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Appendix A - Format to set up crews in M3i

Internal NSTAR Crews

These crews can be set up in advance in each division and activated and crew staffed when needed. M3i does not allow having duplicate crews listed in the system. Each crew must be unique. For example you cannot have a WAIT Primary Crew in two divisions. There needs to be something that makes this distinctive to the division.

Employees can be assigned to the crew and the leader identified as the crew contact. Cell phone numbers and truck numbers can be listed in the employee contact information.

Line crews: 3 digit Division name – LC (line crew) leader’s last name

Example: STB-LC [REDACTED]
WLP-LC [REDACTED]
WAL-LC [REDACTED]

URD Crews and Construction Inspector: 3 digit division – UG Last Name
3 digit division – CI Last Name

Example; STB-UG [REDACTED]
STB-UG2 [REDACTED]
STB-CI [REDACTED]
WAL-UG [REDACTED]
WAL-UG [REDACTED]
WAL-UG [REDACTED]
WAL-CI [REDACTED]
WAL-CI [REDACTED]
WLP-UG [REDACTED]
WLP-UG [REDACTED]
WLP-CI [REDACTED]

Scouts: 3 digit division name – SCT (scout) Last name

Engineering will add any additional scouts to the crew assignment list in the following format as resources are added.

Example: STB-SCT
WLP-SCT
WAL-SCT



Runners: 3 digit division name – Run (Runner) Last name

Example: STB-RUN
WAL-RUN
WLP-RUN



Supervisor: 3 Digit division name – SUP (supervisor) last name

Example: STB-SUP
WLP-SUP
WAL-SUP



Pending Crews: Wait Crew Type 3 digit division

Example: WAIT POLE CREW STB
 WAIT POLE CREW WLP
 WAIT POLE CREW WAL
 WAIT PRI CREW STB
 WAIT PRI CREW WLP
 WAIT PRI CREW WAL
 WAIT SECON CREW STB
 WAIT SECON CREW WLP
 WAIT SECON CREW WAL
 WAIT SERV CREW STB
 WAIT SERV CREW WLP
 WAIT SERV CREW WAL
 WAIT TREE CREW STB
 WAIT TREE CREW WLP
 WAIT TREE CREW WAL
 WAIT TS STB
 WAIT TS WLP
 WAIT TS WAL

Pending crews are used after a survey or damage assessment has been completed and the scope of repairs has been identified and included in the remarks section. It is recommended that the remarks section be used for scope description and crew remarks used for any completion remarks. Remarks section is visible in the incident panel; crew remarks are not and get removed every time you change crew assignment, such as scout to wait pri crew.

Service Crews

Service crews will be set up in the other stations division and moved to the appropriate division by the service crew coordinator. The crew will be identified by the last name of the crew leader.

Service Crews: SERV Last Name

Example: SERV
SERV
SERV



Contract Crews

Default contract line crews will be set up in the other stations division because it is unknown where contractors will be deployed during and ERP. Once it is determined where the crews will be sent. As part of the on-boarding process contract management will change the division in the modify crew panel to the division that they will be sent. The crew foreman and contact information will need to be set up before the division is changed. Once the crew arrives the EOC will activate the crew and assign jobs.

Contract management will send a spreadsheet with the crew assignments and contact information for each crew in a spreadsheet to the EOC Director and EOC Managers prior to crews arriving at the service center. Adequate time should be allowed for the operations coordinator to prepare work packages for crews prior to arrival.

When crews need to be moved from one division to another, the M3i power user in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, contract management will reset all of the crews to the default station division to be used in the next event.

Example: CON-GRA1
CON-GRA2
CON-GRA3
CON-HLP1
CON-HLP2
CON-HLP3



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CON-NEL1 [REDACTED]
 CON-NEL2 [REDACTED]
 CON-NEL3 [REDACTED]
 CON-MCD1 [REDACTED]
 CON-MCD2 [REDACTED]
 CON-MCD3 [REDACTED]
 CON-MAV1 [REDACTED]
 CON-MAV2 [REDACTED]
 CON-MAV3 [REDACTED]

Contract Tree Crews

Default contract tree crews will be set up in the other stations division because it is unknown where contractors will be deployed during and ERP. Once it is determined where the crews will be sent vegetation management will change the division in the modify crew panel to the division that they will be sent. The crew foreman and contact information will need to be set up before the division is changed. Once the crew arrives the EOC tree coordinator will activate the crew and assign jobs.

Contract management will send a spreadsheet with the crew assignments and contact information for each crew in a spreadsheet to the EOC Director and EOC Managers prior to crews arriving at the service center. Adequate time should be allowed for the tree crew and operations coordinator to prepare work packages for crews prior to arrival.

When crews need to be moved from one division to another, the tree crew coordinator in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, vegetation management will reset all of the crews to the default station division to be used in the next event.

Example: TRE-ASP1 [REDACTED]
 TRE-ASP2 [REDACTED]
 TRE-ASP3 [REDACTED]
 TRE-LEW1 [REDACTED]
 TRE-LEW2 [REDACTED]
 TRE-LEW3 [REDACTED]
 TRE-TEK1 [REDACTED]
 TRE-TEK2 [REDACTED]
 TRE-TEK3 [REDACTED]

Mutual Aid Crews

Mutual aid crews will be set up in M3i after confirmation has been received from the sending utility with the amount and make-up of crews. Similar to contract crews they will be set up by contract management during the on-boarding process in the crew assignment panel with the crew contact information. A spreadsheet with all crew information will be forwarded to the EOC director and managers after the crew have been set up. Crews need to be set up in advance of arrival to provide adequate time for the operations coordinator to assign work packages. The EOC will activate the crew once they begin work. When crews need to be moved from one division to another, the M3i power user in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, contract management will reset all of the crews to the default station division to be used in the next event.

Example: NEMA-CMP1 (Central Maine Power)
 NEMA-CMP2
 NEMA-CMP3
 NEMA-NGD1 (National Grid)
 NEMA-NGD2
 NEMA-NGD3
 NEMA-PSNH1 (Public Service New Hampshire)
 NEMA-PS NH2
 NEMA-PS NH3
 NEMA-CONE1 (Con Edison)
 NEMA-CONE2
 NEMA-CONE3



Job Status Updating

Unassigned (red)

Raw jobs that have not been analyzed are waiting survey, or a crew if available.

Assigned (gray)

This status is to be used when preparing work packages in advance of contract and mutual aid crews. Same rules apply that only one job be assigned to each crew. The status will be updated to dispatch once the contract or mutual aid crew has been sent to the work location. This gives the EOC time to plan and organize work packages in preparation of crews arriving during the off shift. It can also be used to assign work to internal crew's that are home for rest during the off shift so they are ready for dispatch at the start of the shift.

