



**EMERGENCY
RESTORATION
PLAN**

285 JOHN FITCH HIGHWAY, FITCHBURG, MASSACHUSETTS 01420

1 888 301-7700



EMERGENCY RESTORATION PLAN

INDEX
REVISION: 7/22/05
PAGE: 1 of 4

| <u>SECTION</u> | <u>PROCEDURE</u> |
|-----------------------|---|
| 1.00.00 | <u>RESTORATION PROCEDURE</u> |
| 1.01.00 | Plan Activation |
| 1.02.00 | Overview |
| 1.02.01 | Early Assessment |
| 1.02.02 | Public Safety Phase |
| 1.02.03 | Restoration Phase |
| 1.02.04 | Information Flow |
| 1.03.00 | Priorities – Safety and Restoration |
| 1.03.01 | Public Safety Phase |
| 1.03.02 | Restoration Phase |
| 1.03.03 | Clean-up Phase |
| 1.04.00 | Functional Organization |
| 1.05.00 | Flow of Information |
| 2.00.00 | <u>GENERAL INFORMATION</u> |
| 2.01.00 | Restoration Plan Review Committee |
| 2.02.00 | Emergency Restoration Plan Manual Organization |
| 3.00.00 | <u>MOBILIZATION PROCEDURE</u> |
| 3.01.00 | Implementation |
| 3.01.01 | Monitoring Level |
| 3.01.02 | Standby Level |
| 3.01.03 | Full Implementation Level |
| 3.01.04 | Declared Emergency Level |
| 3.01.05 | Satellite Decentralization Level |
| 3.02.00 | Notification |
| 3.03.00 | Transportation |
| 3.03.01 | Vehicles |
| 3.03.02 | Private 4-Wheel Drives and Other Off-Road Vehicles |



**EMERGENCY
RESTORATION
PLAN**

INDEX
REVISION: 7/22/05
PAGE: 2 of 4

- 3.04.00 **Weather Forecasting System**
 - 3.04.01 Definitions
 - 3.04.02 Actions – NWS Storm Watch
 - 3.04.03 Actions – NWS Storm Warning

- 3.05.00 **Communications**
 - 3.05.01 Radio System
 - 3.05.02 Mobile Telephones
 - 3.05.03 Telephone System
 - 1.05.03.1 Description of Telephone System
 - 1.05.03.2 Published Telephone Number
 - 1.05.03.3 Telephone System Backup
 - 1.05.03.4 Response to Telephone Emergencies

- 3.06.00 **Emergency Information Plan (EIP)**

- 4.00.00 **DESCRIPTION OF FUNCTIONS**

- 4.01.00 **Public Information**
 - 4.01.01 Communications Coordinator
 - 4.01.02 Municipal Field Coordinator

- 4.02.00 **Concord Customer Service Center**
 - 4.02.01 Manager of Customer Services
 - 4.02.02 Customer Service Representative

- 4.03.00 **Safety and Security**
 - 4.03.01 Safety and Security

- 4.04.00 **Restoration Coordinator**

- 4.05.00 **Restoration Group**
 - 4.05.01 Radio Operator
 - 4.05.02 System Dispatcher
 - 4.05.03 Recovery Analyst
 - 4.05.04 Distribution System Inspectors (DSI's)
 - 4.05.05 Crew Escort
 - 4.05.06 Field Damage Assessment

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | INDEX REVISION: 7/22/05 PAGE: 3 of 4 |
|---|---|---|

| | |
|---------|--|
| 4.06.00 | Support Group |
| 4.06.01 | Logistics Coordinator |
| 4.06.02 | Purchasing and Stores |
| 4.06.03 | Payroll / Timekeeper |
| 4.06.04 | Transportation / Radio Systems |
| 5.00.00 | <u>PUBLIC INFORMATION</u> |
| 5.01.00 | Media |
| 5.01.01 | News Wires |
| 5.01.02 | Newspapers |
| 5.01.03 | Television Stations |
| 5.01.04 | Radio Stations |
| 5.02.00 | Corporate Communications |
| 5.03.00 | Customer Information |
| 5.04.00 | Municipal Information |
| 5.05.00 | State Legislative Contacts |
| 5.06.00 | Massachusetts Department of Telecommunication and Energy (M.D.T.E.) |
| 5.07.00 | Massachusetts Emergency Management Agency (MEMA) |
| 5.08.00 | Medical Priority Customers |
| 5.09.00 | Critical Facilities |
| 5.10.00 | Customer Service Center |
| 5.11.00 | Restoration Plan Employees |
| 6.00.00 | <u>HUMAN RESOURCES</u> |
| 6.01.00 | Staffing of Emergency Positions |
| 6.02.00 | Requirements for Review and Training |
| 6.03.00 | Personnel Information |
| 6.03.01 | Listing of Employee Telephone Numbers |



| | |
|------------|--|
| 7.00.00 | <u>OUTSIDE CREWS</u> |
| 7.01.00 | Operating Instructions |
| 7.01.01 | EI Mutual Assistance Roster |
| 7.01.02 | Procedure for Organization of Outside Crews |
| 7.02.00 | Helicopter Vendor |
| 7.02.01 | Primary Helicopter Vendor |
| 7.02.02 | Backup Helicopter Vendor |
| 7.03.00 | Outside Line Contractors |
| 8.00.00 | <u>LODGING AND FOOD</u> |
| 8.01.00 | Policy |
| 8.01.01 | Lodging |
| 8.01.02 | Food |
| 8.01.03 | Petty Cash |
| 8.02.00 | Procedures |
| 8.02.01 | Staff Assignments |
| 8.02.02 | Food Arrangements |
| 8.02.03 | Lodging Arrangements |
| 8.02.04 | Petty Cash |
| 8.03.00 | Directory |
| 8.03.01 | Directory of Lodgings |
| 8.03.02 | Directory of Restaurants |
| 9.00.00 | <u>CRITICAL FACILITIES</u> |
| 9.01.00 | Critical Farm List |
| Appendix A | Reporting Accidents and Interruptions to the Massachusetts Department of Telecommunications And Energy |
| Appendix B | Listing of Employee Names and Telephone Numbers |
| EIP | Emergency Information Program (EIP) |



**EMERGENCY
RESTORATION
PLAN**

DISTRIBUTION LIST

REVISION: 07/29/05
PAGE: 1 of 2

Internal

FG&E

Manager, Operations Services
Manager, Electric Operations
Manager, Gas Operations
Supervisor, Technical Services
Line Supervisor, Electric
Constr. & Maint. Supervisor, Gas
Production Supervisor, Gas
Project Leader, Gas
Supervisor, Services, Gas
Team Leader, System Dispatch
Supervisor, Operations Services
Team Leader, Procurement & Inventory
Team Leader, Plant Records
Field Technician, Electric

Capital

Manager, Electric Operations

Seacoast

Manager, Electric Operations

Customer Service Center

Manager, Customer Services

USC

Sr. Vice President Operations
Director, Operations



**EMERGENCY
RESTORATION
PLAN**

DISTRIBUTION LIST

REVISION: 07/29/05

PAGE: 2 of 2

External

Department of Telecommunication and Energy (MDTE)

(3 copies, see Section 2.00.00, Paragraph 2.01.00):

Mary L. Cottrell, Secretary
Department of Telecommunications & Energy
One South Station
Boston, MA 02110

Ronald F. LeComte, Director,
Electric Power Division
Department of Telecommunications & Energy
One South Station
Boston, MA 02110

Karen Robinson, Director
Consumer Division
Department of Telecommunications & Energy
One South Station
Boston, MA 02110

Massachusetts Emergency Management Agency (MEMA)

Attn: John Tommaney
400 Worcester Road
Framingham, MA 01701

Massachusetts Division of Energy Resources

70 Franklin Street, 7th Floor
Boston, MA 02110-1313



**EMERGENCY
RESTORATION
PLAN**

**1.00.00
Restoration Procedure
REVISION: 09/29/04
PAGE: 1 of 5**

1.01.00 PLAN ACTIVATION

The Electric Operations Manager shall pronounce the activation or deactivation of the Emergency Restoration Plan.

1.02.00 OVERVIEW

1.02.01 EARLY ASSESSMENT

Early assessment of the extent of damage is an important part of the plan. Upon it depends the number of additional outside crews required and a realistic estimate of the restoration. The trouble order system and Distribution System Inspectors (DSI's) reports will be used to determine the scope and extent of the damage as expeditiously as possible.

After the damage has been assessed, the Restoration Coordinator will determine the restoration procedure and estimate the time of recovery. Unitil's Emergency Restoration Plan is divided into two phases, Public Safety and Restoration.

1.02.02 PUBLIC SAFETY PHASE

The primary objective during this phase is to respond quickly and effectively to wire down calls within Unitil's service area. This will be accomplished by using Distribution System Inspectors (DSI's) along with line crews to respond to wire down calls. The Public Safety Phase usually occurs during the initial phase of a storm or other natural calamity.

1.02.03 RESTORATION PHASE

This phase is designed to provide the safest and most expeditious restoration of electrical service in the aftermath of a storm or other natural calamity. The main objectives of this plan are:

- a. To restore electrical service to critical facilities and to the largest number of customers in the shortest period of time consistent with public safety. This is accomplished under the direction of the Restoration Coordinator.
- b. To keep the public informed of the status of restoration in a timely manner through direct contact with town and city officials and the news media. This will be accomplished under the direction of the Communications Coordinator with support from Unitil Service Communication personnel with information provided by the Restoration Coordinator.
- c. To receive and respond quickly and effectively to customer inquiries and requests. This is accomplished under the direction of the Manager of Customer Services, Concord Call Center



EMERGENCY RESTORATION PLAN

1.00.00
Restoration Procedure
REVISION: 09/29/04
PAGE: 2 of 5

1.02.04 INFORMATION FLOW

Outage and wire down information is received and processed primarily in the Operations area. Wire down and trouble orders are forwarded to the Operations Damage Assessment area. The Restoration Coordinator prioritizes and coordinates the dispatching and completion of the work. Restoration updates are available electronically on a 4-6 hour basis to provide Customer Services with up to date information that they can in turn provide to customers in accordance with Corporate Communications Emergency Information Plan (EIP).

