Shutesbury          Somerset          Southborough          Southbridge          Spencer          Stockbridge          Stoughton          Sturbridge          Sutton          Swampscott          Swansea</p> <p><b>T</b>          Tewksbury          Topsfield          Tyngsborough</p> <p><b>U</b>          Upton          Uxbridge</p> <p><b>W</b>          Wales          Ware          Warren          Warwick          Webster          Wendell          Wenham</p>
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<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	2
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

- |  |   |  |   |
|--|---|--|---|
| Westborough<br>West Bridgewater<br>West Brookfield<br>Westford | Westminster<br>West Newbury<br>Westport<br>West Stockbridge | Weymouth<br>Whitman<br>Wilbraham<br>Williamsburg | Winchendon<br>Winthrop<br>Worcester<br>Wrentham |
|--|---|--|---|

**Massachusetts Service Territory Map**

**Figure .121-1**



<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	2
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

NEW HAMPSHIRE

**21 Cities and Towns Served:**

**A**  
 Acworth (part)  
 Alstead (part)

**B**  
 Bath

**C**  
 Canaan (part)  
 Charlestown  
 (part)  
 Cornish (part)

**D**  
 Derry (part)

**E**  
 Enfield (part)

**G**  
 Grafton (part)

**H**  
 Hanover (part)

**L**  
 Langdon (part)  
 Lebanon (part)

**M**  
 Marlow (part)  
 Monroe (part)

**O**  
 Orange (part)

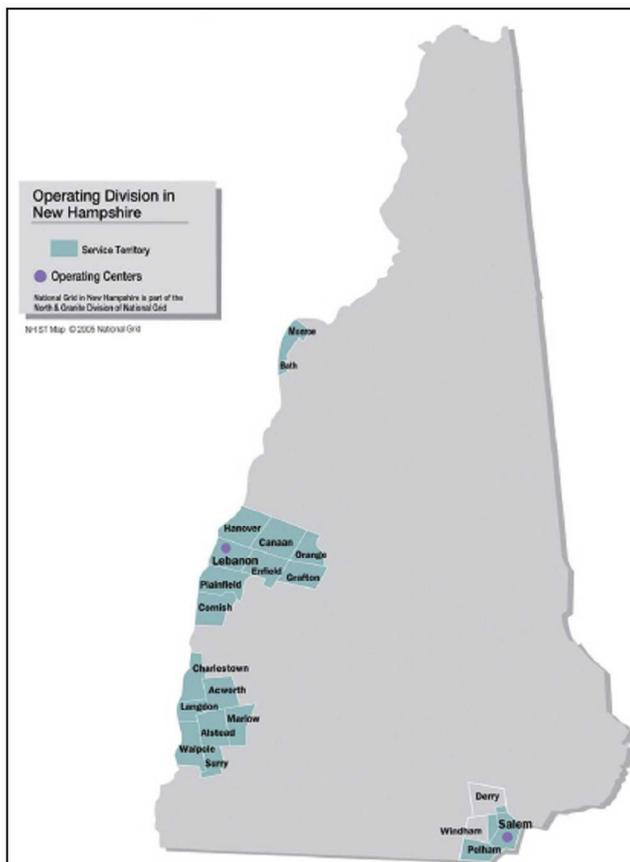
**P**  
 Pelham (part)  
 Plainfield (part)

**S**  
 Salem  
 Surry (part)

**W**  
 Walpole  
 Windham (part)

**New Hampshire Service Territory Map**

**Figure .121-2**



<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	2
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

RHODE ISLAND

**38 Cities and Towns Served:**

**B**  
 Barrington  
 Bristol  
 Burrillville

**C**  
 Charlestown  
 Coventry  
 Cranston  
 Cumberland

**E**  
 East Greenwich  
 East Providence  
 Exeter

**F**  
 Foster

**G**  
 Gloucester

**H**  
 Hopkinton

**J**  
 Jamestown  
 Johnston

**L**  
 Lincoln  
 Little Compton

**M**  
 Middletown

**N**  
 Narragansett  
 Newport  
 North Kingstown  
 North Providence  
 North Smithfield

**P**  
 Pawtucket  
 Portsmouth  
 Providence  
 Prudence Island

**R**  
 Richmond

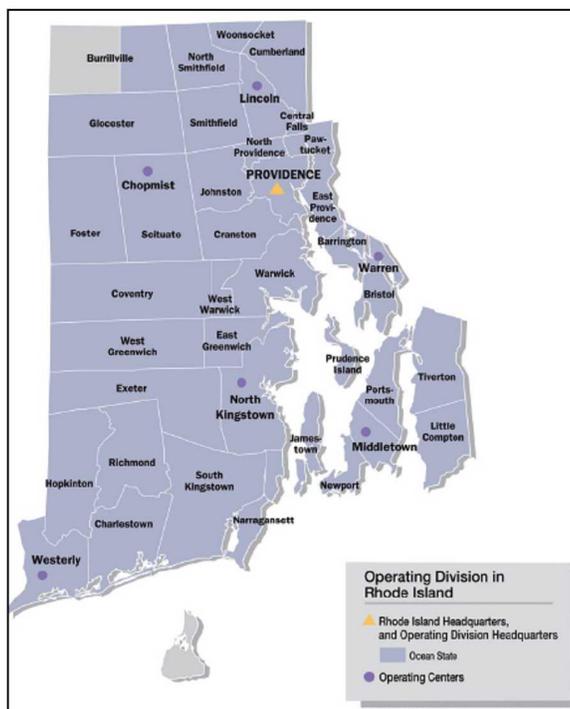
**S**  
 Scituate  
 Smithfield  
 South Kingstown

**T**  
 Tiverton

**W**  
 Warren  
 Warwick  
 Westerly  
 West Greenwich  
 West Warwick  
 Woonsocket

**Rhode Island Service Territory Map**

**Figure .121-3**



<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	2
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

STORM/EMERGENCY ACCOUNTING

The Divisions, as well as Shared Services, should use the following guidelines to accumulate costs associated with storms/emergencies in New England.

1. Each Division will establish a specific yearly capital project in Power Plant for use during storms. The project should be created in Power Plant by the Division Budget Analyst with a spending plan value equal to the prior year storm project total spending. A work order will be created for each storm during the year. Prior to each storm, a work request should be taken out in Storms using an operations and maintenance (O&M) activity code DM1260 (overhead) or DM2220 (underground). This activity will be used for all work except capital work, (e.g., replacing poles, cross arms, conductors, etc.). When replacing assets, a confirming work release for capital will be taken out in Storms under the Power Plant storm project.
  - A. When there is capital damage to Distribution-owned substations during a storm, a separate work order must be taken out under the Division yearly project for each substation that sustains the capital damage. The location of the substation should be on the work order in Power Plant. It is the responsibility of the substation departments to supply the as built units into Power Plant prior to unitization.
2. All Distribution line crew labor and transportation should be charged to the work request number for the storm. When line crews are working in other Divisions, a work request will be setup with the corresponding project/work request and charge work unit of the Division which is receiving the assistance. The activity code will reflect the type of work being performed: Capital (DC1000) overhead, (DC2000) underground, (DC3000) substation, O&M (DM1260) overhead, (DM2220)underground, or Removal (DR1000) overhead, (DR2000) underground, (DR3000) substation.
3. All National Grid USA Service Company line crew labor and transportation should be charged to the appropriate Division project/work of the Division in which they are doing the work.
4. All other labor, transportation, personal expense and outside vendor invoices should be charged to the storm project/work request and activity DM1260. When Energy Solution Services and other personnel are working for Distribution they should charge the appropriate storm project/work request and DM1260 with the charge department number provided by the Division.
5. All stock from the storm should be issued to the project/work request with the appropriate activity related to the work being performed. All units of

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	3
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

plant issued to the storm project should have a confirming work request created in Storms using the project/work request and activity DC1000 (Overhead), DC2000 (Underground). All non units of plant issued to the project should be charged to the storm project/work request and activity DM1260.

