

November 5, 2025

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
July 3, 2025 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 Company¹ and the Division of Public Utilities and Carriers (the “Settlement”) approved by the PUC in Docket No. 2509, I have attached one original and seven copies of Rhode Island Energy’s summary report on the planning and restoration activities associated with the July 3, 2025 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 PUC granted the Company’s request for an extension to file the report until November 5, 2025.

The Company will file with the PUC a supplemental report detailing the incremental restoration costs caused by the July 3, 2025 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 July 3, 2025, Event Damage Assessment and Service Restoration Efforts

November 5, 2025

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
JULY 3, 2025, 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 July 3, 2025, 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 1 emergency event, meaning that the Company estimated that restoration activities generally would be accomplished within an eight-hour period and the event typically would result in up to three percent of customers interrupted at peak. The Storm was projected as a short duration event of isolated thunderstorms bringing heavy rain, lightning, strong winds and potential hail in pockets in the northern part of the state. These factors could potentially cause damage to the Company’s electric infrastructure; however, the weather forecast was isolated and only impacted pockets in the northern part of the state. The Storm interrupted power to 83,719 (approximately 51,740 at peak) of the Company’s customers. Overall, 16.19 percent of the Company’s customers in Rhode Island experienced outages, with 34 of the 38 communities served in Rhode Island impacted.

The Company began monitoring the Storm on the morning of Friday, June 27, 2025, as initial weather forecasts identified a series of potential thunderstorms approaching from the west with the first system arriving on Tuesday, July 1, 2025, closely followed by another system of isolated and scattered thunderstorm activity arriving on July 3, 2025. The events were expected to impact much of southern New England, but considerable uncertainty remained in determining the top wind speeds 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 began preparing for the Storm on Wednesday, July 2, 2025, during which Electric Operations reviewed the weather forecast and began preparing for the possibility that the Storm would impact the Company’s electric distribution system. The Company held four Briefing Updates: one on the morning of July 4, 2025, at 8:30 a.m., the second in the afternoon of July 4, 2025, at 5:00 p.m., the third the morning of July 5, 2025, at 8:30 a.m. and the fourth on the evening of July 5, 2025, at 5:00 p.m. As part of its response to the Storm, the Company opened the Emergency Operation Center (“EOC”) in Providence at approximately 7:30 p.m. on Thursday, July 3, 2025.

Although the Company faced technological issues on several fronts, 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 and mutual assistance from outside the Company’s service territory to help with restoration. Using its own crew and contractor resources, the Company restored power to 100 percent of its customers impacted in

approximately 87 hours and 23 minutes from the time of the first customer outage. From the time of peak customers impacted, the Company restored 95 percent of the outages in 20 hours and 23 minutes. Power was restored to the final customer impacted by the Storm on Sunday, July 6, 2025, at approximately 11:37 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 Operations 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	July 3, 2025; approx. 8:00 p.m.
Initial Event Classification Type – 3	July 3, 2025; approx. 9:00 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 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 Call #1	July 2, 2025; approx. 7:00 a.m.
Emergency Operation Center opened	July 3, 2025; approx. 7:30 p.m.
Muni-Room opened	July 3, 2025; approx. 9:00 p.m.
Wires Down Room opened	July 3, 2025; approx. 11:00 p.m.
Storm Room opened	July 4, 2025; approx. 5:00 a.m.
Briefing Update #1	July 4, 2025; approx. 8:30 a.m.
Operations Call #2	July 4, 2025; approx. 2:30 p.m.
Briefing Update #2	July 4, 2025; approx. 5:00 p.m.
Briefing Update #3	July 5, 2025; approx. 8:30 a.m.
Operations Call #3	July 5, 2025; approx. 3:00 p.m.
Briefing Update #4	July 5, 2025; approx. 5:00 p.m.
Operations Call #4	July 6, 2025; approx. 1:30 p.m.
Storm Room Closes in Providence	July 6, 2025; approx. 8:00 p.m.

C. Determination of Crew Needs and Pre-Staging

Given that the forecast for strong winds was only impacting isolated pockets of the northern part of the State, the Company prepared to utilize internal crews in advance to support any restoration efforts as part of its preparation for the Storm. After the storm passed, we brought in our outside resources to augment our response.

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 Friday, June 27, 2025, as initial weather forecasts identified a series of thunderstorms approaching with the first arriving on Tuesday, July 1, 2025, followed by another system arriving on July 3, 2025. The event was expected to impact most parts of Southern New England, with forecasts identifying isolated pockets in the northern part of the state.

On the morning of Thursday, July 3, 2025, the forecast remained consistent that isolated-scattered thunderstorms with rain, lightning, damaging winds and hail had the potential to impact pockets of the northern part of Rhode Island throughout the afternoon and evening of July 3, 2025. Average wind gusts to the state were predicted to be between 25-35 mph with potential maximum localized gusts 50 to 60 mph.

As a result of the predicted weather, 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 impacted areas across the entire state. The severity of the damage and customer impact escalated this into a Type 3 event. Peak wind gusts were generally in the 48-59 mph range, with Warwick experiencing a peak gust of 64.5 mph. The Towns of Barrington and Warren were affected most heavily with approximately 100 percent of customers impacted in each town by the event. See Table 3 below for the Storm impact.

Table 3. Storm Impact

Total Customers Impacted	83,719
Peak Customers Impacted	51,740
Date and Time of Peak	July 3, 2025 7:30 p.m.
Date and Time Final Customer Was Restored	July 6, 2025 11:37 p.m.
Number of Municipalities That Experienced Interruptions	34
Number of Distribution Feeders That Experienced Interruptions	121

Figure 1 below shows the number of customers interrupted and restored by hour for the period of July 3-7, 2025.

