



Duties and Responsibilities of Key Positions

A. Position Title

Incident Commander

B. Reports To:

Senior VP of Operations

C. Position Duties and Responsibilities:

The duties and responsibilities of the Incident Commander which shall include, but not be limited to:

- 1) Determining which components of the ERP shall be initiated by an event, based upon the event level associated with the event;
- 2) Determining the resources required to respond to an event, and directing the efforts to (i) obtain the required resources, and (ii) allocate available resources on a system-wide basis;
- 3) Coordinating the efforts of the Sub-Commanders within a Company's ICS organizational structure;
- 4) Providing restoration response status information, as warranted and appropriate, to senior management;
- 5) Implementing the ERP demobilization process; and
- 6) Implementing the post-event review process.

D. Pre-Emergency Preparations:

- Monitor approaching emergencies and, using information provided by the Communication Section Chief, the Operations Section Chief, the Energy Management Center (EMC) and guidance provided in the Emergency Response Plan, assess the need to declare an emergency.
- Make recommendations to the CEO or designee regarding the need to declare an emergency.
- Review and/or approve the need to place outside crews on stand-by. (Delegated to Restoration)



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- Ensure that members of the Executive Staff remain informed of the potential activation of the Emergency Restoration Plan. Ensure notification and appropriate updates by the Communication Section Chief to Media Relations, Government Affairs, MEMA, Municipal Relations City and (via cc:Mail, etc.) to help keep ERP Emergency Response Organization managers apprised of status.
- Ensure key organizational managers (and the Emergency Plan Adherence Coordinator) review personnel availability.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Review recommendations from the Operations Section Chiefs regarding the need for outside assistance and the number of line and tree crews required by the Emergency Operations Centers (EOC's). Authorize recommendations accordingly.
- Ensure that the ERP Emergency Response Organization is operating in a coordinated manner. Establish shift schedules.
- Review emergency progress and recommendations made by staff members.
- Periodically brief the Executive Staff on restoration status and progress.
- Continue to provide centralized, coordinated control of emergency operations.
- Continue to monitor the restoration process.

F. Post Emergency Event Responsibilities and Reports:

- As the restoration process continues, monitor the progress and evaluate the need to remain in a declared emergency.
- Work with the Operations Section Chief to develop a plan for termination. Refer to ERP "Termination of an Emergency," for guidance.
- Forward all documentation to the Communication Section Chief for disposition.
- Schedule a post-emergency critique with key ERP personnel, as soon as conditions permit.

G. Equipment Required:

Mobile Device



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H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:

On-Call

K. Major Event Activation:

N/A

L. Additional responsibilities during Major events:

N/A

M. Additional Equipment requirement

N/A

N. Additional Staff requirements:

N/A

Please see IV.B (1) ICEP 1.2.2 Command and Control ICC Check List Attachment 7.1



Duties and Responsibilities
of Key Positions

A. Position Title

Operations Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

The duties and responsibilities of the Operations Section Chief which shall include, but not be limited to:

ERP Maintenance Functions:

1. Attend scheduled ERP training.
2. Maintain for each Electric Operations Center a tabulation of the number of available Company crews and the distribution of all crews by locations.
3. Know the Emergency Restoration Plan, details of the EOC information flows.
4. Know how to set-up and operate the ICC computers and communications.
5. Monitor approaching weather and determine potential impact
6. Know the provisions of the Union Agreements as they are interpreted under emergency operations.
7. Know the plans for ordering and receiving outside personnel other than EEI members
8. Maintain a list of Mobile Generator Vendors.
9. Ensure maintenance items assigned to Craft are performed in accordance with "Plan Maintenance and Responsibility" of this ERP Plan.

D. Pre-Emergency Preparations:

Notify employees of their ERP assignment as listed in the ERP Staffing Plan. The plan is found in the ERP Reference Manual or on the web at [REDACTED], under Electric Operations, [REDACTED] listing positions that may be required to staff the Electric Operations ERP Organization

- Notify Emergency Operation Center Branch Directors of the impending threat and level of response as required in the response Matrix.
- Activate the ECC staff and monitor the set-up of the ECC.
- Maintain a chronological log of directives and actions pertaining to the emergency activation and response
- Confirm with the Prepare recommendation for approval of the Incident Commander on the number and type of crews required as well as their anticipated work schedule.
 - a. Forward one copy of the recommendation approved by the incident Commander to the ICC Resource Assessment Section Chief to obtain specified outside assistance.
 - b. If necessary request Logistics Section Chief to order lodging arrangements based on the estimated number of crews by type, composition and size and



