

Emergency preparation and restoration of service includes ensuring public safety, and timely and accurate communications with municipal officials and customers. As such, please provide the following information in a single document to the Department of Public Utilities (DPU) by 5:00 p.m., on Thursday, October 25, 2012:

I. Public Safety

- A. Identify designated employee within your emergency command structure who will oversee overall responsibility for handling the response to wires down. Please provide contact information for this person; -

In the Company's Incident Command System ("ICS"), the overall responsibility for wires down response is assigned to the Branch Director, who reports directly to the Regional Incident Commander. The following people have been designated as Branch Directors for Tropical Storm Sandy. However, if the path of the storm changes the Company may modify these assignments:

Brockton: Jeff Merritt
Hopedale: Mary Fuller
North Andover: Dan Bunszell
Malden: Marie Jordan
Worcester: Tim O'Leary

The Company's response to wires down calls follows the procedure for prioritization set forth in the Company's ERP. Calls that have police and fire standing by downed wires are Priority 3 calls. The Company responds to Priority 3 calls with a capable resource. These calls are taken in the Customer Service Center and dispatched by the wires down room via the Outage Management System.

If wires down calls come in from the public, they will also be dispatched by the wires down room via the outage management system.

The Company's community liasons work closely with municipal officials to understand municipal priorities for wires down and debris removal and communicate those priorities to the Branch Director to ensure they are incorporated into the Company's restoration plan.

- B. Identify plan for responding to priority one calls;

The Company responds to Priority 1 calls according to section 109 of its ERP. The Company responds to Priority 1 calls as soon as possible with the nearest trained resource. These calls are initially received by the Regional Control Center. During decentralized operations, the call is relayed to a Police and Fire Coordinator who notifies the Storm Room lead and calls back with an ETA. Police and Fire departments have been provided with phone numbers to call in these types of situations.

- C. Verify critical facilities list and ranking of facility with each municipality.

- a. The Company maintains lists of critical facilities by municipality. On an annual basis, the Company contacts each of the 172 communities in its Massachusetts service territory requesting updates to its critical facilities lists. The Company has incorporated the information received to date. For the municipalities that have not

provided updated critical facilities information, the Company will rely upon its existing critical facilities information until such time as the municipality provides updates. In addition, the Company will initiate an automated call on Friday morning to all the defined critical facilities as agreed in the December 2010 Storm Settlement.

II. Communications

- A. Provide your plan for communicating with municipal officials and customers in your service territory during all stages of the event. Please include multiple methods of communications – website, email, radio, reverse calls, text messaging, etc.;
- a. The Company's communication plans include electronic and telephone communications with municipal and public safety officials to notify them of the planned activation of the municipal rooms on Monday morning. Such communications will include contact information and priority wires down numbers. Additionally, the Company will conduct municipal conference calls where the local storm leadership team will speak directly with officials to provide status updates on restorations and discuss priorities. The Company will also deploy community liasons to municipalities to assist in prioritizing their needs.
 - b. The Company communicates with customers through its website, email, print and broadcast media, reverse calls, text messaging, as well as social media. Additionally, the Company provides customers with access to ETRs through a variety of channels.
- B. Identify employee who will be responsible for overseeing communications with Life Support Customers;
- a. Nancy Concemi – Director of the Customer Contact Center is responsible for overseeing communications with Life Support Customers.
- C. Identify employees who will provide timely and accurate restoration information, outage information, and wires down estimated time of arrival (ETA)
- a. The Company has a storm assignment called Police and Fire Coordinator to provide timely and accurate ETA information for priority wires down calls. The Company is in the process of finalizing its staff assignments.

III. Restoration

- A. Identify resources that will be available to respond during the emergency event, including;
- 1. Number of available crews from the company ready to respond when the storm makes landfall;
 - a. The Company has approximately 180 internal line and trouble crews.
 - b. In addition, the Company has requested 900 incremental line crews and 500 incremental tree crews for the New England region from contract vendors. These crews are being requested to arrive on Sunday, October 28, 2012.

2. Number of crews available via mutual aid agreements. Please let us know if calls to other companies via the mutual aid agreements were already made and, if yes, how many companies have been secured. Also, when will these companies arrive;
 - a. There has been one NEMAG call which was held at 2:00 pm on Thursday, October 25, 2012. On this call the Company requested 500 resources; however there were currently no resources available. The NEMAG group will be reaching out to other regional mutual assistance groups (RMAGs) to request additional resources. The Company expects to have an update tomorrow.

During the event, please make sure to provide timely and accurate estimated restoration times (ETRs) to customers, municipal officials, and to the service list below:

Rick.sullivan@state.ma.us
Patricia.vantine@state.ma.us
Krista.selmi@state.ma.us
Ann.berwick@state.ma.us
David.cash@state.ma.us
Jolette.westbrook@state.ma.us
Kate.mckeever@state.ma.us
Nancy.stevens@state.ma.us
Ghebre.daniel@state.ma.us
Shashi.parekh@state.ma.us
Donald.e.nelson@state.ma.us
Benjamin.davis@state.ma.us

Also, provide restoration stage reports in Excel spreadsheets and a final report at the conclusion of the event.