Figure 1

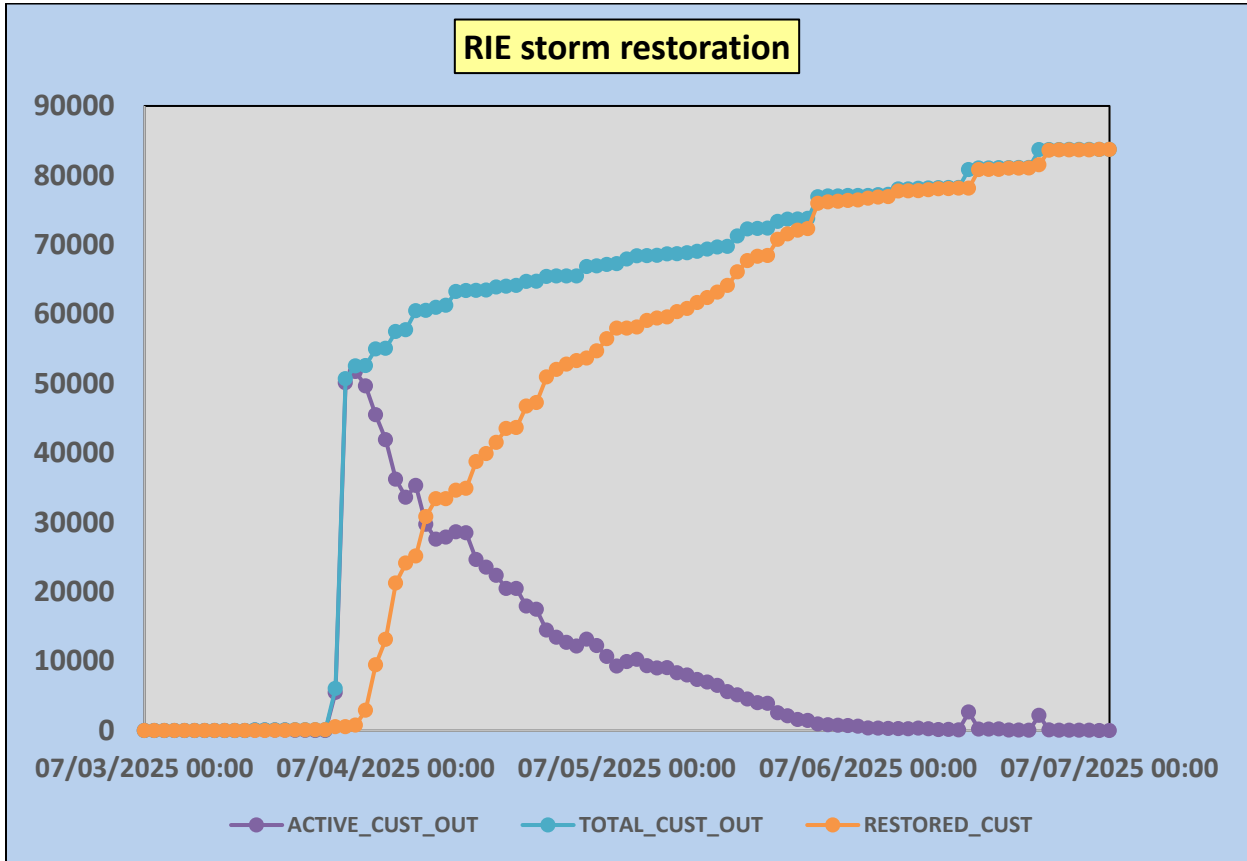


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town	Customers Served	Total Customers Interrupted	% Of Total
BARRINGTON ¹	7,050	7,050	100.0%
BRISTOL	10,646	4,120	38.7%
COVENTRY	16,384	9,553	58.3%
CRANSTON	36,557	19,090	52.2%
CUMBERLAND	16,051	1	0.0%
EAST GREENWICH	6,584	238	3.6%
EAST PROVIDENCE	23,569	6,190	26.3%
EXETER	3,204	4	0.1%
FOSTER	2,128	896	42.1%
GLOCESTER	4,887	245	5.0%
HOPKINTON	4,101	37	0.9%
JAMESTOWN	3,428	2	0.1%
JOHNSTON	14,203	2,017	14.2%
LINCOLN	10,657	491	4.6%
LITTLE COMPTON	2,669	3	0.1%
MIDDLETOWN	8,569	86	1.0%
NARRAGANSETT	10,814	16	0.1%
NEWPORT	15,258	38	0.2%
NORTH KINGSTOWN	14,492	284	2.0%
NORTH PROVIDENCE	16,486	46	0.3%
PAWTUCKET	35,487	27	0.1%
PORTSMOUTH	9,514	1	0.0%
PROVIDENCE	79,517	767	1.0%
RICHMOND	3,724	177	4.8%
SCITUATE	4,816	3,345	69.5%
SMITHFIELD	9,243	86	0.9%
SOUTH KINGSTOWN	15,398	196	1.3%
TIVERTON	8,419	2,036	24.2%
WARREN ²	6,244	6,244	100.0%
WARWICK	41,472	11,494	27.7%
WEST GREENWICH	3,032	2	0.1%
WEST WARWICK	15,397	107	0.7%
WOONSOCKET	19,734	35	0.2%
WESTERLY	14,890	220	1.5%

¹ Customers in these towns may have experienced multiple separate outages.

² Customers in these towns may have experienced multiple separate outages.

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 set forth 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. The Community College of Rhode Island in Warwick was used as a Staging Site for this event.

The Company also mobilized the Wires Down Room, with 99 wire-guard resources available to protect downed wires. These wire guards were deployed in twelve-hour shifts split between the day and the night.

C. Personnel Resources

As part of its planning process, the Company prepared for a Type 1 event in Rhode Island based on the weather forecasts, resources, and operational situation. The Company's initial restoration plan was developed during the Operations Planning Call #1 on July 2, 2025. The Company changed its restoration strategy after evaluating the impact of the event during the additional Operational Planning Call #2 on July 4, 2025, Operational Planning Call #3 on July 5, 2025 and Operational Planning Call #4 on July 6, 2025, as well as two Situational Briefing Updates held on July 4, 2025, and two Situational Briefing Updates held on July 5, 2025, for this event.

The Company secured a total of 423 internal and external field crews³ to restore power to customers in Rhode Island, consisting of approximately 302 external crews and 121 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, wire guards, damage assessment personnel and mutual assistance.

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 but did receive mutual assistance from its affiliate, PPL Electric Utilities.

D. Safe Work Practices- Safety

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 Officer, and an 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 advised 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.

³ 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 six to ten resources.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times of Restoration

The Company normally posts Estimated Times of Restoration (“ETRs”) on its website during the Storm using Outage Central, which provided real time ETR updates approximately every 15 minutes but, because of the failure of the Outage Map, the Company was unable to do so.

