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April 27, 2026

**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  
January 25, 2026 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<sup>1</sup> 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 January 25, 2026 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 January 25, 2026 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 401-784-4350.

Very truly yours,

A handwritten signature in blue ink that reads "Jeremy Licht".

Jeremy Licht

Enclosure

cc: Docket No. 2509 Service List

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<sup>1</sup> 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 January 25, 2026, Event Damage Assessment and Service Restoration Efforts**

April 27, 2026

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  
JANUARY 25, 2026, 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 January 25, 2026, 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 3 emergency event, meaning that the Company estimated that restoration activities generally would be accomplished within a 72-hour period and the event typically would result in up to 28 percent of customers interrupted at peak. The Storm was projected as a blizzard bringing approximately 12-16 inches of fluffy snow, temperatures below 10 degrees Fahrenheit for multiple days and high wind gust to the coastal region of the state. These factors could potentially cause damage to the Company’s electric infrastructure. The Storm interrupted power to 142 (approximately 44 at peak) of the Company’s customers. Overall, .027 percent of the Company’s customers in Rhode Island experienced outages, with 7 of the 38 communities served in Rhode Island impacted.

The Company began monitoring the Storm on Monday, January 19, 2026, as initial weather forecasts identified potential winter conditions moving across the country towards the state. The event was expected to impact much of southern New England, but considerable uncertainty remained in determining the potential snowfall, temperatures, and 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 Thursday, January 22, 2026, 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 Operation Calls: one on the morning of January 22, 2026, at 8:00 a.m., the second on the morning of January 23, 2026, at 8:30 a.m., the third the morning of January 25, 2026, at 10:00 a.m., and the fourth on the morning January 26, 2026, at 9:00 a.m. As part of its response to the Storm, the Company opened the Emergency Operation Center (“EOC”) in Providence at approximately 5:00 p.m. on Sunday, January 25, 2026.

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. Using its own crew with contractor resources on standby ready to deploy if needed, the Company restored power to 100 percent of its customers impacted in approximately 32 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 3 hours. Power was restored to the final customer impacted by the Storm on Tuesday, January 27, 2026, at approximately 4:00 a.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**

<b>Action Performed</b>	<b>Date and Time</b>
Incident Commander Named	January 25, 2026; approx. 5:00 p.m.
Initial Event Classification Type – 3	January 23, 2026; approx. 8:30 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 EOC. The ERO required to implement the emergency procedures is activated employing a flexible and standardized management structure. Upon declaration of an emergency, the required EOC is staffed accordingly. Briefings or Operation Calls 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**

<b>Actions Performed</b>	<b>Date and Time</b>
Operation Call #1	January 22, 2026: approx. 8:00 a.m.
Operation Call #2	January 23, 2026; approx. 8:30 a.m.
Operation Call #3	January 25, 2026; approx. 10:00 a.m.
Emergency Operation Center opened	January 25, 2026; approx. 5:00 p.m.
Storm Room opened	January 25, 2026; approx. 5:00 p.m.
Wires Down Room opened	January 25, 2026; approx. 5:00 p.m.
Muni-Room opened (remote)	January 26, 2026; approx. 7:00 a.m.
Operation Call #4	January 26, 2026; approx. 9:00 a.m.
Storm Room Closes	January 26, 2026; approx. 10:00 a.m.
Emergency Operations Center Closes	January 26, 2026; approx. 10:00 a.m.

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

Given that the forecast for the Storm predicted approximately 12-16 inches of snow, temperatures below 10 degrees Fahrenheit for multiple days and high wind gusts to the coastal region of the state, the Company prepared to utilize internal and external crews in advance to support any restoration efforts as part of its preparation for the Storm.

See Appendix B for 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 Monday, January 19, 2026, as initial weather forecasts identified potential winter conditions moving across the Country towards the state. The event was expected to impact much of southern New England, but considerable uncertainty remained in determining the potential snowfall, temperatures, and 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.

On the morning of Thursday, January 22, 2026, the forecast remained consistent that a snowstorm with high snow fall numbers and frigid temperatures would impact Rhode Island throughout the evening into the late hours of January 25, 2026. Average snowfall predicted to bring 12-16 inches to the state with the potential for isolated pockets to get 16-19 inches.

