

**NSTAR Electric Company
Final Emergency Response Plan**

				GUIDELINE	LOCATION
I.				PURPOSE	Per Department D.P.U. 10-02 Guidelines
II.				DEFINITIONS/Glossary of Acronyms	TAB 2
III.				EVENT CLASSIFICATION	
				Classification of Service Interruption or outage events as a Level I through V event, describing general characteristics and/or expected impact of each level of event and identifying: (1) number of trouble locations; (2) number and type of crews typically required to respond; (3) typical duration and event frequency	TAB 3: Table 1 See also TAB 5: ICEP 1.1.3 [BATES 33] OEP 2.1.3 [BATES 110] CEP 3.1.3 [BATES 276] LSEP 4.1.3 [BATES 372] OASREP 5.1.3 [BATES 573] RACEP 6.1.3 [BATES 640] SLEP 7.1.3 [BATES 703]
				Description of procedures for transitioning from one event classification level to another, as warranted by escalating or diminishing conditions	TAB 5: ICEP 1.2.2 [BATES 62]
IV.				INCIDENT COMMAND SYSTEM	
	A.			General Requirements	
				Emergency response organizational structure based on the Incident Command System (“ICS”), including: (1) specific hierarchical structure in accordance with ICS, at each organizational level with operations responsibility (e.g., total company or total system) to the lowest, most local operations level; and (2) the incident command level activated and actions taken for each Event Classification Level listed in Table 1	TAB 4: Organizational Flow Chart See also TAB 5: ICEP 1.1.2 A1 [BATES 32] ICEP 1.1.4 Att. 7.1 [BATES 37] OEP 2.1.2 A2 [BATES 108-109] CEP 3.1.2 A2 [BATES 275] LSEP 4.1.2 A2 [BATES 371] OASREP 5.1.2 A2 [BATES 572] RACEP 6.1.2 A2 [BATES 637-639] SLEP 7.1.2 A2 [BATES 702]
				Ensure that (1) ERP is up to date; (2) all positions sufficiently staffed; (3) assigned personnel are sufficiently trained; (4) ERP drills/exercises conducted as scheduled in Section V(C); (5) materials, vehicles, and communications equipment necessary to support response effort are sufficiently stocked	TAB 5: ICEP 1.1.6 [BATES 41-54] OEP 2.1.6 [BATES 118-120] CEP 3.1.6 [BATES 285-286] LSEP 4.1.6 [BATES 381-382] OASREP 5.1.6 [BATES 584-585] RACEP 6.1.6 [BATES 656-657] SLEP 7.1.6 A7 [BATES 715-716]

			GUIDELINE	LOCATION
			Describe process for keeping senior management apprised of Emergency Events, and the means by which senior management provides strategic guidance to the Incident Commander	TAB 4: Incident Commander Duties and Responsibilities See also TAB 5: ICEP 1.2.2 [BATES 62-71]
B.			System-Level Command Structure	
	1.		Incident Commander	
			Identify: (1) full description of duties and responsibilities of the Incident Commander; and (2) check list of all actions to be taken during (i) Pre-Event Stage, (ii) Service Restoration Stage, and (iii) Post-Event Stage for each event	TAB 4: Incident Commander Duties and Responsibilities TAB 5: ICEP 1.2.2 [BATES 62-71]
	2.		Key Positions	
			Establish positions responsible for overseeing the following with operations responsibility: (1) service restoration; (2) environmental response; (3) worker health and safety; (4) customer communications; (5) communications with government officials; (6) logistics and field support; and (7) finance and administration Provide full description of these key functions.	TAB 4: Sub-commander Duties and Responsibilities Operations Duties Operations Duties Employee Labor Relations Duties Communications Duties Communications Duties Logistics Duties Resources Assessment and Coordination/Logistics Duties. TAB 4: Sub-commander Duties and Responsibilities See also TAB 5: ICEP 1.1.2 [BATES 10-32]
	3.		Organizational Chart	
			Identify (1) Incident Commander and other key positions; (2) job title(s) within Company that upon activation of an ERP would fill each key position.	TAB 4: Organizational Chart See also TAB 5: ICEP 1.1.2 [BATES 10-32] ICEP 1.1.4 Att. 7.1 [BATES 37] OEP 2.1.2 A2 [BATES 108-109] CEP 3.1.2 A2 [BATES 275] LSEP 4.1.2 A2 [BATES 371] OASREP 5.1.2 A2 [BATES 572] RACEP 6.1.2 [BATES 637-639] SLEP 7.1.2 A2 [BATES 702]

