

November 5, 2015

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 2509 – Storm Contingency Fund
August 4, 2015 Summary Report**

Dear Ms. Massaro:

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 2509, I have enclosed ten (10) copies of National Grid's summary report on the restoration activities associated with the August 4, 2015 Storm (the storm), which will likely 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 the outages.

A supplemental report detailing the incremental restoration costs caused by the storm will be submitted to the PUC once the total costs have been accumulated by the Company, and final accounting of storm costs has been completed.

Thank you for your attention to this transmittal. If you have any questions regarding this filing, please contact me at 781-907-2153.

Very truly yours,



Celia B. O'Brien

cc: Docket 2509 Service List
Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid (referred to herein as National Grid or the Company).

Certificate of Service

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

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, 2015
Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 5/15/15**

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	Amy.dalessandro@puc.ri.gov ;	

National Grid

The Narragansett Electric Company

**Report on
August 4, 2015 Event,
Damage Assessment and
Service Restoration Efforts**

November 5, 2015

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:
nationalgrid

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**REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID
ON THE AUGUST 4, 2015 STORM DAMAGE ASSESSMENT
AND SERVICE RESTORATION EFFORTS**

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a National Grid (National Grid or the Company) presents the following report on the restoration activities associated with the August 4, 2015 severe weather event that impacted Rhode Island and the rest of New England. On August 4, many New Englanders woke up to the sounds of intense thunder, torrential rain, and wind gusts as high as 80 mph as a series of severe storms passed through the region that morning. Rhode Island bore the brunt of Mother Nature's fury, quickly hitting a peak of 121,000 customers without power. The storms caused significant damage to 20 transmission and sub-transmission lines and 70 feeders and created a tangled mess of distribution lines brought down by lightning, uprooted trees, and damaged poles. The intensity of the storm in Rhode Island caught even weather forecasters by surprise.

The Company quickly declared the storm to be a Level 3 emergency event (i.e., up to nine percent of customers impacted, 1,000 lines of outage and three-day restoration effort). The Company opened the New England Emergency Operations Center in Worcester, Massachusetts, a storm room in Providence, and a staging area at the Community College of Rhode Island in Warwick. The Company followed its Emergency Response Plan (ERP) and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. As part of its preparation efforts, the Company also contacted contractors from outside the Company's service territory to secure resources to help with restoration and contacted other utilities to request additional resources. The Company ultimately had more than 300 line crews, 120 tree and cut and clear crews, and 80 wires down personnel working in Rhode Island to restore service to customers, with crews from eight northeast states and Quebec.

The powerful intensity and impact of the storm caused significant damage to the Company's electric infrastructure. The power outages impacted approximately 146,000 (approximately 121,000 at peak) of the Company's customers. Overall, approximately 31 percent of the Company's customers in Rhode Island experienced outages. Using its own crews and contractor resources, the Company restored power to 70 percent of its Rhode Island customers by approximately 5:00 a.m. on Wednesday, August 5, 2015. Over 90 percent of the Company's customers had their power restored by approximately 6:00 a.m. on Thursday, August 6, 2015. The final customer was restored at approximately 10:45 p.m. on Friday, August 7, 2015.

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

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The Regional Emergency Operations Center (EOC) was located in Worcester, Massachusetts and opened at approximately 12:00 p.m., Tuesday, August 4, 2015. A branch EOC was established and opened in Providence at approximately 9:00 a.m. that morning. As noted below, a System Incident Commander was named and was primarily responsible for establishing the projected and actual Incident Classification level for the storm.

Factors considered in initially establishing or revising the expected incident classification level included:

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

Through the system and operation storm conference calls, the System Incident Commander communicated the incident classification to Company leadership and organizations that the Company expected to engage in restoration or support activities. The Regional System Commander was located in Worcester, Massachusetts. A Branch Director who was in charge of Rhode Island restoration was located in Providence, Rhode Island.