Survey (light blue)

Status used when job has been assigned a scout, supervisor, or other qualified survey person to investigate. No more than one job assigned to each survey person at a time. Back reports will be recorded in the remarks section (upper right corner) on the detail screen. Status will be changed to pending with the appropriate WAIT CREW assigned.

Pending (blue)

Status used after a survey has been completed, the scope of work has been identified, and the appropriate WAIT CREW assigned. Operations Coordinator will monitor pending work and dispatch available crews according to priority and customer count.

Dispatch (brown)

Status used when line crew crew or trouble shooter has been given work to execute. Only one job can be dispatched to a crew at a time.



Arrived (green)

Status is to be used when crew arrives at work location and is reporting, assessing, or waiting for permission to go to work.

Working (green)

Status is used when crew is engaged in repair work at the work location.

Reporting (green)

Work is complete and report is being filled out in EOC.

Complete (dark blue)

All work and reporting complete. Crew is available for next assignment to be dispatched.

Example - **Southborough** EOC Decentralization Escalation

<u>Normal Decentralization Level 1 and 2 Event</u>		
Operations Coordinator	Dispatcher	M3i Power user
Stations		
355, 416, 342, 433, 24, 23, 278, 455, 274, 126, 65		

<u>Decentralization Escalation Level 1 Level 3 Event</u>							
<u>RMT Southborough 1 North</u>				<u>RMT Southborough 2 South</u>			
Operations Coordinator	Dispatcher	M3i Power User		Operations Coordinator	Dispatcher	M3i Power User	
Stations				Stations			
355, 416, 342, 433, 23, 278				455, 24, 274, 65, 126			

<u>Decentralization Escalation Level 2 Level 4 Event</u>								
<u>Southborough RMT 1 North</u>			<u>Southborough Central RMT 2</u>			<u>Southborough South RMT 3</u>		
Ops Coord	Disp	M3i Power User	Ops Coord	Disp	M3i Power User	Ops Coord	Disp	M3i Power User
Stations			Stations			Stations		
355, 416, 342, 433, 23, 278			455, 24, 274, 65, 126			355, 416, 342, 433, 23, 278		

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Stations	Stations	Stations
355, 416, 342, 278	433, 24, 23, 274	65, 126, 455

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Decentralization Escalation Level 3 ~~Level 5~~ Event

Southborough North <u>RMT 1</u>			Southborough North-Central <u>RMT 2</u>			Southborough South-Central <u>RMT 3</u>			Southborough South <u>RMT 4</u>		
Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Stations			Stations			Stations			Stations		
355, 416, 342			433, 23, 278			24, 274, 455			65, 126		

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CEP 3.2.2 - Media Unit

1.0 Purpose

- 1.1 This procedure describes the actions that are taken by Media Relations prior to, during and following an emergency as defined in the NSTAR Emergency Response Plan (ERP) or the NSTAR Emergency Coordination & Control Plan (ECCP)

2.0 Responsibilities

- 2.1 The Media Relations Director is responsible for implementing this procedure.
2.2 Ensure NSTAR is appropriately represented to the media
2.3 Provide advice to NSTAR on how its policies will be interpreted by the press
2.4 Provide accurate and timely information to news outlets
2.5 Ensure members of the Media Relations department or delegates are available to communicate with media outlets 24/7
2.6 Ensure suspension of rotating on-call media duty and take responsibility for media inquiries until the emergency has ended
2.7 Monitor the media for the accuracy of information and follow up with the press as necessary
2.8 Dispatch, if necessary, Media Relations representatives or delegates into the field to work directly with the media
2.9 Keep the Senior Vice President of Customer Care and Corporate Relations informed of any and all media activity

3.0 Precautions

- 3.1 Ensure adequate staffing is available to supplement existing media staff as dictated by level of emergency and media calls anticipated.
3.2 Determine appropriate staging area of media personnel as dictated by storm track or emergency event location.

4.0 Prerequisites

- 4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)
4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred
4.3 An emergency as defined by the ERP or ECCP has been declared

5.0 Actions

- 5.1 Participate in all Electric Operations conference calls to receive up-to-date information about the status of emergency and restoration effort.
5.2 Activate the Restoration Information Center (RIC) located in [redacted] according to Attachment 7.1. Activation steps include:
5.2.1 Ensure transfer of all appropriate media phone numbers, including after hours on call numbers, to dedicated [redacted] phone lines
5.2.2 Establish contact with EOC personnel
5.2.3 Establish contact with RIC personnel
5.2.4 Establish contact with key community relations and government affairs liaisons

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~~5.35.2 During a declared emergency, media coverage will be facilitated by transferring existing media line numbers to dedicated phone lines in the [redacted] conference room. The press will use these phone lines to gather information about NSTAR's restoration efforts.~~

~~5.45.3 Determine appropriate additional staging area for media relations representative or delegate:~~

~~5.4.1 New Bedford EOC, media relations cube~~

~~5.4.2 Yarmouth EOC, lobby~~

~~5.4.3 Plymouth EOC, visitors workstation #1383~~

~~5.55.4 As warranted, Media Relations representatives will initiate calls to the press to communicate restoration updates or other pertinent information.~~

~~5.65.5 Media Relations personnel will determine the best way to communicate with the press (including hotline messages, emails, social media updates and press releases) before, during and after any declared emergency. Restoration and related information will come from the Emergency Information Director or delegate.~~

~~5.75.6 The Media Relations Leader or delegate will distribute all press updates internally via email to Customer Care, and to appropriate Communications Services personnel for posting on the company Intranet and Internet sites; and for potential publication in TODAY.~~

6.0 References

6.1 None

7.0 Attachments

~~7.1 None~~

~~7.1 RIC Set Up Procedure & Check List~~

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Attachment 7.1

Restoration Information Center (RIC) Set-Up Procedure & Checklist

1.0 Purpose

1.1 This procedure details the actions required to prepare conference room EMC2 located at [REDACTED] serve as NSTAR's Restoration Information Center (RIC).

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2.0 Responsibilities:

2.1 The Media Relations Leader is responsible for the activation and deactivation of the RIC and ensuring the equipment within is functional and tested on a regular basis.