6. All invoices from external contractors providing line crews will be manually processed by Construction Delivery in Westborough with the appropriate Division project/work request number, charge department and allocated based on how the outside companies were dispersed during the storm.
7. All invoices from external contractors providing tree trimming will be manually processed by Construction Delivery – Forestry with the appropriate Division project/work request number, charge department and activity DM1210.
8. All invoices from foreign utilities providing line and other resources will be manually processed by Emergency Planning with the appropriate Division project/work request number, charge department and activity DM1260.
9. At the conclusion of the storm, all information related to the confirming work orders will be sent to the Distribution and Design Engineering so an engineer can create a confirming work request for each town that had units of plant installed/removed. Approved copies of the Storms work request should be forwarded to Accounting Services in Westborough. The Engineering Managers will assign an engineer at the end of the year to revise the project in the event that it exceeds the approved amount.
10. Distribution will review the actual capital costs for the storm based on actual material issued and the confirming work requests received from the field.
11. If the storm requires the NE EOC to be activated, all personnel working either in the EOC or other support services will charge the appropriate expense project/work order and activity DO9000 as well as their own charge department. Distribution Finance will consolidate these charges once the total storm costs have been determined.
11. Stores Personnel – During a storm, stores personnel will charge the stores activity and their own charge work unit for their normal 8 hour shift. When stores personnel work overtime due to a storm either before or after their normal shift (i.e. standby), they will charge the storm project/work request, using activity DO1260, as well as the charge department of the Division in which they are working.
12. Transportation Personnel – During a storm transportation personnel will

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	4
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

charge the transportation activity and their own charge work unit for their normal 8 hour shift. When transportation personnel work overtime due to a storm either before or after their normal shift (i.e., standby), they will charge the storm project/work request, using DM1260, as well as the charge department of the Division in which they are working.

13. Storm Restoration Services to Other Utilities – Emergency Planning will take out a yearly billable project in Power Plant for crews and support personnel that are sent to aid other utilities during a storm. Each utility that receives assistance will require a separate work order under the project. The work order should have the date of the storm and the name of the utility that received the assistance. If a purchase order is received for the services, a copy of the purchase order should be sent to Miscellaneous Billing in Syracuse, New York with the correct project and work order numbers clearly listed. When the crews return from their restoration assignment the Emergency Room Coordinator will forward an e-mail to, supervisor of Miscellaneous Billing with the following:
  - Project and work order for each utility
  - “Attention to” name of contact person in the utility
  - Number of crews and support personnel sent to each utility
  - Time crews departed and returned
  - “Internal contact Name” of National Grid personnel involved with the Billing.
  
14. After all the charges related to the storm are charged to the project/work order (approximately 90 days) Emergency Planning will notify Miscellaneous Billing to send the bill to the utility receiving the assistance.

nationalgrid	ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	5
EEP NE – SYSTEM AND DIVISION INFORMATION		Date:	10/31/08
		Supersedes Date:	08/31/07

MA DTE DOCKET 99-47

New England Electric System  
Eastern Utilities Associates  
M.D.T.E. Docket No. 99-47  
Attachment 5  
Page 1 of 2

**Massachusetts Electric Company  
NEES/EUA Merger Proceeding  
Consolidation of Storm Contingency Funds - Policies and Procedures**

Massachusetts Electric Company (Mass. Electric or the Company) shall maintain a storm contingency fund to pay for the incremental costs incurred by the Company as a result of major storms and to pay reasonable costs for insurance against such storm damage if such insurance becomes available on commercially reasonable terms. Major storms shall be defined as those storms with incremental costs of over \$1.25 million. The fund shall be established and maintained as follows:

1. Mass. Electric will consolidate the existing storm contingency fund balances of Mass. Electric and Eastern Edison upon the completion of the merger. Interest will accrue immediately on the balance of the fund and will be accounted for as described in item 3 below. Beginning on the Effective Date, Mass. Electric shall collect \$4.3 million annually through base rates. The accounting entry to record monthly contributions to the fund will be the following, provided that the fund is in a positive position:

DR	Account 924	Property insurance-storm contingency
CR	Account 254	Storm contingency reserve

The storm fund will be in a positive position when the cumulative amount collected through rates exceeds amounts disbursed from the fund to pay for major storm costs.

2. Upon the occurrence of a major storm, all incremental costs incurred as a result of the storm shall be offset against the balance in Account 254. If the incremental costs of major storms exceeds the balance in Account 254, such excess (i.e. a negative fund balance) shall be debited to Account 182, Deferred charges-storm fund. As long as the fund balance remains negative, the monthly entry to record the collection of storm fund proceeds will be:

DR	Account 924	Property insurance-storm contingency
CR	Account 182	Deferred charges-storm fund

Incremental costs are defined as the costs which Mass. Electric will incur as a direct result of a storm which are over and above Mass. Electric's normal

<b>nationalgrid</b>	<b>ELECTRIC EMERGENCY PROCEDURE NEW ENGLAND</b>	Procedure No.	EEP-S-P01
		Revision No.	1
		Section No.	.121
		Page No.	6
<b>EEP NE – SYSTEM AND DIVISION INFORMATION</b>		Date:	10/31/08
		Supersedes Date:	08/31/07

costs of doing business. These costs shall include such things as overtime paid to employees to restore service to customers, rest time wages incurred as a result of storm restoration (as stipulated in union contracts), outside vendor costs, lodging and meal charges, material and supply charges, and other. The storm fund is not intended to reimburse Mass. Electric for incremental capital costs.

3. Interest shall be accrued on any positive or negative balance in the fund, calculated in accordance with the Terms and Conditions for interest expense calculated on customer deposits. If the fund is in a positive position, the entry on Mass. Electric’s books will be:

DR           Account 431   Interest expense  
CR           Account 254   Storm contingency reserve

f the fund is in a negative position, the entry on Mass. Electric’s books will be:

DR           Account 182   Deferred charges-storm fund  
CR           Account 419   Interest income

4. After the occurrence of a major storm, Mass. Electric will account for all amounts charged to the fund, and provide such accounting to the Department of Telecommunications and Energy and the Attorney General.
5. After the occurrence of each major storm, Mass Electric will provide a report of its storm preparation and response to the Department which shall consider, but would not be limited to the factors shown below. Mass. Electric shall reduce its charges to the storm fund for any costs that the Department finds are unreasonably incurred. Mass. Electric will also be prohibited from including such excluded storm costs in any cost of service study filed before the Department for purposes of setting distribution rates.
  - (1) Adherence to preventive maintenance standards
  - (2) Vintage of equipment
  - (3) Protection devices
  - (4) Tree trimming cycles
  - (5) Feeder history
  - (6) Inspections
  - (7) Availability and cost effectiveness of new technology
  - (8) Response time
  - (9) Line loads
  - (10) Complaints about circuit/feeder reliability
  - (11) Inventory levels
  - (12) Storm Preparation

**US TRANSMISSION  
EMERGENCY RESTORATION  
PLAN**

**December 2007**



**Table of Contents**

- 1.0 Transmission Plan Overview
  - 1.1 Purpose
  - 1.2 General Information
  
- 2.0 Transmission System Emergency Restoration Plan
  - 2.1 Restoration Philosophy and Priorities
  - 2.2 Transmission Emergency Organization Structure
  - 2.3 Restoration Assignment Job Descriptions
  - 2.4 Transmission Pre-Storm Check Lists
  - 2.5 Restoration Work Packages
  - 2.6 Aerial Transmission System Patrols
  - 2.7 Transmission E-Room Layout
  - 2.8 Transmission External Crew Request Process
  
- 3.0 General information
  - 3.1 Meals and Lodging
  - 3.2 Staging Areas
  - 3.3 Transportation
    - 3.3.1 Rental Facilities
    - 3.3.2 Fleet Personnel
  - 3.4 Material Logistics, Equipment Lists, Storm Kits and Locations

**Table of Contents (Cont'd)**

- 4.0 Resources and Contact Information
  - 4.1 Transmission / Regional Control (Dispatch)
  - 4.2 Corporate Communications
  - 4.3 System E-Room
  - 4.4 Transmission E-Room
  - 4.5 Grid Com Emergency Phone Numbers
  - 4.6 Power Fail Lines
  - 4.7 Helicopter Services
  - 4.8 Contractor Contact Information
  - 4.9 Transmission Contact Information
  - 4.10 Communication and Support Requirements
  
- 5.0 Forms, Reports and Policies
  - 5.0 Storm Plan Flow Chart
  - 5.1 Damage Assessment Forms
  - 5.2 Available Crew Forms
  - 5.3 Crew Transfer Forms
  - 5.4 Helicopter Patrol Form
  - 5.5 Automated Restoration Reporting

## **1.0 TRANSMISSION PLAN OVERVIEW**

## 1.0 Transmission Plan Overview

### 1.1 Purpose

The objective of this transmission emergency plan is to optimize the Company response to transmission emergencies. These events may be the result of storms, natural disasters, civil disturbances, major equipment failures, or other physical occurrences resulting in interruption of electric service to large numbers of customers or significant compromise of the stability of the transmission grid. For an event where the vast majority of the Transmission facilities are available but a large part of the system is de-energized, the Transmission Dispatch Control Centers will develop and manage the restoration efforts. Proper emergency planning can only help to improve the Company emergency response and realize the objective of providing our customers with reliable electric service. The plan supplies the procedures to be followed during major emergencies for restoration of electric service. Additionally, this plan details steps to be taken in order to notify applicable government agencies and the public of emergency restoration progress and respond to official requests for specific emergency actions.