As crews were assigned and reported ETR updates based on their actual findings in the field, the Company provided the updated ETRs to the Community Liaisons, the RIEMA WEBEOC, Operations, Customer Service and Communications. The Company continued to update ETRs manually throughout the restoration process as information became available to the Company. Once the Outage Map was working, ETRs were posted accordingly.

B. Intra-Company

The Company began monitoring the weather on Friday, June 27, 2025, and preparing for the Storm on Wednesday, July 2, 2025, closely monitoring weather forecasts and system impacts to other utilities as the Storm approached from west northwest. As the weather forecasts developed, the Company held three Operations Calls and four Briefing Updates to coordinate the needed response from staff and personnel. The Company Briefings Update notes for this Storm are included Appendix A.

The Company obtained mutual assistance from its affiliate, PPL Electric Utilities, from Allentown Pennsylvania. PPL Electric Utilities provided the Company with 16 overhead line crews, two damage assessors and support staff.

C. Public Officials

During the Storm, the Company’s Regulatory and Government Affairs staff communicated with the Governor’s office, Public Utilities Commission, Division of Public Utilities and Carriers, Rhode Island Emergency Management Agency (“RIEMA”) and the Rhode Island Office of Energy Resources.

During the event, the Company’s Regulatory and Government Affairs staff provided updates to RIEMA regarding the Company’s storm restoration efforts. The Company also utilized its RIEMA Liaison to post updates on restoration progress and times virtually on RIEMA’s WebEOC.

1. Municipalities

Based on the impact from this event, the Company utilized the Municipal Room and its Community Liaisons 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 Community Liaisons serve 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	268
Number of Customer Calls Received by Interactive Voice Response ("IVR")	Customer reports outage or issue	3,096
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	62 (Made on July 5)
Automated Outage Updates		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	37,412
Number of emails sent	Outage notification, update, or update request from customer	50,797
Number of outbound calls made	Outage notification, update, or update request from customer	230
Web and Social Media		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	167,699
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	11 posts
Number of Instagram posts	Company preparation for the event, safety information, restoration updates	11 posts

E. Media

The Company activated its Public Information Officer, along with additional communication support staff for the Storm. The Company engaged in both traditional and social media channels to distribute Storm and safety-related information. The Company's Strategic Communications Department received multiple media requests for information. The Company President conducted five interviews with the media during the course of the event. Feedback and comments from media outlets and social media were received and monitored regularly.

VI. TECHNOLOGY ISSUES

The Company experienced technological issues with the ADMS - Outage Management System and the Customer Outage Map. The failure was a result of two primary issues. First, RIE ADMS experienced two issues which in conjunction resulted in the failure of the prediction model to correctly bundle outages; this led to duplicate orders, and ultimately inaccurate (higher) outage counts. Second, the Archiver database providing information to the Outage Map was overloaded. The Company worked with the vendor and resolved the issue over the course of the event. Although both these issues resulted in inaccurate information shown on the Customer Outage Map, there was minimal impact on the restoration efforts during the Storm. Technology issues also impacted the Customer Call Center when issues with the phone lines were not clearing calls properly due to a prioritization issue. The Center also had problems when customers were texting the Company report number to report outages, but the system was not responding. These issues were rapidly addressed by the IT Department.

VII. CONCLUSION

The Storm impacted the Company's electrical system, resulting in power outages to 83,719 of the Company's customers. The damage was caused primarily by 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 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, contractor distribution and transmission line crews, and contractor tree crews to restore power to its customers. Power was restored to 95 percent of customers impacted in 20 hours and 53 minutes from the time of peak impact. The Company restored power to 100 percent of its customers impacted, in approximately 87 hours and 23 minutes from the time the first customer impacted and in 76 hours and 7 minutes from the time of peak impact. Power was restored to the final customer impacted by the Storm on Sunday, July 6, 2025, at approximately 11:37 p.m.

Appendix A

July 3rd Storm Event Evening Briefing #1 Minutes

MEETING INFORMATION			
Date:	07/04/25	Time:	8:30 AM
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Chris Swartzel	D	Logistics Section Chief/ Tom Camara	X
Elect. Ops Section Chief/ Mike Hrycin	X	Public Information Officer/ Jonna Chokas	X
Planning Section Chief/ Eric Wiesner	X	Customer Contact Lead/ Kristen DeSousa	X
Substation Lead/ Chris Araujo	X	Damage Assessment/	
Transmission Line Lead/ Destiny Williams	X	Safety & Environmental Officer/ Jon Ducharme	X
External Resource Lead/ Nicole Gooding	X	Security Officer/ Joe Ottaviano	X
Forestry Lead/ Chris Rooney	X	Human Resource Officer/	
Storm Room Lead/ Chris Montalto	X	Finance Section Chief/	
Wires Down/ Mike Santoro	X	Emergency Planning Lead / Joe Arsenault	X
		IT Liaison Section Chief / Mike Basso	X

#	Agenda Item
1	<p>Safety Message – Ken Soares</p> <ul style="list-style-type: none"> Making sure crews are working safely Lots of tree damage and poles down, be aware of surroundings Stay hydrated and use rest periods Be cordial to customers you may encounter as they may be frustrated with outages
2	<p>Weather Forecast & Prediction – Emergency Planning</p> <ul style="list-style-type: none"> Today: low 80's, 7-9 mph wind (no sig. Gusts) Night: low 60's Tomorrow Day: Mid 80's
3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period Now-5 PM Tonight Type 3: More than 50,000 out (keep in mind some reporting may be inaccurate/not updated) By Sunday evening from peak- full restoration goal