1.03.00 PRIORITIES – SAFETY AND RESTORATION

During an emergency situation, the primary concern of UNITIL is safety of Company employees and the general public. Therefore, reported wire down situations receive the highest priority of the Company. After the safety hazards have been mitigated, restoration will continue as planned. DSI's and field supervisors will be dispatched, generally in accordance with the following priorities:

1.03.01 PUBLIC SAFETY PHASE

Response to down wires remains our first priority. All available resources will be directed toward reported wires down at the beginning of the emergency.

1.03.02 RESTORATION PHASE

As restoration proceeds to the point where decisions can be made about prioritizing restoration to individual customers, the following categories have been identified, with "A" being highest priority:

- A. Transmission lines, transmission substations, 13.8 kV distribution substations;
- B. 13.8 kV circuits and 4 kV substations;
- C. All critical facilities on the feeders before moving to the next area;
- D. Hospitals, central water and sewer pumping facilities, life-support customers (LSC's);
- E. Fire, Police, Emergency Management Agency Headquarters, nursing homes, elderly residence facilities;
- F. Largest block of customers;
- G. Individual services to identified Life Support Customers;
- H. Remaining individual services.

An attempt shall be made by Customer Services to contact as many of the Life Support Customers as prevailing conditions at the time of the emergency permit to determine the status of their service and to keep them informed on the progress of their restoration. This will be done if the emergency is projected to be longer than eight hours in duration.

| | | |
|---|---|--|
|  | EMERGENCY RESTORATION PLAN | 1.00.00 Restoration Procedure REVISION: 09/29/04 PAGE: 3 of 5 |
|---|---|--|

1.03.03 CLEAN-UP PHASE

Subsequent to the emergency period, any temporary repairs will be made permanent and the system will be patrolled

1.04.00 FUNCTIONAL ORGANIZATION

KEY POSITIONS

- Restoration Coordinator
- Communication Coordinator
- Logistics Coordinator

The organization of the UNITIL Emergency Restoration Plan is a functional alignment of key personnel and appropriate assignment of duties.

The main objective of this organization is to facilitate safe and effective restoration of services to our customers and to provide full cooperation to municipal officials and other outside agencies.

The Organization Chart can be found on Figure 1.4-1.

The Electric Operations manager (Restoration Coordinator) has direct responsibility for system restoration.

The Supervisors of Electric Operations, Gas Operations, and field supervisors, answering to the Restoration Coordinator, have the responsibility to work as a team member for system restoration.

The Operations Services Manager (Communication Coordinator) has indirect responsibility for Customer and Corporate Communications and direct responsibility for the coordination of public information.

The Meter & Service and Gas Operations Managers have direct responsibility for safety and the procurement of resources and materials.

1.05.00 FLOW OF INFORMATION

The purpose of this section is to clearly explain how the information is collected, logged, organized, and disseminated internally and externally in accordance with Corporate Communications EIP Plan. The following pages detail the people on a regular basis and that all personnel clearly know what information they are responsible for gathering and transmitting and where the information will flow.

The overall information flow can be broken down into six major areas. They are:

1. incoming calls from the general public and municipal contacts,

| | | |
|---|---|--|
|  | EMERGENCY RESTORATION PLAN | 1.00.00 Restoration Procedure REVISION: 09/29/04 PAGE: 4 of 5 |
|---|---|--|

2. the recording and processing of this information by the Concord Customer Service Center,
3. all wire down calls,
4. incoming data from company employees, police, fire and Civil Defense,
5. analysis of both technical and trouble order information by Operations, and
6. the utilization of information to restore the system by restoration personnel.

For the restoration of the physical system, information will flow as follows:

Incoming phone calls received by the Customer Service Center will be processed on a work order. Work orders are forwarded on a regular basis to the Fitchburg Dispatch Center. This information will then be directly accessible for assisting the restoration plan.

Wire Down Calls should be forwarded to the radio room for immediate dispatch to the DSI's and field supervisors. **Wire Down Calls will be priority work.**

Field supervisors will organize their efforts along the lines of system restoration priorities. Field supervisors will make recommendations for resolving problems.

The Field Supervisors, who oversee the physical restoration of the system, assign work to the crews based on priorities, crew locations, and scheduled shifts. The supervisors will communicate data to the Fitchburg Dispatch Center. The report will include location of work and trucks assigned. As each problem is resolved, the trouble orders will be completed in Dispatch and returned to Customer Service for call backs. This information will be transmitted periodically as directed. It will coincide with the needs of the Communication Coordinator, who is required to maintain contact with the press and municipal officials.

The Communication Coordinator will monitor and disseminate all local media information. Unitil Corporate Communications will prepare all Public Service Announcements, paying careful attention to the sensitivity in preparing the releases to ensure that the disseminated information will be helpful to customers and not misconstrued or inflammatory. Before new releases are made to the public, information will be given to the Customer Service Center, the Executive Office, and to Unitil Corporate Communications. It is important that the media announcements reflect the information most critical to customers and is up to date.

The Municipal Field Coordinator assigned to various communities works with and exchanges information with town officials. The Municipal Field Coordinator also keeps town officials informed of the state of restoration and is assigned to the municipal emergency operations centers as necessary.

During the Public Safety Phase, the Municipal Field Coordinator assigned to each affected community exchanges information and works with the designated Town Official to make reported down wires safe and public ways accessible.



**EMERGENCY
RESTORATION
PLAN**

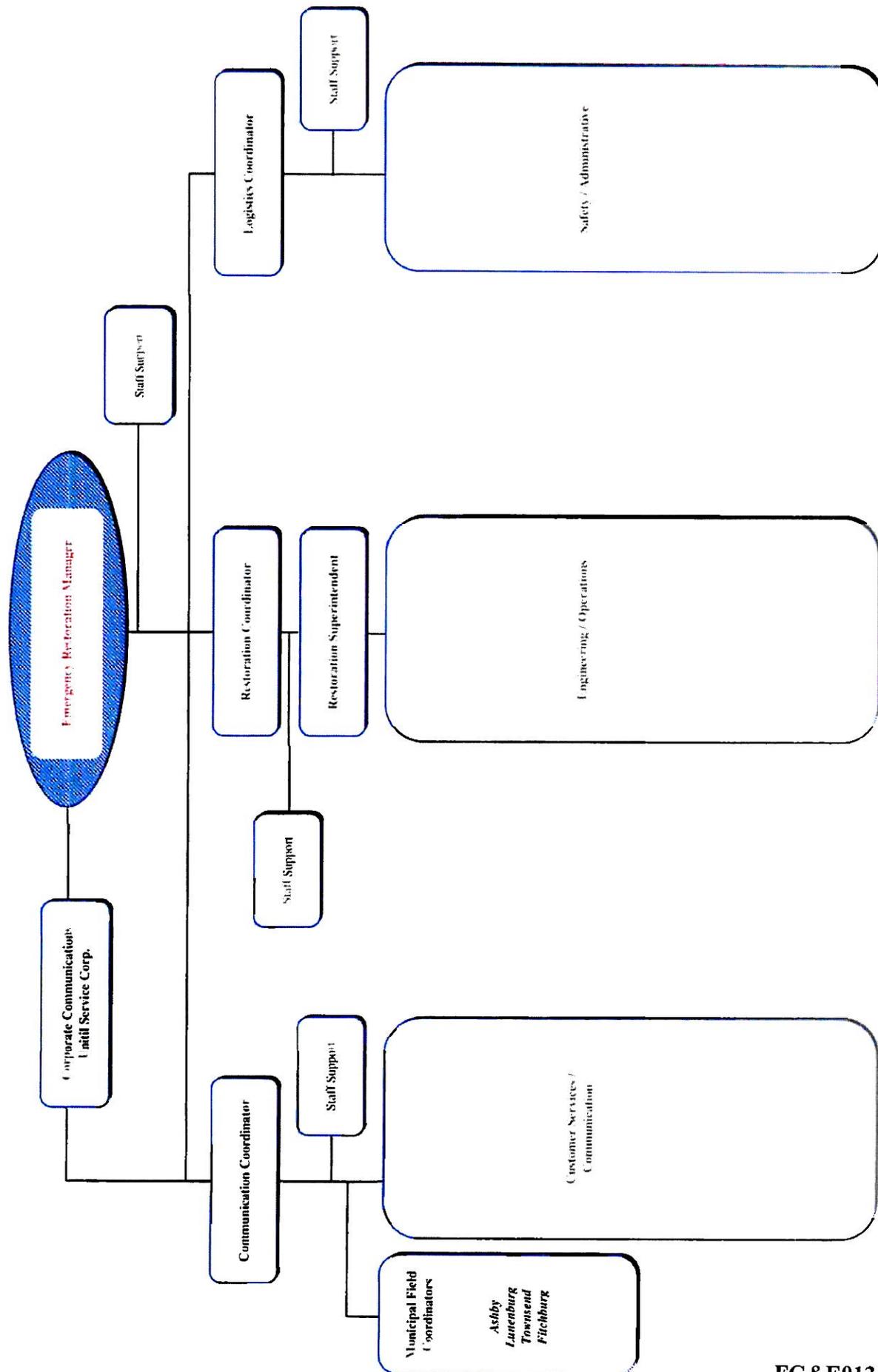
**1.00.00
Restoration Procedure
REVISION: 09/29/04
PAGE: 5 of 5**

As well as receiving information, Customer Services will be responsible for providing the customer with up-to-date information on the restoration of the system. To help meet that end, it is important that the Customer Service Representatives receive as much information as possible to help expedite customer inquiries quickly and accurately. This will be achieved through the periodic (4-6 hours) restoration status reports and any other updates as deemed necessary.

In order to handle customer inquiries expeditiously, a Customer Service Support Team consisting of the Manager of Customer Services, the Supervisor of Customer Service, and the Supervisor of Credit, will be maintained to call back customers who would be better served by continuing the discussion with a higher authority.