Emergency operations at the Company are intended to parallel normal operations wherever possible in order to minimize the need for specialized procedures and training. Emergency operation plans are intended to be simple and flexible so that the details of plan implementation can be quickly adapted to specific restoration circumstances. Through this plan, details of emergency restoration policies and operations will be clarified.

The Westboro Transmission Emergency Room located in the Edison rooms will function as the Transmission restoration headquarters. All US Transmission restoration activities will be monitored and coordinated thru this operation. Additionally, it will have the responsibility to restore the NE Transmission facilities (69KV+) as required. In NY, the Henry Clay Blvd Transmission Command Center will have the responsibility to restore the NY Transmission facilities (115KV+) and report to the US Transmission Emergency Room in Westboro. Both facilities have “operational redundancy” to provide restoration support to all US Transmission facilities if required.

### 1.2 General Introduction

Operation and control of the National Grid transmission system is managed through Transmission Dispatch Control centers in both New York and New England. Transmission restoration priorities are set and communicated to the Transmission Line Services Group for implementation. Monitoring and control of the transmission system requires close integration with neighboring utility

transmission infrastructure and that is accomplished through tight relationships with these operating entities.

During emergency events, the tools available to the respective control centers (EMS, SCADA, State Estimator software, Security Analysis and regular master satellite head conference calls) provide significant up to date status information which is used in determining restoration priorities.

The Transmission Line Services function is a construction and service provider to the Transmission Asset Manager. This group through the use of both internal and external resources is tasked with the responsibility to restore damaged transmission infrastructure in a safe, efficient and timely manner.

## **2.0 TRANSMISSION SYSTEM EMERGENCY RESTORATION PLAN**

## 2.1 Restoration Philosophy and Priorities

### **STORM RECOVERY OPERATIONS Transmission Dispatch Control Rooms**

Note: This document is a synopsis of the Transmission Control Rooms' responsibilities during a major transmission system event. It is not a procedure. Each of the control rooms has specific operating procedures for both routine and emergency conditions. It is recognized that for very significant events, this list of guidelines may well have to be adapted to the unique circumstances at hand.

The Transmission Control Rooms are responsible for establishing transmission line (and substation) restoration priorities

- New England = 69KV and higher
- New York = 115KV and higher

#### Restoration Priorities

Restoration priorities will generally fall into 2 broad categories:

1. System Requirements-Thermal, voltage, stability, /NPCC criteria, etc.
2. Customer Restoration-Circuits required to restore customers

Generally, bulk power circuits will receive the highest level of attention, followed by circuits whose restoration will bring back large blocks of customers or key generators. Second sources to customer load will generally receive a lesser priority. If a transmission circuit is not required for system requirements, field resources may be diverted to sub-transmission circuits, if requested by the System emergency Coordinator, with a greater customer impact. Despite the above considerations, the control rooms are expected to advocate for field attention to transmission facilities as the event progresses, and resources become available. The control rooms will maintain liaison with the ISO's throughout the event. Control rooms are encouraged to use Outage Planning staff and others to support both operational and transmission restoration / storm room communications needs. Transmission planning staff may be requested to evaluate significant alternate system configurations or loading capabilities as required. The control rooms will be responsible to maintain a synchronized listing in the Restoration / Storm room. The control rooms will be active participants in all scheduled storm or emergency conference calls.

**2.3 RESTORATION ASSIGNMENT JOB DESCRIPTIONS****US Transmission Emergency Room Director**

**JOB TITLE:** US Transmission Emergency Room Director

**REPORTS TO:** VP Construction and Services

**JOB DESCRIPTION:**

Determine restoration resource requirements

Direct efforts for obtaining required resources.

Direct the restoration efforts on the Transmission System.

Assist with the allocation of available resources.

Direct the overall emergency operation of the Transmission Emergency Room

Provide transmission system status information as required.

**PRE-EMERGENCY RESPONSIBILITIES:**

Ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System and ensures adequate contracts are in place for “committed” field restoration resources.

As far in advance as possible to a predicted emergency, provide direction to the key Transmission Emergency Room Coordinators as to the initial response and preparations to be taken.

Assist the Customer Operations System Emergency room gathering resource requirements, and provide assistance required receiving these resources.

**RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing direction and administrative support for the safe and efficient restoration of the Transmission System.

Monitor the progress of providing resources and secure additional internal and outside resources as necessary.

Provide information as required.

**US Transmission Emergency Room Director-(Cont.)**

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Room Manual for room layout, equipment requirements, and check off list.

**JOB LOCATION:** Transmission Emergency Room – Westboro, MA (Edison rooms).

**WORK PERIOD:** 12 hours on duty, 12 hours off duty with ‘as required’ overlap with Relief System Emergency Director.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

Communicate with and advise the System Emergency Director on establishing additional staging area or using the Mobile Command Center.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

As required (through Facilities and outside resources)

**ADDITIONAL STAFF REQUIREMENTS:**

As required. (Through SEAL Program)

**Customer Operations Emergency Room Coordinators**

**JOB TITLE:** Customer Operations Emergency Room Coordinators

**REPORTS TO:** US Transmission Emergency Room Director

**JOB DESCRIPTION:**

Coordinate restoration activities between the Westboro Transmission and Northboro/Syracuse restoration rooms.

Communicate the transmission restoration strategy and progress with the Northboro/Syracuse restoration rooms.

Provide transmission system status information as required.

**PRE-EMERGENCY RESPONSIBILITIES:**

Support the effort to ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System.

Just prior to a predicted emergency, assist the Northboro/Syracuse System Restoration Room regarding room preparation and opening “lines of communication”.

**RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing communication support for the safe and efficient restoration of the Transmission System Asset.

Monitor and communicate the transmission system restoration progress as necessary.

**Customer Operations Emergency Room Coordinators (Cont.)**

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Restoration Plan for Northboro/Syracuse room layout, equipment requirements, and check off list.

**JOB LOCATION:** Northboro/Syracuse System Emergency Room.

**WORK PERIOD:** 12 hours on duty, 12 hours off duty with ‘as required’ overlap with Relief System Emergency Director.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

Communicate with and advise the US Transmission Emergency Room Director on an as needed basis to proactively address issues as they arise.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

As required (through Facilities and outside resources)

**ADDITIONAL STAFF REQUIREMENTS:**

As required. (Through SEAL Program)

**Damage Assessment Coordinator****JOB TITLE:** Damage Assessment Coordinator**REPORTS TO:** US Transmission Emergency Room Director**JOB DESCRIPTION:**

Assist with determining the restoration resource requirements.

Direct the efforts for obtaining timely and accurate field damage assessment reports.

Review the assessment data and create a restoration strategy in conjunction with Transmission Dispatch.

Assist with the allocation of available assessment resources for on the ground and in the air patrols.

Provide transmission system status information as required.

Assist the Restoration Field Coordinators with implementing the transmission restoration strategy.

**PRE-EMERGENCY RESPONSIBILITIES:**

Support the effort to ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System.

Just prior to a predicted emergency, provide direction to the key Field Transmission Assessment Crews as to the initial response and preparations to be taken.

**Damage Assessment Coordinator (Cont.)****RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing direction and administrative support for the safe and efficient restoration of the Transmission System Asset.

Monitor the progress of the Field Assessment Crews and provide required resources and to ensure the development of a sound transmission system restoration strategy.

When the System resources are not sufficient to complete the assessment in a timely manner, this function is responsible for recommending, directing and obtaining outside resources for contractors, vendors and/or other utilities.

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Room Manual for room layout, equipment requirements, and check off list.