B. Activation of Incident Command System (ICS)

In accordance with the ERP and ICS, National Grid activated the System Incident Commander and the New England Regional Incident Commander on Tuesday morning, August 4, 2015. The New England Regional Incident Commander then activated the Rhode Island Branch Director and several other Branch Directors in Massachusetts. Thereafter, all the Incident Commanders activated a number of positions at their discretion, considering the level of response likely required for the event. Throughout the day on Tuesday, August 4, 2015 and throughout the restoration effort, the Company activated additional ICS positions as operating conditions warranted.

C. Determination of Crew Needs and Pre-Staging

Given the magnitude of the storm, the Company quickly began securing crews from its alliance vendors and other outside contractors to support restoration efforts for all of New

England as part of its regional preparation for the storm consistent with its ERP. Since there was no significant damage in Massachusetts, the Company immediately began sending National Grid crews from Massachusetts to support the Rhode Island restoration activities. The Company had approximately 180 overhead line crews and 97 tree crews supporting restoration activities on Tuesday morning August 4, 2015. By midday on Tuesday, August 4, the Company had secured a total of 275 distribution line and mutual aid contractor line crews ready to respond to the hardest hit areas in the state. In total, the Company ultimately had more than 300 line crews, 120 tree and cut and clear crews, and 80 wires down personnel working in Rhode Island to restore service to customers throughout the event, with crews from eight northeast states and Quebec.

III. THE STORM AND ITS IMPACT

A. Forecast

On Monday, August 3, 2015, the weather forecast called for widely scattered showers and thunderstorms with strong wind gusts possible, mainly across Western Massachusetts and New Hampshire. Weather activity was predicted to push east during Monday night and diminish in intensity and coverage. In Rhode Island, there was a 30 percent chance of thunderstorms occurring during the 1:00 a.m. - 6:00 a.m. time frame on Tuesday, August 4, 2015. Thunderstorm wind gusts were predicted in the 25-35 mph range. Scattered showers and thunderstorms were forecasted to redevelop Tuesday afternoon, mainly across Central/Eastern Massachusetts with low-end chances for hazard level gusts. Mainly, dry and hazard-free conditions were expected Wednesday and Thursday, although an isolated shower was possible. By all accounts, the weather, as forecasted, was not a cause for large-scale outage concerns.

B. Impact

A severe thunderstorm tore through Rhode Island Tuesday morning, August 4, 2015, knocking out power to approximately 121,000 customers and blocking roads with pooled water and toppled trees. The storm crossed into the state around 6:00 a.m. and hit the Providence area roughly a half hour later with lightning, heavy rain and wind gusts over 50 mph. The National Weather Service in Taunton, Massachusetts, reported the strongest gust at T.F. Green Airport was 67 mph at 6:28 a.m. Police in Cranston and Warwick were reporting dozens of streets blocked by downed trees and flooding.

