

Emergency preparation and restoration of service includes ensuring public safety, and timely and accurate communications with municipal officials and customers. As such, please provide the following information in a single document to the Department of Public Utilities (DPU) by 5:00 p.m., on Thursday, October 25, 2012:

I. Public Safety

- A. Identify designated employee within your emergency command structure who will oversee overall responsibility for handling the response to wires down. Please provide contact information for this person.

Under the ERP, WMECo has designated the District Commander under the Emergency Response Plan (ERP) as having overall responsibility for handling the Company's response to wires down during an ERP event.

Under EPR Section 5.6, the Communications function is responsible for handling all communications during an ERP, including direct contact with appointed and elected state and federal officials; the Department of Public Utilities, MEMA, and municipal officials.

The WMECo Incident Commander has designated the appropriate contact at WMECo for state officials regarding wires down during the ERP event is:

Kerry Britland

Office:

Cell:



Please provide a description of how, specifically, you are planning to coordinate the debris removal and wires down activities.

In accordance with WMECO's ERP, Section 4.3.2, the Municipal Liaison will coordinate with the municipalities on cut / clear and make safe efforts to clear roads of wires and/or electric infrastructure. Once made safe, the municipalities are responsible for debris removal. However, WMECO does complete a post storm survey to ensure damage electric infrastructure is appropriately cleaned up. WMECO has a Verizon and Comcast representative assigned to our EOC.

- B. Identify plan for responding to priority one calls.

The Wires Down Coordinator position in each District is staffed 24X7 for all decentralized storm events and works closely with the District Planning Chief and municipal liaison to get the wires down resources to the correct locations to relieve the municipal first responders as soon as possible.

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

Critical facilities were received from cities/towns Spring 2012 and placed on town restoration maps. Under the ERP, WMECo works with each municipality to determine the municipality's priorities for restoration of critical facilities based on real-time information. WMECo does not rank facilities on the list for restoration purposes.

## II. Communications

- A. Provide your plan for communicating with municipal officials and customers in your service territory during all stages of the event. Please include multiple methods of communications – website, email, radio, reverse calls, text messaging, etc.

In accordance with Section 4.3.2, the Municipal Liaison is responsible for providing two way communications with public officials and government agencies. Once the storm has commenced, WMECO moves into the decentralized process of our ERP, instituting municipal liaisons in each District under the direction of the district incident commander to communicate with municipal officials about WMECO's restoration activities and ERTs. Municipal officials receive an automated call advising them that the district storm rooms are operational with the staffed municipal liaison phone. The municipal liaisons are trained and informed to provide information to municipalities. The municipal liaisons proactively call the Municipal Officials to confirm the established communications. The District municipal liaison function provides ETA information, works with the town on prioritization and collaboration for response and updates the town on restoration and ERT's. The District Incident Commanders report to the Incident Commander on regular calls for status of municipal concerns or priorities to ensure all needs are adequately meet and / or addressed.

WMECO customers report outages and/or non-outage trouble calls to the Company's Customer Experience Center via the toll free phone number. This information is taken by either a voice response unit or live representative. The information is then transferred automatically into our OMS. The OMS includes an electrical model that knows the continuity of the electric distribution system, the customer's location and models the outage based on customer calls and the model's algorithm. These events are then assigned and dispatched to repair crews who provide an estimated restoration time once they are on-scene and assess the damage. In storm events, especially those storms with large impacts, this granular process is elevated to a higher level global restoration forecast by district provided after an initial damage assessment process is complete. Whether it is the estimated global restoration or estimated event based restoration project, the OMS feeds this information back to customers who call in for updates on their outages. The global restoration estimates are also provided through the municipal liaison to

the respective municipalities and publicly via press releases. However, it is extremely important to understand the information provided is only an estimate of the completion time based on our experience of the time to repair similar damage. The ERTs are monitored continuously and updated periodically when operational conditions warrant any change. Town based ERTs are posted to the WMECo website when available.

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

Under the ERP, the WMECo Communications Coordinator has overall responsibility for handling communications with Life Support Customers.

- C. Identify employees who will provide timely and accurate restoration information, outage information, and wires down estimated time of arrival (ETA).

Under the WMECo ERP, ETRs are developed and conveyed to customers through the joint efforts of the ERP sections, including Planning Section Chief, under the direction of the District Commander.

Under the WMECo ERP, ETAs for Priority 1 calls are handled by the Operations Section. ETAs for Priority 2 and Priority 3 calls are handled through the joint effort of the Municipal Liaison and Operations Section.

Specifically, Municipal Liaisons within the Communications Section will be responsible for: (1) coordinating with their pre-designated communities to prioritize public safety and wires down calls; (2) working with Operations to address those priorities, and (3) conveying information to the municipality on the status of those efforts.

III. Restoration

- A. Identify resources that will be available to respond during the emergency event, including;

1. Number of available crews from the company ready to respond when the storm makes landfall.

35 line crews and 27 contract line crews.

## WMECo Responses

2. Number of crews available via mutual aid agreements. Please let us know if calls to other companies via the mutual aid agreements were already made and, if yes, how many companies have been secured. Also, when will these companies arrive?

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

The Company is currently working through available channels to obtain additional crews, whether mutual aid crews or external contractor crews and has requested contractors. No confirmation yet, regional utilities holding line and contractors crews.

During the event, please make sure to provide timely and accurate estimated restoration times (ETRs) to customers, municipal officials, and to the service list below:

[Rick.sullivan@state.ma.us](mailto:Rick.sullivan@state.ma.us)  
[Patricia.vantine@state.ma.us](mailto:Patricia.vantine@state.ma.us)  
[Krista.selmi@state.ma.us](mailto:Krista.selmi@state.ma.us)  
[Ann.berwick@state.ma.us](mailto:Ann.berwick@state.ma.us)  
[David.cash@state.ma.us](mailto:David.cash@state.ma.us)  
[Jollette.westbrook@state.ma.us](mailto:Jollette.westbrook@state.ma.us)  
[Kate.mckeever@state.ma.us](mailto:Kate.mckeever@state.ma.us)  
[Nancy.stevens@state.ma.us](mailto:Nancy.stevens@state.ma.us)  
[Ghebre.daniel@state.ma.us](mailto:Ghebre.daniel@state.ma.us)  
[Shashi.parekh@state.ma.us](mailto:Shashi.parekh@state.ma.us)  
[Donald.e.nelson@state.ma.us](mailto:Donald.e.nelson@state.ma.us)  
[Benjamin.davis@state.ma.us](mailto:Benjamin.davis@state.ma.us)

Also, provide restoration stage reports in Excel spreadsheets and a final report at the conclusion of the event.