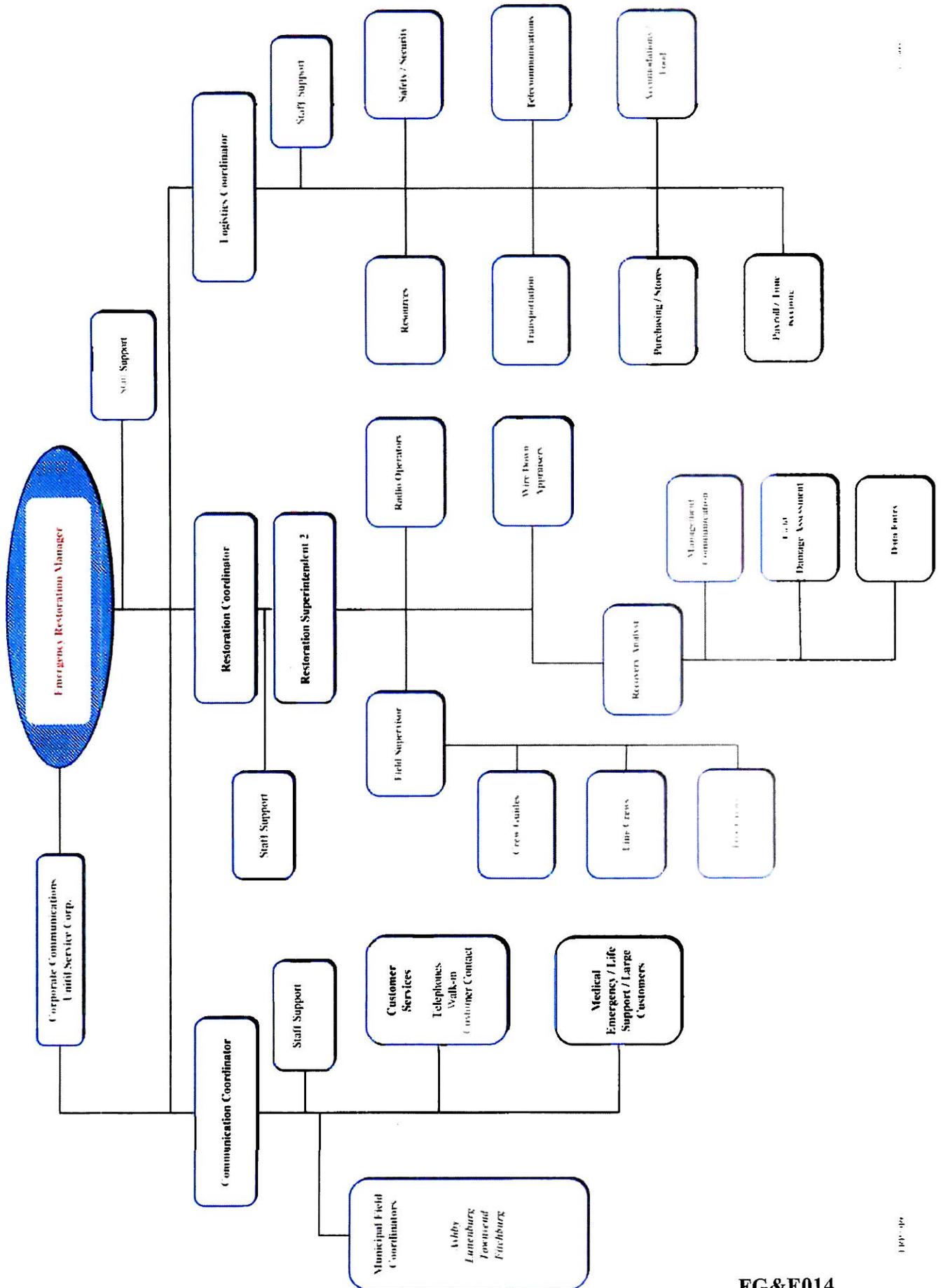
Customer Service and the Manager of Customer Services are the principal sources which direct the flow of all information to the customer directly via cities and towns. The Communication Coordinator is the principal source which directs the flow of information to the customer via the the press. The entire emphasis of these functions is aimed at supplying information to the customer.

UNITIL -- MASSACHUSETTS Emergency Restoration Plan Functional Chart



Unitil / Fitchburg Gas and Electric Light Company Emergency Restoration Plan Functional Chart

FIGURE 1-4-1





**EMERGENCY
RESTORATION
PLAN**

**2.00.00
General Information**
REVISION: 07/27/05
PAGE: 1 of 2

2.01.00 RESTORATION PLAN REVIEW COMMITTEE

When deemed necessary, the committee will meet after implementation of the Emergency Restoration Plan and conduct a S.O.R.T. (System Operations Review Team). The Restoration Plan will be reviewed / updated in August of each year unless the Restoration Plan has been implemented within the last twelve months. Three copies of the Plan will be submitted to the MDTE by the first of September of each year.

The committee is chaired by the Emergency Restoration Coordinator and will be composed of the following:

- Manager, Electric Operations
- Manager, Gas Operations
- Manager, Meter & Service
- Manager, Operations Services
- Line Supervisor, Electric Operations
- Systems Supervisor, Electric Operations
- Construction & Maintenance Supervisor, Gas Operations
- Production Supervisor, Gas Operations
- Field Technician, Electric Operations
- Meter and Service Coordinator
- Team Leader, Dispatch
- Team Leader, Administrative Services
- Team Leader, Plant Records
- Team Leader, Procurement & Inventory
- Safety & Facilities Coordinator

2.02.00 EMERGENCY RESTORATION PLAN MANUAL ORGANIZATION

The Emergency Restoration Plan is detailed in nine sections.

- Section 1 Discusses the Restoration Procedure
- Section 2 General Information
- Section 3 Deals with the Mobilization Procedure
- Section 4 Description of Functions
- Section 5 Public Information



**EMERGENCY
RESTORATION
PLAN**

**2.00.00
General Information**

REVISION: 07/27/05

PAGE: 2 of 2

- Section 6 Human Resources
- Section 7 Outside Crews
- Section 8 Lodging and Food
- Section 9 Critical Facilities



**EMERGENCY
RESTORATION
PLAN**

**3.00.00
Mobilization Procedure**
REVISION: 09/29/04
PAGE: 1 of 5

3.01.00 IMPLEMENTATION

Events requiring the implementation of the Emergency Restoration Plan may occur following a pre-emergency weather review, or may occur completely unexpectedly. In either case, this section sets forth those events which constitute an Energy Delivery System emergency and require activation of the Emergency Restoration Plan elements.

- Loss of 10 % or more of our customers for an anticipated period of more than six hours, or
- Any high profile event which may interest and/or impact a large cross section of the community.

In the event of an anticipated or sudden physical emergency of a magnitude beyond the scope of our normal routines, or an emergency that is growing or is anticipated to grow to major proportions, the Electric Operations Manager shall pronounce the activation or deactivation of the Emergency Restoration Plan.

3.01.01 MONITORING LEVEL

In the monitoring level, radio communications between System Dispatch and trouble crews will be monitored by the Restoration Coordinator. Monitoring the initial stages of a storm will allow for a quicker transition into the Emergency Restoration Plan should the situation progress.

3.01.02 STANDBY LEVEL

The standby level consists of a skeleton staffing of key positions. Staffing will normally include the Restoration Coordinator, Field Supervisor, a Radio Operator, line crew, a tree crew on standby, and an on-call supervisor. The available staffing of all essential personnel and tree crews will normally be ascertained when the standby level is implemented.

3.01.03 FULL IMPLEMENTATION LEVEL

All emergency positions will be staffed for the full implementation level and all notifications will be made in accordance with the Mobilization Procedure. Full implementation will generally lead to a "declared emergency".

3.01.04 DECLARED EMERGENCY LEVEL

The "declared emergency" implementation level is usually reserved for emergencies exceeding 24 hours in duration or loss of 10% or more of our customers for an anticipated period of more than six hours.

**3.01.05 SATELLITE DECENTRALIZATION LEVEL**

Depending on the type, magnitude, and timing of the emergency and considering the possibility of damage to the John Fitch Highway building, decentralization may be necessary. The extent of decentralization depends on the extent of damage. The areas of decentralization would be as follows:

1. Local Police or Fire Stations
2. Flagg Pond Substation
3. LNG Plant, Westminster
4. Propane Plant, Lunenburg

These areas are equipped with existing telephone service. Flagg Pond and the LNG Plant are also equipped with Company radios.

Depending on the extent of decentralization, it may be necessary to have each facility become operational and staffed as follows:

1. Clerk (Administrative Support)
2. Dispatcher
3. Restoration Coordinator

The Field Supervisor will be at the site that best serves the operational needs of the Company and will continue to assist in the restoration effort. Depending on the situation, public information personnel may also have to decentralize to maintain effective contact with public officials and customers.

3.02.00 NOTIFICATION

The Restoration Coordinator will notify the Communication Coordinator who will notify Local Management as well as the Unitil System Management Group upon activation or deactivation of the Emergency Plan. Notification will be by telephone and by e-mail.

1. Local Management:
 - a. Manager, Electric Operations
 - b. Manager, Gas Operations
 - c. Manager, Meter & Service
 - d. Manager, Operations Services
2. Unitil System Management Group:
 - a. All system management personnel at the VP level and up

Restoration Coordinator notifies:

- a. Massachusetts Department of Telecommunications and Energy
- b. Massachusetts Emergency Management Agency
- c. Corporate Communications



**EMERGENCY
RESTORATION
PLAN**

**3.00.00
Mobilization Procedure
REVISION: 09/29/04
PAGE: 3 of 5**

3.03.00 TRANSPORTATION

3.03.01 VEHICLES

All vehicles will fall under the control of the Restoration Coordinator. Those departments that are left intact may have their vehicles assigned a specific task in the restoration effort. All vehicle assignments and reassignments will take place under the direction of the Restoration Coordinator or their designee. A four-wheel drive vehicle is assigned to the restoration center to accommodate the movement of personnel under adverse road conditions during shift changes where convenient. Vehicles awaiting the return of crews are to be parked in the garage area for refueling and performance of any needed maintenance.

Vehicle repairs are made at the following vendors:

| | | |
|--|--|--|
| Colonial West Chevrolet 314 John Fitch Highway Fitchburg, MA 01420 978-342-8713 | Townsend Ford 340 Main Street Townsend, MA 01469 978-597-8955 | Chapdelane Truck Center 199 Mass Ave Lunenburg, MA 01462 978-345-0621 |
|--|--|--|

3.03.02 PRIVATE 4-WHEEL DRIVES AND OTHER OFF ROAD VEHICLES

Employees will be polled and a listing established of all employees owning snowmobiles with trailers, and four-wheel drive vehicles consenting to the use of their equipment by Unitil. This equipment would be requested to be used only during a 'declared emergency'.

