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;

Under the ERP, NSTAR Electric has designated Michael Hayhurst, Section Chief for Electric Operations under the Emergency Response Plan as having overall responsibility for handling the Company's response to wires down during an ERP event.

Under CEP 3.2.1 [2.0], the Communications Section is responsible for handling all communications during an ERP, including direct contact with appointed and elected state and federal officials; the Department of Public Utilities, MEMA and municipal officials CEP 3.2.1 [2.3.7]; CEP 3.2.3 [2.1]; CEP 3.2.4 [2.1 through 2.5].

The appropriate contact at NSTAR Electric for state officials regarding wires down during an ERP event is:

Kerry Britla	and:
Office:	
Cell:	
Mark Reed	• •
Office:	
Cell:	

"Wire-down calls" are reports of wires down by customers or members of the general public through the call center. These calls are distinguished from reports made by fire and police involving emergency standby, which are logged as FPS1, FPS2 or FPS3, as appropriate, and may involve downed wires. The Communications section receives and logs information from customers on the location of wire downs and the information is used by other ERP sections to identify the need for and appropriate assignment of restoration resources. Electric Operations is responsible for dispatching crews.

See item II.C, below for discussion of FPS 2 and FPS3 calls.

1. NSTAR Electric removes debris such as broken poles, wires and transformers because these items belong to the Company and are the Company's responsibility. NSTAR Electric does not remove trees or tree debris because the trees are located on private or municipal property and the owners of that property are

responsible for removal. NSTAR will request that a Verizon and Comcast representative be assigned to our EOC.

B. Identify plan for responding to priority one calls;

NSTAR Electric's response to priority one calls (or "FPS1") is handled by the Electric Operations Section during ERP activation. The process is governed by OEP 2.2.8.

In a large-scale event, the Company allocates its resources on a priority basis to the most dangerous situations with the highest likelihood of causing public harm. For confirmed Priority 1 calls, the Electric Operations Section provides an estimated time of arrival ("ETA") and dispatches the closest crew to address that priority. NSTAR Electric will monitor and track the resolution of FPS 1 calls with updates made to the municipality if the ETA changes.

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

NSTAR Electric completed a thorough verification of its municipal critical facilities list as of November 2011. Throughout 2012, NSTAR Electric has met with municipalities to review and verify the list again. The list was submitted to the Department in September 2012.

NSTAR Electric does not rank facilities on the list for restoration purposes. Under the ERP, NSTAR Electric works with each municipality to determine the municipality's priorities for restoration of critical facilities based on real-time information (OEP 2.2.8 [3.1.5]; CEP 3.2.3 [2.1]).

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.

Communications with municipal officials and customers during an ERP event are handled by the Communications Section. Procedures are set forth in the Company's ERP at CEP 3.2.1 [Communications Section Procedure]; CEP 3.2.2 [Media]; CEP 3.2.3 [Community Relations]; CEP 3.2.4 [Government Affairs & DPU Branch] CEP 3.2.5 [Call Center Branch]. The ERP plan anticipates use of multiple methods of communication, including public media; social media; website, direct calling and call-receiving systems and other methods.

B. Identify employee who will be responsible for overseeing communications with Life Support Customers;

Under the ERP, NSTAR Electric has designated Penni Conner, Section Chief for Communications under the Emergency Response Plan as having overall responsibility for handling 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)

Under the NSTAR Electric ERP, ETRs are developed and conveyed to customers through the joint efforts of the ERP sections, including Michael Hayhurst, Section Chief for Electric Operations; Lawrence Gelbien, Section Chief for the Outage Analysis and Survey Group, and Penni Conner, Section Chief for Communications.

Under the NSTAR Electric ERP, ETAs for Priority 1 calls (FPS1) are handled by the Electric Operations Section. ETAs for Priority 2 (FPS2) and Priority 3 (FPS3) calls are handled through the joint effort of the Communications Section and the Electric Operations Section.

Specifically, Community Liaisons within the Communications Section will be responsible for: (1) coordinating with their pre-designated communities to prioritize public safety and wires down calls; (2) working with Electric Operations to address those priorities, and (3) conveying information to the municipality on the status of those efforts [CEP 3.2.3 [Att. 7.1]; see, also, ICEP 1.1.2; 1.2.9).

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;

NSTAR Electric has 330 overhead line personnel to respond to the pending storm. Crews will be deployed in 1-person, 2-person or 3-person crews, as appropriate, based on real-time information regarding storm conditions and impact.

NSTAR Electric has 33 primary contractor crews available (66 FTEs).

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;

Please note that "mutual aid" crews are utility crews or utility contract crews, which are not typically released prior to a storm particularly when the storm conditions and location of impact are both uncertain and of potentially wide geographic effect.

NSTAR Responses

The Company is currently working through all available channels to obtain information on available crews, whether mutual aid crews or external contractor crews.