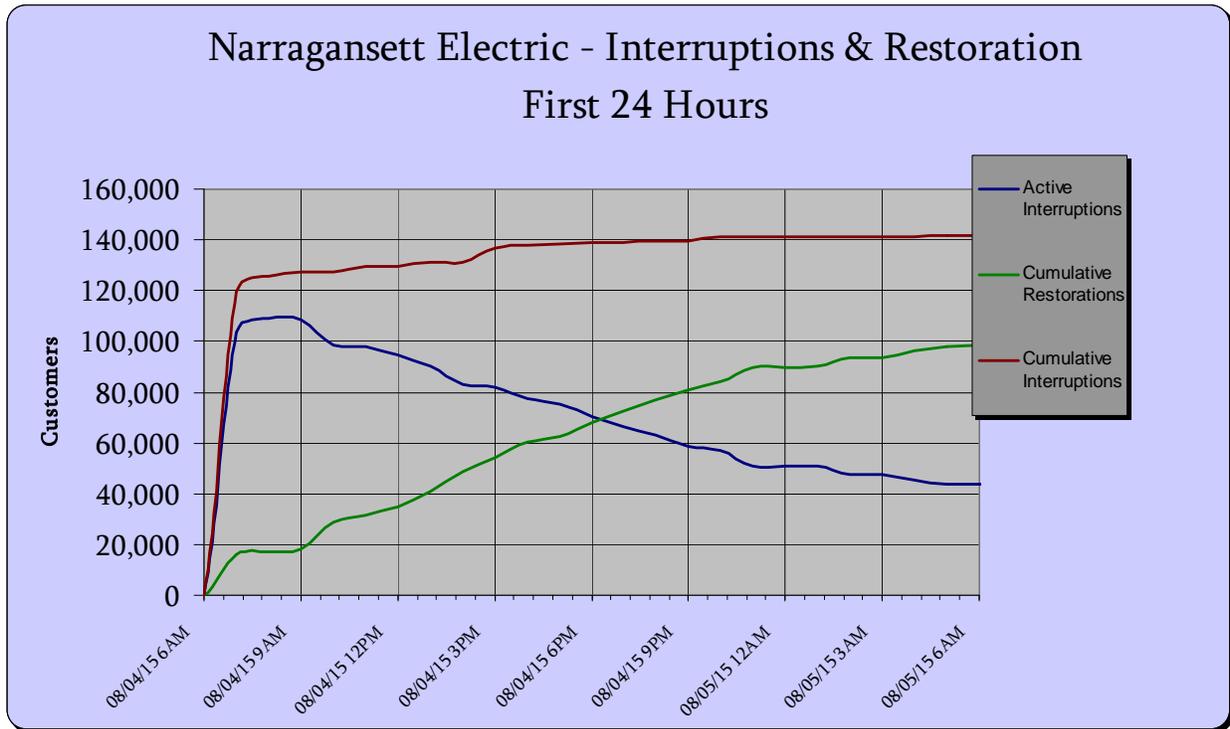
The storm impacted parts of New England with heavy rain, lightening, high winds, and flooding. Isolated wind gusts of more than 80 mph were reported along with severe lightning before the front moved offshore. Rhode Island, southeastern Massachusetts and Cape Cod were hardest hit by the storm.

The storm impacted a total of approximately 146,000 customers in the Company's service territory and approximately 121,000 customers at its peak, which occurred on Tuesday, August 4 at approximately 8:30 a.m. Seventy percent of all outages were restored by approximately 5:00 a.m. on Wednesday, August 5. Over 90 percent of the Company's customers

had their power restored by approximately 6:00 a.m on Thursday, August 6, 2015. The final customer was restored at approximately 10:45 p.m. on Friday, August 7, 2015.

Figure 1 below shows the number of customers interrupted and restored, during the first 24 hours of the storm.

Figure 1



The Company experienced interruptions in 37 of the 38 communities it serves in Rhode Island. The storm caused significant damage to 20 transmission and sub-transmission lines as well as 70 distribution feeders.

All municipalities that had interruptions are shown in Figure 2 below.