3.04.00 WEATHER FORECASTING SYSTEM

This section provides a proactive means for informing certain parties of the possibility of a significant, weather related event with the potential for significant energy delivery system interruption.

3.04.01 DEFINITIONS

NWS - National Weather Service

Watch - An NWS product indicating that a particular hazard is possible; i.e., that conditions are more favorable than usual for its occurrence. A watch is a recommendation for planning, preparation, and increased awareness; i.e., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes.

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | 3.00.00 Mobilization Procedure REVISION: 09/29/04 PAGE: 4 of 5 |
|---|---|---|

Warning - A product issued by NWS local offices indicating that a particular weather hazard is either imminent or has been reported. A warning indicates the need to take action to protect life and property. The type of hazard is reflected in the type of warning; e.g., tornado warning, blizzard warning.

3.04.02 ACTIONS – NWS STORM WATCH

Central Systems Dispatch is responsible for providing early notification to Company employees via the e-mail system.

3.04.03 ACTIONS – NWS STORM WARNING

Central Systems Dispatch is responsible for e-mailing internal contacts to provide “upgraded” notification to internal contacts.

3.05.00 COMMUNICATIONS

3.05.01 RADIO SYSTEM

The radio communication system has four repeater locations and approximately 44 mobile and 12 portable radios. The system has a centralized base station at John Fitch Highway.

During a ‘declared emergency’ it is the responsibility of the Transportation Coordinator to keep all radios and radio equipment operational 24 hours a day.

3.05.02 MOBILE TELEPHONES

In the event of a catastrophic failure of the radio system, Unitil will begin using cellular telephones to facilitate communication from the central office to the field. All managers, on call supervisors and System Dispatch have cellular phones.

3.05.03 TELEPHONE SYSTEM

3.05.03.1 Description of the Telephone System

The Unitil telephone system is a Lucent Technology Definity G3Siv5 phone system with Intuity voice mail capabilities. The phone system and voice mail are premised base systems with uninterruptible power supply (UPS) which is backed up by a Kohler Fast Response II 100 kilowatt generator. This system is housed in the Company’s computer room and supported by on-site personnel. Additional backup phone system support is provided by personnel at Unitil Service Corporation and/or by Lucent Technologies, 800-242-2121.



**EMERGENCY
RESTORATION
PLAN**

**3.00.00
Mobilization Procedure**
REVISION: 09/29/04
PAGE: 5 of 5

3.05.03.2 Published Telephone Numbers

The customer service numbers are made available to customers through several methods. They are published in the Verizon Telephone Directory, printed on the monthly bill, listed in the Customer Information Handbook (mailed to new customers) and printed on all bill inserts.

3.05.03.3 Telephone System Backup

In the event of a major catastrophe affecting the Fitchburg office telephone system, Administrative Support would be decentralized to the satellite locations described in 3.01.05 (Satellite Decentralization Level).

3.05.03.4 Response to Telephone Emergencies

The Customer Service Center is on call 24 hours a day, 7 days a week. A member of Customer Services management can be reached through the Systems Dispatcher at all times.

3.06.00 EMERGENCY INFORMATION PLAN (EIP)

The EIP outlines the activation process and sets forth the necessary notification requirements. The EIP will enable each Distribution Operations Center (DOC) to provide to System Management, and external parties when appropriate, necessary and pertinent information related to both system emergencies and associated restoration efforts. A common format will be ensured through the use of predefined information requirements contained within the EIP. Key components in the communications process are identification of all parties to be notified, advance notification when possible, estimated magnitude and duration of the emergency event, estimated time of restoration (ETR), and updates of all conditions via restoration status reports (RSRs) on a predetermined interval basis.



4.01.00 PUBLIC INFORMATION

**4.01.01 COMMUNICATIONS COORDINATOR
(OPERATIONS SERVICES MANAGER)**

A. PRE-EMERGENCY PREPARATION

1. Review information flow procedures.
2. Initiate pre-emergency media contact.
3. Control and supervise the placement of UNITIL personnel in community storm centers.

B. EMERGENCY PERIOD

1. Receive calls from news media personnel and provide accurate information
2. Coordinate/initiate calls to news media personnel on a timely basis in accordance with Corporate Communications EIP.
3. Coordinate placement of customer information ads.
4. Participate and/or arrange for interviews with appropriate new media.
5. Provide customer information to the news media on the restoration effort.

C. WORK PERIOD

12 Hour Shift alternating with relief

4.01.02 MUNICIPAL FIELD COORDINATOR

A. PRE-EMERGENCY PREPARATION

1. Meet with the Communications Coordinator to review assignment.
2. Contact designated municipal officials to advise them the Emergency Restoration Plan is in effect and provide the private telephone number for contact and availability to report to the municipal emergency operations center.
3. Review with the municipal officials the procedure for reporting information or seeking information.

B. EMERGENCY PERIOD

1. Coordinate Unitil/UNITIL municipal contacts with their designated local officials ensuring a clear line of communication is established.
2. Provide restoration updates to Municipal Field Contacts.
3. Field contacts to communicate municipal concerns back to Municipal Supervisors.
4. Ensure lines of communication back to Communications Coordinator (cell phones).

C. JOB LOCATION

At designated municipal locations when requested.



4.02.00 CONCORD CUSTOMER SERVICE CENTER

4.02.01 MANAGER OF CUSTOMER SERVICES

A. PRE-EMERGENCY PREPARATION

1. Review the Emergency Restoration Plan with regard to staffing, scheduling of shifts, description of responsibilities, and review of quantities of storm restoration materials.
2. Make contact with all customers listed as being on life support and submit changes to Operations for update of files.

B. EMERGENCY PERIOD

1. The Manager of Customer Services will be responsible to ensure that Customer Service Center staff will:
2. Respond to all incoming customer calls relative to loss of power.
3. Generate a trouble order with the required pertinent information for every call for each location, unless otherwise advised by the Restoration Coordinator.
4. Inform customers of restoration information which is provided by the Restoration Coordinator
5. Upon notification and return of the customer trouble order, begin the call back procedure to confirm power restoration.

4.02.02 CUSTOMER SERVICE REPRESENTATIVE

A. PRE-EMERGENCY PREPARATION (Fitchburg DOC and Concord Call Center)

1. All Customer Service employees will be notified by the Customer Service Team Leader of the storm watch.
2. All personal arrangements will be made in preparation for possible immediate call in.

B. EMERGENCY PERIOD

1. Respond to incoming customer calls relative to their loss of power. A trouble order will be generated for each call. (Concord Call Center)
2. Respond to walk-in customer inquiries relative to their loss of power. A trouble order will be generated for each customer. (Fitchburg DOC)
3. Provide customers with up-to-date restoration information.
4. Assist any customer requiring information not available to the representative answering the incoming call. This may require the Team Leader to research the request and call the customer back.

C. WORK PERIOD

12 hour shift alternating with relief.



**EMERGENCY
RESTORATION
PLAN**

**4.00.00
Description of
Functions**
REVISION: 10/15/04
PAGE: 3 of 9

4.03.00 SAFETY AND SECURITY

**4.03.01 SAFETY AND SECURITY
(SAFETY & FACILITIES COORDINATOR)**

A. PRE-EMERGENCY PREPARATION

1. Maintain a list of proper security precautions to be implemented during emergency restoration.
2. Maintain a list of authorized personnel to enter company property.
3. Maintain a supply of identification materials for outside crews that may be required during the restoration process.
4. Provide safety instruction to all UNITIL crews.

B. EMERGENCY PERIOD

1. Provide safety instruction to non-company crews, both Line and Tree.
2. Provide a secure environment for our employees and safeguard company property from theft and vandalism during a time of increased exposure.
3. Investigate any accidents to our employees or to the general public and notify the proper authorities.

C. WORK PERIOD

12 hour shift alternating with relief.

**4.04.00 RESTORATION COORDINATOR
(ELECTRIC OPERATIONS MANAGER)**

A. PRE-EMERGENCY PREPARATION

1. Know the overall Emergency Restoration Plan and be able to administer it.
2. Responsible for ongoing updates of Emergency Restoration Plan.
3. Ensure that training is held at least annually (in May), especially for those who have emergency work assignments different from their regular job. Make sure that new personnel are trained for their assignments at the time they are given them.
4. Inform all personnel assigned to the Restoration Center of their assignments and how this assignment interacts with other parts of the plan.
5. Train all personnel assigned to the Restoration Center in their assignments.
6. Alert all personnel assigned to the Restoration Center of the impending emergency.
7. Verify that storm stock is available.
8. Maintain a dialogue with all function heads in the Emergency Restoration Plan regarding impending emergency.
9. Acquire up-to-date weather reports and monitor the progress of the storm.

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | 4.00.00 Description of Functions REVISION: 10/15/04 PAGE: 4 of 9 |
|---|---|---|

B. EMERGENCY PERIOD

1. Activate and monitor Emergency Restoration Plan. Ensure proper notification of all key positions within the Company.
2. Oversee the overall safety of the general public.
3. Oversee trouble order work area
4. Create and update crew dispatch logs.
5. Monitor jobs for priority.
6. Assign tasks to restorations crews through the dispatchers.
7. Anticipate crew clearing one job and have next job assignment ready to be dispatched.
8. Monitor and control meal periods, breaks, and rest time.
9. Monitor and assign work to all tree crews.
10. Modify emergency procedures as changing conditions and unforeseen circumstances develop.
11. Authorize power interruptions as the need arises ensuring safety and enhancing the restoration. (Note: All interruption requests from a Fire Chief will be honored.)
12. Ensure continuous communication of restoration progress.
13. Complete restoration updates as outlined in Section 1.02.04

C. WORK PERIOD

14 hour shift including 2 hour overlap with alternate

4.05.00 RESTORATION GROUP

4.05.01 RADIO OPERATOR

A. PRE-EMERGENCY PREPARATION

Meet with the Restoration Coordinator to review assignments.