			GUIDELINE	LOCATION
	C.		Sub-Level Command Structure	
		1.	<p>Establish and identify position of Sub-Commander, including:</p> <p>(1) duties and responsibilities; and</p> <p>(2) checklist of all actions to be taken during (i) Pre-Event Stage, (ii) Service Restoration Stage, and (iii) Post-Event Stage for each event</p>	<p>TAB 4: Sub-commander Duties and Responsibilities</p> <p>TAB 5: OEP 2.2.2 [BATES 134-138] CEP 3.2.2 [BATES 294-295] CEP 3.2.3 [BATES 296-298] CEP 3.2.4 [BATES 299-314] LSEP 4.2.2 [BATES 437-438] OASREP 5.2.2 [BATES 607-614] RACEP 6.2.2 [BATES 665-666] SLEP 7.2.2 [BATES 733-734] SLEP 7.2.3 [BATES 735]</p>
		2.	Key Positions	
			Establish positions as identified in B(2)	TAB 4: Sub-commander Duties and Responsibilities
		3.	Organizational Chart	
			Identify as outlined in C(1)	TAB 4: Organizational Chart
V.			KEY FUNCTIONS	
	A.		General Requirements	
			Address each key function, including: (1) organizational chart identifying positions for key functions; (2) full description of duties and responsibilities assigned to each position; (3) checklist of all actions to be taken during (i) Pre-Event Stage, (ii) Service Restoration Stage, and (iii) Post-Event Stage for each event.	<p>TAB 4: Organizational Chart</p> <p>Incident Commander Duties and Responsibilities</p> <p>Sub-commander Duties and Responsibilities</p> <p>See also TAB 5: ICEP 1.1.2 [BATES 10-32] ICEP 1.1.4 Att. 7.1 [BATES 37] OEP 2.1.2 A2 [BATES 108-109] CEP 3.1.2 A2 [BATES 275] LSEP 4.1.2 A2 [BATES 371] OASREP 5.1.2 A2 [BATES 572] RACEP 6.1.2 [BATES 637-639] SLEP 7.1.2 A2 [BATES 702]</p>

			GUIDELINE	LOCATION
	B.		Service Restoration	
			<p>Address service restoration issues, including:</p> <p>(1) event evaluation;</p> <p>(2) damage assessment;</p> <p>(3) crew resources; and</p> <p>(4) restoration priorities and coordination</p>	<p>TAB 5: ICEP 1.1.3 [BATES 33] ICEP 1.1.4 A7.1 [BATES 37]</p> <p>TAB 5: OASREP 5.2.2 [BATES 607-614] OASREP 5.2.3 [BATES 615-622] OASREP 5.2.4 [BATES 623-626]</p> <p>TAB 5: RACEP 6.2.1 [BATES 663-664] RACEP 6.2.2 [BATES 665-668] RACEP 6.2.3 [BATES 669-697]</p> <p>TAB 5: OEP 2.2.8 [BATES 155- 172]</p>
	C.		Environmental Response	
			<p>Procedures for response to environmental incidents including: (1) determination of appropriate response; (2) identification of hazardous conditions; (3) evaluation and securing spill response resource needs; (4) communication with spill response personnel; and (5) reporting conditions to Incident Commander.</p>	<p>TAB 5: LSEP 4.4.4 [BATES 487- 566]</p>
	D.		Worker Health and Safety	

			GUIDELINE	LOCATION
			Procedures which ensures health and safety of workers, including (1) identification of hazardous situations; (2) exercising emergency authority to stop/prevent/correct unsafe acts; (3) human resource support to impacted employees/families; (4) reporting conditions to Incident Commander; and (5) notifying senior management of significant employee/labor issues.	TAB 5: SLEP 7.2.1 [BATES 722-732]
	E.		Customer Communications	
			Procedures to communicate with customers, including: (1) responding to customers call in a timely manner; (2) developing PSAs regarding status of service interruptions, projections for service restoration; (3) contacting Life Support Customers; and (4) referring Life Support Customers/special needs individuals to contact public safety officials.	TAB 5: CEP 3.2.5 [BATES 315-344] TAB 5: CEP 3.2.2 [BATES 294-295] TAB 5: CEP 3.2.6 [BATES 345-346] TAB 5: CEP 3.2.6 [BATES 345-346]
	F.		Communications with Government Officials	