**JOB LOCATION:** Transmission Emergency Room – Westboro, MA (Edison rooms), Henry Clay, Syracuse, NY.

**WORK PERIOD:** 12 hours on duty, 12 hours off duty with an ‘as required’ overlap with Relief System Emergency Director.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

Communicate with and advise the Transmission Emergency Room Director on establishing additional staging area or using the Mobile Command Center.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

As required (through Facilities and outside resources)

**ADDITIONAL STAFF REQUIREMENTS:**

As required. (Through SEAL Program)

**Logistics Coordinator****JOB TITLE:** Logistics Coordinator**REPORTS TO:** Transmission Emergency Room Director**JOB DESCRIPTION:**

Determine the restoration resource, equipment, lodging and reporting requirements.

Develop and manage the field logistics efforts to successfully implement the transmission restoration strategy.

Support the Field Supervisors to ensure the safe and efficient restoration of the Transmission System.

Assist with the allocation of available resources.

Provide “electronic” transmission system status information via the tracking file as required.

Work through the Customer Operations Emergency Room Coordinators to ensure meals and lodging is available for all those supporting the transmission restoration efforts.

**PRE-EMERGENCY RESPONSIBILITIES:**

Support the effort to ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System.

Just prior to a predicted emergency, provide direction to those reporting to this function as to the initial response and preparations to be taken.

Assist the System Emergency room gathering resource requirements, and provide assistance required receiving these resources.

**Logistics Coordinator (Cont.)****RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing direction and logistics support for the safe and efficient restoration of the Transmission System Asset.

Monitor the progress of providing resources and secure additional internal and outside resources, lodging, equipment and associated items as necessary.

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Room Manual for room layout, equipment requirements, and check off list.

**JOB LOCATION:** Transmission Emergency Room – Westboro, MA (Edison rooms), Henry Clay, Syracuse, NY.

**WORK PERIOD:** 12 hours on duty, 12 hours off duty with ‘as required’ overlap with Relief System Emergency Director.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

Communicate with and advise the System Emergency Director on establishing additional staging areas or using the Mobile Command Center.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

As required (through Facilities and outside resources)

**ADDITIONAL STAFF REQUIREMENTS:**

As required. (Through SEAL Program)

**Restoration Field Coordinator****JOB TITLE:** Restoration Field Coordinator**REPORTS TO:** US Transmission Emergency Room Director**JOB DESCRIPTION:**

Assist with determining the restoration resource requirements.

Direct the field efforts to implement the transmission restoration strategy.

Direct the Field Supervision to ensure the safe and efficient restoration of the Transmission System.

Assist with the allocation of available resources.

Provide transmission system status information as required.

**PRE-EMERGENCY RESPONSIBILITIES:**

Support the effort to ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System.

Just prior to a predicted emergency, provide direction to the key Field Transmission Supervisors and FCC's as to the initial response and preparations to be taken.

Assist the System Emergency room gathering resource requirements, and provide assistance required receiving these resources.

**Restoration Field Coordinator-(Cont.)****RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing direction and administrative support for the safe and efficient restoration of the Transmission System Asset.

Monitor the progress of providing resources and secure additional internal and outside resources as necessary.

When the System resources are not sufficient to complete the field restoration in a timely manner this function is responsible for supporting the efforts to obtain outside resources from contractors, vendors and/or other utilities.

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Room Manual for room layout, equipment requirements, and check off list.

**JOB LOCATION:** Transmission Emergency Room – Westboro, MA (Edison rooms) and Henry Clay, Syracuse NY...

**WORK PERIOD:** 12 hours on duty, 12 hours off duty with 'as required' overlap with Relief System Emergency Director.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**

Communicate with and advise the System Emergency Director on establishing additional staging area or using the Mobile Command Center.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**

As required (through Facilities and outside resources)

**ADDITIONAL STAFF REQUIREMENTS:**

As required. (Through SEAL Program)

**Transmission Supervisors and Crews****JOB TITLE:** Supervisors and Crews**REPORTS TO:** Restoration Field Coordinators**JOB DESCRIPTION:**

Direct the field restoration efforts to safely implement the transmission restoration strategy.

Assist with the allocation of available resources.

Provide transmission system status information as required.

**PRE-EMERGENCY RESPONSIBILITIES:**

Support the effort to ensure that the National Grid US Transmission Emergency Restoration Plan is up to date and properly staffed; ensure all personnel assigned to the plan are adequately trained; ensure that plan exercises are conducted periodically and ensure the adequacy of supplies, materials, vehicles and communications equipment throughout the System.

Just prior to a predicted emergency, provide direction to the Field Transmission Restoration Crews as to the initial response and preparations to be taken.

Assist the System Emergency room gathering resource requirements, and provide assistance required receiving these resources.

**RESPONSIBILITIES DURING AN EMERGENCY:**

Provide ongoing direction for the safe and efficient restoration of the Transmission System Asset.

Monitor and report on the restoration progress of the crews assigned.

When the System resources are not sufficient to complete the field restoration in a timely manner this function is responsible for clearly communicating this need to the restoration Field Coordinators.

**Transmission Supervisors and Crews-(Cont.)**

**EQUIPMENT REQUIRED:** Refer to the Transmission Emergency Restoration Plan regarding assignments, equipment requirements, and check off list.

**JOB LOCATION:** TBD (Storm dependent)

**WORK PERIOD:** 18 hours on duty, 6 hours off duty.

**ADDITIONAL RESPONSIBILITIES DURING MAJOR DISASTERS:**  
Communicate with and advise the Restoration Field Coordinators regarding establishing additional staging area or using the Mobile Command Center.

**ADDITIONAL EQUIPMENT REQUIREMENTS:**  
As required

**ADDITIONAL STAFF REQUIREMENTS:**  
As required. (Through SEAL Program)

## 2.4 Pre-Storm Checklists

### A. Annual/Periodic

The following items are to be done at least annually in preparation for emergency events:

- Review and update Transmission Emergency/Storm Restoration Plan. Items to update include:
  - Changes in operating philosophy
  - Personnel assignments
  - Vehicle assignments
  - Telephone numbers
- Verify that data used during restoration is updated, including
  - Transmission Line information – Road crossings
  - Up-to-date One line drawings
  - T-Sheets availability
- Check supply and operation of emergency equipment:
  - Emergency generators
  - Communication equipment (telephones, radios, cellular phones)
  - Weather forecasting equipment
- Review supplies and facilities used during emergency restoration, such as:
  - Meals and lodging facilities
  - Staging areas
  - Trouble slips, other forms, magnetic clips, etc.
  - Emergency vendors for fuel, materials, etc.
- Perform training for individuals associated with the restoration. This will include initial training for personnel with new emergency assignments as well as refresher training for others. The annual “Emergency Dry Run” exercise will serve to accomplish most of the training requirements, with additional training being performed on an as needed ongoing basis.

Section 2.4

### B. Prior to Major Emergency/Storm

In anticipation of a major emergency/storm, the following items will be addressed:

**C&S Staff –**

- Notify applicable Department of anticipated emergency. Meet with staff to review preparation: - Engineering - Stores - Dispatch - Arborists - Transportation
- Verify communication systems, including radio, key telephone numbers, pagers, cellular phones, etc. Charge and activate all cellular phones.
- Establish all communication paths in anticipation of requesting additional personnel (such as line crews, tree crews, supervisors, guides, etc.), and specific material needs (phones, vehicles, etc.).
- Make personnel assignments as per the Plan.
- Establish Project Number for the anticipated emergency.
- Notify Power Control/Transmission Dispatch of preparations. Ask for any lines that are out of service to be switched back into service.
- Set-up US Transmission Emergency Room and analysis areas as appropriate. Check communications with each area. Check adequacy of resources assigned to each area.
- Verify availability of special equipment (ATV, cranes, helicopters, skidders, etc.)
- Monitor weather reports; give periodic updates as needed.
- Notify Staging areas of our anticipated needs.
- Early damage appraisal team set up.
- Report crews available and other preparations made to US Transmission Emergency Room.