B. EMERGENCY PERIOD

1. Dispatch work assignments to line repair crews as directed.
2. Know the location of all outside personnel.
3. Maintain appropriate logs and documentation

C. EQUIPMENT REQUIREMENTS

1. Radio Console
2. Large table for maps and tracking progress

D. JOB LOCATION

Restoration Center Dispatch, John Fitch Highway

E. WORK PERIOD

12 hour shifts alternating with relief

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | 4.00.00 Description of Functions REVISION: 10/15/04 PAGE: 5 of 9 |
|---|---|---|

4.05.02 SYSTEM DISPATCHER

- A. PRE-EMERGENCY PREPARATION
 - Provide notification of pending weather conditions.
- B. EMERGENCY PERIOD
 - 1. Coordinated switching with the Restoration Coordinator.
 - 2. Notify MDTE.
 - 3. Determine customer counts for the various outages.
 - 4. Monitor SCADA system for system status of electric devices.
 - 5. Answer calls on Gas Emergency Line.

4.05.03 RECOVERY ANALYST

- A. PRE-EMERGENCY PREPARATION
 - 1. Meet with the Restoration Coordinator to review the Emergency Restoration Plan.
 - 2. Be familiar with vehicles, radios, system maps, database software and construction standards.
- B. EMERGENCY PERIOD
 - 1. Communicate and compile field situations from the Field Damage Assessment personnel and the DSI's. Analyze and report damage assessment to the Restoration Coordinator.
 - 2. Complete Storm Damage Report (Figure 4.6.3) and compile estimation of workload uncompleted.
 - 3. Assist in the management communication report.
- C. WORK PERIOD
 - 12 hour shift alternating with relief

4.05.04 DISTRIBUTION SYSTEM INSPECTORS (DSI'S)

- A. PRE-EMERGENCY PREPARATION
 - 1. Review the procedures to be followed during the emergency period.
 - 2. Review preparation of wire down reports and how they are handled.
- B. EMERGENCY PERIOD
 - 1. Investigate wire down condition as directed by the Recovery Analyst.
 - 2. Report to the Dispatcher, by radio or telephone, the wire down condition.

When assigned the task of inspecting a wire down call, determine whether a wire down condition exists and if it presents an immediate safety hazard.

If a wire down condition exists and the wire down is determined to be a primary wire or a potentially hazardous service, the DSI radios his/her



EMERGENCY RESTORATION PLAN

4.00.00
Description of
Functions

REVISION: 10/15/04
PAGE: 6 of 9

findings to the dispatcher. **A HAZARDOUS WIRE DOWN IS OF THE HIGHEST PRIORITY.** The inspector remains at the site until relieved by other company personnel such as a line crew. At this point the inspector is now available for the next wire down call.

If a wire down condition exists and the wire is determined to be telephone or CATV cable or a de-energized service and no safety hazard exist, he/she will radio his/her findings to Dispatch who will make the appropriate notation on Form 3169, then forward to the Recovery Analyst.

If no wire down condition exists he/she will radio his/her findings to the dispatcher who will make the appropriate notation. The inspector will now be ready for the next wire down call.

C. WORK PERIOD

12 hour shift alternating with relief

4.05.05 CREW ESCORT

A. PRE-EMERGENCY PREPARATION

Meet with the Field Supervisor to receive training and expected assignments.

B. EMERGENCY PERIOD

1. Perform work related to the public safety area of this assignment.
2. Act as DSI's.
3. Guide outside crews to locations assigned by System Dispatch.
4. Provide radio / telephone communication between outside crews and Emergency Restoration Center.
5. Record the movement of assigned crew(s) and turn in Time Report to the time keeper at the end of the shift.

C. WORK PERIOD

12 hour shift alternating with relief

4.05.06 FIELD DAMAGE ASSESSMENT

A. PRE-EMERGENCY PREPARATION

Meet with the Recovery Analyst to receive instructions and expected assignments.

B. EMERGENCY PERIOD

1. Investigate field situations as directed by the Recovery Analyst.
2. Report by radio/telephone damage assessment to the Recovery Analyst to include the following information:
 - Location
 - Description of Damage
 - Estimated Amount of Time to Make Repairs
 - Required Materials



**EMERGENCY
RESTORATION
PLAN**

**4.00.00
Description of
Functions
REVISION: 10/15/04
PAGE: 7 of 9**

- C. WORK PERIOD
12 hour shift alternating with relief

4.06.00 SUPPORT GROUP

**4.06.01 LOGISTICS COORDINATOR
(METER & SERVICES MANAGER OR GAS OPERATIONS MANAGER)**

A. PRE-EMERGENCY PREPARATION

1. Contact utilities and contractors for available resources.
2. Review transportation requirements.
3. Ensure proper stock levels and adjust to expedite orders when necessary.
4. Review record keeping procedures.
5. Review the list of restaurants and motels. Contact motels and restaurants and review arrangements and availability.
6. Establish requirements for petty cash if required for meals or lodging.
7. Establish the "Family Contact Assistant" For employees families to call when they are having difficulties (leaking roofs or pipes, no heat, illness, etc.).

B. EMERGENCY PERIOD

1. Procure required resources.
2. Work with Restoration Coordinator for requests for materials from other companies.
3. Maintain communication through the Restoration Coordinator as to lodging and meal requirements. Make necessary arrangements with motel and restaurants to provide food and lodging.

- C. WORK PERIOD
13 hour shift, including 1 hour overlap with alternate

**4.06.02 PURCHASING AND STORES
(TEAM LEADER, PROCUREMENT AND INVENTORY)**

A. PRE-EMERGENCY PREPARATION

1. Review safety stock levels annually and adjust to expedite orders when necessary.
 - a. Vests
 - b. Hard Hats
 - c. Safety Glasses
 - d. Flashlights
 - e. Batteries (all sizes)
2. Monitor below minimum non-safety stock items and expedite orders when necessary.
3. Ensure Contractor Passes are available.

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | 4.00.00 Description of Functions REVISION: 10/15/04 PAGE: 8 of 9 |
|---|---|---|

B. EMERGENCY PERIOD

1. Inventory all safety stock and other critical items.
2. Work to identify potential stock-outs before they occur and seek alternate sources of supply.
3. Determine allocation of material and appropriate issue quantities for critical items. Hold back as much as possible.
4. Monitor tool and equipment issues to outside contractors.
5. Make certain that all proper accounting procedures are being followed.
6. Maintain 24-hour coverage of the central stockroom to issue stock and keep necessary records.

C. WORK PERIOD

12 hour shift alternating with relief

**4.06.03 PAYROLL / TIMEKEEPER
(PLANT RECORDS)**

A. PRE-EMERGENCY PREPARATION

1. Coordinate with Personnel and Operations regarding the procedures to be followed during an emergency to ensure timely and accurate time reporting for payment and data collection purposes.
2. Develop standard methods and documents to facilitate the collection of storm time related data.
3. Develop procedures for coordinating time keeping information for outside crews as well as UNITIL crews.

B. EMERGENCY PERIOD

1. Implement procedures developed.
2. Assist in administering policy and keeping track of payroll.
3. Serve as Check-in / Check-out Point for all outside crews. Issue and collect contractor passes.
4. Maintain Outside Crew Daily time Report (Figure 4.07.03) as crews enter and leave our system for accounts payable purposes.
5. Ensure all Outside Crews are supplied safety equipment, if required.

C. WORK PERIOD

12 hour

4.06.04 TRANSPORTATION / RADIO SYSTEMS

A. A PRE-EMERGENCY PREPARATION

1. Receive from the Restoration Coordinator a list of the number of vehicles needed to sustain the restoration effort.
2. Restock and refuel all trucks
3. Ensure all portable radios and back-up batteries are charged.
4. Ensure radio system and towers are functional
5. Ensure flashlights are charged and ready.



**EMERGENCY
RESTORATION
PLAN**

**4.00.00
Description of
Functions
REVISION: 10/15/04
PAGE: 9 of 9**

6. Check all fuel storage capacities and make necessary adjustments for a three day sustained operation.
7. Notify vendors (parts, etc) of our status and of any anticipated needs.
8. All tire chains will be checked for serviceability and placed in readiness depending on the type of storm situation.
9. Personnel will be advised of their alert status and what will be expected of them during the emergency.
10. Depending on the emergency situation and adverse road conditions, four-wheel drive vehicles may be required to move personnel to and from work.
11. Review a pre-established listing of all employee-owned four-wheel drive vehicles.
12. Fuel all chain saws, snow blowers, fork lifts and portable generators.

B. EMERGENCY PERIOD

1. The Restoration Coordinator will keep the Transportation Coordinator advised of any large influx of foreign equipment.
2. Garage personnel will maintain equipment involved in the emergency situation.
3. Maintain the radio system.

C. WORK PERIOD

12 hour shift

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | DOC 4.07.03 Outside Crew Daily Time Report |
|---|---|---|

OUTSIDE COMPANY: _____ DATE: _____

CREW LEADER: _____ TRUCK NO: _____

| | NAME | POSITION | HOURS WORKED | | REST PERIOD | |
|---|------|----------|--------------|----------|-------------|----------|
| | | | FROM | TO | FROM | TO |
| 1 | | | AM PM | AM PM | AM PM | AM PM |
| 2 | | | AM PM | AM PM | AM PM | AM PM |
| 3 | | | AM PM | AM PM | AM PM | AM PM |
| 4 | | | AM PM | AM PM | AM PM | AM PM |
| 5 | | | AM PM | AM PM | AM PM | AM PM |
| 6 | | | AM PM | AM PM | AM PM | AM PM |
| 7 | | | AM PM | AM PM | AM PM | AM PM |

LOCATION OF WORK

| POLE | STREET | TOWN |
|------|--------|------|
| | | |
| | | |
| | | |
| | | |
| | | |

PREPARED BY: _____
CREW LEADER

APPROVED BY: _____
UNITIL REP.

PREPARE THIS REPORT DAILY AND PRESENT TO UNITIL REPRESENTATIVE. UNITIL REP. WILL IN TURN SUBMIT DAILY REPORT TO OUTSIDE CREW COORDINATOR

| | | |
|---|---|---|
|  <p>Unitil Fitchburg Gas and Electric Light Company</p> | EMERGENCY RESTORATION PLAN | DOC 4.07.03 Outside Crew Daily Time Report |
|---|---|---|

OUTSIDE COMPANY: _____ DATE: _____

CREW LEADER: _____ TRUCK NO: _____

| | NAME | POSITION | HOURS WORKED | | REST PERIOD | |
|---|------|----------|--------------|----|-------------|----|
| | | | FROM | TO | FROM | TO |
| 1 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 2 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 3 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 4 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 5 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 6 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |
| 7 | | | AM | AM | AM | AM |
| | | | PM | PM | PM | PM |

LOCATION OF WORK

| POLE | STREET | TOWN |
|------|--------|------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

PREPARED BY: _____ APPROVED BY: _____
CREW LEADER FG&E REP.

