

June 1, 2022

**VIA ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket 2509 – Storm Contingency Fund  
February 18, 2022 Summary Report**

Dear Ms. Massaro:

Pursuant to Rhode Island Public Utilities Commission (“PUC”) Order No. 15360 (August 19, 1997) and paragraph 4(a) of the Joint Proposal and Settlement in Lieu of Comments Submitted by The Narragansett Electric Company<sup>1</sup> and the Division of Public Utilities and Carriers (the “Settlement”), which the PUC approved in Docket No. 2509, I have enclosed one original and eight copies of Rhode Island Energy’s summary report on the planning and restoration activities associated with the February 18, 2022 Storm event (“February 18, 2022 Storm” or the “Storm”), which likely will qualify for inclusion in the Company’s Storm Contingency Fund. Paragraph 4(b) of the Settlement requires the Company to file with the PUC within 90 days after the storm a report that includes a description of the Storm and a summary of the extent of the damage to the Company’s system, including the number and length of outages.

The Company will file a supplemental report detailing the incremental restoration costs resulting from this Storm once the Company accumulates the total costs and completes a final accounting of storm costs.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-7263.

Very truly yours,



Andrew S. Marcaccio

Enclosure

cc: Docket 2509 Service List  
Docket D-11-94 Service List  
Leo Wold, Esq.  
Christy Hetherington, Esq.  
Tiffany Parenteau, Esq.  
John Bell, Division  
Al Mancini, Division


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<sup>1</sup> The Narragansett Electric Company d/b/a Rhode Island Energy (“Rhode Island Energy” or the “Company”).

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



\_\_\_\_\_  
Joanne M. Scanlon

June 1, 2022  
Date

**Docket No. 2509 – National Grid – Storm Fund  
Service List as of 6/1/2022**

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**Docket D-11-94 Review of National Grid's Storm Reports**

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Rhode Island Energy

The Narragansett Electric Company

**Report on  
February 18 Storm,  
Damage Assessment and  
Service Restoration**

June 1, 2022

Docket No. 2509

**Submitted to:**  
Rhode Island Public Utilities Commission

Submitted by:



**Rhode Island Energy™**

a PPL company

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**REPORT ON BEHALF OF  
THE NARRAGANSETT ELECTRIC COMPANY d/b/a RHODE ISLAND ENERGY  
ON THE FEBRUARY 18, 2022 STORM DAMAGE ASSESSMENT AND SERVICE  
RESTORATION EFFORTS**

**I. EXECUTIVE SUMMARY**

The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”) presents the following report on the planning and restoration activities associated with the February 18, 2022 storm (or the “Storm”), which impacted Rhode Island and other states in the northeast. For pre-planning purposes, the Company classified the Storm as a Type 4 emergency event for Rhode Island (the Storm occurred when the Narragansett Electric Company was controlled by National Grid and the Company utilized the National Grid Emergency Response Plan), meaning that the Company estimated that restoration activities generally would be accomplished within a 24-hour period and the event typically would result in up to 7 percent of customers interrupted at peak. The Storm was projected to bring hazardous and strong wind gusts, especially along the coasts, which potentially could cause damage to the Company’s electric infrastructure. The Storm interrupted power to 13,717 (approximately 10,394 at peak) of the Company’s customers. Overall, 2% percent of the Company’s customers in Rhode Island experienced outages at peak, with 31 of the 38 of communities served in Rhode Island impacted.

The Company began monitoring the Storm on the morning of Sunday, February 13, 2022, as initial weather forecasts identified a newly forming weather pattern that was expected to impact the coastal northeast. Throughout the week the Company continued to review the weather forecasts and prepare for the possibility that the Storm would impact the Company’s electric distribution system in Rhode Island. As part of its response to the Storm, the Company opened the Storm Room in Providence and North Kingstown at approximately 6:00 p.m. on Thursday evening, February 17, 2022.

The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. As part of its preparation efforts, the Company also utilized contractors from outside the Company’s service territory to help with restoration. Using its own crews and contractor resources, the Company restored power to 100 percent of its customers impacted in approximately 22 hours from the time of the first customer outage. From the time of peak customers impacted, the Company restored 95 percent of the outages in 10 hours. Power was restored to the final customer impacted by the Storm on Friday, February 18, 2022 at approximately 11:23 p.m.