	<ul style="list-style-type: none"> ▪ Event Type Classification- <ul style="list-style-type: none"> ○ Type 3: More than 50,000 out (keep in mind some reporting may be inaccurate/not updated) by Sunday evening from peak- full restoration goal ▪ Emergency Response Objectives <ul style="list-style-type: none"> ○ #1 – Safe operational response for the duration of the event. <ul style="list-style-type: none"> • Zero injuries to employees, contractors, and all members of the public • Zero switching incidents • Safe vehicle operation & zero roadway traffic collisions ○ #2 - Continue Damage assessment and restoration prioritization ○ #3 – Prioritize 911 calls and Critical Customers ○ #4 – Maintain effective communications with all Customers, Regulators, and External Agencies. ○ #5 – Staging site being opened at CCRI ○ #6 – Complete safety onboarding for all external resources prior to any work being performed soon
4	<p>Electric Operations Section Chief – Mike Hrycin</p> <ul style="list-style-type: none"> • 30 more employees are coming now • Internal Crew – 30-40, worked last night and some being released • External Contractors are arriving soon • Call with control center this morning: primary goal, safety. Working with feeders and communicating with crews on who is working on what • Working with internal crews and contractor room on cooperation and communication
5	<p>Forestry – Chris Rooney</p> <ul style="list-style-type: none"> • 36 tree crews working • Large tree issues are being dealt with now • Good shape on personnel
6	<p>Substation Lead – Chris Araujo</p> <ul style="list-style-type: none"> • Have everything covered with switching and non-rated people doing feeder control and bird dogging • Total crew complement for the today: 12-14 (counting supervisors) • No issues at sub-stations
7	<p>Control Center Lead – Brief provided by Eric Wiesner</p> <ul style="list-style-type: none"> • 3 operators in right now, plus supervisor • Current issue that is keeping it difficult on closing tickets • 3 engineers in right now, working on setting up ETRs
8	<p>Storm Rooms – Chris Montalto</p>

	<ul style="list-style-type: none"> • Coastal is open • DCC is handling Capitol Region • Lining up nightshift
9	<p>Wires Down – Brief provided by Michael Santoro</p> <ul style="list-style-type: none"> • Working with External Resource Lead to secure Wire Guards
10	<p>External Resource Lead – Nicole Gooding</p> <ul style="list-style-type: none"> • Michels worked through night, about to be finished • 100 - external crews coming in throughout the day, most around noon and being onboarded at CCRI Warwick • Have a call out to Nooter and Storm Services for Das and Wire Guards, no word back • No transmission crews through the day. Michals is on rest.
11	<p>Transmission – Destiny Williams</p> <ul style="list-style-type: none"> • Planning to have Crews patrol the two lines that showed trouble yesterday- checking right now on the timeline of when they will be out there-
12	<p>Planning Section Chief – Eric Wiesner</p> <ul style="list-style-type: none"> • Major issue with software last night trying to develop ETRs • Working with Ops. throughout the day on making ETRs more accurate • Working on a plan to make the manually update ETRs process more efficient.
13	<p>Damage Assessment – Brief provided by Mike Santoro</p> <ul style="list-style-type: none"> • Setting up a Damage Assessment Team
14	<p>Logistics Section Chief – Tom Camara</p> <ul style="list-style-type: none"> • Setting up a staging site at CCRI Warwick • Contacted PLS they are delivering the supply trailer to the staging site • Stores is delivering material and additional poles to staging site. • Stores is opening North Kingstown and Melrose. • Continued work on Meals and Lodging for external contractors. <ul style="list-style-type: none"> ○ This is challenging as it is a holiday and most hotels are full.
15	<p>Customer Contact Center – Kristen DeSousa</p> <p>Major Call Surge: A significant spike in call volume occurred at 7:30 PM last night.</p> <ul style="list-style-type: none"> • Staffing Challenges: Due to the holiday weekend, it was difficult to bring in additional employees. Challenges have escalated to the union president. • Vendor Support: We are actively working to onboard more vendor agents to help manage the volume. • Phone System Issues: Calls are not clearing properly due to a prioritization issue. A manual workaround has been implemented to mitigate the impact. • Information Flow: Police and fire departments are calling in with multiple addresses, making it difficult to manage incoming information. • Call Handling Request: Please pause handling of single “no power” calls at this time.

	<ul style="list-style-type: none"> • Outage Reporting Issue: Customers are texting the RIE report number to report outages, but the system is not responding. We are working to disable this feature.
16	<p>Liaison Officer – Brian Schuster</p> <ul style="list-style-type: none"> • Muni-room has been opened virtually. • Request from RIEMA wanting ETR updates submitted to WEB EOC, in process.
17	<p>Public Information Officer – Jonna Chokas</p> <ul style="list-style-type: none"> • Answering several media request • Set up news brief - President Cornett will be interviewed by WJAR at 10 AM this morning. • Social media post about to go out, • Working with Customer Service on feasibility of call ins.
18	<p>Information Technology – Mike Basso</p> <ul style="list-style-type: none"> • 8:40 PM last night: Software failure impacting outage map and parts of our outage management system. • Started Bridge calls with software engineers to work on system. • Working through it all night, there was a job that was thought to be the culprit which did not end up solving the issue. Next, check if it was a fire wall issue but again no restoration. Right now, have multiple tech leaders trying to help in its restoration but to no avail. Troubleshooting now. • This outage is particularly unique so it will probably not work, but worth exploring FPL possibility. • Need to work on more efficient updates from IT on what is being completed and who is helping. • Currently providing updates on the hour, every hour on Teams chat. • The ADMS issues seem to be attached computer and phone issues. • Working with Senior General Electric leadership on Software issue.
19	<p>Finance Section Chief –</p> <ul style="list-style-type: none"> • Storm accounting has been set up.
20	<p>Safety & Environmental Officer – Jon Ducharme</p> <ul style="list-style-type: none"> • Clean Harbors is briefed and aware of outage numbers. • Waiting on more damage assessment numbers to brief the crews and next steps.
21	<p>Safety- Ken Soares</p> <ul style="list-style-type: none"> • Standby in Warwick waiting for crews so we can start onboarding
22	<p>Security Officer – Joe Ottaviano</p> <ul style="list-style-type: none"> • Working on getting security for Staging Site

	<ul style="list-style-type: none"> No other security issues
23	Gas Field Operations – <ul style="list-style-type: none"> No impact to the gas system at this time
24	Emergency Planning – Joe Arsenault <ul style="list-style-type: none"> Working on bringing people in to support the storm response <ul style="list-style-type: none"> Making more calls as people are out due to the holiday. Monitoring the weather situation for restoration. Working with Logistics on Staging site and Meals & Hotels Working with External Resource Lead on external contractors
24	Closing Remarks – IC Kathy Castro, President Greg Cornett and COO Al Labarre <ul style="list-style-type: none"> Focus on maintaining a safe environment. Focus on task at hand Stay hydrated Thanks for all your effort and ingenuity working under these extreme conditions
25	Next Scheduled Briefing - Date & Time <ul style="list-style-type: none"> July 4th 5 PM