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3.0 Precautions

3.1 None

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4.0 Prerequisites

- 4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)
- 4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred
- 4.3 An emergency as defined in the NSTAR Emergency Response Plan (ERP) or NSTAR Emergency Coordination & Control Plan (ECCP)

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5.0 Actions

- 5.1 The ERP Operations Section Chief will notify the Senior Vice President of Corporate Relations and Customer Care of the need to set up the RIC as part of the ERP Incident Initiation Checklist (ICEP 1.1.4, Attachment 7.2)
- 5.2 When so notified, the Senior Vice President of Corporate Relations and Customer Care will instruct the Media Relations Leader to set up the RIC in accordance with RIC Set-Up Checklist (Attachment 7.1).
- 5.3 The Media Relations Leader will notify the Senior Vice President of Corporate Relations and Customer Care upon completion of RIC Set-up.
- 5.4 The RIC is to be set up and its equipment tested twice annually (May and November) in accordance with Attachment 7.1 to ensure the equipment will be fully operational and available if an ERP is declared.
- 5.5 Locations designated as additional media relations staging areas are to be set up and their equipment tested twice annually (May and November) in accordance with Attachment 7.1 to ensure the equipment will be fully operational and available if an ERP is declared.

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6.0 References

6.1 None

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Attachment 7.1

RIC Set-up Checklist

Date Time Initials

1.0 _____ Test the operation of the following table-top phone lines:

EMC2 line #1 _____

EMC2 line #2 _____

EMC2 line #3 _____

EMC2 fax line _____
(outside ESD office)

2.0 _____ Transfer _____

3.0 _____ Transfer additional media lines to _____
_____ if needed.

4.0 _____ Test the operation of the following RIC equipment:

1— TV Monitor with local and Direct TV capability

1— Fax machine

1— Networked personal computers

1— Network printer

5.0 _____ Establish additional media relations staging area in most appropriate location as determined by storm track or location of emergency:

_____ New Bedford, media cube

_____ Prudential, media relations cube

_____ Yarmouth, lobby

_____ Plymouth, visitor's workstation #1383

6.0 _____ If any voice equipment is faulty, contact the NIS Help Desk at _____ for assistance.

7.0 _____ If any data equipment is faulty, contact the NIS Help Desk at _____ for assistance.



CEP 3.2.3 - Community Relations & Employee Communications Unit

1.0 Purpose

1.1 This procedure describes the actions taken by the Community Relations Unit in the event of an emergency as defined in the NSTAR Emergency Response Plan (ERP) or NSTAR Emergency Coordination & Control Plan (ECCP).

2.0 Responsibilities

2.1 The Community Relations & Employee Communications Branch Director is responsible for ensuring two-way communication between NSTAR operating divisions and municipal officials, both elected and appointed. The Director is also responsible for ensuring communication with all NSTAR employees.

3.0 Precautions

3.1 None

4.0 Prerequisites

4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)

4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred

4.3 An emergency as defined by the ERP or ECCP has been declared

5.0 Actions

5.1 When notified by the Communications Section Chief, execute initiation procedures:

5.1.1 Determine implementation and staffing of Community Liaisons in the impacted EOCs.

5.1.2 Notify and activate Employee Communications Manager and Community Liaisons as necessary.

5.1.3 Report to Restoration Information Center, [REDACTED]

5.1.45.1.3 Verify contact information for Community Liaisons

5.1.45.1.4 Ensure that appropriate municipal officials are provided information on a regularly scheduled basis, typically in conjunction with regularly scheduled updates provided to the Media Relations Leader.

5.1.65.1.5 Advocate special circumstances raised by municipal officials to electric operations.

5.1.75.1.6 Provide senior officers with information about reactions from municipal officials on storm restoration efforts.

5.1.85.1.7 Ensure appropriate staff is scheduled.

5.1.95.1.8 Brief Community Relations & Employee Communications Branch Director alternate at change of shift.

5.1.105.1.9 Collect all logs, reports and after action reports from Community Liaisons.

5.1.145.1.10 Prepare summary report and forward to Communications Section Chief

5.1.125.1.11 Coordinate demobilization of Community Liaisons.

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6.0 References

6.1 None

7.0 Attachments

7.1 Community Liaisons



Attachment 7.1

Community Liaisons

1.0 Purpose

1.1 This procedure describes the actions that are taken by Community Liaisons during an emergency as defined in the NSTAR Emergency Response Plan (ERP) or the NSTAR Emergency Coordination & Control Plan (ECCP).

2.0 Responsibilities

2.1 The Community Liaisons are responsible for the extraordinary two-way communication between local communities and NSTAR. Such information could contain, but is not limited to:

- 2.1.1 Restoration Times
- 2.1.2 Special operating conditions (plowing, tree damage, road block, etc.)
- 2.1.3 Special restoration needs (shelters, hospitals, nursing homes, public safety issue)
- 2.1.4 Notify Public Safety Officials regarding outages to Life Support Customers in their community

3.0 Precautions

3.1 None

4.0 Prerequisites

- 4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)
- 4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred
- 4.3 An emergency as defined by the ERP or Emergency Coordination & Control Plan (ECCP) has been declared

5.0 Actions

- 5.1 Upon notification of declaration of emergency from Community Relations & Employee Communications Branch Director, report to assigned NSTAR EOC.
- 5.2 Notify EOC Manager and Community Relations & Employee Communications Branch Director of your arrival at EOC.
- 5.3 Verify assigned communication links (land line telephone numbers, fax machines, e-mails, cell phones etc.)
- 5.4 Contact Town Manager, Public Safety officials and DPW officials and provide them with your contact information.
- 5.5 Verify notification of relief personnel and schedule.
- 5.6 Provide EOC manager with requests from individual towns for special circumstances (i.e. wires down blocking plow, public safety personnel standing by, special locations like nursing homes, hospitals)
- 5.7 Log contacts with any local official



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5.7.1 At conclusion of emergency, gather logs, notes and after action reports, attach to summary report, and forward to the Community Relations & Employee Communications Branch Director.

5.8 Notify Community Liaison replacement and determine shift schedule

5.9 Notify Community Relations and Employee Communication Branch Director of replacement shift schedule

5.10 At the conclusion of the restoration phase, The Community Relations and Employee Communication Branch Director will forward a list of affected Life Support Customers to the Call Center supervisor. See Reference 6.2

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6.0 References

6.1 Municipal Contact Sheets

6.2 CEP 3.2.6 NSTAR Critical Care Notification Process

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CEP 3.2.4 - Government Affairs & DPU Branch

1.0 Purpose

- 1.1 This procedure describes the actions that are taken by the Government Affairs and DPU Branch in the event of an emergency as defined in the Emergency Response Plan (ERP) or NSTAR's Emergency Coordination & Control Plan (ECCP).

