Celia B. O'Brien
Associate General Counsel
PPL Services Corporation
COBrien@pplweb.com

280 Melrose Street
Providence, RI 02907
Phone 401-578-2700

Rhode Island Energy™
a PPL company

September 24, 2024

VIA ELECTRONIC MAIL AND HAND DELIVERY

Stephanie De La Rosa, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket No. 2509 – Storm Contingency Fund
June 26, 2024 Storm Summary Report

Dear Ms. De La Rosa:

In accordance with 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[1] and the Division of Public Utilities and Carriers (the "Settlement") approved by the PUC in Docket No. 2509, I have attached one original and eight copies of Rhode Island Energy's summary report on the planning and restoration activities associated with the June 26, 2024 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 providing a description of the storm along with a summary of the extent of the damage to the Company's system, including the number of outages and length of outages.

The Company will file with the PUC a supplemental report detailing the incremental restoration costs caused by the June 26, 2024 storm once the Company accumulates the total costs and completes a final accounting of storm costs.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-578-2700.

Very truly yours,

Celia B. O'Brien

Attachment

cc: Docket No. 2509 Service List

[1] The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company").

Rhode Island Energy

The Narragansett Electric Company

Report on June 26, 2024, Event, Damage Assessment and Service Restoration Efforts

September 24, 2024

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:

Rhode Island Energy™
a PPL company

Table of Contents

REPORT ON BEHALF OF THE NARRAGANSETT ELECTRIC COMPANY D/B/A RHODE ISLAND ENERGY ON THE JUNE 26, 2024, STORM DAMAGE, ASSESSMENT AND SERVICE RESTORATION EFFORTS

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company") presents the following report on the planning and restoration activities associated with the June 26, 2024, storm response (the "Storm"), which impacted Rhode Island and other states in the Northeast. For pre-planning purposes, the Company classified the Storm as a Rhode Island Energy Type 4 emergency event, 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 seven percent of customers interrupted at peak. The Storm was projected as a short duration event bringing moderate winds and wind gusts with some rain accumulations across the state. These factors could potentially cause damage to the Company's electric infrastructure. The Storm interrupted power to 27,700 (approximately 26,685 at peak) of the Company's customers. Overall, 5.44 percent of the Company's customers in Rhode Island experienced outages, with 22 of the 38 communities served in Rhode Island impacted.

The Company began monitoring the Storm on the morning of Thursday, June 20, 2024, as initial weather forecasts identified a potentially strong wind and rain system approaching from the south. The event was expected to impact much of New England, but considerable uncertainty remained in determining the top wind speeds of the storm and the exact trajectory with additional uncertainty on the impacts to Rhode Island specifically. The Company continued to review the weather forecasts and monitor for the possibility that the Storm would damage the Company's electric distribution system.

The Company continued to monitor the Storm through June 26, 2024, and conducted five Operations Planning Calls, the first on Thursday, June 27, 2024, at 6:30 a.m. during which the Company reviewed the weather forecast and began its response to the tornado that impacted the Company's electric distribution system in targeted areas of the state. The Company held its second Operations Planning Call on Thursday, June 27, 2024, at 11:00 a.m.; a third Operations Planning Call on Thursday, June 27, 2024, at 7:00 p.m.; a fourth on Friday, June 28, 2024, at 6:30 a.m.; and a fifth on Friday, June 28, 2024, at 11:00 a.m. As part of its response to the Storm, the Company opened the Storm Room at approximately 5:00 a.m. on Thursday, June 27, 2024, and the Wires Down in Providence at approximately 7:30 a.m. on Thursday, June 27, 2024.

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 response 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 45.5 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 21 hours. Power was restored to the final customer impacted by the Storm on Friday, June 28, 2024, at approximately 8:43 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 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

Action Performed	Date and Time
Incident Commander Named	June 27, 2024; approx. 6:30 a.m.
Initial Event Classification Type – 4	June 27, 2024; approx. 6:30 a.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 to maintain situational awareness and relay the specifics of the emergency. See Table 2 below for the Storm ICS Actions.