**B. Checklist Three (3) Day**

**CHECKLIST - THREE (3) DAY**

ACTIVITY	RESPONSIBILITY	DAY 3	DAY 2	DAY 1
Weather Forecast	System/Director	Monitor/Communicate	Monitor/Communicate	Monitor/Communicate
Set Up Conference Call	System/Director	Transmission/System	Transmission/System	Transmission/System
Personnel/Decentralize	System	Notify key personnel	Set up meeting	Notify to decentralize
Storm Charges	Logistics Coordinator (Designated)	Obtain Storm Charge #'s	Obtain Storm Charge #'s	Issue
Pro Card/StormCard	Restoration Field Coordinators / Supvs.	ID personnel for cash advance option	Request cash advance option	Notify Personnel of cash advance option
Fuel - Internal (Diesel)	Restoration Field Coordinators / Supvs.	Check inventory (through Fleet)	Request delivery	Receive delivery, top off all vehicles
Fuel - External	Restoration Field Coordinators / Supvs.	Contact O/S Vendor	Request O/S Vendor for off site delivery	Confirm O/S Vendor delivery to off site locations
Mobile/Cellular Phones	Restoration Field Coordinators / Supvs.	Review available inventory	Check each function for need	Assign to various departments
Staffing	Director	Review available staffing	Develop rotation/shifts	Assign & notify personnel of location & shift
Hand Held Radio	Restoration Field Coordinators / Supvs.	Review available inventory		Assign as required
SEALS Resources	Director / Restoration Coordinators	Review listing	Identify need	Request potential assistance
Retiree Resources	Director / Designee	Review listing	Make contact and identify need	Request potential assistance
Vehicles	Restoration Field Coordinators / Supvs.	Review available inventory		Make available for use

US Transmission Emergency Restoration Plan

		Identify vehicles awaiting repair	Complete repairs	Make available for use
Generator (Portable)	Restoration Field Coordinators / Supvs.	Test	Repair, if necessary	Make available for use
Light Trailer	Restoration Field Coordinators / Supvs.	Test	Repair, if necessary	Make available for use
Hotels	Logistics Coordinator (Designated)	Review listing with Northboro E-Room	Confirm availability with Northboro E-Room	Contact Northboro Eroom with # of employees and locations
Staging Areas Meals/Lodging	Logistics Coordinator (Designated)	Review listing with Northboro E-Room	Confirm use -space	Verify & confirm areas
Restaurants	Logistics Coordinator (Designated)	Review listing with Northboro E-Room	Confirm availability with Northboro E-Room	Verify & confirm areas
E-room/Satellite Locations (Westboro)	Emergency Room Coordinators	Set up and test Systems (Westboro)	Repair, if necessary	Assign personnel rotation/shift
Storm Stock	Logistics Coordinator (Designated)	Review inventory	Request made to CDC	Receive material
General Stock	Logistics Coordinator (Designated)	Review inventory	Contact CDC or O/S vendor	Request delivery of stock
Maps/Records/Etc.	Damage Assessment Coordinator	Review, print and availability	Supplement as needed	Deliver if necessary
O/S Vendors-Excavating	Restoration Field Coordinators / Supvs	Contact Transmission Line Vendors	Confirm use	
Utility Exemption (Intrastate Exemption)	System		Apply as required	Apply as required - communicate to personnel
Building Evacuation Plans	System	Review plans	Communicate to key personnel	Implement plan as required
Evacuation Zones/routes	System	Identify potential zones/routes - Equipment affected	Communicate to key personnel	
Emergency Generators Building	Facilities	Test/repair	Repair/test	
Corporate Communications	Corp. Corn.			

**2.5 Restoration Process**

Organize Damage Appraisals priorities based on the information provided from Power Control/Transmission dispatch.

Damage Patrols will be primarily performed by helicopters. Other personnel will be assigned as needed from TLS department and other outside resources. The damage patrol process begins immediately following the storm. Weather conditions will apply for helicopter patrols. Assess storm damage through damage patrols.

The Damage Patrol is performed to assess physical damage such as wires down and poles broken on transmission lines. The Damage Appraisal process will be used to formulate the appropriate level of storm response.

US Transmission E-room will prioritize the patrol sequence with an emphasis on critical customers as identified by System Dispatch.

Helicopter patrols will be initiated as soon as practicable. Field workers can patrol street crossings and select right of ways.

The procedure allows for estimating restoration time requirements for the transmission grid and report at the System level.

## **2.6 Aerial Transmission System Patrols**

As weather conditions dictate, Post storm aerial inspections will be conducted where required as a first response method of evaluating storm related damages, including forestry requirements. The primary Contracted Helicopter service company, JBI Helicopters will be advised in advance to standby as required. Additional Contracted services as notated on the Helicopter Service procedure will be called upon as required.

TLS supervisors or a qualified JBI observer will fly the appointed lines to assess damage and direct repair crews from the air. The observer will be in contact with the TLS Helicopter Coordinator via mobile phone service, and from there the information will be passed directly to the “E” room personnel and or supervisors in the field.

### **Helicopter Services**

In addition to aerial visual patrols, several Helicopter Contractors are in place to provide emergency services to all departments within National Grid to patrol lines possibly affected by severe weather. Transmission Line Services (TLS) shall be responsible for administering the contracts and scheduling all routine transmission aerial patrols for all service territories within the US NGRID territories and will arrange for any other routine and emergency patrols as requested by the retail operating districts.

## **Helicopter Service Procedures**

For speed and efficiency, the following procedures should be followed for all helicopter services

### **Routine Transmission Patrols**

Patrols will be scheduled and coordinated by TLS. There will generally be one to three patrols per year. The qualified and TLS approved observer, will be provided by the helicopter company (JBI Helicopter Services).

### **Emergency Transmission Patrols**

The Transmission System Operators will notify TLS of any transmission line operations. TLS will determine patrol requirements and make the necessary arrangements for the aerial patrol and an observer. TLS and System Control will refer to the established posted TLS on call list to determine contact person during off-hour coverage. Normal non emergency patrols will be conducted in accordance with ISO NE requirements during good weather and daylight as soon as conditions allow.

### **Routine Patrols - Non Transmission Related**

Routine patrols for sub-transmission and distribution lines should be coordinated through TLS. The accounting, flight dates and times, airport or pick up location, and flight purpose should be submitted before hand where possible using the attached Patrol Form. TLS will not be responsible for supplying an observer on these flights. Only helicopter firms under contract are to be used (list attached). TLS can assist in obtaining a contractor for IR surveys if requested.

### **Emergency Patrols - Non Transmission Related (see note 2)**

Emergency patrols for sub-transmission and distribution lines can be arranged directly by the affected districts with any of the helicopter firms under contract. The same Patrol Form information should be supplied to TLS as soon as is practical. See attached list of contractors, base locations and associated rates. Additional charges could apply.

### **Special Notes**

- 1) The Transmission System Operators must be notified whenever patrols are being conducted. All contracted helicopter companies have been notified that it is their responsibility to do so. However, it would be prudent for National Grid staff to verify that this task has been completed. The appropriate information from the attached Patrol Form should be conveyed to the Transmission System Operators.
- 2) Helicopter services will be coordinated through the transmission E-Room during major storm / emergency situations.

HELICOPTER PATROL FORM

(Use to notify Transmission System Operators & TLS of flight information or to submit a request)

SYSTEM CONTROL CENTER:	Phone	800-382-7260
	Phone (back up)	508-423-6029
	Fax (back up)	508-389-9052

TRANSMISSION LINE SERVICES:	Nick Gibson	508-389-3055
	Fax	508-389-3330

Requestors Name & Contact Information \_\_\_\_\_

Notification/Flight Date/Time \_\_\_\_\_

Helicopter Company \_\_\_\_\_

Observer(s) (Extra passengers requires more fuel and may loose ability to hover.  
\_\_\_\_\_