			GUIDELINE	LOCATION
			<p>Procedures for communication with Department staff, MEMA personnel, public safety officials, including (1) providing advance notice, dedicated line of communication, provide restoration effort information; (2) processing calls from above officials and providing frequent and timely feedback; (3) meeting regularly with above officials to discuss response; (4) ensuring unity of message.</p>	<p>TAB 5: CEP 3.2.3 [BATES 296-298] CEP 3.2.4 [BATES 299-314]</p>
G.			Logistics and Field Support	

			GUIDELINE	LOCATION
			<p>Procedures to provide logistical and field support, including:</p> <p>(1) securing external resource requirements;</p> <p>(2) maintaining on-hand inventory;</p> <p>(3) procuring/distributing materials and supplies;</p> <p>(4) managing vehicle assignments;</p> <p>(5) administering/mobilizing vendor contracts;</p> <p>(6) overseeing mobilization, operation and demobilization of staging areas; and</p> <p>(7) securing lodging and meals</p>	<p>TAB 5:OEP 2.7.2 [BATES 218-272] RACEP 6.2.3 [BATES 669-697] RACEP 6.2.3.2 RACEP 6.2.3.3 RACEP 6.2.3.4 RACEP 6.2.3.5 RACEP 6.2.3.6</p> <p>TAB 5: LSEP 4.3.2 [BATES 452-453] LSEP 4.3.5 [BATES 476-477]</p> <p>TAB 5: LSEP 4.3.2 [BATES 452-453] LSEP 4.3.3 [BATES 454-473] LSEP 4.3.5 [BATES 476-477]</p> <p>TAB 5: LSEP 4.3.4 [BATES 474-475]</p> <p>TAB 5: LSEP 4.3.2 [BATES 4452-453] LSEP 4.3.5 [BATES 476-477]</p> <p>TAB 5: LSEP 4.2.1 [BATES 387-436] LSEP 4.2.1.1 LSEP 4.2.1.2 LSEP 4.2.2 LSEP 4.3.1</p> <p>TAB 5: LSEP 4.3.2 [BATES 452-453]</p>
	H.		Finance and Administration	
			Describe financial/administrative procedures, including: (1) processing financial, compensation, claims-related matters; and (2) providing facility support and ensuring critical infrastructure remains operational.	<p>TAB 5: LSEP 4.4.1 [BATES 478] LSEP 4.4.3 [BATES 485-486]</p>
VI.			ADVANCE PLANNING AND TRAINING	

			GUIDELINE	LOCATION
	A.		General Requirements	
			Description of actions taken to ensure that it sufficiently prepares to restore service in a safe and reasonably prompt manner, including (1) meeting with officials; (2) conducting training and drill exercises; and (3) maintaining updated list of personnel/entities that may assist in restoration efforts	TAB 5: <u>See ICEP 1.1.6 [BATES 41-54]</u>
	B.		Meeting with Government Officials	
			Provide sufficient notice of and hold one or more meetings, at least annually, with: (1) elected/appointed officials of each city/town in service area to ensure effective/efficient flow of information; (2) public safety officials of each city/town in service area ensuring effective/efficient coordination, including identification of LSCs; and (3) tree wardens regarding (i) annual vegetation management practices and (ii) response during Emergency Event.	TAB 5: <u>See ICEP 1.1.6 [BATES 41-54]</u>
	C.		Training Sessions and Drills/Exercises	
			Conduct (1) training sessions, and (2) drills/exercises, at least annually, for all employees assigned responsibilities during an Emergency event. Provide sufficient advance notice to (i) elected/appointed officials; (ii) public safety officials; and (iii) Department to allow participation in the drills/exercises. Include in drills/exercises: (i) simulations of all event response assignments; (ii) communication with outside agencies. Include table-top exercises that address response that occurred coincidentally with (i) loss of business continuity; (ii) a national emergency, or (iii) a pandemic incident. Complete training and drills/exercises before August 1 of each year, and provided additional detailed training sessions prior to November 1 of each year to new staff or staff given new event response assignments.	TAB 5: <u>See ICEP 1.1.6 [BATES 41-54]</u>
	D.		Contact Information	

