

DEFINITIONS

Company means NSTAR Electric Company.

Emergency Event means an event where widespread outages or Service Interruptions have occurred in the service area of a Company due to storms or other causes beyond the control of a Company. An Emergency Event is an event classified as a Level III, IV or V event in a Company's ERP.

Emergency Operations Center ("EOC") means the physical location at which the coordination of information and resources to support incident management activities takes place.

Incident Commander ("IC") means the individual appointed by each Company's senior executive management who has overall responsibility for the Company's response in an Emergency Event.

Incident Command System ("ICS") refers to the coordinated and collaborative incident management construct specifically designed and made a part of the National Incident Management System ("NIMS") under the Federal Emergency Management Agency. ICS enables effective, efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

Life Support Customers ("LSCs"), also known as medical priority customers, means those customers who have provided documentation to the electric distribution Company of their medical conditions necessitating electric service.

Mutual Assistance Agreement means an agreement among a Company and other utilities, both inside and outside the state, that details specifics for obtaining or lending resources, including, but not limited to, equipment, and trained personnel, when internal resources are not sufficient to ensure the safe and reasonably prompt restoration of service during an Emergency Event.

Pre-Incident or Pre-Emergency means the period of time between when (1) a Company first identifies an impending Emergency Event, and (2) the Emergency Event first causes damage to the system resulting in Service Interruptions.

Post-Incident or Post-Emergency means the period of time immediately following restoration of service to all customers after an Emergency Event.

Service Interruption means the loss of service to one or more customers connected to an electric distribution company's distribution system.

Service Restoration Stage means the period of time between when an Emergency Event first causes damage to the system (resulting in Service Interruptions), and the time when service is restored to all customers.

Sub-Commander means the individual placed in charge of a region, division, area, district or other operational subdivision with responsibility to direct the Company's emergency response within a defined geographic area.