July 3rd Storm Event Evening Briefing #2 Minutes

MEETING INFORMATION			
Date:	07/04/25 Briefing #2	Time:	5:00 PM
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Mike Gonsalves	X	Logistics Section Chief/ Tom Camara	X
Elect. Ops Section Chief/ Mike Hrycin	X	Public Information Officer/ Jonna Chokas	X
Planning Section Chief/ Eric Wiesner	X	Customer Contact Lead/ Kristen DeSouza	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ Roger cox	X

Transmission Line Lead/ Destiny Williams	X	Safety & Environmental Officer/ Jon Ducharme	X
External Resource Lead/ Nicole Gooding	X	Security Officer/ Joe Ottaviano	X
Forestry Lead/ Chris Rooney	X	Human Resource Officer/	
Storm Room Lead/ Chris Montalto	X	Finance Section Chief/	
Wires Down/ Doug Denomme	X	Emergency Planning Lead / Joe Arsenault	X
Gas Division/ Michele Leone	X	IT Liaison Section Chief / Mike Basso	X

#	Agenda Item
1	<p>Safety Message – Ken Soares</p> <ul style="list-style-type: none"> • Don't get distracted with the holiday remain focused on the dangers • Temps. are getting cooler but still keep hydrating and make sure to take rests especially towards the end of the day
2	<p>Weather Forecast – Emergency Planning</p> <ul style="list-style-type: none"> • Low 80's but dropping to low 60's tonight- may be a little chilly • 5 mph wind, NE/NW • Tomorrow the weather is high 70's low 80's during the day
3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period – 6pm until 6am <ul style="list-style-type: none"> • 65,000 estimated customers impacted, roughly 50,000 customers restored <p>Provide Current Update on Restoration:</p> <p>16,000 still without power. 160- 911's, with 100 still unaddressed</p> <ul style="list-style-type: none"> ▪ Event Type Classification- <ul style="list-style-type: none"> ○ Type Event – Type 3 Event 50,000 est. out- 72 hours for restoration ▪ Emergency Response Objectives (Draft)

	<ul style="list-style-type: none"> ○ #1 – Safe operational response for the duration of the event. <ul style="list-style-type: none"> ● Zero injuries to employees, contractors, and all members of the public ● Zero switching incidents ● Safe vehicle operation & zero roadway traffic collisions ○ #2 - Continue Damage assessment and restoration prioritization ○ #3 - Focus on 911 Calls and Critical Customers – 162 911 calls, 100 still not addressed <ul style="list-style-type: none"> ● ETR’s for breakers 11 AM, Switches by 11 PM, Fuses 6 PM, Single customers Sunday 11 PM ○ #4 – Maintain effective communications with all Customers, Regulators, and External Agencies. ○ #5 – Open Staging site CCRI Warwick ○ #6 – Complete safety onboarding for all external resources prior to any work being performed
4	<p>Electric Operations Section Chief – Mike Hrycin</p> <ul style="list-style-type: none"> ● The Crews came in last night are returning after their 8 hours rest ● Full contingent of crews up until 10 PM tonight ● Contractor room working well getting contractors going ● Storm services is coming in with wire guards and damage assessors
5	<p>Forestry – Chris Rooney</p> <ul style="list-style-type: none"> ● 46 crews on property, 12 out of Penn added. ● Night shift – 9-10 ● Tomorrow – everyone back in
6	<p>Substation Lead – Chris Araujo</p> <ul style="list-style-type: none"> ● No issues at Sub-stations
7	<p>Control Center Lead –</p> <ul style="list-style-type: none"> ● Major work is still necessary, but we are slowly working away at it.
8	<p>Storm Rooms – Chris Montalto</p>

	<ul style="list-style-type: none"> Continually dispatch for coastal calls, scrubbing calls for both coastal and capital.
9	<p>Wires Down – Doug Denomme</p> <ul style="list-style-type: none"> Using 50 storm services crews for wire guard's- 25 day-shift /25 night shift
10	<p>External Resource Lead – Nicole Gooding</p> <ul style="list-style-type: none"> 70 crews came in today- onboarding now Michels crews bedded down, starting at 7 PM National Grid is possibly releasing another 20 external crews tonight for us to pick, we will know in the next hour
11	<p>Transmission – Destiny Williams</p> <ul style="list-style-type: none"> At 7 PM 13 transmission line workers available if needed
12	<p>Planning Section Chief – Eric Wiesner</p> <ul style="list-style-type: none"> Updated ETRs by device
13	<p>Damage Assessment – Roger Cox</p> <ul style="list-style-type: none"> Starting damage assessment in the morning. Talking to Nicole to discuss the plan and pick up additional people from Storm Services
14	<p>Logistics Section Chief – Tom Camara</p> <ul style="list-style-type: none"> Set up at CCRI, still onboarding and working well. Unmanned but security will be there overnight.
15	<p>Customer Contact Center – Kristin DeSousa</p> <ul style="list-style-type: none"> As of 3:30 no calls in queue, put management people in as agents and finally cleared calls. Still training 3rd party workers to take calls, typically don't take emergency calls, but this is a special situation. Worked around the technical issue with the phones. Will have much more staffing tomorrow.
16	<p>Liaison Officer – Brian Schuster</p>