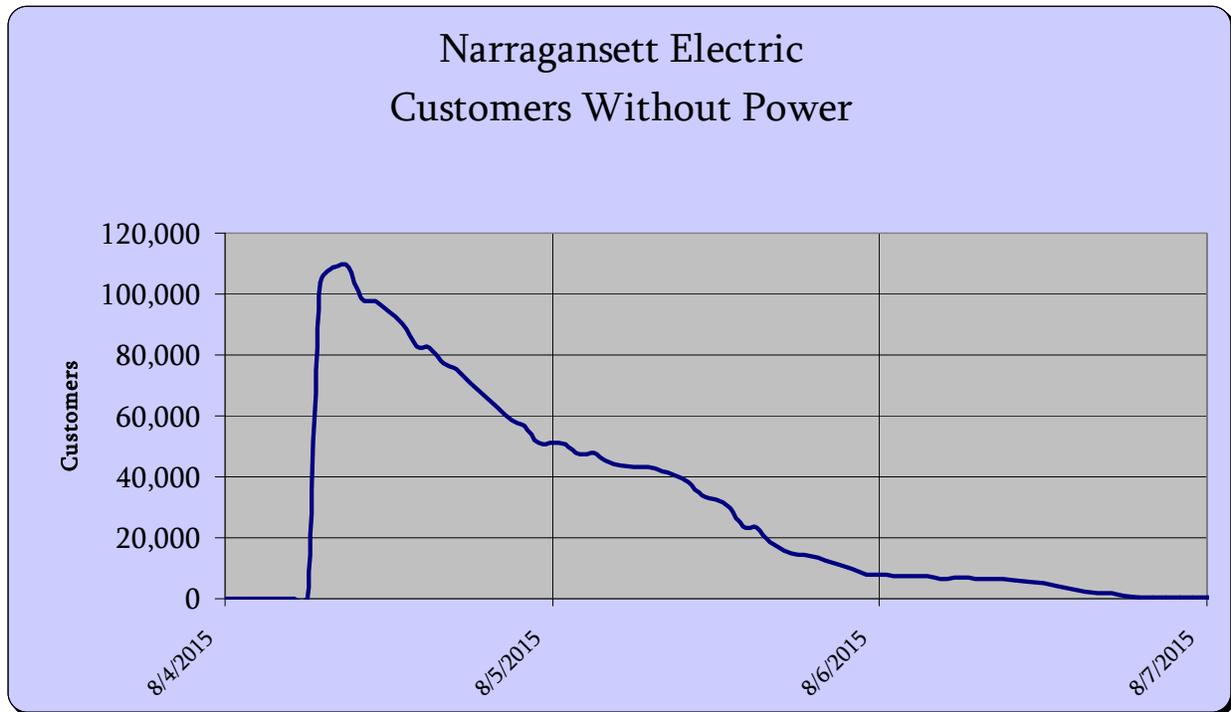
Figure 2

Municipality	Customers Interrupted¹	Customers Served	Percent of Customers Interrupted
CHARLESTOWN	4,735	5,741	82%
WARWICK	33,340	40,462	82%
SOUTH KINGSTOWN	11,622	14,523	80%
WEST WARWICK	11,544	14,694	79%
CRANSTON	26,200	35,429	74%
NARRAGANSETT	7,195	10,526	68%
COVENTRY	8,733	15,620	56%
BARRINGTON	3,083	6,820	45%
EAST PROVIDENCE	9,492	21,927	43%
EAST GREENWICH	2,116	6,054	35%
SCITUATE	1,395	4,610	30%
WESTERLY	3,855	14,317	27%
LITTLE COMPTON	517	2,578	20%
TIVERTON	1,255	8,155	15%
PROVIDENCE	9,845	69,944	14%
BRISTOL	1,364	10,312	13%
NORTH KINGSTOWN	1,567	13,260	12%
PAWTUCKET	3,955	32,949	12%
JOHNSTON	1,431	13,334	11%
EXETER	228	2,979	8%
LINCOLN	291	10,015	3%
WOONSOCKET	542	18,532	3%
WARREN	197	5,739	3%
RICHMOND	82	3,318	2%
WEST GREENWICH	59	2,686	2%
PORTSMOUTH	89	9,133	1%
BURRILLVILLE	17	2,585	1%
GLOCESTER	38	4,520	1%
SMITHFIELD	55	8,712	1%
FOSTER	28	2,037	1%
HOPKINTON	36	3,864	1%
NORTH PROVIDENCE	27	15,986	0%
CENTRAL FALLS	3	7,173	0%
JAMESTOWN	1	3,309	0%
MIDDLETOWN	19	8,013	0%
NORTH SMITHFIELD	5	5,798	0%
NEWPORT	2	14,293	0%

¹ This value can include multiple outages experienced by the same customer.

Figure 3 below shows a timeline of the number of customers without power during the storm from Tuesday, August 4 through Friday, August 7.

Figure 3



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 the ERP, focusing first on public safety, and then with the overall goal of maximizing customer restoration when lines were energized. The Company gave priority and consideration to critical facilities and concentrated its efforts to restore service to its life support customers as quickly as conditions warranted, also as set forth in the ERP.

B. Restoration Coordination

Outages were dispatched out of the Providence storm room beginning on Tuesday, August 4, 2015 at approximately 9:00 a.m. through the end of the storm. The Company activated police and fire coordinators for the event. These employees reported to the storm room leads and were responsible for communicating the ETAs on all police and fire calls, with a standby

condition noted. On Friday, August 7, 2015 at approximately 3:00 p.m., the Providence storm room closed and dispatching resumed out of the Northborough, Massachusetts Control Center.