PREPARE THIS REPORT DAILY AND PRESENT TO FG&E REPRESENTATIVE. FG&E REP. WILL IN TURN SUBMIT DAILY REPORT TO OUTSIDE CREW COORDINATOR

| | | |
|---|---|---|
|  | EMERGENCY RESTORATION PLAN | 5.00.00 Public Information REVISION: 02/19/09 PAGE: 1 of 5 |
|---|---|---|

5.01.00 MEDIA

The purpose of media contact is to provide customers with information regarding public safety and information pertinent to restoration of electric service.

Media contact is the responsibility of Corporate Communications. It may be performed in the following ways:

- Contact initiated by Corporate Communications
- Response to inquiries from media representatives in accordance with storm communication document
- Advertising
- Press Briefings
- Interviews

The following list of news wires, newspapers, radio and television stations may be contacted in the event of an emergency.

Provide progress updates to Unitil Corporate Communications.

5.01.01 NEWS WIRES

| | |
|--|--|
| THE ASSOCIATED PRESS Contact: Mary Ellen | TEL: (617) 357-8100 (617) 357-8106 FAX: (617) 338-8125 |
|--|--|

5.01.02 NEWSPAPERS

| | |
|---|---|
| FITCHBURG-LEOMINSTER SENTINEL & ENTERPRISE | |
| Managing Editor: Jeff McMenemy | TEL: (978) 343-6911 X214 FAX: (978) 342-1158 |

| | |
|-------------------------|--|
| THE GARDNER NEWS | |
| Contact: Andres Caamano | TEL: (978) 632-8000 X23 FAX: (978) 630-5410 |

| | |
|--|--|
| WORCESTER TELEGRAM & GAZETTE (Fitchburg Office) | |
| Contact: Mike Elfland | TEL: (978) 343-4837 FAX: (978) 345-5620 |

| | |
|--|--|
| WORCESTER TELEGRAM & GAZETTE (Worcester Office) | |
| Contact: Jim Sacks | TEL: (508) 793-9100 FAX: (508) 793-9281 |



**EMERGENCY
RESTORATION
PLAN**

**5.00.00
Public Information
REVISION: 02/19/09
PAGE: 2 of 5**

THE BOSTON HERALD.
Contact: Brett Arends

TEL: (617) 426-3000
TEL: (617) 619-6637
FAX: (617) 542-1315

THE BOSTON GLOBE
Contact: Peter Howe

TEL: (617) 929-3055
FAX: (617) 929-3183

5.01.03 TELEVISION STATIONS

WBZ - TV, Channel 4
Contact: Assignment Desk

TEL: (617) 787-7018
FAX: (617) 254-6383

WCVB - TV, Channel 5
Contact: Candy Altman

TEL: (981) 449-9198
FAX: (781) 449-6681

WHDH - TV, Channel 7
Contact: Steve Harrington

TEL: (617) 725-0770
FAX: (617) 723-6117

WLVI - TV, Channel 56
Contact: Pamela Johnston, news director

TEL: (617) 265-5656
FAX: (617) 287-2872

New England Cable News
Contact: Laura Campbell
or Charlie Kravis

TEL: (617) 630-5025
FAX: (617) 630-5055

FOX-TV, Channel 25
Contact: Scott Matthews

TEL: (781) 326-8825
FAX: (781) 467-7213

5.01.04 RADIO STATIONS

WEIM / WGAW-AM
Contact: Michael Fortier

TEL: (978) 343-3766
FAX: (978) 345-6397

WSRS-FM / WTAG-AM
Contact: Hank Stolz

TEL: (508) 795-0580 or
(508) 755-0058
FAX: (508) 757-1779 or
(508) 757-7279

WXLO-FM
Contact: Jen Carter

TEL: (508) 752-1045 X225
FAX: (508) 793-0824

5.02.00 CORPORATE COMMUNICATIONS

Corporate Communications will provide updated information to the media in accordance with storm communication document dated 11/2/2007.

5.03.00 CUSTOMER INFORMATION

Customers contact the Company in one of the following ways:

1. Telephone

Customers report trouble and emergency by calling (888) 301-7700. The representative records the customer's name, address, telephone number and pole number if possible, and a complete description of the problem. This information is forwarded to the Dispatch Center. In the event a customer contacts the Company using any other business number, a representative will assist the customer. During an emergency all telephone recordings will be changed to direct the customer to hold for assistance.

2. In Person

Customer may report any emergency in person at 285 John Fitch Highway. The same information is gathered from the customer and forwarded to the Dispatch Center.

5.04.00 MUNICIPAL INFORMATION

Communications with municipal officials and civil defense officials is initiated and maintained by the Corporate Communications. The Municipal Contact representatives are the primary Company representatives for municipal accounts during emergency situations.

The following municipal officials are the primary contacts during emergencies.

| Municipality | Municipal Official | Civil Defense Director | |
|--------------|--------------------|------------------------|----------------------------------|
| Ashby | Linda Sanders | Mike Bussell | 978-386-5652 |
| Fitchburg | Lisa A. Wong | Lt Kevin Curren | 978-345-9660 978-345-9589 fax |
| Lunenburg | Thomas A Alonzo | Brian LeBlanc | 978-582-6520 |
| Townsend | Gregory Barnes | Shirley Coit | 978-597-6482 |

5.05.00 STATE LEGISLATIVE CONTACTS

Elected State Officials Communications will be established with appropriate elected state officials by the Communications Coordinator during the early stages of the storm and updates provided throughout the storm.

| Senators | Representing | Telephone Numbers |
|----------------------|---|---|
| Jennifer L. Flanagan | Ashby, Fitchburg, Gardner, Lunenburg, Townsend, Westminster | (617) 722-1230 Boston (978) 537-1912 Leominster (978) 466-8605 Home |

| Representatives | Representing | Telephone Numbers |
|---------------------|--|--|
| Stephen L. DiNatale | Fitchburg (except Ward 6B) | (617) 722-2460 Boston (978) 342-0110 District Office |
| Jennifer E. Benson | Lunenburg, Shirley | (617) 722-2425 Boston (978) 582-7063 |
| Robert L. Rice, Jr. | Ashburnham, Ashby, Gardner, Fitchburg (Ward 4A), Westminster | (617) 722-2060 Boston (978) 632-3255 District Office (978) 632-7627 Home |
| Robert Hargraves | Townsend | (617) 722-2305 Boston (978) 448-5456 Home/Dist Office |

5.06.00 MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATION AND ENERGY (M.D.T.E.)

Notification is made in accordance with Unitil-MA Policy Guide 5.0-0 (Appendix A).

Chairperson - The Communications Coordinator will assume responsibility for providing information on emergency restoration activities to the M.D.T.E. Chairperson.

Electric Power Division Director - The Communications Coordinator will assume responsibility for providing information on emergency restoration activities to the MDTE Electric Power Division Director.

Consumer Division Director - The Communications Coordinator is responsible for information activities and will assume responsibility for providing updates of emergency restoration activities to the M.D.T.E. Director.

5.07.00 MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY (MEMA)

The Communications Coordinator will assume responsibility of coordinating efforts with the Director of the Massachusetts Emergency Management Agency in Framingham, (508) 820-1422.



**EMERGENCY
RESTORATION
PLAN**

**5.00.00
Public Information
REVISION: 02/19/09
PAGE: 5 of 5**

5.08.00 MEDICAL PRIORITY CUSTOMERS

After the initial emergency has passed and a damage assessment has been made, each Medical Priority Customer will be called by the designated Medical Priority Personnel. **The customer will be provided with a private Unitil phone number to call if necessary** and will be advised to contact their local Civil Defense Director or local Fire Department in the event they need assistance. As restoration nears completion, the customer will be called back to ensure service has been restored.

5.09.00 CRITICAL FACILITIES

A listing of critical facilities is furnished by each municipality and maintained by the company. These critical facilities are taken into consideration in prioritizing restoration efforts. (See Section 9.0 for listing.)

5.10.00 CUSTOMER SERVICE CENTER

The Manager of Customer Services will receive information on restoration activities from:

- The Restoration Manager on restoration updates and then will coordinate media activities.
- The Customer Service Center personnel will receive information from the Manager of Customer Services.

5.11.00 RESTORATION PLAN EMPLOYEES

Employees of Unitil and others assigned to the Emergency Restoration Plan will be informed of the restoration progress on a daily basis. Prior to the commencement of day-shift, a progress report will be prepared under the direction of the Restoration Manager and the Manager of Operations Services.



**EMERGENCY
RESTORATION
PLAN**

**6.00.00
Human Resources
REVISION: 09/29/04
PAGE: 1 of 2**

6.01.00 STAFFING OF EMERGENCY POSITIONS

Each key position of the Emergency Restoration Plan Organization is assigned a primary and a backup candidate.

In the absence of the primary candidate, the backup person will assume the responsibilities of the position. Based on staffing, another employee will be chosen as a backup to relieve this position. The backup candidate normally has another assignment in the Restoration Plan.

Personnel assigned to duties in the Emergency Restoration Plan have been selected based on careful review of their work experience, prior emergency restoration experience, education and skills.

6.02.00 REQUIREMENTS FOR REVIEW AND TRAINING

Everyone in a leadership position in the Emergency Restoration Plan is responsible for the following:

Each Fall, the company shall offer to each community a training seminar covering an overview of our Emergency Restoration Plan, with a concentration on how the company will handle "wire down calls" during a system emergency.

Annually*, the Restoration Manager sends a memo to the functional group heads asking them to review the Emergency Restoration Plan with all personnel under their direction. This includes a review of:

- a. emergency organization,
- b. group responsibilities,
- c. personnel assignments,
- d. accuracy of personnel information and other pertinent data, and
- e. proposed changes.

and also requires that:

- a. emergency equipment be tested and checked.
- b. emergency supplies be inventoried and replenished if necessary.
- c. training and practice exercises be conducted where applicable.