Observer Contact Ph # (Mobile) \_\_\_\_\_

Departure Location \_\_\_\_\_

Departure Time \_\_\_\_\_

Estimated Flight Time \_\_\_\_\_

Total Mileage of Lines for Patrol \_\_\_\_\_

Lines Being Patrolled \_\_\_\_\_

Routine \_\_\_\_\_ Emergency \_\_\_\_\_

Accounting Information \_\_\_\_\_

TLS USE ONLY

Date Received \_\_\_\_\_

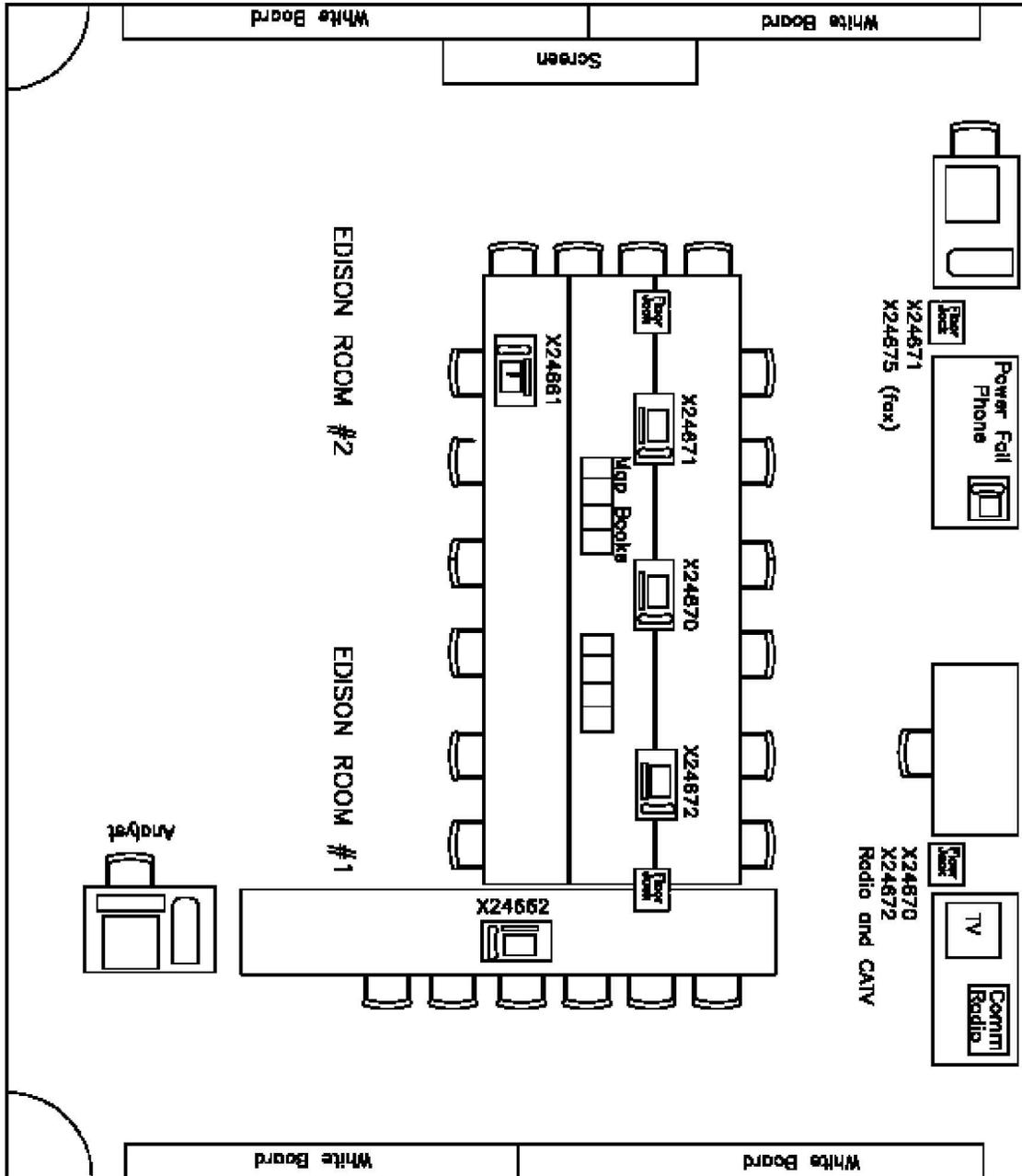
Helicopter Company Contacted \_\_\_\_\_

Pilot Assigned \_\_\_\_\_ Helicopter ID \_\_\_\_\_

US Transmission Emergency Restoration Plan

Section 2.7

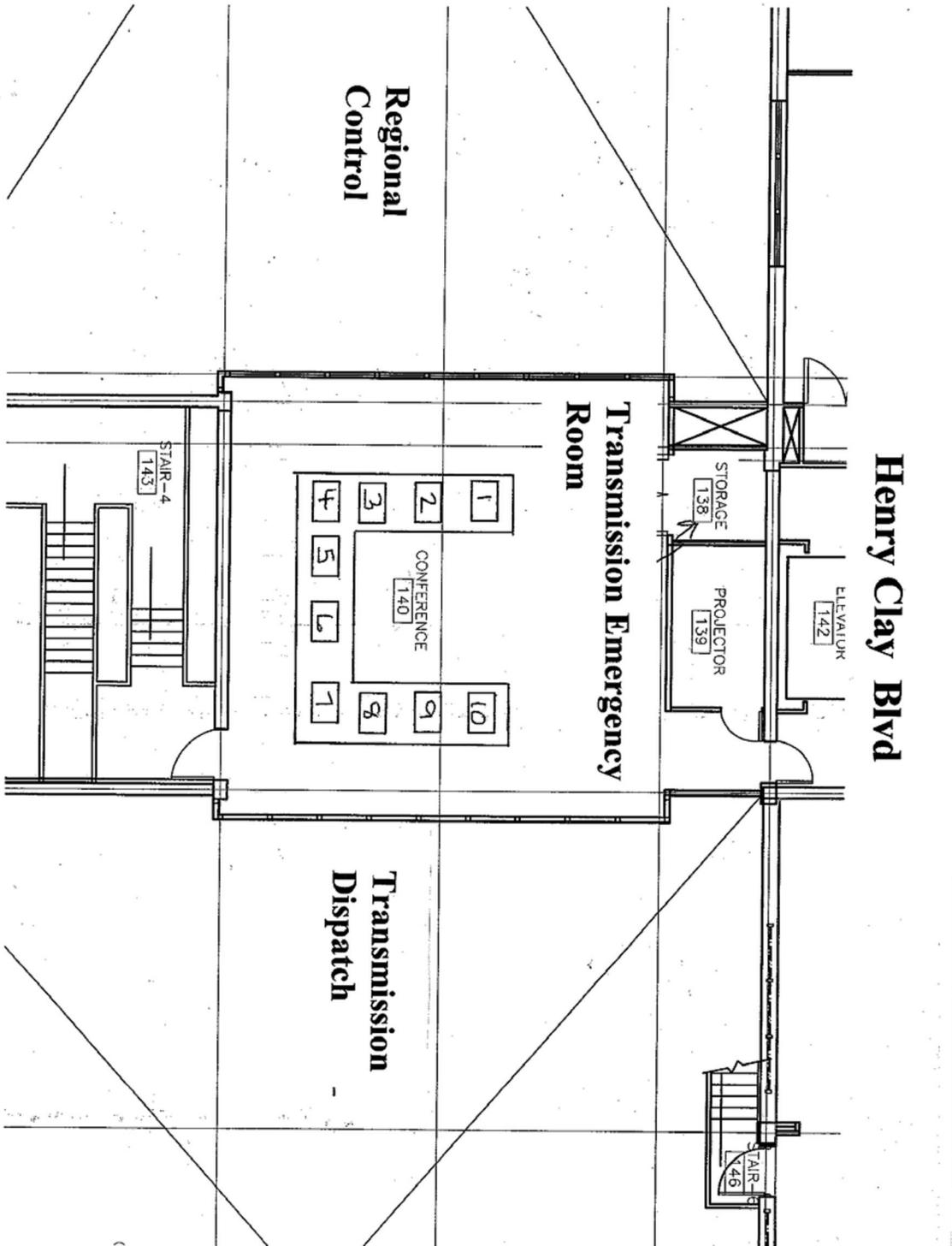
2.7 Transmission E-Room Layout



Section 2.7

US Transmission Emergency Restoration Plan

**2.7 Transmission E-Room Layout**



## **2.8 Transmission External Crew Request Process**

Contract Crews and Mutual Assistance: The Transmission group is responsible for the acquisition of outside resources needed during emergency restoration activity. Outside crews (Contract and Mutual assistance) will be acquired through:

- System Contractor crew coordinators
- System Outside crew coordinators
- System Tree crew coordinators

Transmission has organized the non NGRID crew coordination effort such that coordinators will be present in the respective Customer Operations E-rooms to assure timely, consistent communications as needed by both the e-room directors and Divisions. In addition, during major events they will assemble a centralized group to assure outreach communication from National Grid is done in a coordinated manner. The effort to acquire crews can create significant telephone “traffic” and there is a desire to remove that distraction from the System E rooms.

Transmission Internal Resources: TLS resources will typically be dedicated to transmission line repairs as a first priority and made available to assist with sub-transmission problems within the Divisions if possible. Substation and Civil crews will be made available to the Division Distribution restoration effort as priorities and skill sets may dictate.