			GUIDELINE	LOCATION
			Maintain updated lists of contact persons for: (1) all utility personnel assigned event response positions; (2) mutual aid companies/contractors; (3) LSCs of record; (4) facilities on “critical facilities” list; (5) print/broadcast media; (6) operators/manages of retained motels, restaurants, etc.; (7) state, county, local elected officials, DOER, law enforcement officials, emergency management/response personnel within service territory; (8) vendors. Immediately add LSCs upon notification and verify contact information of customers on LSC list at least annually.	Per Department D.P.U. 10-02 Guidelines
VII.			REPORTING REQUIREMENTS	
	A.		Advance Planning and Training Reports	
			Submit detailed report with supporting documentation to Department for each meeting, training, and drill/exercise held.	TAB 5 CEP 3.2.4 A7.3 [BATES 305-314]
		1.	Meetings with Government Officials	
			For each meeting identified in Section VI.B, file report with Department that includes: (1) invitees, and their job titles; (2) attendees, and their job titles; (3) agenda; (4) all presentation material; (5) minutes; (6) resulting action items; and (7) status of each action item, by September 1 each year.	TAB 5 CEP 3.2.4 A7.3 [BATES 305]
		2.	Training Sessions and Drills/Exercises	
			For each training session and drills/exercises identified in Section VI.C, file report with Department that includes: (1) date of drill/exercise; (2) participants, their job titles, and responsibilities during Emergency Events; (3) full description of type of event that is subject of drill/exercise; (4) detailed evaluation of the performance, including lessons learned and action items; and (5) status of each action item. Complete drill/exercises by August 1 and file report by September 1 each year.	TAB 5 CEP 3.2.4 A7.3 [BATES 305]
		3.	Contact Information	
			File with Department its updated list of contact persons identified in Section VI.D by September 1 each year.	TAB 5 CEP 3.2.4 A7.3 [BATES 305]
	B.		Outage and Service Interruption Reports	

			GUIDELINE	LOCATION
		1.	Outage and Accident Reporting Procedures	
			Continue to report every sustained distribution and transmission interruption that occurs within or impacts its service territory as required by the Department's Outage and Accident Reporting Procedures set forth in <u>Service Quality Guidelines</u> , D.P.U. 04-116-C (2007) (Service Quality Guidelines, Section VIII.H). File a compact disc that contains a compilation of previous years' reports, in working Excel spreadsheet format.	TAB 5 CEP 3.2.4 A7.3 [BATES 305-306, 310]
		2.	Emergency Event Reporting	
		a.	General Requirements	
			As required by 220 C.M.R. § 19.03(4)(b), provide periodic reports to Department, regional MEMA representatives and municipal emergency managers, containing detailed information related to emergency conditions and restoration performance for each affected city/town. Clearly describe level of reporting for each event level.	TAB 5 CEP 3.2.4 A7.3 [BATES 306]
		b.	Pre-Event Stage Reports	
			Provide, no less than every eight hours, the following information to above listed officials and DOER: (1) weather forecasting/monitoring; (2) planned storm conference calls; (3) pre-event communications with public, municipal contacts, and elected officials, including methods; (4) pre-event notifications with regulators, MEMA, and LSCs, including methods; (5) expected event classification level; (6) resource readiness; (7) likelihood of EOC being opened; (8) problems anticipated or encountered in preparation; and (9) any other pertinent information.	TAB 5 CEP 3.2.4 A7.3 [BATES 306]
		c.	Service Restoration Stage Reports	
			Provide periodic reports to above listed officials that contain detailed information related to emergency conditions and restoration performance for each affected city/town, as shown in Attachment 3. Provide a report to the Department, no later than seven days after the end of the Emergency Event that includes all necessary updates and corrections to Service Restoration Stage Report.	TAB 6 CEP 3.2.4 A7.3 [BATES 306-307, 311]
		d.	Final Event Report	

				GUIDELINE	LOCATION
				As required by 220 C.M.R. § 19.03(4)(c), submit detailed report with supporting documentation to the Department on its restoration performance during a Level IV or V event, including lessons learned, no later than 30 days following such event, as shown in Attachment 4. Upon Department request, a Company shall submit a report for a Level III event.	TAB 5 CEP 3.2.4 A7.3 [BATES 307-308, 313-314]
VIII.				FILING OF EMERGENCY RESPONSE PLAN	
				File an ERP, which has been review and updated within the previous twelve months, with the Department on or before May 15 each year, for review and approval. Including a copy of all written Mutual Assistance Agreements entered into, and describe any modifications to the ERP and Agreements since previous ERP filed with the Department.	TAB 5 CEP 3.2.4 A7.3 [BATES 307-308, 313-314]