The Company is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the Storm and were an integral part of the Company’s restoration efforts.

## II. INCIDENT ANTICIPATION

### A. Determination of Incident Classification

As set forth in the Company’s Emergency Response Plan, factors considered in initially establishing or revising the expected incident classification level included the following:

- Expected number of customers without service;
- Expected duration of the restoration event;
- Recommendations of the State Planning Section Chief, Transmission and Distribution Control Centers, and other key staff;
- Current operational situation (such as number of outages, resources, and supplies);
- Current weather conditions;
- Damage appraisals;
- Forecasted weather conditions;
- Restoration priorities;
- Forecasted resource requirements; and
- Forecasted scheduling and pace of restoration work crews.

The New England Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for Incident Classification Actions.

**Table 1. Incident Classification Actions**

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	February 17, 2022; approx. 1:00 p.m.
Initial Event Classification Type – 4	February 17, 2022; approx. 1:00 p.m.

### B. Activation of Incident Command System

The Company utilizes the Incident Command System (“ICS”), a component of the National Incident Management System, which is a comprehensive national approach to incident management applicable at all levels of the Company’s Emergency Response Organization (“ERO”) and addresses the operation of Company Emergency Operation Centers (“EOCs”). The ERO required to implement the emergency procedures is activated employing a flexible and standardized management structure. Upon declaration of an emergency, the required EOCs are staffed accordingly. Briefings are conducted with the ERO at the System, State, and Branch Level to maintain situational awareness and relay the specifics of the emergency. See Table 2 below for the Storm ICS Actions.

**Table 2. ICS Actions**

<u>Actions Performed</u>	<u>Date and Time</u>
Branch Storm Room opened in Providence for Capital & North Kingstown for Coastal	February 17, 2022; approx. 6:00 p.m.

**C. Determination of Crew Needs and Pre-STAGING**

Given the potential magnitude of the Storm and forecast of hazardous winds, the Company secured crews in advance from its contractors of choice and other outside contractors to support restoration efforts for all New England as part of its regional preparation for the Storm, consistent with its Emergency Response Plan.

See Appendix B for a daily accounting of resource staffing levels from pre-event through complete restoration. Appendix B indicates the number, type, and location of planned resources (in accordance with the Emergency Response Plan designated Event Type), and the number, type, and location of actual resources secured. Appendix B also specifies whether the resources are internal, external contractors, or resources acquired through a mutual assistance agreement.

**III. THE STORM AND ITS IMPACT**

**A. Forecast**

The Company began monitoring the Storm on the morning of Sunday, February 13, 2022, as initial weather forecasts identified a newly forming weather pattern that was expected to impact the coastal northeast. Throughout the week the Company continued to review the weather forecasts and prepare for the possibility that the Storm would impact the Company’s electric distribution system in Rhode Island.

On February 13, 2022, the threat of a strong wind event was expected to bring hazardous wind gusts to the state, especially along the coasts. Peak gusts of up to 50 mph was listed for Rhode Island and eastern Massachusetts.

By February 16, 2022 confidence and intensity of the expected event had increased, with peak gusts between 55 - 60 mph for Rhode Island, starting during the early morning hours on February 18. On the afternoon of February 17, 2022, the forecast remained mostly consistent with previous reports, and the Company prepared the final plans to prepare for the oncoming weather event.

**B. Impact**

The Storm was a moderate weather event that resulted in little damage to the Company’s electrical system. The Storm brought light rain and strong wind gusts to the Company’s service territory. Peak wind gusts were generally in the 50-60 mph range, with Block Island

experiencing a peak gust of 67 mph. The Town of Exeter was affected most heavily with approximately 40 percent of their customers impacted by the event. See Table 3 below for the Storm impact.

**Table 3. Storm Impact**

Total Customers Impacted	13,717
Peak Customers Impacted	10,394
Date and Time of Peak	February 18, 2022; 7:18 a.m.
Date and Time Final Customer Was Restored	February 18, 2022; 11:23 p.m.
Number of Municipalities That Experienced Interruptions	31
Number of Distribution Feeders That Experienced Interruptions	50

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of February 18-19, 2022.