## **3.0 GENERAL INFORMATION**

### 3.1 Meals and lodging

Contact & Coordination designee: Communications & Reporting

#### Duties/Process

##### Preparation

- Obtain and secure list of available restaurants and lodging sites from Division sources. Information to be stored in Transmission E-Room.
- Review list for updates and corrections every six months (April and November).

##### Event

- Review crew locations and projected work durations from updated assignment sheet.
- For meals: review list every hour and monitor locations
- For lodging: begin monitoring at 3:00 pm
  - Document

##### Meals

- One hour prior to meal period contact Supervisors/Crew Leaders; confirm location and establish anticipated meal period.
  - Document
- Establish meal location and estimated time away from job. Request call from Supervisor/Crew Leader when crew departs meal site.
  - Document
- Contact Northboro E-Room and inform Logistics Coordinator of anticipated absence of crew(s) from assignment for meals. Supply time and meal location to both.
  - Document
- Document return to work status of crews.

**3.1 Meals and lodging (Cont'd.)**Lodging

- At 5:00 pm contact Supervisors/Crew Leaders; confirm location and establish work/task durations.
  - Document
- Inform Northboro E-Room of need for lodging. Provide location(s), number of individuals and estimated time of arrival to Northboro contact. Collaborate and confirm lodging locations. Provide lodging information to Supervisors/Crew Leaders. Request call from Supervisor/Crew Leader when crew departs lodging site.
  - Document
- Document return to work status of crews.

**3.2 Staging areas**

## Duties/Process

Preparation

- Obtain and secure list of Company and arranged staging areas from Division & TLS sources. Review listing and determine need for additional sites. Contact and arrange for additional sites as needed. Include fueling and special consideration (access, egress etc.) information in completed list. Information to be stored in Transmission E-Room.
- Review list for updates and corrections every six months (April and November).

Event

- Contact Northboro E-Room for verification of existing/pre-determined staging area space and allocation.
- Document and report to Logistics Coordinator and Transmission Emergency Room Director. Supply staging area information to area Supervisors/Crew Leaders. Request response from responsible parties who will/are utilizing these areas. Include crew information, number and types of vehicles and equipment.
- Inform Northboro E-Room of utilization of staging areas by work force controlled by Transmission E-Room
- Document all changes to staging area utilization including mobilization and de-mobilization times.

**3.4 Material Logistics, Equipment Lists, Storm Kits and Locations**

1. All materials and their locations will be directed thru the Logistic Coordinators. The Depot will be responsible for loading, delivering and off loading of the material.

**CONEX BOXES AND LOCATIONS**

TLS maintains 9 emergency CONEX boxes. The boxes were set up to only stock any wire and hardware for the area they are in. The boxes also have a few miscellaneous items i.e., rope, block etc. All TLS supervisors have a key to these boxes and all are keyed alike.

- **MERRIMAC VALLEY-----** TEWSBURY 22 357 OLD BOSTON RD.  
TEWKSBURY, MA
- **CENTRAL-----**CARPENTERHILL SUB 134 CARPENTERHILL RD.  
CHARLTON, MA
- **CAPITAL, COASTAL-----**WOONSOCKET SUB 76 GREENVILLE RD,  
NORTH SMITHFIELD, RI
- **CENTRAL-----**WESTMINSTER SUB GARDNER ST. RT 2, WESTMINSTER,  
MA.
- **WESTERN-----**DEERFIELD #4 , MAIN ST., RT 112, SHELBURNE, MA
- **SOUTH SHORE-----**BRIDGEWATER SUB 1233 PLEASANT ST.  
BRIDGEWATER, MA.
- **CHARLESTOWN, NH**
- **WESTERN-----** PALMER SUB 24 BLANCHARD ST PALMER, MA
- **WESTBORO DEPOT**
- **NEW YORK-----** TBD

## **4.0 RESOURCES AND CONTACT INFORMATION**

Section 4.2

<b>Cell Phone Numbers</b>	
Jackie Barry	508-887-2143
Debbie Drew	508-269-7699
Amy Atwood	508-951-8533
David Graves	508-330-5295
Maureen McDowell	508-934-6085
Elise DelBarone	508-922-2570
Vanessa Charles	508-450-0322
Media Info Line (For Reporters)	508-389-4966

Section 4.3

4.3 System E-Room - Northboro

<b>Northboro - System Emergency Room</b>			
<b>Assigned To:</b>	<b>Preferred:</b>	<b>Alternate</b>	<b>Direct Line:</b>
Director	X5890	X57891	508/393-0849
E-Room Coordinator	57891	57890	508/421-7891
Arborist	57896	57891	508/421-7896
DTE Coordinator	57895	57891	508/421-7897
Mutual Assistance Coordinator	57887		508/421-7887
Private Contractors Coordinator	57897		508/421-7897
E-Room Fax			508/421-7898
E-Room Outgoing Fax			508/393-6815
Transmission Coordinator Nbro E-Room	57883	57884	508/421-7883
Nbro E-Room Fax			508/421(5)7898

**US Transmission Emergency Restoration Plan**

Power Fail Line:	508/393-0849
Corp Communications	57900      57901      508/421-7900
Outlook MAIL Address NBRO E-Room	System E-Room-USMA

These direct outside lines to the System Emergency Room are always available. They also serve as the only active lines in the event of a switchboard failure at the Northboro Operations Center. The numbers are:

Telephone: 508/393-0847, 0848, or 0849

Fax: 508/393-6815

Section 4.4

4.4 Transmission E-Room - Westboro

<b>US Transmission Emergency Room - Westboro</b>			
<b>Assigned To:</b>	<b>Preferred:</b>	<b>Alternate</b>	<b>Direct Line:*</b>
Directors	24661		508/389-4461
Damage Assessment Coordinator	24671		508/389-4671
Restoration Field Coordinators	24670		508/389-4670
Forestry Coordinator	24401		508/389-4401
Logistics Coordinator	24662		508/389-4662
Wbro Trans E-Room Fax	24675		508/389-4675
Spare Phone Line	24672		508/389-4672
E-Room Outgoing Fax	24675		508/389-4675
Power Fail Line Wbro Trans Room:			
Power Fail Line - Depot			508/389-2244
Outlook E-MAIL Address, Trans.:		Transmission E-Room	
Corp Communications Nbro	57900	57901	508/421-7900*

<b>US Transmission Emergency Room – Henry Clay Blvd</b>	
<b>Assigned To:</b>	<b>Direct Line:*</b>
Damage Assessment Coordinator	315.460.2754
Restoration Field Coordinators	315.460.2758
Forestry Coordinator	315.460.2748
Logistics Coordinator	315.460.2747
E-Room Fax	315.460.2755

4.5 **Grid Com Emergency Numbers**

Section 4.5

<b>GRIDCom Emergency Phone Numbers</b>		
	<b>Preferred</b>	<b>Alternate</b>
24 Hour Emergency Notification	877/633-1010	
Westboro Storm Room	22626	508/389-2626
	22641	508/389-2641

Section 4.6

4.6 Power Fail Lines

Power Fail Phones	09/06/2006
Site	Power Fail Extensions
System E-Room , Northboro	508/393-0849
Transmission E-Room, Westboro	
Depot, Westboro	508/389-2244 22244



1750 Emmitsburg Road  
Gettysburg PA 17325  
Mr. Mark Campolong

717-309-3100 (Mobile)  
mpcampo@onemain.com  
\$ 600.00/Hr plus Ferry time from PA

Aviation Services Unlimited Inc.  
P.O. Box 629  
Oriskany, New York 13422  
Mr. Paul C. Rayhill

315-736-4842  
\$ 750.00/Hr plus Ferry Time from NY

4.8 Contractor Contact Information (CONT'D)

**ALLIANCE CONTACT INFO:**

Hawkeye Electric LLC  
2 Access Road  
Patchogue, NY 11772  
Attention: Rich Weyer  
631-447-3100  
631-776-1847 Fax  
[rweyer@hawkeyellc.com](mailto:rweyer@hawkeyellc.com)

Attn: Mike Giarratano  
Vice President, Electric Operations & Business Development  
100 Marcus Boulevard, Ste. 1  
Hauppauge, NY 11788  
631-447-3100  
631-776-1847 Fax  
526-680-2903 Cell  
[mikeg@hawkeyellc.com](mailto:mikeg@hawkeyellc.com)