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- direct the Receiving Center to be activated by the Receiving Center Manager.
- c. Announce crew shift schedule with the exception of line and tree crews based upon weather and road conditions, 12 hours shifts will be implemented whenever practical for ERP positions. Line and tree crew shifts may vary at the discretion of the Operations Section Chief to facilitate scheduling. For Safety purposes, the target guideline for crew response is 16 hours on with 8 hours off.
 - d. Log all requests.
- Check on the status of Municipal Information reported by the Community Liaisons in each EOC.
 - Request the Logistics Section Chief to verify:
 - Facility generators are operable
 - Vehicles (including possible rentals). gas and/or fuel is available for facilities & vehicles
 - Chains are or are not being utilized (ice/snow emergency use)
 - Batteries are stocked and charged
 - Mechanical coverage is available for repairs
 - Adequate stock (poles, transformers. etc.) is available and reasonably distributed
 - Verify phone checks in all EOC's have been performed to ensure that they are working and that published numbers are correct.
 - Have EOC's verify that radios in vehicles and bases are operating correctly. Notify the Logistics Section Chief of any that are not functioning.
 - Request System Control Supervisors for all EOCs to assist in the dispatching of crews and keep track of switching, if decentralized.
 - Request the Communication Section Chief to verify that a check of centrex lines to all EOC's has been performed by the Voice/Data Support Team and/or by the ECC Technical Support Staff.
 - Request the ECC Crew Coordinator, Tree Manager and Service Crew Manager check availability of mutual aid and contractors' line and tree crews, as previously requested.
 - Verify that facilities are sufficiently staffed; ensure that arrangements are made for 4-hour coverage.
 - Attain a preliminary assessment of the number of customers affected.
 - Verify emergency accounting and work orders have been published.
 - Contact Massachusetts Turnpike Authority, for toll road conditions.



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- Inform the Incident Commander and ECC staff when field facilities are operational.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Direct the restoration operations.
- Plan with the Resource Assessment Section Chief the distribution of outside crews among the service centers, using the Restoration Status Coordinator to inform each EOC Manager of the initial distribution of outside crews.
- Control the distribution of crews among service centers based on the estimated time of restoration for each EOC. Equalize resources to optimize the restoration within a 48-hour window.
- Ensure the EOC Directors are tracking and supplying the ICC with circuits out and number of customers out.
- Ensure EOC Administrative Supervisors are managing the flow of information to and from the EOCs.
- Closely monitor outage information from each EGC provided by the Technical Support Team.
- Provide continual assessment of restoration progress and allocate resources where necessary.

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.
- Conduct Demobilization process to return to normal business operation

G. Equipment Required:

Mobile Device

H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

REDACTED



Duties and Responsibilities
of Key Positions

J. Activation Notification:
On-Call



Duties and Responsibilities of Key Positions

A. Position Title

Resource Assessment and Coordination Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

- Participate in scheduled ERP training sessions.
- Know the Emergency Restoration Plan, details of the EOC information flows.
- Ensure that the Resource Assessment and Coordination equipment and supplies are maintained in accordance with ERP Reference Guide
- Know how to set-up and operate the ECC computers and communications equipment for the Outage Analysis and Survey Emergency Functions:
- Monitor approaching weather and determine potential impact using a forecasting algorithm
- Know the Plan procedures and the responsibilities of an ECC Crew Coordinator.
- Know the Edison Electric Institute (EEI) Policy for Mutual Assistance.
- Know the plans for ordering and receiving outside personnel other than EEI members.
- Know the plans for transporting, housing and feeding outside personnel.
- Know the provisions of the Union Agreements as they are interpreted under emergency operations.
- Know the policies regarding safety and medical services.
- Understand the function and activation of service crew



Duties and Responsibilities of Key Positions

D. Pre-Emergency Preparations:

- Notify employees of their ERP assignment as listed in the ERP Staffing Plan. The plan is found in the ERP Reference Manual or on the web at [REDACTED] under Electric Operations, [REDACTED] listing positions that may be required to staff the Resource Assessment and Coordination Organization.
- Arrange for coverage of Resource Assessment and Coordination team
- Refer to the attached checklist.
- Report to Emergency Coordination Center (ECC) as directed. Obtain a briefing on the status of the emergency.
- Assist with Outage Analysis and Survey activation
- Monitor Resource Assessment and Coordination Team to establish work requests, job tickets or packages from survey reports.
- Provide for transferring of personnel to areas of need if required area and contact Incident Commander.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Obtain outside personnel and equipment as requested by the Operations Section Chief.
- Formulate plans for receiving, transporting, housing and feeding outside personnel through the assistance of the Logistics Section Chief and staff and through the Receiving Center Supervisor.
- Ensure incoming utilities receive instructions on where to report (Receiving Center).
- Work closely with the Receiving Center Supervisor in coordinating the set-up and operations of the Receiving Center.
- Maintain distribution and tracking of Outside Crews.
- Ensure assignments are consistent with damage.
- Ensure crews have vehicles, equipment and supplies to perform work.
- Coordinate with Logistics.
- Review assignments and reallocate as necessary.
- Advise on questions concerning employee relations, such as work hours, as established by the Operations Section Chief, working conditions, medical service, personnel injuries, personal messages, etc.