In response to the storm, the Company also mobilized the Providence wires-down room on Tuesday, August 4, 2015 at 7:00 a.m., with approximately 45 crews available (including wires-down appraisers and cut and clear crews) and nine office-based employees. The Company increased staffing Tuesday evening and Wednesday, August 5, 2015 to a total of 94 field employees (including wires-down appraisers and cut and clear crews) and 10 office-based employees. The Company continued with 24-hour coverage through Friday morning, August 7, 2015 until 2:00 a.m. when, based on inactivity, the wires-down room was de-mobilized. At that point, any wires-down issues were handled out of the local Providence storm room.

C. Personnel Resources

When the magnitude of the storm event occurred, the Company began preparations to secure supplemental contractor crews who would be strategically placed throughout New England. The deployment plan allowed for the greatest degree of flexibility to move the resources to where they were needed, especially if the storm track or intensity changed. Pre-staging crews and equipment in key locations throughout the region enabled the Company to restore service to customers as quickly and safely as possible.

The Company ultimately had more than 300 line crews, 120 tree and cut and clear crews, and 80 wires down personnel working in Rhode Island to restore service to customers, with crews from eight northeast states and Quebec.

D. Safe Work Practices

Safety is always at the forefront of Company operations, including and especially during activities associated with storm restoration. Both the System and Regional ICS structure designate a lead position for a Safety, Health, and Environment Officer. Safety messages are delivered on all calls to heighten awareness during pre-storm preparation.

As with any storm, for the August 4, 2015 event, National Grid 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 Company-wide to all employees through corporate communications. Safety personnel were deployed to assist in specific geographic areas and delivered on-site safety orientations to National Grid workers and contractors prior to the start of each day. During the storm event, safety personnel were regularly assigned to work sites to advise Company personnel and contractors of safety issues and 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.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times for Restoration (ETR)

The Company posted ETRs on its website during the August 4 event using Outage Central, which provided real time ETR updates approximately every 15 minutes.

As ETRs changed, the updated restoration information was entered into the system and reflected on Outage Central. Throughout the event, the ETRs for each outage were revised to show the most accurate restoration information.

B. Intra-Company

System-level and Operations-level storm calls were held at least once daily, beginning on Tuesday, August 4, 2015 through the end of restoration. Both the final system-level and Operations-level calls were held on Friday, August 7, 2015.

Communications were issued to field crews with both restoration and safety information.

C. Public Officials

1. Governor's Office

The Company's Jurisdictional President, Timothy F. Horan, had communications with the Governor's office beginning on Tuesday, August 4, at approximately 7: 30 a.m. and provided updates throughout the restoration efforts. The Company had continuing communication with the State Senators and State Representatives from the storm impacted areas. The Company also communicated with the Speaker's office during the storm.

2. Rhode Island Public Utilities Commission (PUC), Division of Public Utilities and Carriers (Division) and Rhode Island Emergency Management Agency (RIEMA)

The Company's Jurisdictional President reached out to the Commission, and the Company's Director of Regulatory Affairs reached out to the Division regarding the Company's storm restoration efforts. The Company's Emergency Management Agency liaisons reported to the RIEMA but were later dismissed on August 4, 2015. National Grid participated in communications with Emergency Support personnel via the Web EOC, at RIEMA.

3. Municipalities

Because of the limited geographic area impacted by the storm, the Company did not open a municipal room. The Company, instead, chose to communicate directly with the municipalities through the Rhode Island Customer & Community team. The team reached out to the impacted

communities immediately on Tuesday, August 4, 2015. The Company's Community Managers are located in the same building as the Company's Branch Operations response personnel. This arrangement afforded efficient access to key restoration personnel in researching and communicating the priorities of the municipalities.

National Grid's community liaisons were put on standby for this storm, with the Rhode Island Customer & Community team assuming their normal community responsibilities for this storm event.

The Rhode Island Customer & Community team were deactivated from storm response on Friday, August 7, 2015 at approximately 3:00 p.m.