2.0 Responsibilities

- 2.1 The Government Affairs & DPU Branch Director is responsible for implementing this procedure
- 2.2 The Government Affairs & DPU Branch Director is responsible for responding to appointed and elected state and federal officials requests for information
- 2.3 The Government Affairs & DPU Branch Director is responsible for keeping senior management informed about reactions from appointed and elected state and federal officials.
- 2.4 The Government Affairs & DPU Branch Director is responsible for ensuring MEMA is staffed if necessary.
- 2.5 Regulatory Affairs issues are addressed by this unit in Attachment 7.1

3.0 Precautions

- 3.1 None

4.0 Prerequisites

- 4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)
- 4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred
- 4.3 An emergency as defined by the ERP or ECCP has been declared

5.0 – Actions

- 5.1 Notify the Regulatory Relations Manager of the emergency
- 5.2 Participate in regularly scheduled phone conferences initiated by Electric Operations
- 5.3 Ensure that appropriate state officials are provided information on a regularly scheduled basis, typically in conjunction with regularly scheduled updates provided to the Media Unit Leader
- 5.4 Advocate special circumstances brought to his/her attention by state officials to electric operations
- 5.5 Provide information about reactions from appointed and elected state and federal officials to the senior executive team



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6.0 References

6.1 None

7.0 – Attachments

7.1 Regulatory Affairs Issues

7.2 Massachusetts Emergency Management Agency (MEMA) Liaison

~~7.3.3 Emergency Response Plan Reporting Procedures~~ ERP-Reporting-Procedures

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1.1.1



1.1.2 Attachment 7.1

Regulatory Affairs Issues

1.0 Purpose

1.1 This procedure describes the actions taken by the Regulatory Affairs organization in the event of an emergency as defined in the Emergency Response Plan (ERP) or NSTAR's Emergency Coordination & Control Plan (ECCP).

2.0 Responsibilities

2.1 The Regulatory Affairs Manager is responsible for interacting with state regulatory officials, specifically the Department of Public Utilities

2.2 Interaction shall include, but is not limited to:

- 2.2.1 Regular updates about NSTAR emergency response efforts
- 2.2.2 Logging and resolution of requests from the DPU

2.2.3 Coordinate and provide reports as directed in attachment 7.3 ERP Reporting Procedures

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3.0 Precautions

3.1 None

4.0 Prerequisites

4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)

4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred

4.3 An emergency as defined by the ERP or ECCP has been declared

5.0 Actions

5.1 Notify DPU staff of the emergency. Provide advance notification and establish a dedicated single point of contact for communication providing frequent and timely status reports.

5.2 Determine appropriate Regulatory Relations staffing and scheduling

5.3 Notify Government Affairs Leader when staff is in place

5.4 Participate in regularly schedule phone conferences initiated by Electric Operations

5.5 Report to normal work location at the [REDACTED]

5.6 Ensure that appropriate state officials, including the DPU, are provided information on a regular basis, typically in conjunction with regularly scheduled updates provided to the Media Relations Leader. Such information may include, but is not limited to:

- 5.6.1 Description of Emergency
- 5.6.2 Description of System Conditions
- 5.6.3 Number of Customers affected
- 5.6.4 Areas affected
- 5.6.5 Number of NSTAR crews, troubleshooters, & tree crews working
- 5.6.6 Plans to call in extra help, and when that will arrive
- 5.6.7 Weather forecast (if applicable)
- 5.6.8 Copies of Press Releases



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5.6.9 "Hot-Button" items that may be reported by news media
5.6.10 Anticipated restoration times

5.7 Advocate special circumstances raised by state officials to electric operations

5.8 During off normal business hours, detailed e-mails as necessary will be sent to DTE, so that they have up-to date information available to them

5.9 Provide Leader, Government Affairs unit with information about reactions from regulatory officials regarding NSTAR response activities

5.10 Gather all logs, notes and after action reports from staff and prepare report to be forwarded to Leader, Government Affairs unit

5.11 Provide Service Restoration Stage Reports per attachment 3 of the Department of Public Utilities Final ERP Guidelines issued in D.P.U. 10-02-A.

6.0 References

6.1 None



Attachment 7.2

Massachusetts Emergency Management Agency Liaison

1.0 Purpose

1.1 This procedure guides NSTAR's participation at a central emergency location established by the Commonwealth of Massachusetts (at 400 Worcester Road, Framingham, MA) during an emergency as defined in the NSTAR Emergency Response Plan (ERP) or the NSTAR Emergency Coordination & Control Plan (ECCP).

2.0 Responsibilities

2.1 It is the responsibility of the Massachusetts Emergency Management Agency Liaison to act as a conduit of information and handle requests for assistance between NSTAR and the MEMA function of the Commonwealth of Massachusetts.

3.0 Precautions

3.1 None

4.0 Prerequisites

- 4.1 There has been a specific or wide-spread incident necessitating the opening of the Emergency Operation Center (EOC)
- 4.2 A weather forecast is indicating a serious threat to the NSTAR System or extensive system damage has occurred
- 4.3 An emergency as defined by the ERP or ECCP has been declared
- 4.4 The Commonwealth of Massachusetts has requested our participation at the "Bunker"

5.0 Actions

- 5.1 Upon notification by the Government Affairs & DPU Branch Director of the Commonwealth's request to provide an NSTAR representative at the Bunker, report to the Bunker (1010 Worcester Road, Route 9, Framingham)
- 5.2 Report, upon arrival at the Bunker, to the ranking MEMA official
- 5.3 Report by phone to the Government Affairs & DPU Branch Director and report the following information:
 - 5.3.1.1.1 Phone number and fax number where he/she can be reached
 - 5.3.1.1.2 Status of State preparedness
 - 5.3.1.1.3 Status of State response
 - 5.3.1.1.4 Status of other utilities working from the Bunker
- 5.4 Respond to requests from the Commonwealth of Massachusetts for information about NSTAR's emergency response
- 5.5 Log request from State requiring response from NSTAR
- 5.6 Notify his/her replacement of his arrival and arrange tentative shift relief. Brief replacement at change of shift



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- 5.7 Notify the Government Affairs & DPU Branch Director when shift changes occur.
- 5.8 At conclusion of emergency, gather notes, logs and after action items and prepare report to be forwarded to the Government Affairs & DPU Branch Director

6.0 References

6.1 None



Attachment 7.3

ERP Reporting Procedures

1.0 Advance Planning and Training Reports

As required by 220 C.M.R. § 19.03(4)(a), NSTAR Electric shall submit a detailed report with supporting documentation to the Department of Public Utilities (the “Department”) for each meeting, training, and drill/exercise held pursuant to 220 C.M.R. § 19.03(2)(a)2.