Table 2. ICS Actions

Actions Performed	Date and Time
Operations Planning Call #1	June 27, 2024; approx. 6:30 a.m.
Operations Planning Call #2	June 27, 2024; approx. 11:00 a.m.
Storm Room opened in Providence	June 27, 2024; approx. 5:00 a.m.
Wires Down Room opened in Providence	June 27, 2024; approx. 7:30 a.m.
Operations Planning Call #3	June 27, 2024; approx. 7:00 p.m.
Operations Planning Call #4	June 28, 2024; approx. 6:30 a.m.
Operations Planning Call #5	June 28, 2024; approx. 11:00 a.m.

C. Determination of Crew Needs and Pre-Staging

Given the potential of the Storm and forecast of moderate winds and potential for rainfall and thunder, the Company prepared to utilize internal crews in advance and its contractors of choice to support any restoration efforts as part of its regional preparation for the Storm and secured outside contractors to also support restoration efforts to the Storm consistent with its Emergency Response Plan. The Company also activated Twin River in Lincoln as a Staging Site for this event.

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 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 Thursday, June 20, 2024, as initial weather forecasts identified a potentially moderate wind and rain system approaching from the south. The event was expected to impact much of New England, but significant uncertainty remained in determining the Storm's precise strength and path with added ambiguity of the impacts to the state. These initial forecasts also highlighted the challenges of predicting the precipitation amounts, sustained wind speeds and maximum gusts, and the exact path of the event. This uncertainty would remain in the following reports and contain a significant bearing on the specific rainfall and top wind speeds that also would correlate to system impacts.

On the morning of Tuesday, June 25, 2024, the forecast remained consistent that steady rain with moderate winds had the potential to impact Rhode Island in the evening on Wednesday,

June 26, 2024, into early Thursday, June 27, 2024. Average wind gusts to the state were predicted to be between 20-25 mph with potential maximum gusts up to 30 mph. The Storm also was expected to bring some showers and a chance of thunderstorms.

During the early morning of June 26, 2024, the forecasts remained consistent for the potential risk for some thunder and showers with moderate winds. Also, the sustained wind gusts were forecasted to be up to 30 mph for the duration of the overnight hours. As a result, the Company continued to monitor the region and completed the final efforts to prepare for the oncoming weather event with plans to respond to any internal incidents and be ready to support other utilities should the need arise.

B. Impact

Ultimately, the Storm was a short duration weather event that resulted in moderate damage because it was a no notice tornado that impacted limited areas of the state with no other significant damage outside those areas. Peak wind gusts were generally in the 25-30 mph range, with Providence experiencing a peak gust of 44 mph. The Town of Cumberland was affected most heavily with approximately 58 percent of customers impacted by the event. See Table 3 below for the Storm impact.

Table 3. Storm Impact

Total Customers Impacted	27,700
Peak Customers Impacted	26,685
Date and Time of Peak	June 27, 2024; 1:31 a.m.
Date and Time Final Customer Was Restored	June 28, 2024; 8:43 p.m.
Number of Municipalities That Experienced Interruptions	22
Number of Distribution Feeders That Experienced Interruptions	54

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of June 26-29, 2024.