	<ul style="list-style-type: none"> Working with Providence Mayor on trying to avoid opening cooling centers. Concerned with the Chad Brown area. Electric Operations will evaluate for impact in that area and let Liaison know. 																
17	<p>Public Information Officer – Jonna Chokas</p> <p>They have set up 3 interviews with President Cornett with 3 of the local stations, pushing out social posts every couple of hours- working with Customer Service, Liaison and Communication’s team regarding customer interface and media</p>																
18	<p>Information Technology – Mike Basso</p> <p>Outage map</p> <ul style="list-style-type: none"> Long running jobs that were interfering, a lot of entries in the map and inefficient queries Job used to generate the map is now exponentially shortened <p>Call Routing</p> <ul style="list-style-type: none"> No capacity issues, rather misconfiguration <p>Control Center PC System’s Crashes</p> <ul style="list-style-type: none"> Stabilized systems, most likely due to an update that was going on <p>OMS Duplicates/ Incorrect Data</p> <ul style="list-style-type: none"> Working with GE for re-configure so data will roll-up correctly 																
19	<p>Finance Section Chief –</p> <ul style="list-style-type: none"> <table border="1" data-bbox="289 1633 748 1780"> <thead> <tr> <th>Type</th> <th>Description</th> <th>WO#</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Distribution</td> <td>Narragansett Electric - Expense</td> <td>13972245</td> <td>593</td> </tr> <tr> <td>Distribution</td> <td>Narragansett Electric - Capital</td> <td>13972229</td> <td>EAM</td> </tr> <tr> <td>Transmission</td> <td>Narragansett Electric - Expense</td> <td>13972284</td> <td>573</td> </tr> </tbody> </table>	Type	Description	WO#	Activity	Distribution	Narragansett Electric - Expense	13972245	593	Distribution	Narragansett Electric - Capital	13972229	EAM	Transmission	Narragansett Electric - Expense	13972284	573
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20	<p>Environmental Officer – Jon Ducharme</p> <ul style="list-style-type: none"> • In good shape, one oil release in Warwick on the road. • Initial clean-up done, expecting more spills to come in as more DA comes in.
21	<p>Safety- Ken Soares</p> <p>No safety issues to report</p>
22	<p>Security Officer – Joe Ottaviano</p> <p>Security onsite at CCRI throughout the weekend</p>
23	<p>Gas Operations – Michele Leone</p> <p>No impacts to gas system after evaluation</p>
24	<p>Emergency Planning – Joe Arsenault</p> <ul style="list-style-type: none"> • Monitoring weather • Monitoring situation • NAMAG Call completed: <ul style="list-style-type: none"> ○ Had offer from Green Mountain Power but declined and are going with external crews. GMP had an arrival time of tomorrow and the external crews are coming off rest and available to work tonight. • Looking to Sunday regarding possible heat wave.
24	<p>Closing Remarks – Incident Commander</p> <p>Thank you for your hard work we have made incredible progress with the challenges we faced with the storm striking on a holiday weekend and the system challenges we encountered but with everyone’s effort we have gotten a lot of customers restored. We still have work ahead so please remain focused and be safe.</p>

25	Next Scheduled Briefing - Date & Time – Tomorrow Morning July 5 th at 8:30am
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July 3rd Storm Event Evening Briefing #3 Minutes

MEETING INFORMATION			
Date:	07/05/25	Time:	8:30 AM
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Chris Swartzel	X	Logistics Section Chief/ Tom Camara	X
Elect. Ops Section Chief/ Mike Hrycin	X	Public Information Officer/ Jonna Chokas	X
Planning Section Chief/ Eric Wiesner	X	Customer Contact Lead/ Kristen DeSouza	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ Roger Cox	X
Transmission Line Lead/ Destiny Williams	X	Safety & Environmental Officer/ Jon Ducharme	X
External Resource Lead/ Nicole Gooding	X	Security Officer/ Joe Ottaviano	X
Forestry Lead/ Chris Rooney	X	Finance Section Chief/	
Storm Room Lead/ Chris Montalto	X	Human Resource Officer/	
Wires Down/ Mike Santoro for Doug Denomme	X	Emergency Planning Lead / Joe Arsenault	X
Gas Division/ Michele Leone	X	IT Liaison Section Chief / Mike Basso	X

#	Agenda Item
1	Safety Message – Ken Soares <ul style="list-style-type: none"> Mindset: Crews and employees need to be focused

	<ul style="list-style-type: none"> • The media and high intensity situation across the company’s storm response can be stressful, so stay focused and keep a positive mindset
2	<p>Weather Forecast – Emergency Planning</p> <ul style="list-style-type: none"> • Low 70’s in the morning, rising to the mid 80’s • Humidity 84%, cloudy • Westerly winds, 3 mph • Heat advisory tomorrow morning, starting in the interior
3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period – 6am until 6pm ▪ Event Type Classification- <ul style="list-style-type: none"> ○ <u>Type Event</u> – Type 3 Event 65,000 estimate. out- 72 hours for restoration <p>Provide Current Update on Restoration:</p> <ul style="list-style-type: none"> ○ 56,000 customers restored; approximately 7,500 customers left <ul style="list-style-type: none"> ▪ Emergency Response Objectives (Draft) <ul style="list-style-type: none"> ○ #1 – Safe operational response for the duration of the event. <ul style="list-style-type: none"> • Zero injuries to employees, contractors, and all members of the public • Zero switching incidents • Safe vehicle operation & zero roadway traffic collisions ○ #2 - Continue Damage assessment and restoration prioritization ○ #3 - Focus on 911 Calls and Critical Customers <ul style="list-style-type: none"> ▪ Global ETR: <ul style="list-style-type: none"> ○ Breakers – Complete ○ Reclosers/Switches – 2025-07-05 23:00 ○ Fuses - 2025-07-06 18:00 06:00 ○ Transformers - 2025-07-06 23:00 12:00 ○ Single Customers/ Service Points - 2025-07-06 23:00 12:00 ○ #4 – Maintain effective communications with all Customers, Regulators, and External Agencies. ○ #5 – Maintain Staging site CCRI Warwick ○ #6 – Complete safety onboarding for all external resources prior to any work being performed
4	<p>Electric Operations Section Chief – Mike Hrycin</p>