1.1 Meetings with Government Officials

For each meeting with Government Officials pursuant to Section VI.B of the Department’s Emergency Response Plan Guidelines, NSTAR Electric shall file with the Department a report that includes, but is not limited to, the following information:

(1) invitees, and their job titles; (2) attendees and their job titles; (3) the agenda; (4) all presentation materials; (5) minutes; (6) action items that result from the meeting; and (7) status of each identified action item. NSTAR Electric shall file this report by September 1 each year.

1.2 Training Sessions and Drills/Exercises

For each of the training session and drills/exercises identified in Section VI.C of the Department’s Emergency Response Plan Guidelines, each Company shall file with the Department a report that includes, but is not limited to, the following information: (1) the date of the drill/exercise; (2) participants, their job titles, and their responsibilities during Emergency Events; (3) a full description of the type of event that is the subject of the drill/exercise; (4) a detailed evaluation of the performance of the Company in the drill/exercise, including lessons learned and action items that result from the drill/exercise; and (5) status of each identified action item. NSTAR Electric shall complete its drills/exercises by August 1 and file this report by September 1 each year.

1.3 Contact Information

NSTAR Electric shall file with the Department its updated list of contact persons identified in Section VI.D of the Department’s Emergency Response Plan Guidelines in a report that includes, but is not limited to, the following information: contact persons; titles; addresses; phone numbers; and other pertinent data. NSTAR Electric shall file this report by September 1 each year.

2.0 Outage and Service Interruption Reports

2.1 Outage and Accident Reporting Procedures

NSTAR Electric shall continue to report every sustained distribution and transmission interruption that occurs within or impacts its service territory as required by the Department’s FILED: June 22, 2010 702

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Outage and Accident Reporting Procedures set forth in Service Quality Guidelines, D.P.U. 04-116-C (2007) (Service Quality Guidelines, Section VIII.H). The content and format of these reports is shown in Attachment 2. In addition, NSTAR Electric shall file annually with its ERP a compact disc that contains a compilation of the previous year's reports, in a working Excel spreadsheet format.

2.2 Emergency Event Reporting

2.2.1 General Requirements

As required by 220 C.M.R. § 19.03(4)(b), NSTAR Electric shall provide periodic reports to the Department, appropriate regional MEMA representatives and municipal emergency managers, or their designees, that contain detailed information related to emergency conditions and restoration performance for each affected city and town. Different event levels may trigger different levels of reporting detail; the ERP shall clearly describe the level of reporting for each event level. The ERP shall include at a minimum the reporting requirements in subsections b, c, and d, below.

2.2.2 Pre-Event Stage Reports

During the Pre-Event Stage, NSTAR Electric shall provide, no less than every eight hours, the following information to the Department, appropriate regional MEMA representatives and municipal emergency managers, or their designees, and the DOER:

1. Weather forecasting and monitoring;
2. Planned storm conference calls (indicate date and time);
3. Pre-event communications with the public, municipal contacts, and elected officials (describe communication methods);
4. Pre-event notifications with regulators, MEMA and LSCs (describe communication methods);
5. Expected Event Classification Level (describe expected severity);
6. Resource readiness (indicate actions taken to ensure availability of crews and material resources indicating type and quantity of available crews);
7. Likelihood of EOC being opened (indicate date and time predicted to be opened or opened);
8. Problems anticipated or encountered in preparation for the anticipated Emergency Event; and,
9. Any other pertinent information.

2.3 Service Restoration Stage Reports

During the Restoration Stage, NSTAR Electric shall provide periodic reports to the Department, appropriate regional MEMA representatives and municipal emergency managers, or their designees, and DOER that contain detailed information related to emergency conditions and restoration performance for each affected city and town. The



content and format of the information to be included in these reports, as well as the required frequency of the reports, are shown in Attachment 3.

In addition, no later than seven days after the end of an Emergency Event, NSTAR Electric shall provide a report to the Department that includes all necessary updates and corrections to its Service Restoration Stage reports.

2.4 Final Event Report

As required by 220 C.M.R. §19.03(4)(c), NSTAR Electric shall submit a 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 an event. The content and format of information to be included in this report is shown in Attachment 4. Upon Department request, NSTAR Electric shall submit a report for a Level III event.

3.0 Filing of Emergency Response Plan

NSTAR Electric shall file an ERP, which the Company has reviewed and updated within the previous twelve months, with the Department on or before May 15 each year, for review and approval. The filing shall include a copy of all written Mutual Assistance Agreements into which the Company has entered, and identify and describe any modifications to the ERP and Mutual Assistance Agreements since the previous ERP filed with the Department. 220 C.M.R. § 19.04(3).

4.0 Persons Responsible for Reporting Requirements

The Company's Government Affairs & DPU Branch will be responsible for submitting reports as required.



In addition, no later than seven days after the end of an Emergency Event, NSTAR Electric shall provide a report to the Department that includes all necessary updates and corrections to its Service Restoration Stage reports.

d. Final Event Report

As required by 220 C.M.R. §19.03(4)(c), NSTAR Electric shall submit a 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 an event. The content and format of information to be included in this report is shown in Attachment 4. Upon Department request, NSTAR Electric shall submit a report for a Level III event.

C. Filing of Emergency Response Plan

NSTAR Electric shall file an ERP, which the Company has reviewed and updated within the previous twelve months, with the Department on or before May 15 each year, for review and approval. The filing shall include a copy of all written Mutual Assistance Agreements into which the Company has entered, and identify and describe any modifications to the ERP and Mutual Assistance Agreements since the previous ERP filed with the Department. 220 C.M.R. § 19.04(3).

D. Persons Responsible for Reporting Requirements

The Company's Government Affairs & DPU Branch will be responsible for submitting reports as required.