Duties and Responsibilities
of Key Positions

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.
- Conduct Demobilization process to return to normal business operation

G. Equipment Required:

Mobile Device

H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:

On-Call



Duties and Responsibilities of Key Positions

A. Position Title

Outage Analysis, Survey & Runner Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

- Participate in scheduled ERP training sessions.
- Know the Emergency Restoration Plan Manual details of Section 5 – Outage Analysis, Survey and Runner Section.

D. Pre-Emergency Preparations:

- Notify OASR Sections employees of the OASR Mobilization in accordance with OASR Procedure 1.1.1. The Plan procedures are found in the ERP Reference Manual or on the web at [REDACTED] under Electric Operations.
- Activate the OASR Section in accordance with OASR Procedure 1.1.1.
- Report to Emergency Coordination Center (ECC) as directed. Obtain a briefing on the status of the emergency.
- Assist with Outage Analysis, Survey and Runner Section as required.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Monitor restoration status; alert the Incident Commander Operations / Plan Adherence Coordinator of any problems or concerns in relation to coordination with other ERP Sections.
- Monitor FPS calls for compliance of response requirements.
- Ensure that updated Survey and Outage Job information is being submitted and maintained into OMS in a timely fashion.
- Supply the Operations Section Chief with OASR summary reports as they become available.
- Provide for the transfer of personnel to areas of need as required.

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.
- Conduct Demobilization process to return to normal business operation



Duties and Responsibilities
of Key Positions

G. Equipment Required:
Mobile Device

H. Position Work Location:
[Redacted]

I. Work Period:
Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:
On-Call



Duties and Responsibilities of Key Positions

A. Position Title

Logistics Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

- Know the responsibilities of the Logistics Team Members.
- Conduct annual training for all personnel assigned to the Logistics Team.
- Annually review Logistics supplies and equipment to insure adequacy and readiness.

D. Pre-Emergency Preparations:

- In accordance with "Notification Call Tree", ERP Reference Guide
- Report to the ECC when and as directed. Notify the Operations Section Chief of your arrival and obtain a briefing on the status of the emergency.
- Conduct a briefing with the Logistics Coordinator or designee as they arrive.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Track and assign requests for support, supplies and equipment under the following categories as they are received by the ECC Staff ("Logistics Team Tracking Form")
- Purchasing of special requests/specific supplies Materials acquisition and delivery
- Facilities support for set-up, repairs, etc. Equipment repairs for communications equipment such as radios, paging system. etc.
- Lodging/Food for crews and emergency personnel Transportation of vehicles and personnel, fueling. etc.
- Alert Petty Cash Manager of the need for additional funds and Payroll Services Manager of the need for technical support
- Verify the Logistics Support Facility (ECG) is operating in a coordinated manner to support incoming requests.
- Obtain periodic updates on the status of requests.
- Periodically update the ECC Staff on actions/progress



Duties and Responsibilities
of Key Positions

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.

- Conduct Demobilization process to return to normal business operation

G. Equipment Required:

Mobile Device

H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:;

On-Call



Duties and Responsibilities of Key Positions

A. Position Title

Communications Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

- Know the responsibilities of the Communications Team Members.
- Meet annually with all Communications Branch Directors to review NSTAR ERP responsibilities
- Attend scheduled ERP training

D. Pre-Emergency Preparations:

- Notify employees of their ERP assignment as listed in the ERP Staffing Plan. The plan is found in the ERP Reference Manual or on the web at [REDACTED] under Electric Operations, [REDACTED] listing positions that may be required to staff The Communications ERP Organization
- Report to the Emergency Coordination Center (ECC). Notify the Operations Section Chief of your arrival.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Obtain Briefing from Operations Section Chief or Incident Commander
- Brief the Communications Branch Directors via telephone
- Ensure Corporate Relations and Employee Communications Branch is set-up and functioning.
- Ensure the Customer Information Branch is set-up and functioning.
- Ensure that the CIC is appropriately staffed for the anticipated level of emergency.
- Ensure that the Media Branch is set-up and ready for the event.
- Verify Life Support Customers have been notified in advance of storm
- Schedule regular update meetings with all Communications Branch Directors for the event
- Determine if any normal business operations (ie: field collections, billing calls, etc. should be altered)