Figure 1

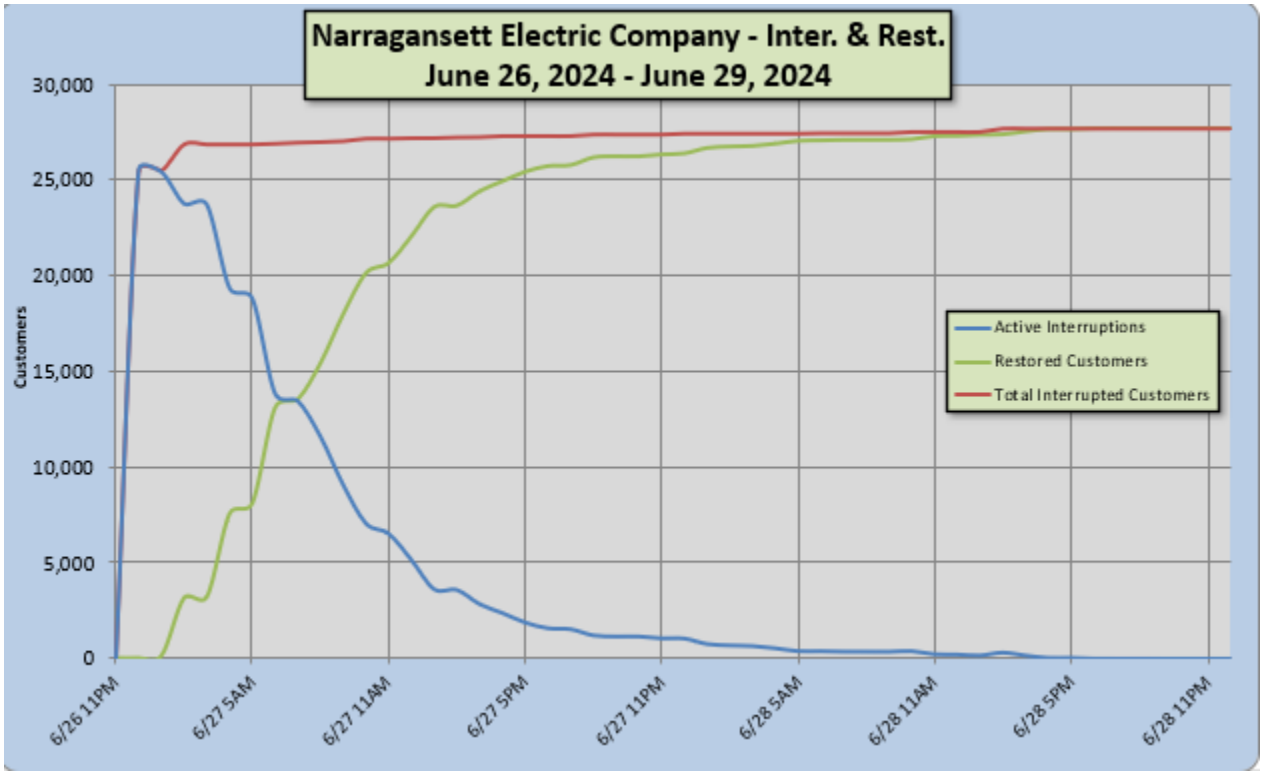


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interupted	Percent of Total
BRISTOL	10,512	4,263	40.55%
BURRILLVILLE	2,693	1	0.04%
CHARLESTOWN	5,927	3	0.05%
COVENTRY	14,645	28	0.19%
CRANSTON	32,157	2,799	8.70%
CUMBERLAND	15,866	9,165	57.77%
EAST GREENWICH	6,462	75	1.16%
EAST PROVIDENCE	22,704	1,055	4.65%
EXETER	3,175	10	0.31%
FOSTER	2,094	818	39.06%
GLOCESTER	4,775	1,496	31.33%
JOHNSTON	14,199	571	4.02%
LINCOLN	10,505	2,025	19.28%
MIDDLETOWN	8,540	26	0.30%
NORTH KINGSTOWN	14,160	148	1.05%
NORTH PROVIDENCE	16,245	1,538	9.47%
NORTH SMITHFIELD	5,839	141	2.41%
PAWTUCKET	34,913	72	0.21%
PROVIDENCE	77,803	186	0.24%
SCITUATE	4,619	120	2.60%
SMITHFIELD	9,184	1,037	11.29%
WARWICK	40,835	1,623	3.97%

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 interruptions 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. The hourly chronological restoration assessment in this appendix includes the 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 Storm Room in Providence as soon as it 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 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 but utilized Twin River in Lincoln as Staging Site for this event.

The Company also mobilized the Providence Wires Down Room, with approximately 14 internal wire-down resources available, including wires-down appraisers, cut and clear restoration resources, and stand-by resources.

C. Personnel Resources

As part of its planning process, the Company prepared for a Type 4 event in Rhode Island based on the weather forecasts, resources, and operational situation. The Company's plan remained consistent throughout the five Operations Planning Calls that took place on June 27 and 28, 2024. There were no Briefings held for this event.

The Company secured a total of 141 internal and external field crews[1] to restore power to customers in Rhode Island, consisting of approximately 105 external crews and 36 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, underground, wires down, and damage assessment personnel.

[1] 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.

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

The Incident Commander for Rhode Island Energy did not request mutual assistance from companies in the North Atlantic Mutual Assistance Group 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 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 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.