7.0 References

- 7.1 Attachment 1 Duties and Responsibilities of Key Positions
- 7.2 Attachment 2 Outage and Accident Reporting Procedures Requirements Table A
- 7.3 Attachment 3 Service Restoration Stage Reporting Requirements Table A
- 7.4 Attachment 3 Service Restoration Stage Reporting Requirements Table B
- 7.5 Attachment 4 Final Event Reporting Requirements Table B

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Attachment 1

Duties and Responsibilities of Key Positions

- A. Position Title:
 - B. Reports to:
 - C. Position Duties and Responsibilities:
 - D. Pre-Emergency Preparations:
 - E. Duties, Responsibilities, and Actions during an Emergency Event:
 - F. Post-Emergency Event Responsibilities and Reports:
 - G. Equipment Required:
 - H. Position work location:
 - I. Work period:
 - J. Activation notification:
- And some positions also contain:
- K. Major Event Activation:
 - L. Additional Responsibilities during Major Events:
 - M. Additional Equipment Requirements and
 - N. Additional Staff Requirements:

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Attachment 2 - Outage and Accident Reporting Procedures Requirements							Table A		
Each Company shall provide the information listed in Table A to the Department consistent with the Outage Reporting Protocol set forth in the Department's Service Quality Guidelines in D.P.U. 04-116-C.									
1	2	3	4	5	6	7	8	9	10
Incident ID	Date Filed	Company Name	District/ Division Name	Location of interruption (City/ Town Where Fault Occurred)	Street Name	Substation Name and ID	Circuit Number ID	Circuit Branch ID	Voltage Level to the Nearest (Transmission, 35kV, 25kV, 12kV, 5kV, Secondary)
11	12	13	14	15	16	17	18	19	20
Circuit type (OHUG/ Customer Owned)	Original Number of Customers Affected	Current Number of Customers Affected (show zero if restoration is completed)	Actual Duration (in hours)	Total Customer Interruption Hours	Date and Time Out	Date and Time In	Reason for Interruption (nature/ cause of interruption)	Failed or Damaged Device/ Equipment	Indicate if the Interruption was Planned/ Unplanned/ Intentional
21	22	23	24	25	26	27	28	29	30
Weather Condition	Primarily Affected Load Type (Residential/ Industrial/ Commercial/ Mix)	Whether the Interruption Affected a Critical Facility/ Customer (yes/no)	Whether the Interruption is Major Excludable Event (yes/no)	Whether an Injury Occurred as a Result of the Event (yes/no)	Name of the Person Responsible for Filing the Report	Time Restoration Commenced	Expected Duration	Town/City Official Notification (yes/no)	Name of Notified/ Contacted Person
31	32	33	34	35	36	37			
Telephone Number of Notified/ Contacted Person(s)	Official Notified Name 1	Official Notified Phone 1	Official Notified Name 2	Official Notified Phone 2	Report Type	Comments			



Attachment 3 - Service Restoration Stage Reporting Requirements								Table A
Restoration Stage. The Company shall update this information every four hours: 00:01, 04:00, 08:00, 12:00, 16:00, 20:00, and 24:00.								
1	2	3	4	5	6	7	8	9
Company Name	Year	Month and Date	Hour	Weather Forecast	ERP Implementation (Date & Time)	Event Level/ Classification	EOC(s) Status (Activation Date & Time)	Identify Problems Encountered (if any)
10	11	12	13	14	15	16	17	18
District Name	Town Name	Total # of Customers Served in Town	Total # of Customers Without Power in Town	Percent of Customers Without Power in Town	Estimated Restoration Time (ERT)	Number of Trouble Locations in Town	Number of Services to be Repaired in Town	Comments

Attachment 3 - Service Restoration Stage Reporting Requirements								Table B
Each company shall provide the information listed in Table 3-B to the Department, MEMA and DOER during Service Restoration Stage. The Company shall update this information every six hours: 00:01, 06:00, 12:00, 18:00, 24:00.								
1	2	3	4	5	6	7	8	9
Company Name	Year	Month and Date	Hour	LSC Notifications	Municipal Notifications	MEMA Notification	Regulatory Notifications	District Name
10	11	12	13	14	15	16	17	18
Town Name	Number of Company Line Crews	Number of Contractor Line Crews	Number of In-State Mutual Aid Line Crews	Number of Out-of-State Mutual Aid Line Crews	Number of Company Tree Crews	Number of Contractor Tree Crews	Number of In-State Mutual Aid Tree Crews	Number of Out-of-State Mutual Aid Tree Crews
19	20	21	22	23	24	25	26	27
Number Company Wire Down Crews	Number Contractor Wire Down Crews	Number of In-State Mutual Aid Wire Down Crews	Number of Out-of-State Mutual Aid Wire Down Crews	Number Company Damage Appraiser Crews	Number of Contractor Damage Appraiser Crews	Number of In-State Mutual Aid Damage Appraisers	Number of Out-of-State Mutual Aid Damage Appraiser Crews	Number of Company Substation/ Transmission Crews
28	29	30	31	32	33	34	35	
Number of Contractor Substation/ Transmission Crews	In-State Mutual Aid Substation/ Transmission Crews	Out-of-State Mutual Aid Substation/ Transmission Crews	Total # of Crews Working	Number of Company Support Personnel Used	Number of Non-Company Support Personnel Used	List Source of Mutual Aid	Comments	

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Attachment 4 - Final Event Reporting Requirements (Table B)

Each Company shall include the information listed below in its Final Event Report.

1	▪ Weather
	• Actual weather
	• Maximum winds experienced
	• Duration of incident
2	▪ Transmission Lines
	• List of transmission lines that became inoperative
	• Repairs made
	• Estimate for repairs
3	▪ Substations
	• List of substations which incurred damage
	• List of equipment damaged
	• Estimate of repairs
4	▪ Distribution Feeders
	• List of feeders affected
	• List of feeders locked out
	• Was backup to feeders sufficient
5	▪ Trouble Order System
	• Total Number of Customer Outages
	• Number of trouble orders
	• Did the system function as it was designed
	• Was there sufficient manpower available to operate the system
6	▪ Wire Down Operations
	• Total number of Priority wire down calls
	• Number of wire down trouble calls
	• Did the system function as it was designed
7	▪ Pole Damage
	• Number of broken pole trouble calls
	• Number of broken poles replaced by location size and age of the old pole
8	▪ Wire Damage
	• Number of feet, type, and size of primary and secondary conductors replaced
	• Number of feet, type, and size of follow-up reconductoring to be done



9	▪ Transformers damaged
	• Listing by size, type and age of damaged transformer
	• Availability of replacements
10	▪ Crew Supplements
	• Total number of Company crews and from which locations
	• Number and type of crews from outside the Company
	• Availability and use of wire down appraisers
11	▪ Food and Lodging
	• Listing of lodging and number of rooms and meals
	• Was food available and adequate
12	▪ Equipment
	• Number and type of vehicles used
	• Type and number of equipment breakdowns
	• Type of equipment rented
13	▪ Helicopter
	• How were the helicopters used
14	▪ Media
15	▪ Public Officials
16	▪ Stock/Materials
17	▪ Vegetation Management
18	▪ Communication



CEP 3.2.6 - NSTAR Life Support Customer Notification Process

1.0 - Purpose

1.1.1 To notify Life Support Customers of an impending storm/severe weather event or extensive system damage has occurred that could leave them without electrical power for several days.