Harlan Electric  
Division of L. E. Meyers Company  
1416 Trindle Road  
Carlisle, PA 17013  
Attention: Jim Collins  
District Manager  
717-243-4600  
717-243-3633 Fax

717-448-0501 Cell  
[jcollins@myrgrroup.com](mailto:jcollins@myrgrroup.com)

Harlan Electric  
50 Grafton Street  
P.O. Box 232  
Millbury, MA 01527  
Attention: Scott Lamont  
508-365-7950  
[slamont@myrgrroup.com](mailto:slamont@myrgrroup.com)

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Section 4.8

4.8 Contractor Contact Information

InfraSource  
100 West Sixth Street, Ste. 300  
Media, PA 19063  
Attention: Homer Purcell  
Sr. Vice President, Business Development  
610-480-8070  
610-480-8096 Fax  
484-354-1737 Cell  
[homer.purcell@infrasourceinc.com](mailto:homer.purcell@infrasourceinc.com)

InfraSource  
1000 First Ave., 3<sup>rd</sup> Floor  
King of Prussia, PA 19406  
Attention: Jim Bartholomew  
Sr. Vice President – Northeast Region  
610-757-6794

610-757-4894 Fax  
610-212-2921 Cell  
[jim.bartholomew@infrasourceinc.com](mailto:jim.bartholomew@infrasourceinc.com)

InfraSource  
100 West Sixth Street, Ste. 300  
Media, PA 19063  
Attention: John P. McNamee  
Operations Director, Business Development  
610-480-8072  
610-480-8096 Fax  
610-909-3923 Cell  
[john.mcnamee@infrasourceinc.com](mailto:john.mcnamee@infrasourceinc.com)

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M.J. Electric, Inc.  
1047 Shoemaker Avenue  
P.O. Box 310  
Shoemakersville, PA 19555-0310  
Attention: George L. Troutman  
Vice President, Utility Division  
610-562-7570  
610-562-1375 Fax  
610-476-0222 Cell  
[gtroutman@mjelectric.com](mailto:gtroutman@mjelectric.com)

Attention: Mike Troutman, Assistant Vice President  
Same as above  
610-476-3874 Cell  
[mtroutman@mjelectric.com](mailto:mtroutman@mjelectric.com)

4.8 Contractor Contact Information

L. E. Meyers Company  
445 Forum Parkway  
P.O. Box 1099  
Rural Hall, NC 27045  
Attention: Tod M. Cooper  
Regional Manager – East  
336-969-9400 x214  
336-408-1939 Cell  
717-243-3633 Fax  
[tcooper@myrgroup.com](mailto:tcooper@myrgroup.com)

MYR Group Inc.  
21 East Dudley Town Road  
Bloomfield, CT 06002  
Attention: Darryl K. Sentell  
Director, Business Development  
860-726-0100  
860-912-8645 Cell  
860-726-0400 Fax  
[dsentell@myrgroup.com](mailto:dsentell@myrgroup.com)

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Thiro USA, Inc.  
127 Costello Road  
Newington, CT 06111  
Attention: Kirby Gearing  
General Manager  
860-667-2163  
860-667-3103 Fax

[kgearing@thirousa.com](mailto:kgearing@thirousa.com)

Attention: Alain Gagne  
Same as above  
Business: 800-240-4446  
Home: 819-357-7012  
Cell: 819-3570-0212  
Fax: 860-667-3103  
[alaga@thiro.qc.ca](mailto:alaga@thiro.qc.ca)

Attention: Joe Rubino  
Same as above  
Business: 860-667-2163  
Home: 860-399-5005  
Cell: 860-729-0238  
[jrubino@thirousa.com](mailto:jrubino@thirousa.com)

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Section 4.8

4.8 Contractor Contact Information

Premier Utility Locating  
2 Access Road  
Patchogue, NY 11772  
631-758-7038  
631-758-7048 Fax  
Attention: Marc A. Makely  
Operations Manager  
Bus: 631-363-6924

Cell: 526-680-0087  
[mmakely@premierlocatingllc.com](mailto:mmakely@premierlocatingllc.com)

Attention: Vincent Marchese III  
Regional Supervisor  
Cell: 516-903-9394  
[vmarchese@premierlocatingllc.com](mailto:vmarchese@premierlocatingllc.com)

Section 4.9

TRANSMISSION CONTACT INFORMATION

NAME	MOBILE PHONE	2 <sup>ND</sup> MOBILE PHONE	HOME PHONE
KATE DARWIN	508-451-8400	508-641-5891	978-681-0739 LAWRENCE, MA
ED NATALE	781-389-8652		978-975-3591 METHUEN, MA
KENNETH APPLE	508-341-2552	508-326-1248	508-529-3155 UPTON, MA
PETER CARNEY	508-849-9391	508-726-3771	508-795-0392 SHREWSBURY, MA
MICHAEL J. DICECCO	508-868-3499	508-726-4204	508-883-6973 MILLVILLE, MA
GLENN HARPER	508-849-9395	508-726-3986	508-252-4138 REHOBOTH, MA
MARK HYLAND	508-450-9381	508-726-4057	401-333-2458 CUMBERLAND, RI
JAMES NEALON	508-735-1584	508-726-4061	603-624-1159 MANCHESTER, NH
JOHN SACCO	508-849-9396	508-726-4092	508-883-1536 BELLINGHAM, MA
STEVE CULLEN	508-397-0765	508-726-4666	978-464-5543 PRINCETON, MA
TED GIRARD	508-320-3148	508-328-1660	508-829-4832 HOLDEN, MA
PETE PAQUETTE	508-243-5358	508-294-0007	508-677-0264 FALL RIVER, MA
KEVIN SOUZA	508-751-9104	508-726-4237	508-673-7339 SOMERSET, MA
NICK GIBSON	508-397-4234	508-726-3705	508-393-1855 NORTHBORO, MA

**US Transmission Emergency Restoration Plan**

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US Transmission Emergency Restoration Plan

Scissors		518269	1
Stamp - Date		920258	1
Staple, remover & staples		272120	1
Tape: Duct, x.89'x60 yds (taped down elec cords)	MAG		
Tape, Masking	CAC		
Tape, Scotch tape		609009	pk
Scotch Tape dispenser			

## **5.0 FORMS, REPORTS AND POLICIES**

On the following page is the Storm Plan Work Flow Chart. It displays the work flow from the start on an incident to the end.



**US Transmission Emergency Restoration Plan**

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On the following page is Damage Appraisal Form. The form is to be used to track individual incidents as reported by the damage assessment coordinator. It also provides incident information to the logistics coordinator and populates the summary report.

**US Transmission Emergency Restoration Plan**

**Section 5.1**

**Patrol Information (by Assessment Coordinator)**

Patrol Type		Patrol Start Date & Time	
Patrol or Helicopter Crew Assigned (Name, Phone, Company)			
Damage Reported (describe damage)			
Damage Location (Town, Street Crossing, etc.)			
Stations & Generation Companies Affected:	None		

**Repair Information (by Restoration Coordinator)**

Repair Crew (supervisor, no. of men & equipment):					
Estimated Repair Completion Date & Time:		Repair Started Date & Time:		Repair Completed Date & Time:	

**Comments**



Section 5.3  
 The Following is a Crew Transfer Form.

**nationalgrid US Transmission Crew Transfer Form** *Page of*

Date: \_\_\_\_\_ Created by: \_\_\_\_\_

Departing from: \_\_\_\_\_ Transferring to (location) \_\_\_\_\_

Company / Contractor: \_\_\_\_\_ Contact Person/Tel.# \_\_\_\_\_

Time of departure: \_\_\_\_\_ Estimated arrival Time/date: \_\_\_\_\_

The following persons were requested to perform \_\_\_\_\_

The Crew Supervisor/Contact person is:

Crew Member Name	Classification	Tel.#	Vehicle / Equipment #	Vehicle / Equipment Type	Comments / Notes

**US Transmission Emergency Restoration Plan**


Other Equipment/ other pertinent information:

Crew Released for Return @ (time):

Released by:

Date:

Location:





**US Transmission Emergency Restoration Plan**

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Routine \_\_\_\_\_ Emergency \_\_\_\_\_

Accounting Information \_\_\_\_\_

**TLS USE ONLY**

Date Received \_\_\_\_\_

Helicopter Company Contacted \_\_\_\_\_

Pilot Assigned \_\_\_\_\_ Helicopter ID \_\_\_\_\_