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 medium duration weather event that impacted areas across the entire state. The Storm brought 12-18 inches of snow, temperatures below 10 degrees Fahrenheit for multiple days, and minor wind gusts to the coastal region of the state. The weather had a minimal impact on the electric system. See Table 3 below for the Storm impact.

**Table 3. Storm Impact**

Total Customers Impacted	142
Peak Customers Impacted	44
Date and Time of Peak	January 26, 2026, at approximately 11:05 p.m.
Date and Time Final Customer Was Restored	January 27, 2026, at approximately 4:00 a.m.
Number of Municipalities That Experienced Interruptions	7
Number of Distribution Feeders That Experienced Interruptions	7

Figure 1 shows the number of customers interrupted and restored by hour for the period of January 25, 2026.

Figure 1

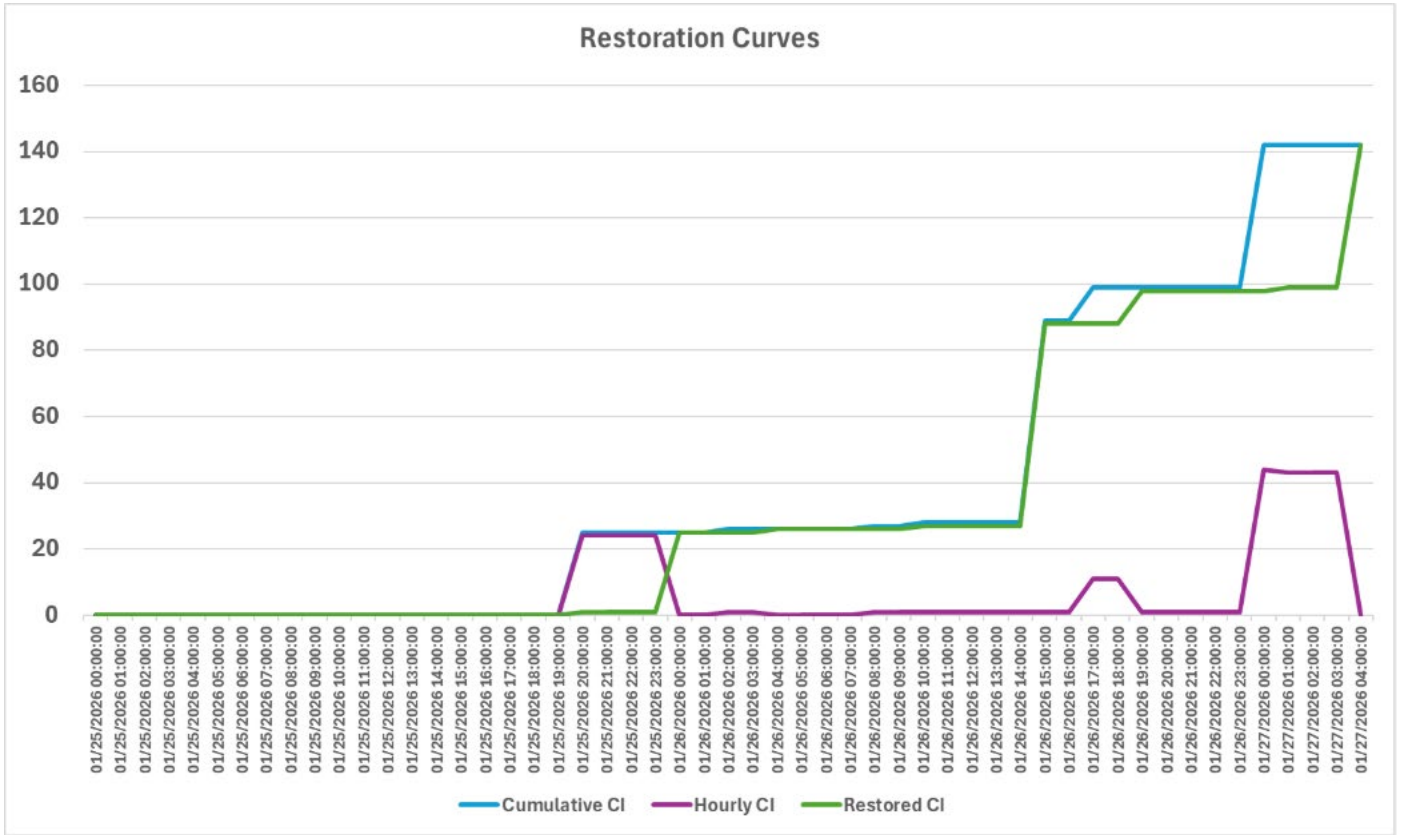


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

**Figure 2**

<b>Town</b>	<b>Customers Served</b>	<b>Total Customers Interrupted</b>	<b>% Of Total</b>
CHARLESTOWN	6,037	1	0.0%
GLOCESTER	4,887	1	0.0%
NORTH KINGSTOWN	14,492	1	0.0%
PROVIDENCE	79,517	10	0.0%
WARWICK	41,472	24	0.1%
WEST GREENWICH	3,032	43	3.4%
WEST WARWICK	15,397	1	0.0%

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 set up as a Staging Site for this event.

The Company also mobilized the Wires Down Room, with internal wire-guard resources available to protect downed wires if needed.

### **C. Personnel Resources**

As part of its planning process, the Company prepared for a Type 3 event in Rhode Island based on the weather forecasts, resources, and operational situation. The Company's initial restoration plan was developed during the Operations Call #1 on January 22, 2026. The Company changed its restoration strategy after evaluating the impact of the event during the additional Operations Call #2 on January 23, 2026, Operations Call #3 on January 25, 2026, and a final Operations Call #4 on January 26, 2026.

The Company secured a total of 382 internal and external field crews<sup>1</sup> to restore power to customers in Rhode Island, consisting of approximately 276 external crews and 106 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.

### **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 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 may be deployed to assist in specific geographic

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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 six to ten resources.