1.1.2 The subsequent follow-up of cellphone calls to those customers that were impacted by the outage to ensure their power was restored regardless of the customer having called in to report the outage.

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2.0 - Responsibilities

2.1 Electric Operations Section Chief will notify Communications Section Chief of the need to activate the NSTAR Critical Care Customer Notification Process. The Communications Chief will then have the CIC Unit Leader active the process.

3.0 - Precautions

3.1 None

4.0 - Prerequisites

4.1 There has been a specific or widespread incident necessitating the opening of the Emergency Operations Center

4.2 A weather forecast is indicating a serious threat to the NSTAR system or extensive system damage has occurred

4.3 An emergency as defined by NSTAR's ERP or ECCP has occurred

5.0 - Actions

5.1 The on-call supervisor will request a file of all Life Support Customers from CIC Operations. The file should be an Excel spreadsheet with the phone numbers in column A, the on-call supervisor will review the file to ensure the phone numbers are loaded in the correct format. The correct format is only the 10 digit phone number, no leading 1, no dashes or spaces. To view the phone numbers in the spreadsheet double click on column A. To ensure delivery of the message the supervisor will include (his/her) cell phone number, at the beginning of the file, as well as that of CIC managers at the end of the file. The file will then be emailed to [REDACTED] for immediate release of the Life Support Major Storm Message.

Note: Life Support Customers are those customers most in need of electricity for medical reasons. Life Support Customers are identified by providing medical certification annually. The file is constantly maintained on a weekly basis, and updates are sent to the records section of Electric Operations. Trouble calls, system electrical maps and circuit references are coded to indicate a Life Support Customer. This coding is used during the storm restoration process to assist in prioritizing the work plan for the field crews.

Sample of Pre-Recorded Messages stored by Televox:

Message 1

Hello, this is an important storm message from NSTAR Electric. NSTAR is preparing for an approaching major storm. We expect the storm to cause significant damage to power lines and may result in power outages that could last an extended period of time. At NSTAR, our crews are prepared to work around the clock to restore service throughout the storm, however, we recognize that someone in your household suffers from a serious illness and we are recommending that you make alternative plans in the event you lose electric service, including

[3.2.6 CEP NSTAR Critical Care Customer Notification Process April 2012 \(redlined\).doc](#) [CEP-3.2.6 NSTAR Critical Care Customer Notification Process.doc](#)

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notifying your local public safety officials and human service agencies for any needed assistance. For more information on the storm, please stay tuned to local news or weather channels. Thank you.

Message 2

Hello this is an important message from NSTAR Electric. NSTAR has experienced extensive damage to services electricity to your neighborhood. Our crews are prepared to work around the clock to fix the damage and restore service to your neighborhood, however, we recognize that someone in your household suffers from a serious illness and we are recommending that you make alternative plans in the event that the outage last an extended period of time, including notifying your local public safety officials and human service agencies for any needed assistance. We apologize for the inconvenience. Thank you.

5.2 The Community Liaison Branch will maintain the list of Life Support Customers affected by an outage during the event. The Liaison group will contact the local public safety official with the address of the Life Support Customer affected by an outage. Reference 6.1

~~5.3 Once the restoration of the event has been completed. The call center supervisor will request a list of the Life Support Customers affected during the event from the Community Relations and Employee Communications Branch Director. The call center will make outbound calls to the customers on the list. At the direction of the Call Center Branch Director the Emergency Response Communications Coordinator will run a report depicting all life support customers that may have been impacted by an outage, regardless of the customer having called to report the outage.~~

- ~~5.3.1 To run the report on the intranet go to~~
- ~~Electric Operations~~
- ~~Applications~~
- ~~Trouble system~~
- ~~Community Liaison Report~~
- ~~Gator Critical Customer~~
- ~~Enter date and time range for the list of customers~~

6.0 - **References**

6.1 **CEP 3.2.3 Community Relations & Employee Communication Attachment 7.1 Community Liaisons**

7.0 - **Attachments** None

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Appendix G - Format to set up crews in M3i

Internal NSTAR Crews

These crews can be set up in advance in each division and activated and crew staffed when needed. M3i does not allow having duplicate crews listed in the system. Each crew must be unique. For example you cannot have a WAIT Primary Crew in two divisions. There needs to be something that makes this distinctive to the division.

Employees can be assigned to the crew and the leader identified as the crew contact. Cell phone numbers and truck numbers can be listed in the employee contact information.

Line crews: 3 digit Division name – LC (line crew) leader’s last name

Example: STB-LC [REDACTED]
WLP-LC [REDACTED]
WAL-LC [REDACTED]


URD Crews and Construction Inspector: 3 digit division – UG Last Name
3 digit division – CI Last Name

Example; STB-UG [REDACTED]
STB-UG2 [REDACTED]
STB-CI [REDACTED]
WAL-UG [REDACTED]
WAL-UG [REDACTED]
WAL-UG [REDACTED]
WAL-CI [REDACTED]
WAL-CI [REDACTED]
WLP-UG [REDACTED]
WLP-UG [REDACTED]
WLP-CI [REDACTED]

Scouts: 3 digit division name – SCT (scout) Last name


Engineering will add any additional scouts to the crew assignment list in the following format as resources are added.

Example: STB-SCT
 WLP-SCT
 WAL-SCT




Runners: 3 digit division name – Run (Runner) Last name

Example: STB-RUN
 WAL-RUN
 WLP-RUN



Supervisor: 3 Digit division name – SUP (supervisor) last name

Example: STB-SUP
 WLP-SUP
 WAL-SUP



Pending Crews: Wait Crew Type 3 digit division

Example: WAIT POLE CREW STB
 WAIT POLE CREW WLP
 WAIT POLE CREW WAL
 WAIT PRI CREW STB
 WAIT PRI CREW WLP
 WAIT PRI CREW WAL
 WAIT SECON CREW STB
 WAIT SECON CREW WLP
 WAIT SECON CREW WAL
 WAIT SERV CREW STB
 WAIT SERV CREW WLP
 WAIT SERV CREW WAL
 WAIT TREE CREW STB
 WAIT TREE CREW WLP
 WAIT TREE CREW WAL
 WAIT TS STB
 WAIT TS WLP
 WAIT TS WAL

Pending crews are used after a survey or damage assessment has been completed and the scope of repairs has been identified and included in the remarks section. It is recommended that the remarks section be used for scope description and crew remarks used for any completion remarks. Remarks section is visible in the incident panel; crew remarks are not and get removed every time you change crew assignment, such as scout to wait pri crew.