	<ul style="list-style-type: none"> • Last breaker closed • Crews working diligently and hitting goals
5	<p>Forestry – Chris Rooney</p> <ul style="list-style-type: none"> • No Exceptions
6	<p>Substation Lead – Chris Araujo</p> <ul style="list-style-type: none"> • No Exceptions
7	<p>Control Center Lead – Chris Swartzel</p> <ul style="list-style-type: none"> • No Exceptions
8	<p>Storm Rooms – Chris Montalto</p> <ul style="list-style-type: none"> • The Capital room opened this morning • all 911 calls on the Capital side taken care of, working on small handful of 911 calls on the Coastal Region
9	<p>Wires Down –Mike Santoro reported</p> <ul style="list-style-type: none"> • Covered all the important 911 calls • extra wire guards supporting us • Talk demob. later today
10	<p>External Resource Lead – Nicole Gooding</p> <ul style="list-style-type: none"> • We received an additional 25 external OHL crews working last night, more working throughout the day- today
11	<p>Transmission – Destiny Williams</p> <ul style="list-style-type: none"> • No Exceptions
12	<p>Planning Section Chief – Eric Wiesner</p> <ul style="list-style-type: none"> • Global ETRS: <ul style="list-style-type: none"> ○ Breakers – Complete ○ Reclosers/Switches – 2025-07-05 23:00 ○ Fuses - 2025-07-06 18:00 06:00 ○ Transformers - 2025-07-06 23:00 12:00 ○ Single Customers/ Service Points - 2025-07-06 23:00 12:00 <p>The system rule has also been set to: 2025-07-06 23:00 12:00.</p>

13	<p>Damage Assessment – Roger Cox</p> <ul style="list-style-type: none"> No Exceptions 																
14	<p>Logistics Section Chief – Tom Camara</p> <ul style="list-style-type: none"> No Exceptions 																
15	<p>Customer Contact Center – Kristin DeSousa</p> <ul style="list-style-type: none"> Maintained the Call queue at 0 Staffing increased and now able to take calls Text outage issue that are texting customers that are out of power that they are restored 																
16	<p>Liaison Officer – Brian Schuster</p> <ul style="list-style-type: none"> Proactive outreaches with municipalities/ government officials this morning, continuing to update 																
17	<p>Public Information Officer – Jonna Chokas</p> <ul style="list-style-type: none"> Last night deployed a social post that the outage map was working and provided statuses. Contacted 3 news channels, RIEMA, and Gov. office Will continue to re-iterate how customers can contact 																
18	<p>Information Technology – Mike Basso</p> <ul style="list-style-type: none"> Outage map stable There is an issue that the texts are casting a very wide net and texting those that have power as they are being roped into smaller outages 																
19	<p>Finance Section Chief –</p> <ul style="list-style-type: none"> <table border="1" data-bbox="293 1713 748 1860"> <thead> <tr> <th>Type</th> <th>Description</th> <th>WO#</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Distribution</td> <td>Narragansett Electric - Expense</td> <td>13972245</td> <td>593</td> </tr> <tr> <td>Distribution</td> <td>Narragansett Electric - Capital</td> <td>13972229</td> <td>EAM</td> </tr> <tr> <td>Transmission</td> <td>Narragansett Electric - Expense</td> <td>13972284</td> <td>573</td> </tr> </tbody> </table>	Type	Description	WO#	Activity	Distribution	Narragansett Electric - Expense	13972245	593	Distribution	Narragansett Electric - Capital	13972229	EAM	Transmission	Narragansett Electric - Expense	13972284	573
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20	<p>Environmental Officer – Jon Ducharme</p> <ul style="list-style-type: none"> • In good shape, only one additional spill from last night • All cleaned up to the extent possible as of now
21	<p>Safety- Ken Soares</p> <ul style="list-style-type: none"> • No Exceptions
22	<p>Security Officer – Joe Ottaviano</p> <ul style="list-style-type: none"> • No Exceptions
23	<p>Gas Operations – Michele Leone</p> <ul style="list-style-type: none"> • No Exceptions
24	<p>Emergency Planning – Joe Arsenault</p> <ul style="list-style-type: none"> • Be aware of the heat situation tomorrow, NWS is predicting temps in the 90s
24	<p>Closing Remarks – Incident Commander</p> <ul style="list-style-type: none"> • Good job so far, we are doing tremendous work. Please stay focused.
25	<p>Next Scheduled Briefing - Date & Time –</p> <p style="text-align: center;">Tonight – 5:00 PM-5:30 PM</p>

July 3rd Storm Event Evening Briefing #4 Minutes

MEETING INFORMATION

Date:	07/05/25	Time:	5:00 PM
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
Incident Commander/ Kathy Castro	X	Liaison Officer/ Brian Schuster	X
Control Center Lead/ Chris Swartzel	X	Logistics Section Chief/ Tom Camara	X
Elect. Ops Section Chief/ Mike Hrycin	X	Public Information Officer/ Jonna Chokas	X
Planning Section Chief/ Kathy Castro	X	Customer Contact Lead/ Kristen DeSouza	X
Substation Lead/ Chris Araujo	X	Damage Assessment/ Roger Cox	X
Transmission Lead/Destiny	X	Safety & Environmental Officer/ Jon Ducharme	X
External Resource Lead/ Nicole Gooding	X	Security Officer/ Joe Ottaviano	X
Forestry Lead/ Chris Rooney	X	Human Resource Officer/	
Storm Room Lead/ Chris Montalto	X	Finance Section Chief/	
Wires Down/ Mike Santoro for Doug Denomme	D	Emergency Planning Lead /Joe Cahill for Joe Arsenault	D
Gas Division/ Michele Leone	X	IT Liaison Section Chief / Mike Basso	X

#	Agenda Item
1	<p>Safety Message – Ken Soares Know the symptoms of Heat Related Illnesses. Heat Exhaustion- Fatigue, Nausea, headache, thirst, muscle aches, confusion, extreme sweating. Treat with electrolytes and fluids. Heat Stroke- hot dry skin no sweating, headache, fatigue, rapid heart rate. Get medical care right away. Watch your team mates to make sure they aren't occurring and not recognizing the signs.</p>
2	<p>Weather Forecast – Emergency Planning</p> <ul style="list-style-type: none"> ▪ Current Weather: <ul style="list-style-type: none"> ○ Temp: Low 80's F ○ Precipitation: <5% ○ Wind: 10 SSW mph ▪ Tonight: <ul style="list-style-type: none"> ○ Temp: Low of 67 F ○ Precipitation: 6% ○ Wind: 5-10 SSW mph ▪ Tomorrow: <ul style="list-style-type: none"> ○ Temp: High of 91 F, Heat Advisory starting at 7 AM ○ Precipitation: <5%