Upon completion*, a written report of each group's review is sent to the Restoration Manager. This report is to include procedure review methods, list of participants, corrections of data and proposed revisions.

The Restoration Plan Review Committee meets to review the reports and to act on proposed changes. Affected personnel are notified of approved revisions.

* Recommended Timing:

- a. During September - Emergency Restoration Manager to send out memos.

| | | |
|---|---|--|
|  | EMERGENCY RESTORATION PLAN | 6.00.00 Human Resources REVISION: 09/29/04 PAGE: 2 of 2 |
|---|---|--|

- b. During November - Functional Groups to complete reviews, equipment and supply checks, training and exercises.
- c. During November - Review Board Meetings to be held (following "b").

6.03.00 PERSONNEL INFORMATION

6.03.01 LISTING OF EMPLOYEE TELEPHONE NUMBERS

See Appendix B9 (confidential)

| | | |
|---|---|--|
|  | EMERGENCY RESTORATION PLAN | 7.00.00 Outside Crews REVISION: 08/28/08 PAGE: 1 of 2 |
|---|---|--|

7.01.00 OPERATING INSTRUCTIONS

7.01.01 EI MUTUAL ASSISTANCE ROSTER

The Unitil Restoration Coordinator or his/her assistant will request outside crews in accordance with the Edison Electric Institute (EEI) Mutual Assistance Roster, a copy of which is kept with this Plan.

7.01.02 PROCEDURE FOR ORGANIZATION OF OUTSIDE CREWS

1. Notification will be given by the Unitil Logistics Coordinator or his/her assistant of the expected time of arrival and the number of outside crews.
2. Arrange to have adequate field representatives available with transportation, spotlights, and company keys.
3. Meet the outside crews at the designated location (normally John Fitch Highway).
4. Assign an escort to the crew(s) and detail the work to be done.
5. Provide radio and/or telephone communication between outside crews and the Emergency Restoration Center.
6. Communicate to Accommodation Coordinator the number of people needing accommodations, where they will be working and what hours they will be working.
7. At completion of assignment, record the departure date and time.

7.02.00 HELICOPTER VENDOR

7.02.01 PRIMARY HELICOPTER VENDOR

Joe Brigham, Inc.
 Pembroke, NH
 (603) 225-3134

7.02.02 BACKUP HELICOPTER VENDOR

Wiggins Airway
 Norwood, MA
 (617) 762-5690

7.03.00 OUTSIDE LINE CONTRACTORS

| NAME | ADDRESS | TELEPHONE NO. |
|--------------------------------|--|--------------------------------------|
| J C R. Construction Co., Inc. | P.O. Box 331 Raymond, NH 03077 | (603) 895-4062 |
| Utility Service and Assistance | 117 Londonderry Tpk Hooksett NH 03106 | (603) 625-4503 (603) 483-8526 (H) |



**EMERGENCY
RESTORATION
PLAN**

**7.00.00
Outside Crews
REVISION: 08/28/08
PAGE: 2 of 2**

| NAME | ADDRESS | TELEPHONE NO. |
|-------------------------------------|---|----------------|
| I. C. Reed & Sons, Inc. | P.O. Box 968 Raymond, NH 03077 | (603) 895-2731 |
| Hi Volt | P.O. Box Raymond, NH 03077 | (603) 895-1119 |
| Evans Line Construction | P.O. Box 5037 Manchester, NH 03108 | (603) 494-5635 |
| Cable Splicing & Testing * | 22 Woburn Street Reading MA 01867 | (781) 944-4441 |
| Utility Lines Construction Services | 60 Industrial Park Rd W Tolland CT 06084 | (860) 871-9942 |
| On Target Utility Services | 52 Camco Road Portland ME 04103 | (888) 339-4991 |
| Island Lighting * | 387 Page Street Stoughton MA 02072 | (781) 341-2506 |
| Asplundh Tree Expert Co | 224 Gould Road Weare, NH 03281 | (603) 938-5177 |
| Lucas Tree Experts | 636 Riverside Street Portland, ME | (207) 797-7294 |

* Underground



**EMERGENCY
RESTORATION
PLAN**

**8.00.00
Lodging and Food
REVISION: 12/8/2008
PAGE: 1 of 4**

8.01.00 POLICY

8.01.01 LODGING

Required rooms are secured with area motels through the Logistics Coordinator. Arrangements will generally be made for rooms with two beds, allowing two people to a room. Other arrangements will be made based on availability. All rooms are billed directly to Unitil. See Section 8.03.01 for Directory of Lodgings.

8.01.02 FOOD

Required restaurant and catering arrangements are made through the Logistics Coordinator. A list of restaurants is updated periodically. See Section 8.03.02 for Directory of Restaurants.

1. Arrangements are made with the restaurants to provide meals to emergency work crews on a credit basis.
2. The company representative signs for the meals with his/her name.
3. The restaurants will provide a statement with copies of all food checks.
4. Restaurants will provide food but no alcoholic beverages.
5. Meals are not to be charged at restaurants that have not been included on this list.
6. Meals may be paid for and employees reimbursed through petty cash. A restaurant receipt must be attached to the petty cash slip.

8.01.03 PETTY CASH

Requirements for petty cash will be made through the Clerk of Operations Services. Standard procedures for reconciling and accounting for petty cash will be enforced.

8.02.00 PROCEDURES

8.02.01 STAFF ASSIGNMENTS

The Logistics Coordinator will meet with the Restoration Coordinator to determine the level of preparedness, so that the number of rooms and restaurants required can be made available prior to the emergency. The Logistics Coordinator will assign staff to the following tasks:

1. Food Arrangements
2. Lodging Arrangements



**EMERGENCY
RESTORATION
PLAN**

**8.00.00
Lodging and Food
REVISION: 12/8/2008
PAGE: 2 of 4**

8.02.02 FOOD ARRANGEMENTS

Contact restaurant management prior to the restoration to review our specific requirements for feeding the restoration personnel. Restaurants will be asked to provide the following where possible.

1. A separate room or area for crews (personnel) to eat in.
2. A buffet or limited menu. (A buffet for breakfast and lunch would be very practical.)
3. No alcoholic beverages.
4. Meals be provided on a credit basis.
5. Provide catered food at the main office (as required).

The above arrangements will be most beneficial in getting all personnel a good meal and back on the job in a reasonable time.

8.02.03 LODGING ARRANGEMENTS

Contact motel management prior to the restoration to review our specific requirements for lodging of restoration personnel. Motels will be asked to provide the following where possible:

1. Rooms with two (2) beds.
2. Rooms provided on a credit basis.
3. Restaurant service where possible.
4. Separate parking area.

8.02.04 PETTY CASH

Petty cash will be used to purchase miscellaneous supplies and meals where it is not possible to charge directly to Unitil. All payments from petty cash will require a receipt for monies spent and must be attached to the petty cash receipt.

| | | |
|---|---|--|
|  Unitil | EMERGENCY RESTORATION PLAN | 8.00.00 Lodging and Food REVISION: 12/8/2008 PAGE: 3 of 4 |
|---|---|--|

8.03.00 DIRECTORY

8.03.01 DIRECTORY OF LODGINGS

| NAME | PHONE | REMARKS |
|---|---|------------------------------|
| Best Western Royal Plaza Hotel Contact: Sean Rodriquez 150 Royal Plaza Drive Fitchburg | 978-342-7100 978-345-1437 (FAX) | Restaurant 7:00a – 10:00p |
| Super 8 Motel Contact: Louise Girouard, GM 482 N. Main Street Leominster | 978-537-2800 978-840-4367 (FAX) | No Restaurant |

8.03.02 DIRECTORY OF RESTAURANTS

| NAME | PHONE | REMARKS |
|--|--------------|---|
| Slattery's Back Room Contact: Dave Celluzza 106 Lunenburg Street Fitchburg | 978-342-8880 | Lunch & Dinner Su 12:30-9:00 M-W 11:30-10:00 Th-Sa 11:30-10:30 |
| West Fitchburg Pizza Contact: Mike Jarvis 226 Westminster Street Fitchburg | 978-345-4046 | Lunch & Dinner Su-W 10:00a-11:00p Th-Sa 11:00a-10:00p |
| Townsend House Contact: Bob Dickhaut 2 Depot Street Townsend | 978-597-2759 | Lunch & Dinner M-Sa 11:00a-9:00p |
| The Bootlegger Restaurant Contact: Robert George (after 3:00 p.m.) 50 Mass Ave Lunenburg | 978-342-7711 | Lunch & Dinner Su-Th 11:30-9:30 F-Sa 11:30-10:30 |
| Ninety Nine Restaurant & Pub Contact: Cheryl or Jim 275 Summer Street Fitchburg | 978-343-0099 | Lunch & Dinner F 10:30 pm |



**EMERGENCY
RESTORATION
PLAN**

**8.00.00
Lodging and Food
REVISION: 12/8/2008
PAGE: 4 of 4**

| NAME | PHONE | REMARKS |
|--|--------------|-----------------------------------|
| Sean Patrick's Family Restaurant 494 Electric Ave Lunenburg | 978-345-2000 | Lunch & Dinner F 10:00 pm |
| Parrot Pizza 223 Lunenburg Street Fitchburg | 978-343-3030 | Lunch & Dinner 11:00a – 10:00p |
| Donnelly's Tavern 43 Summer Street Lunenburg | 978-345-7757 | Lunch & Dinner |
| Dutch Kitchen Bake Shop & Deli 12 John Fitch Highway Fitchburg | 978-345-1393 | Sandwich Platters, Delivered |



Unitil

**EMERGENCY
RESTORATION
PLAN**

**9.00.00
Critical Facilities**

REVISION: 07/29/05
PAGE: 1 of 1

9.01.00 CRITICAL FARM LIST

| NAME & ADDRESS | TELEPHONE NO. | CIRCUIT NO. |
|--|---|-------------|
| A. M. SCHIPPERS 32 Richardson Road Ashby, MA | 978-386-5866 (Should be notified in any emergency.) | 19 |
| ARO'S POULTRY FARM INC 318 Howard Street Lunenburg, MA | 978-582-6179 | 31 |
| BIO BREEDERS Sheldon Road Fitchburg, MA | 978-343-3000 | 22 |
| MAGMILLAN FARM Leominster Road Lunenburg, MA | 978-582-4074 978-582-7077 (barn) | 30 |
| ROSSBACH FARM 75 Turnpike Road Townsend, MA | 978-597-8820 | 17-1 |