**Figure 1**

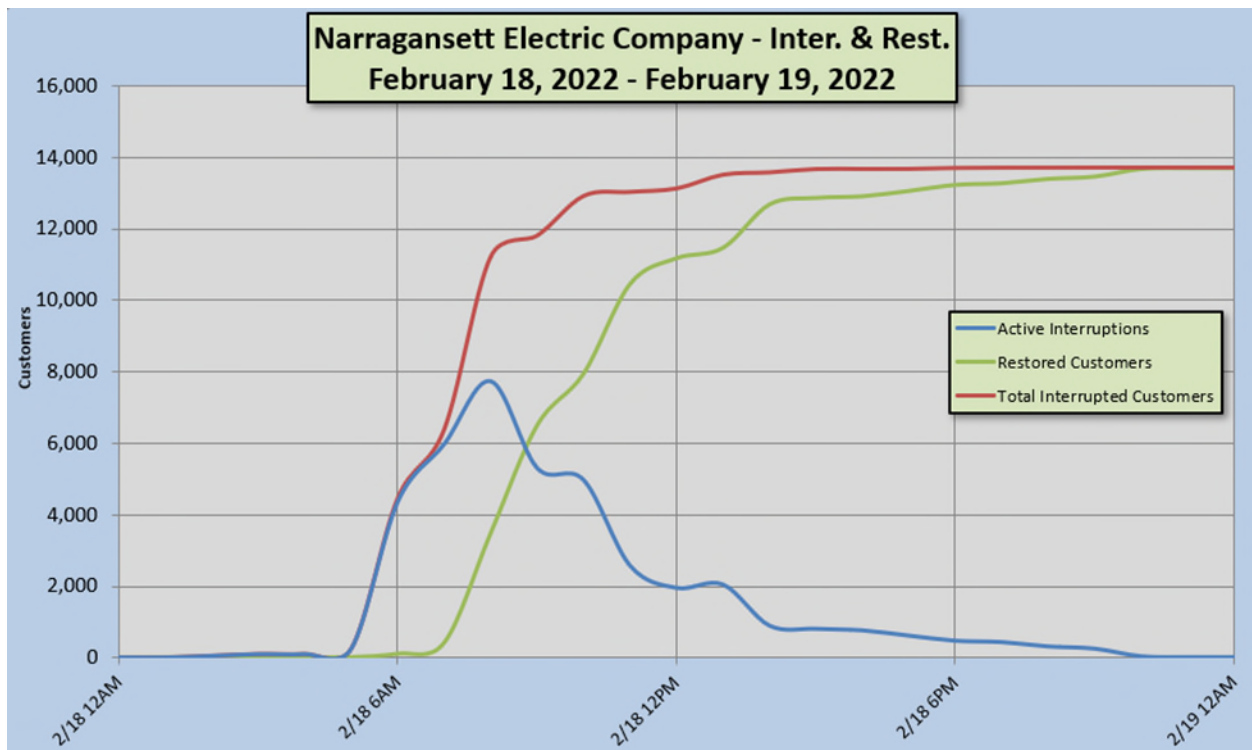




Figure 2 below shows all municipalities that experienced interruptions during the Storm.

**Figure 2**

Municipality Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,912	17	0.26%
CHARLESTOWN	5,857	64	1.96%
COVENTRY	14,439	83	1.46%
CRANSTON	31,802	1,568	4.94%
CUMBERLAND	15,635	366	2.34%
EAST GREENWICH	6,298	54	5.59%
EAST PROVIDENCE	22,482	1,621	9.55%
EXETER	3,078	1,258	46.33%
FOSTER	2,052	50	5.95%
GLOCESTER	4,725	111	2.90%
HOPKINTON	3,994	514	13.35%
JAMESTOWN	3,362	1	0.03%
JOHNSTON	14,010	594	4.25%
LINCOLN	10,332	1	4.33%
LITTLE COMPTON	2,607	33	1.34%
MIDDLETOWN	8,427	1	0.14%
NARRAGANSETT	10,608	646	6.80%
NEWPORT	14,914	-	0.01%
NORTH KINGSTOWN	13,919	415	5.60%
NORTH SMITHFIELD	5,877	165	4.08%

Municipality Name	Customers Served	Total Customers Interrupted	Percent of Total
PORTSMOUTH	9,284	-	0.42%
PROVIDENCE	74,452	4	0.01%
RICHMOND	3,659	165	7.84%
SCITUATE	4,644	215	4.72%
SMITHFIELD	9,096	246	2.78%
SOUTH KINGSTOWN	15,011	56	0.82%
TIVERTON	8,338	25	0.56%
WARWICK	40,488	2,190	6.56%
WEST GREENWICH	2,840	240	11.65%
WEST WARWICK	14,553	-	0.48%
WESTERLY	14,566	28	0.95%

The following sections contain additional details and context regarding the Company's Storm restoration efforts.