	<ul style="list-style-type: none"> ○ Wind: 10-20 SW mph
3	<p>Incident Commander Update – Kathy Castro</p> <ul style="list-style-type: none"> ▪ Operational Period – 6pm until storm room closure tomorrow afternoon or evening <p>Provide Current Update on Restoration: <2000 customer interruptions remaining, ~320 active outages, 2/3 are services (some duplicate), 1/3 are >1 interrupted.</p> <ul style="list-style-type: none"> ▪ Event Type Classification- <ul style="list-style-type: none"> ○ <u>Type 3 Event</u> 65,000 est. customers out- 72 hours for restoration ▪ Emergency Response Objectives (Draft) <ul style="list-style-type: none"> ○ #1 – Safe operational response for the duration of the event. <ul style="list-style-type: none"> • Zero injuries to employees, contractors, and all members of the public • Zero switching incidents • Safe vehicle operation & zero roadway traffic collisions ○ #2 - Continue Damage assessment and restoration prioritization ○ #3 - Focus on effective communications with all Customers, Regulators, and External Agencies. ○ #4 – Begin demobilization starting with DA and potentially wire guards tonight and a phased demob of contractor crews starting at 6 am tomorrow.
4	<p>Electric Operations Section Chief – Mike Hrycin</p> <ul style="list-style-type: none"> • Talking about the Demobilization Plan, starting tonight with Damage Assessment Teams • Planning to release contractors between 2-4 PM tomorrow, will communicate with Nicole • Continue with crews tonight and tomorrow, and our internal crews through tomorrow night
5	<p>Forestry – Chris Rooney</p> <ul style="list-style-type: none"> • Will be patrolling hardest hit feeders to make sure they are in good shape
6	<p>Substation Lead – Chris Araujo</p> <ul style="list-style-type: none"> • No Exceptions
7	<p>Control Center Lead – Chris Swartzel</p> <ul style="list-style-type: none"> • No Exceptions

8	<p>Storm Rooms -- Chris Montalto</p> <ul style="list-style-type: none"> • No Exceptions
9	<p>Wires Down –Mike Santoro reported</p> <ul style="list-style-type: none"> • No Exceptions
10	<p>External Resource Lead – Nicole Gooding</p> <ul style="list-style-type: none"> • No Exceptions
11	<p>Transmission – Destiny Williams</p> <ul style="list-style-type: none"> • No Exceptions
12	<p>Planning Section Chief – Eric Wiesner</p> <ul style="list-style-type: none"> • No Exceptions
13	<p>Damage Assessment – Roger Cox</p> <ul style="list-style-type: none"> • No Exceptions
14	<p>Logistics Section Chief – Tom Camara</p> <ul style="list-style-type: none"> • Working through supply issues • Brining new stock to the barns and replenishing staging sites • On our third storm trailer
15	<p>Customer Contact Center – Kristin DeSousa</p> <ul style="list-style-type: none"> • Call Volume <ul style="list-style-type: none"> ○ Call routing to dispatch - vendor agent learning curve - corrected • Staffing <ul style="list-style-type: none"> ○ Internal & vendor staffed to support volume - maintained zero calls in queue throughout the day <ul style="list-style-type: none"> ▪ Planning for tomorrow's staffing ▪ Social staffed throughout the weekend - currently up to date with open inquiries

	<ul style="list-style-type: none"> • Life Support outreach <ul style="list-style-type: none"> ○ Outbound call went out 9am ○ Individual customer outreach 12:30 to those that did not answer • Text/Outage alerts issue <ul style="list-style-type: none"> ○ Turned off notifications at 10am for duration of storm 																
16	<p>Liaison Officer – Brian Schuster</p> <ul style="list-style-type: none"> • Down to a couple pump stations left regarding critical customers • starting demobilization tonight for the Muni-room 																
17	<p>Public Information Officer – Jonna Chokas</p> <ul style="list-style-type: none"> • Continuing to post on socials and update • Updating PIO at RIEMA and Governor’s office consistently 																
18	<p>Information Technology – Mike Basso</p> <ul style="list-style-type: none"> • Still working on ADMS with GE, by Monday morning there will be some positive next steps regarding a reboot • Monitoring issues at any control stations and being available as needed 																
19	<p>Finance Section Chief –</p> <ul style="list-style-type: none"> • <table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> <th>WO#</th> <th>Activity</th> </tr> </thead> <tbody> <tr> <td>Distribution</td> <td>Narragansett Electric - Expense</td> <td>13972245</td> <td>593</td> </tr> <tr> <td>Distribution</td> <td>Narragansett Electric - Capital</td> <td>13972229</td> <td>EAM</td> </tr> <tr> <td>Transmission</td> <td>Narragansett Electric - Expense</td> <td>13972284</td> <td>573</td> </tr> </tbody> </table>	Type	Description	WO#	Activity	Distribution	Narragansett Electric - Expense	13972245	593	Distribution	Narragansett Electric - Capital	13972229	EAM	Transmission	Narragansett Electric - Expense	13972284	573
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Transmission	Narragansett Electric - Expense	13972284	573														
20	<p>Environmental Officer – Jon Ducharme</p> <ul style="list-style-type: none"> • One additional minor leak from a transformer, a crew will be assigned to it tomorrow morning 																
21	<p>Safety- Ken Soares</p>																

	<ul style="list-style-type: none">• No Exceptions
22	Security Officer – Joe Ottaviano <ul style="list-style-type: none">• No Exceptions
23	Gas Operations – Michele Leone <ul style="list-style-type: none">• No Exceptions
24	Emergency Planning – Joe Cahill reporting <ul style="list-style-type: none">• No Exceptions
24	Closing Remarks – Incident Commander <ul style="list-style-type: none">• We are almost across the finish line, so we finish strong. Pay attention as you get fatigued. Thank you for all the hard work and working the Holiday to get the power back on.
25	Next Scheduled Briefing - Date & Time – <ul style="list-style-type: none">• Nothing planned at this time. Will notify if any changes occur

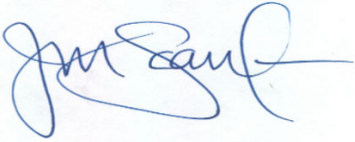
Appendices B-E

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

November 5, 2025
Date

Docket No. 2509 – The Narragansett Electric Company d/b/a Rhode Island Energy Storm Fund – Service List as of 11/5/2025

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