Survey Copy

CRITICAL
 CUSTOMER
 PRI
 SEC
 SVC
 POLE
 TRNSFMR
 TREE

Repairs

Perm

Temp

Complete

Job #

| | | | |
|------|--------|--------|------------|
| City | Bldg # | Street | At or near |
|------|--------|--------|------------|

| | | | | |
|---------------------------|-------|-------------------|----------|---|
| Requested by (Last, PO #) | Tel # | Critical Customer | Priority | Customer has a Generator <input type="checkbox"/> |
|---------------------------|-------|-------------------|----------|---|

| | |
|---------|-----------------|
| Remarks | Grid # |
| | Circuit Number: |

| Rec Emp # | Date | Time | Survey To | Date | Time |
|-----------|------|------|-----------|------|------|
| | | | | | |

Survey Notes

| | | |
|-----------|--|--|
| Completed | | |
|-----------|--|--|

| | | |
|---|---|---|
|  <p>Unitil Fitchburg Gas and Electric Light Company</p> | <p>Reporting Accidents and Interruptions to the D.O.T. and Mass. Dept. of Telecommunications and Energy</p> | <p>POLICY 5.0-0</p> <p>REVISION: 10/04/02</p> <p>PAGE: 1 of 7</p> |
| | <p>APPROVED</p> <p><i>Robert E. Bisson</i></p> <p>Robert E. Bisson, Director</p> | |

PURPOSE:

To define the responsibility and procedures for reporting accidents and lost of service (gas and/or electricity) to the Massachusetts Department of Telecommunications and Energy in compliance with Order 1073-c and the U. S. Department of Transportation mandated under 49 CFR Part 191 & 192 (Sections 191.3 through 191.9) which requires gas and electric companies to currently inform the Department regarding damage to property, impairment of service and personal injury sustained by the Company or by the public.

I. NATURAL GAS REPORTS

Immediate Report of All Accidents

An immediate report of every accident (gas and/or electric shall be made by Operations to the Manager of Operations Support or designee who shall notify the Director and other Company officers and/or managers as required. This report should include:

- a. Time of occurrence
- b. Location
- c. Names of casualties, if any
- d. Extent and disposition of any casualty including
 - 1 Where hospitalized
 - 2 If or when released
- e. Nature of accident and estimated damage
- f. Names of attendant fire marshals, state inspectors, fire and police officers at accident

A. Reports to the U. S. Department of Transportation – Gas

A telephone call shall be made to DOT where:

- 1. There is release of gas from a pipeline or liquefied natural gas (LNG) or gas from an LNG facility that results in a death, personal injury necessitating in-patient hospitalization or estimated property damage of \$50,000 or more.
- 2. There is an emergency shutdown of an LNG facility.
- 3. There is an event that is significant in the judgement of the gas utility even though it is not described above.

| | | |
|--|--|--|
|  Unitil Fitchburg Gas and Electric Light Company | Reporting Accidents and Interruptions to the D.O.T. and Mass. Dept. of Telecommunications and Energy | POLICY 5.0-0 REVISION: 04/28/05 PAGE 2 of 7 |
|--|--|--|

The number to call to report an incident to DOT is:

1-800-424-8802

The telephone report must be made at the earliest practicable moment following discovery and include the following information:

1. Identity of reporting gas company.
2. Name and phone number of the person reporting the incident.
3. Location of the incident (street address and city or town).
4. Date and hour the incident occurred or was discovered.
5. Number of fatalities and personal injuries, if any.
6. Type and extent of damage.
7. Description of the incident including any significant facts that relate to the cause of the incident or extent of damages.

For distribution system incidents, the telephone report must be followed by a written report (DOT Form RSPA F 7100.1) submitted not more than 30 days after detection of the incident to:

Information Resources Manager
 Office of Pipeline Safety
 Research and Special Projects Administration
 U.S. Department of Transportation, Room 8417
 400 Seventh Street, S.W.
 Washington, D.C. 20590

When additional relevant information is obtained after the original report is submitted, supplementary reports shall be made as deemed necessary. A brief outline report of those incidents which require notification shall be prepared by the Manager, Gas System and be approved by the Director.

B. Reports to the Massachusetts Department of Telecommunications and Energy

A telephone call must be made to the MDTE when:

1. There is release of gas from a pipeline or of liquefied natural gas (LNG) or gas from an LNG facility that results in a death, personal injury necessitating in-patient hospitalization or estimated property damage of \$5,000 or more.
2. There is a fire or an explosion at, or emergency shut down of, an LNG or propane-air facility.



3. There is an evacuation of a building conducted by a fire department and/or gas utility personnel because of the presence of gas in the atmosphere in, or in the immediate vicinity of, the building.
4. There is a service interruption or gas outage that results in 50 or more customer-outage hours.
5. There is an event involving natural gas leakage or potential leakage which would prompt media coverage.
6. There is an event, which may involve gas escaping from facilities owned or operated by the gas utility, that is significant in the judgement of the gas utility even though it is not described above.

The presence or involvement of gas in any incident or event need not be determined or documented by the gas utility before the DTE is called. It is expected that the gas utility will use prudent judgement in determining why and when the DTE is notified. The telephone notification will be made **promptly but no more than two (2) hours following discovery of the incident.**

The Manager Gas System or designee shall advise the D.T.E. staff by telephone, in the order of their availability, except that all incidents shall be directed immediately as follows:

1. 8:45 a.m. to 5:00 p.m., Monday through Friday, excluding holidays:

(617) 305-3537

2. At all other times the paging system phone number to notify the DTE stand-by engineer is:

(617) 305-3845

After calling there will be 3 beeps. Using a touch tone phone, key in area code and number where the reporting utility employee can be reached. **Do Not** key in the 1-prefix prior to entering the area code.

3. In the event that response to your call to the DTE page service in Item 2 is not received within one hour, call the DTE Division Director's paging service backup number:

(877) 473-0490

After 3 beeps, key in area code and number where utility employee may be reached.

The information reported to the MDTE shall be:



1. Identity of reporting gas company.
2. Name, title and phone number of the person reporting the incident.
3. Location of the incident (street address and city or town).
4. Date and hour the incident occurred or was discovered.
5. Number of fatalities and personal injuries, if any.
6. Type and extent of property damage.
7. For service interruption, gas outage, or evacuation of a building, the number of people and/or customers affected and the estimated or actual duration of the outage.
8. Description of the incident or event including any significant facts that relate to the cause and resolution of the problem.
9. When DOT was, or will be, notified of the incident, if applicable.

For incidents requiring DOT notification, a copy of any written report submitted to DOT shall also be submitted not more than 30 days after detection of the incident to:

Director
Pipeline Engineering & Safety Division
Massachusetts Department of
Telecommunications and Energy
One South Station
Boston, MA 02110

When additional relevant information is obtained after the report is submitted, the gas utility should make supplementary written reports to the Director, Pipeline Engineering and Safety Division with a clear reference by date and subject to the original report.

For all incidents involving notification of the DTE, a written report should be submitted to the Chief Engineer of the DTE not more than 30 days after detection of the incident that should include:

1. Description of the incident including the area affected.
2. Apparent cause.
3. Description of factors contributing to the incident.
4. Gas utility personnel response at the time of the incident.
5. Investigatory analysis and laboratory examinations planned or undertaken, if any.
6. Action planned or undertaken to minimize recurrence, if any.

| | | |
|---|---|--|
|  <p>Unitil Fitchburg Gas and Electric Light Company</p> | <p>Reporting Accidents and Interruptions to the D.O.T. and Mass. Dept. of Telecommunications and Energy</p> | <p>POLICY 5.0-0 REVISION 04/28/05 PAGE 5 of 7</p> |
|---|---|--|

When additional relevant information is obtained after the report is submitted, the gas utility should make supplementary written reports to the Chief Engineer (DTE) when a clear reference by date and subject to the original report.



Reporting Accidents and Interruptions to the D.O.T. and Mass. Dept. of Telecommunications and Energy

POLICY 5.0-0

REVISION: 04/28/05

PAGE: 6 of 7

II. ELECTRIC REPORTS

A. Distribution Outages:

The company shall report every outage which occurs in its service territory to the DTE via the web-based Outage Reporting Protocol (ORP) system. Reporting is to be done as soon as practical after an outage has occurred, but no later than 9:30 a.m. the following day. If the outage is defined as significant, the report shall be submitted within 30 minutes from the onset of the event. Updates to the ongoing outage shall be submitted any time new information becomes available. Information is to be as complete as can be ascertained at the time the report is submitted. When complete data is available, reports shall be updated and closed on line.

B. Accident Reports

A separate section of the ORP system shall be used to report electrical contact accidents. All data shall be submitted to the DTE via the web-based system.

C. Emergency Conditions:

Companies should immediately report to the DTE any incident that may require action by Civil Defense Agencies, or which otherwise may result in lost of life or property damage. These incidents are to be reported by contacting one Commissioner and one other person on the DTE Emergency Notification List (Attachment A)

D. Written Reports:

The Manager, Electric System, or designee, shall be responsible for all routine written reports to the DTE relating to the operation of the electrical system.

| | | |
|---|--|---|
|  <p>Unitil Fitchburg Gas and Electric Light Company</p> | Reporting Accidents and Interruptions to the D.O.T. and Mass. Dept. of Telecommunications and Energy | POLICY 5.0-0 REVISION: 08/30/07 PAGE: 7 of 7 |
|---|--|---|

Attachment A

Emergency Notification List* - Department of Telecommunications and Energy

Commissioners

Paul J. Hibbard, Chairman
DTE: (617) 305-3500

W. Robert Keating, Commissioner
DTE: (617) 305-3500

Tim Woolf, Commissioner
DTE: (617) 305-3500

Electric Power Division

Ronald F. LeComte, Director of Electric Power Division
DTE: (617) 305-3658

Karen Robinson, Director of Consumer Division
DTE: (617) 305-3531

Note: Please call the individuals listed above only in the event of an incident that may require action by Civil Defense Agencies, or which otherwise may result in loss of life or substantial property damage. For other types of incidents, please notify the DTE's Electric Power Division at (617) 305-3575 between 8:45 a.m. and 5:00 p.m., Monday to Friday.