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 monitoring the weather on Thursday, June 20, 2024, and preparing for the Storm on Wednesday, June 26, 2024, closely monitoring weather forecasts and system impacts to other utilities as the storm approached the southern region. As a result of the weather, the Company held five Operations Planning Calls. The Company did not conduct any Briefings for this Storm; therefore, this report does not include Appendix A.

C. Public Officials

1. Governor's Office

During the Storm, the Company's Regulatory and Government Affairs staff communicated with the Governor's office. Additionally, the Company also 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
June 27, 2024; 8:13 a.m.	Initial notification; weather update; resource update; Customer Outage and Restoration update
June 27, 2024; 3:05 p.m.	Weather update; resource update; Customer Outage and Restoration update
June 27, 2024; 9:06 p.m.	Final update; demobilization and Storm Room status

During the event, the Company's Regulatory and Government Affairs staff provided updates to RIEMA regarding the Company's storm preparations and restoration efforts. The Company also utilized its RIEMA Liaison to post updates virtually on RIEMA's WebEOC and support as needed.

3. Municipalities

Based on the anticipated impact from this event, the Company did not open the Municipal Room. The Company was prepared to utilize the Municipal Room and 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 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

Method of Communication	Purpose of Interaction	Level of Interaction
Report Outage/Outage Follow-up		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	1429
Number of Customer Calls Received by Interactive Voice Response ("IVR")	Customer reports outage or issue	558
Number of Customer Calls Received by 21st Century	Customer reports outage or issue	370
Number of Outbound Calls to Life Support Customers, Type 4 Event or greater	Company notification and follow-up with Life Support Customers impacted by an outage	0
Automated Outage Updates		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	108,175
Number of emails sent	Outage notification, update, or update request from customer	111,524
Number of outbound calls made	Outage notification, update, or update request from customer	417
Web and Social Media		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	2,282
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	4
Number of tweets/re-tweets posted on X (formerly Twitter)	Company preparation for the event, safety information, restoration updates	6

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 one media request for information, and no press releases were issued related to the Storm in Rhode Island. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

VI. TECHNOLOGY ISSUES

The Company did not experience any technology issues that impacted the preparation, response, or restoration efforts during the Storm.

VII. CONCLUSION

The Storm impacted the Company's electrical system, resulting in power outages to 27,700 of the Company's customers. The damage was caused primarily by an unpredicted tornado and strong winds causing tree failure and tree limbs to make 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 21 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 45.5 hours from the time of the first customer impacted and in 43 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Friday, June 28, 2024, at approximately 8:43 p.m.

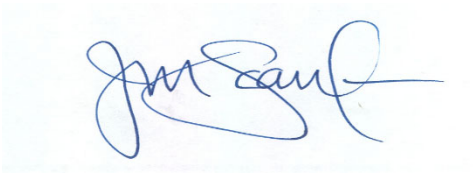
Appendices B-E

Please see the Excel version of Appendices B-E.

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

September 24, 2024
Date

Docket No. 2509 – The Narragansett Electric Company d/b/a Rhode Island Energy Storm Fund – Service List as of 9/24/2024

Name/Address	E-mail	Phone
Rhode Island Energy Celia B. O'Brien, Esq. Rhode Island Energy 280 Melrose St. Providence, RI 02907	COBrien@pplweb.com; JScanlon@pplweb.com; SBriggs@pplweb.com; JOliveira@pplweb.com; KMSchneider@RIEnergy.com; JRArsenault@RIEnergy.com;	401-578-2700
Division of Public Utilities Christy Hetherington, Esq.	Christy.Hetherington@dpuc.ri.gov; John.bell@dpuc.ri.gov; Joseph.shilling@dpuc.ri.gov; Margaret.L.Hogan@dpuc.ri.gov; linda.george@dpuc.ri.gov; thomas.kogut@dpuc.ri.gov; Ellen.golde@dpuc.ri.gov;	401-780-140
File an original & 7 copies w/: Stephanie De La Rosa, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	stephanie.delarosa@puc.ri.gov; Todd.bianco@puc.ri.gov; Alan.nault@puc.ri.gov; Cynthia.WilsonFrias@puc.ri.gov;	401-780-2107