D. Customers

On August 4 a total of 42 life-support customers were affected by outages. The Company's Call Center in Northborough, Massachusetts secured additional staffing to respond to incoming life-support calls for those affected by outages and continued to conduct daily calls to these customers until all power was restored.

E. Media

The Company distributed storm-related news releases on August 4, 2015 through August 6, 2015, which were distributed to all Rhode Island news media including local Patches. The Company also distributed the news releases via social media channels and through individual National Grid employee accounts. A social media Power Point report is provided in Attachment 1.

Periodic field updates with restoration information were also distributed via social media channels during the restoration. Media Relations conducted approximately 20 print, TV and radio interviews during the three-day duration of the outages and approximately five interviews the following week. In addition, National Grid Rhode Island Jurisdictional President, Timothy F. Horan, participated in a roving news conference conducted by Governor Raimondo in the Governor Francis Farm neighborhood in Warwick on August 5, 2015.

VI. CONCLUSION

The August 4, 2015 storm was far more severe than forecasted, causing widespread damage in Rhode Island. Nonetheless, the Company was very quick to respond, taking the necessary steps to secure all available resources to aid in the restoration efforts. The Company had employees from Rhode Island, Massachusetts, and New York all helping to support one another in a way that exemplified teamwork at its best. Additionally, the Company had contractor crews from eight Northeast states and Quebec. It takes a team of dedicated, skilled and hard-working people to restore power as quickly as the Company did during this event. These results reflect the work the Company has been doing to continuously improve customer responsiveness.

The Company is proud of all the work that was accomplished during this storm and is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of this unexpected event and were an integral part of the Company's restoration efforts.

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Rhode Island: Summer Storm

August 4- August 7



RI August Storm

nationalgrid

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 **National Grid US** @nationalgridus · Aug 4
Crews are working to restore power as quickly as possible. You can check on an outage using our mobile site: ngrid.com/Zd2mzz #MA #RI

15 13

 **National Grid US** @nationalgridus · 19h
We continue to work around the clock to restore power to #RI customers. Small clusters and single outages may remain until tomorrow.

10 5

 **National Grid US** @nationalgridus · 18h
#Safety remains our top priority. Never touch downed power lines, assume they are live and call us at 1-800-465-1212 to report them.

6 2

 **National Grid US** @nationalgridus · 18h
Power problems can sometimes interrupt public water supply systems. Be sure to keep a supply of bottled drinking water handy. #storm #safety

5 6

 **National Grid US** @nationalgridus · 42m
Our Community Assistance van is at @HoneyDew_Donuts on Warwick Ave/Dayton Street to answer #RI residents' questions.



RI August Storm

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National Grid US @nationalgridus · Aug 4

Never touch downed power lines, and always assume that any fallen lines are live electric wires. #RI #safety

← ↻ 34 ★ 16 || ...



National Grid US @nationalgridus · Aug 4

Hang tight #RI, we're working to get your power restored. Stay connected here: ngrid.com/1reRBae or call us at 1-800-465-1212.

← ↻ 28 ★ 17 || ...



National Grid US @nationalgridus · Aug 4

#StormTip: Turn off any appliances that were on when the power went off but leave one light on so you know when power is restored. #RI

← ↻ 2 ★ 2 || ...



National Grid US @nationalgridus · Aug 4

Track outage info and storm-related safety tips through our mobile site: ngrid.com/Zd2mzz #MA #RI

← ↻ 8 ★ 6 || ...

RI August Storm

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National Grid

17 hrs · 🌐

August 5, 2015

Severe Weather Response

Severe weather hit New England on August 4, with Rhode Island being especially hard hit. The storm traveled through the center of Rhode Island with 80 MPH wind gusts, intense lightning and torrential rain, which toppled trees and caused extensive damage to National Grid's power lines and equipment.

As of 11:30 AM, 40k customers remained without power, largely in Kent County. We made significant progress yesterday and we continue to work around the clock to restore power for customers. Our objective is to have all large outages restored by late tonight.

Small clusters and single outages will remain into tomorrow.