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- As soon as possible, verify the MEMA and State Liaisons have made the required MEMA and DPU notifications.
- As soon as possible, request the Corporate Relations and Employee Communications Branch Director to issue a Company statement concerning the declaration of ERP and release of requested personnel for emergency assignments. Work with the Corporate Relations and Employee Communications Branch Director on subsequent releases
- Ensure NSTAR web-site is updated as storm progresses to reflect most current information
- Direct the preparation of a statement of conditions that will be used as a response to media inquiries and as a public statement for all other audiences. A copy of the statement is provided to the Customer Information Center and MEMA Liaison
- 3.6 Direct the preparation of an updated version of TODAY daily or following significant ERP milestones. Utilize Voice Mail messages as appropriate to provide employee updates
- Verify Media Branch Leader is available to handle major news periods such as morning drive time, noon and the evening drive time and television news periods
- Approve all news releases by reviewing content with EGG staff and/or Incident Commander
- Verify with the Voice/Data Manager at the EGG that the Help Desk is staffed and supporting emergency requests. Keep EGG staff informed of significant Voice/Data action items and status
- Assess the incoming information to the ECC and determine the need to inform the CIC of critical information pertaining to customers
- Periodically brief CIC staff on Emergency Response activities
- Maintain close contact with the CIC Coordinator to determine customers concerns
- Inform EOC Directors and the Incident Commander on customer's areas of concern (e.g., Municipals, "Hot Spots," etc.)



Duties and Responsibilities
of Key Positions

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.

- Conduct Demobilization process to return to normal business operation

G. Equipment Required:

Mobile Device

H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:

On-Call



Duties and Responsibilities of Key Positions

A. Position Title

Safety and Labor Relations Section Chief

B. Reports To:

Incident Commander

C. Position Duties and Responsibilities:

- Attend scheduled ERP training and drills.
- Ensure organization activities are completed in accordance with the procedure..

D. Pre-Emergency Preparations:

- Upon notification of an emergency declaration, contact key organization personnel required to support emergency department work.
- Notify the affected Presidents of NSTAR's union locals of the declaration & termination of an ERP.
- Report to your normal work location. Inform the Incident Commander of your arrival. Obtain a briefing.
- Obtain a briefing of emergency situation and activities from the Incident Commander.
- As members of your organization arrive, oversee the activation process.
- Verify with the Executive Staff -Human Resources and the Labor Consultant that the appropriate union notifications have been completed.
- Assemble and brief your staff on conditions and requirements.
- Prepare to attend an Executive Staff meeting, ensuring that you have information on the status of the staffing and activation activities of your organization.
- Maintain a record of emergency actions.

E. Duties, Responsibilities, and actions During An Emergency Event:

- Attend Executive Staff meetings, as requested. Upon completion of these meetings, take those actions necessary to ensure availability of the Company's resources relative to your Organization's location(s) of responsibility.
- If the EEI Mutual Assistance Program is implemented, monitor the progress of coordination activities performed by the Logistics Section Chief and staff. Provide additional support as necessary



Duties and Responsibilities
of Key Positions

- Under severe damage conditions (e.g. -Level IV emergency) consider dispatching medical staff members to the Service Centers to assist with minor first aid for crews and general employee health monitoring.
- Continue to manage organization activities, keeping in consideration the following:
- Ensure that departments are operating in a coordinated fashion to support the requests made by the ERP Emergency Response Organization. Evaluate requests for additional support or assistance. Be prepared to have continuous (24-hour) support available.
- Ensure that all organization members are kept apprised of the situation.
- Review the potential impact of the emergency on normal Company operations and adjust normal activities accordingly.
- Provide updated information on organization activities to Executive Staff members during meetings.
- Periodically update the ECC Staff on actions/progress

F. Post Emergency Event Responsibilities and Reports:

- Ensure that all forms and documentation are properly completed and forwarded to the Manager of Emergency Preparedness.
- Conduct Demobilization process to return to normal business operation

G. Equipment Required:

Mobile Device

H. Position Work Location:



I. Work Period:

Pre Emergency Preparation, Duration of ERP and Post Reporting Period

J. Activation Notification:

On-Call