#### **IV. RESTORATION**

##### **A. Timing and Priority of Service**

The Company implemented the system of prioritization for restoration found in its Emergency Response Plan, focusing first on public safety and then on customer restoration that maximized restoration when lines were energized. The Company gave priority and consideration to critical facilities and concentrated efforts to restore service to any life support customers the Company was aware of who were impacted by the Storm as quickly as conditions warranted.

See Appendix C for a timeline of the storm progression, including the hour and date that constitutes the start of restoration and the hour and date that constitutes complete restoration. Hourly chronological restoration assessment in this appendix includes number of customers out (in executable format) for the Company's Capital and Coastal regions, the total system, and each feeder affected.

See Appendix D for a summary of number of customer outages at peak and customer outage minutes, by cause, for the Company's Capital and Coastal regions.

See Appendix E for a specific list of all outages, in executable format, that includes detailed information for each outage. Also included in Appendix E is a listing of all outages caused by tree conditions as well as data regarding asset replacements for this event.

## **B. Restoration Coordination**

The Company dispatched crews to respond to outages from the Capital & Coastal Branch Storm Rooms in Providence and North Kingstown, as soon as they opened (see Table 2 above) through the end of the Storm. Consistent with the Emergency Response Plan, the Company activated Police and Fire Coordinators for the Storm. These employees reported to the Storm Room Leads and were responsible for communicating the estimated times of arrival on all police and fire calls, with a standby condition noted.

The Company did not deploy Task Force teams for this event.

## **C. Personnel Resources**

The Company secured a total of 248 internal and external field crews<sup>1</sup> to restore power to customers in Rhode Island, consisting of approximately 119 external crews and 129 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, underground, wires down, and damage assessment personnel.

See Appendix B for a daily accounting of resource staffing levels from pre-storm through complete restoration.

The State Incident Commander for the Company's electric distribution operating companies did not request mutual assistance from companies in the North Atlantic Mutual Assistance Group ("NAMAG") to support restoration for this event.

## **D. Safe Work Practices**

Safety is always at the forefront of Company operations, including and especially during activities associated with storm restoration. For each storm event, the System and Regional Incident Command System structures designate a lead position for a Safety, Health, and Environment Officer. Safety messages are delivered on all calls to heighten awareness during preparation and restoration.

As with any storm, the Company assembled a safety team with area responsibilities, established the reporting hierarchy, and prepared and communicated organization charts. The safety team prepared safety notices and delivered them to all Company employees through

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<sup>1</sup> Crews typically include two or three people, although there may be some one-person crews in damage assessment, wires down, distribution line (troubleshooters), and substation personnel. Transmission crews typically include 6-10 resources.

corporate communications. Safety personnel were deployed to assist in specific geographic areas and delivered on-site safety orientations to Company workers and contractors prior to the start of each day. During the Storm, safety personnel visited work sites to advise Company personnel and contractors of safety issues and best practices. In addition, prior to the start of each new job, the work was reviewed by assigned crews, with a focus on safe working conditions for the specific job. These safety efforts helped the Company experience no injuries during the Storm. The Company also notes that planning and response were performed taking into account COVID-19 safety protocols.

## **V. COMMUNICATIONS DURING AND AFTER THE EVENT**

### **A. Communication Regarding Estimated Times of Restoration**

The Company posted Estimated Times of Restoration (“ETRs”) on its website during the Storm using Outage Central, which provided real time ETR updates approximately every 15 minutes.

As crews were assigned and reported ETR updates based on their actual findings in the field, the Company uploaded the updated ETRs into Outage Central. The Company continued to update ETRs throughout the restoration process as information became available to the Company.

### **B. Intra-Company**

The Company began preparing for the Storm on Sunday, February 13, 2022, closely monitoring weather forecasts as the storm approached the northeast region.

### **C. Public Officials**

#### **1. Governor’s Office**

During the Storm, the Company’s Jurisdictional President communicated with the Governor’s office. Additionally, the Company’s Director of Government Relations communicated with Rhode Island’s legislative leadership leading up to and during the Storm.