areas and deliver on-site safety orientations to Company workers. All contractors are required to attend a safety onboarding prior to starting any storm work for the Company. During the Storm, safety personnel may advise Company personnel and contractors of safety issues and best practices. In addition, prior to the start of each new job, the work (job brief) is 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 provides 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 Monday, January 19, 2026, and preparing for the Storm on Sunday, January 25, 2026, closely monitoring weather forecasts and system impacts to other utilities as the Storm approached from west and moved across the states. As the weather forecasts developed, the Company held four Operations Calls to coordinate the needed response from staff and personnel.

### **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 was prepared to utilize 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 was prepared to utilize 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**

<b>Method of Communication</b>	<b>Purpose of Interaction</b>	<b>Level of Interaction</b>
<b>Report Outage/Outage Follow-up</b>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	56
Number of Customer Calls Received by Interactive Voice Response (“IVR”)	Customer reports outage or issue	103
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	91 on 1/22
<b>Automated Outage Updates</b>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	2,294
Number of emails sent	Outage notification, update, or update request from customer	2,152
Number of outbound calls made	Outage notification, update, or update request from customer	42
<b>Web and Social Media</b>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	3,708
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	6 posts
Number of Instagram posts	Company preparation for the event, safety information, restoration updates	6 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 three media requests for information. The Company President conducted two 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 did not experience any technological issues that impacted preparation, response or restoration during the Storm.

## **VII. CONCLUSION**

The Storm had minimal impact on the Company's electrical system, resulting in few power outages to the Company's customers. Although the Company still 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, with contractor distribution and transmission line crews, and contractor tree crews on standby, ready to restore power to customers if the Storm had resulted in more outages. 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 32 hours from the time the first customer impacted and in 3 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Tuesday, January 27, 2026, at approximately 4:00 a.m.

## **Appendix A**

The Company had no Briefings Update notes for this Storm, so Appendix A is not included.

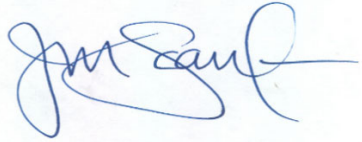
## **Appendices B-E**

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

April 27, 2026  
Date

**Docket No. 2509 – The Narragansett Electric Company d/b/a Rhode Island Energy Storm Fund – Service List as of 4/20/2026**

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