Service Crews

Service crews will be set up in the other stations division and moved to the appropriate division by the service crew coordinator. The crew will be identified by the last name of the crew leader.

Service Crews: SERV Last Name

Example: SERV
SERV
SERV



Contract Crews

Default contract line crews will be set up in the other stations division because it is unknown where contractors will be deployed during and ERP. Once it is determined where the crews will be sent. As part of the on-boarding process contract management will change the division in the modify crew panel to the division that they will be sent. The crew foreman and contact information will need to be set up before the division is changed. Once the crew arrives the EOC will activate the crew and assign jobs.

Contract management will send a spreadsheet with the crew assignments and contact information for each crew in a spreadsheet to the EOC Director and EOC Managers prior to crews arriving at the service center. Adequate time should be allowed for the operations coordinator to prepare work packages for crews prior to arrival.

When crews need to be moved from one division to another, the M3i power user in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, contract management will reset all of the crews to the default station division to be used in the next event.

Example: CON-GRA1 (Gratan Line)
CON-GRA2
CON-GRA3
CON-HLP1 (Halpin Line)
CON-HLP2
CON-HLP3

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- CON-NEL1 (Northeast Line)
- CON-NEL2
- CON-NEL3
- CON-MCD1 (McDonough Line)
- CON-MCD2
- CON-MCD3
- CON-MAV1 (Maverick)
- CON-MAV2
- CON-MAV3

Contract Tree Crews

Default contract tree crews will be set up in the other stations division because it is unknown where contractors will be deployed during and ERP. Once it is determined where the crews will be sent vegetation management will change the division in the modify crew panel to the division that they will be sent. The crew foreman and contact information will need to be set up before the division is changed. Once the crew arrives the EOC tree coordinator will activate the crew and assign jobs.

Contract management will send a spreadsheet with the crew assignments and contact information for each crew in a spreadsheet to the EOC Director and EOC Managers prior to crews arriving at the service center. Adequate time should be allowed for the tree crew and operations coordinator to prepare work packages for crews prior to arrival.

When crews need to be moved from one division to another, the tree crew coordinator in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, vegetation management will reset all of the crews to the default station division to be used in the next event.

- Example: TRE-ASP1 (Asplundh)
- TRE-ASP2
- TRE-ASP3
- TRE-LEW1 (Lewis)
- TRE-LEW2
- TRE-LEW3
- TRE-TEK1 (Tree Tech)
- TRE-TEK2
- TRE-TEK3

Mutual Aid Crews

Mutual aid crews will be set up in M3i after confirmation has been received from the sending utility with the amount and make-up of crews. Similar to contract crews they will be set up by contract management during the on-boarding process in the crew assignment panel with the crew contact information. A spreadsheet with all crew information will be forwarded to the EOC director and managers after the crew have been set up. Crews need to be set up in advance of arrival to provide adequate time for the operations coordinator to assign work packages. The EOC will activate the crew once they begin work. When crews need to be moved from one division to another, the M3i power user in the original division will change the service center and work center in the modify crew screen when the crew has been released to the next division. Once the ERP has ended, contract management will reset all of the crews to the default station division to be used in the next event.

Example: NEMA-CMP1 (Central Maine Power)
 NEMA-CMP2
 NEMA-CMP3
 NEMA-NGD1 (National Grid)
 NEMA-NGD2
 NEMA-NGD3
 NEMA-PSNH1 (Public Service New Hampshire)
 NEMA-PS NH2
 NEMA-PS NH3
 NEMA-CONE1 (Con Edison)
 NEMA-CONE2
 NEMA-CONE3



Job Status Updating

Unassigned (red)

Raw jobs that have not been analyzed are waiting survey, or a crew if available.

Assigned (gray)

This status is to be used when preparing work packages in advance of contract and mutual aid crews. Same rules apply that only one job be assigned to each crew. The status will be updated to dispatch once the contract or mutual aid crew has been sent to the work location. This gives the EOC time to plan and organize work packages in preparation of crews arriving during the off shift. It can also be used to assign work to internal crew's that are home for rest during the off shift so they are ready for dispatch at the start of the shift.

Survey (light blue)

Status used when job has been assigned a scout, supervisor, or other qualified survey person to investigate. No more than one job assigned to each survey person at a time. Back reports will be recorded in the remarks section (upper right corner) on the detail screen. Status will be changed to pending with the appropriate WAIT CREW assigned.

Pending (blue)

Status used after a survey has been completed, the scope of work has been identified, and the appropriate WAIT CREW assigned. Operations Coordinator will monitor pending work and dispatch available crews according to priority and customer count.

Dispatch (brown)

Status used when line crew crew or trouble shooter has been given work to execute. Only one job can be dispatched to a crew at a time.



Arrived (green)

Status is to be used when crew arrives at work location and is reporting, assessing, or waiting for permission to go to work.

Working (green)

Status is used when crew is engaged in repair work at the work location.

Reporting (green)

Work is complete and report is being filled out in EOC.

Complete (dark blue)

All work and reporting complete. Crew is available for next assignment to be dispatched.

Example - ~~Southborough~~ EOC Decentralization Escalation

<u>Level 1 and 2 Event</u> Normal Decetralization		
Operations Coordinator	Dispatcher	M3i Power user
Stations		
355, 416, 342, 433, 24, 23, 278, 455, 274, 126, 65		

<u>Decentralization Level 3 Event</u> Escalation Level 1			
<u>RMT 1</u> Southborough North		<u>RMT 2</u> Southborough South	
Operations Coordinator	Dispatcher	M3i Power User	Operations Coordinator
Stations		Stations	
355, 416, 342, 433, 23, 278		455, 24, 274, 65, 126	

<u>Decentralization Escalation Level 2</u> Level 4 Event								
<u>RMT 1</u> Southborough North			<u>RMT 2</u> Southborough Central			<u>RMT 3</u> Southborough South		
Ops Coord	Disp	M3i Power User	Ops Coord	Disp	M3i Power User	Ops Coord	Disp	M3i Power User

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RACEP 6.2.3 Appendix G

Stations	Stations	Stations
355, 416, 342, 278	433, 24, 23, 274	65, 126, 455

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Decentralization Escalation Level 1 Level 5 Event											
<u>RMT</u> 1 Southborough North			<u>RMT</u> 2 Southborough North-Central			<u>RMT</u> 3 Southborough South-Central			<u>RMT</u> 4 Southborough South		
Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User	Ops Coord	Disp M3i	Power User
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Stations			Stations			Stations			Stations		
355, 416, 342			433, 23, 278			24, 274, 455			65, 126		

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