#### **2. Rhode Island Public Utilities Commission (“PUC”), Division of Public Utilities and Carriers (“Division”), Office of Energy Resources (“OER”), and Rhode Island Emergency Management Agency (“RIEMA”)**

The Company’s Regulatory Liaison contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the Storm. See Table 4 below for a listing of updates along with a brief summary of the update provided.

**Table 4. Updates to the Division and OER**

Date and Time of Update	Summary of Update Content
February 15, 2022; approx. 10:21 a.m.	Initial notification; weather forecast; resource update
February 16, 2022; approx. 12:44 p.m.	Weather forecast; update on planning and preparation activities; resource update; Storm Room status planning
February 17, 2022; approx. 1:00 p.m.	Weather forecast; update on planning and preparation activities; resource update; Storm Room/Muni Room status, Life Support & Critical Facility Customer notifications; Event Type 4 declared
February 18, 2022; approx. 9:29 a.m.	Weather forecast update; current outage impacts;
February 18, 2022; approx. 4:03 p.m.	Final restoration progress update: current outage impacts, plans for demobilization

During the event, the Company’s Jurisdictional President provided updates to RIEMA regarding the Company’s storm preparations and restoration efforts. The Company also utilized its RIEMA Liaison to post outage number updates virtually on RIEMA’s WebEOC and answer questions throughout the event.

3. Municipalities

Based on the impact from this event, the Company opened a virtual Municipal Room on February 17, at 6:00 p.m. The Company utilized its Area Community Liaison Coordinators to work with each Rhode Island city or town’s emergency, Department of Public Works, and/or public officials as a dedicated liaison. The Company’s Area Community Liaison Coordinators served as full-time resources supporting impacted communities and enabled direct communications back into the Company’s public information coordinators and Branch operations personnel.

**D. Customers**

The Company communicated with customers during the Storm through its Customer Contact Center, email, website, and social media. The Company’s Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well as additional staff to support the high call volume.

See Table 5 below for a detailed listing of each method of communication utilized throughout the Storm.

**Table 5. Communication Details**

<b><u>Method of Communication</u></b>	<b><u>Purpose of Interaction</u></b>	<b><u>Level of Interaction</u></b>
<b><u>Report Outage/Outage Follow-up</u></b>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	617
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	130
Number of Customer Calls Received by 21 <sup>st</sup> Century	Customer reports outage or issue	624
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company notification and follow-up with Life Support Customers impacted by an outage	0
<b><u>Automated Outage Updates</u></b>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	390,126
Number of emails sent	Outage notification, update, or update request from customer	38,456
Number of outbound calls made	Outage notification, update, or update request from customer	163
<b><u>Web and Social Media</u></b>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	29,828
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	3
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	15

**E. Media**

The Company activated its Public Information Officer (“PIO”), along with additional PIO support staff for the Storm. The Company engaged both traditional and social media channels to distribute Storm and safety-related information. The Company’s Strategic Communications Department received nine media requests for information related to the Storm in Rhode Island, and no press releases were issued. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

## **VI. TECHNOLOGY ISSUES**

There were no technology issues experienced during this event that impacted restoration or communications.

## **VII. CONCLUSION**

The Storm impacted the Company's electrical system, resulting in power outages to 13,717 of the Company's customers. Damage was caused primarily by strong wind gusts causing tree limbs to contact with the Company's wires and equipment. The Company followed its Emergency Response Plan and was fully prepared to respond to the Storm, having secured all necessary resources and outside contractors to aid in the restoration effort required for the forecast predicted, and maintained communications with stakeholders through a variety of channels throughout the Storm.

The Company utilized its own distribution line resources and transmission line crews, contractor distribution line crews, and contractor tree crews to restore power to its customers. Power was restored to 95 percent of customers impacted in 10 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 22 hours from the time of the first customer impacted, and in just over 16 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Friday, February 18, 2022 at approximately 11:23 p.m.

The Company understands the impact that electrical outages have on its customers. The Company is proud of the restoration work that it accomplished during the Storm and is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the Storm and were an integral part of the Company's restoration efforts.

## **Appendix B**

Please see the Excel version of Appendix B.



## **Appendix C**

Please see the Excel version of Appendix C.

## **Appendix D**

Please see the Excel version of Appendix D.

## **Appendix E**

Please see the Excel version of Appendix E.