We continue to bring in additional crews to drive those numbers down and restore further customers. We have 269 crews working today to restore power in Rhode Island. National Grid wants to remind customers to stay safe and stay in touch. Never touch downed power lines. Assume that fallen lines are live electric wires, report them to National Grid at 1-800-465-1212.

We realize that extended outages are inconvenient for customers. Our crews are working tirelessly to restore power as quickly and safely as possible. We appreciate customers' patience.



RI August Storm

nationalgrid

HERE WITH YOU. HERE FOR YOU.

National Grid US retweeted



Darlene Masse @DarleneMasse1 · 11h

The power is back on for 105k RI customers. @nationalgridus crews continue to work tonight to restore power for 16k remaining customers.

← ↻ 5 ★ 5 ⋮

National Grid US retweeted



Gina Raimondo @GinaRaimondo · 20h

I spent some time in Cranston with @nationalgridus work crews. They are working hard to get power restored.



← ↻ 21 ★ 14 ⋮

National Grid US retweeted



Dana Simone @DanaSimone1 · 14h

Thanks for being patient, #RI...we won't let you down @nationalgridus. #SafeRestoration



← ↻ 3 ★ 6 ⋮

RI August Storm

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National Grid US retweeted
Jake Navarro @JakeNavarroNG · Aug 5
.@nationalgridus outages in #MA and #RI are below 45K (from 130K!) this morning as the restoration effort continues: ow.ly/QtgbQ

National Grid US retweeted
Jake Navarro @JakeNavarroNG · Aug 4
Press Release: @nationalgridus Continues Restoration Efforts in Rhode Island After Today's Severe Weather ngrid.com/1hii71c

National Grid US retweeted
Darlene Masse @DarleneMasse1 · Aug 4
RI got the brunt of the severe weather. @nationalgridus has extra crews in the field working to restore customers.

Repair transmission lines
Under our priority system, repair crews typically first address problems with transmission lines and substations that serve large numbers of customers, and restore critical customers such as hospitals and public safety facilities, water treatment facilities, etc.

Repair substations
While problems with transmission lines are being resolved, crews also begin to work on substations and primary lines that serve many customers.

Repair distribution lines
Lines and transformers within neighborhoods and the wires that connect them to homes and businesses come next—starting with areas that involve the most customers.

Repair neighborhood tap lines
Crews then target secondary lines that serve

National Grid US retweeted
Darlene Masse @DarleneMasse1 · Aug 4
.@nationalgridus crews restored 34k customers and continue to work through the night. Crews fix a transmission line.

National Grid US retweeted
Jake Navarro @JakeNavarroNG · 17m
Incredible effort by 100s of crews restored power to >100K @nationalgridus customers in #RI. We're still hard at work - 12K customers to go!

RI August Storm

nationalgrid

HERE WITH YOU. HERE FOR YOU.

National Grid US retweeted



Darlene Masse @DarleneMasse1 · 1h

.@nationalgridus crews continue working in the field. Appx. 115k customers have been restored; less than 6k to go.



🔄 3 ⭐ 1

National Grid US retweeted



David Graves @DavidGravesNG · Aug 6

.@nationalgridus supervising new pole installation today in Warwick RI as storm restoration nears completion.



RI August Storm: Customer Comments

nationalgrid

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Candace @candacebc81 · 13h

@nationalgridus I'm eating my words. Great job, and thanks.



[View conversation](#)



Luke Legault @LukeL0520 · 13h

@nationalgridus great job by crews in Warwick, RI! Only down 36hrs in a absolute mess. Thank you!



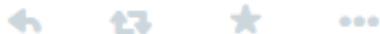
Kayla Marie @Kayla_M_Gannon · 2h

Yay finally!!! Thank you so much @nationalgridus



Kammy @kammykamikazzi · 12h

@DarleneMasse1 @nationalgridus can't begin to tell you how happy I am to be in that small percentage



[View conversation](#)

RI August Storm: Customer Comments

nationalgrid

HERE WITH YOU. HERE FOR YOU.



Areina Cabezas Big shout out to the workers who are out there day in and day out providing us with power after the storm. (No one thinks about how YOU guys are doing, they only think about themselves and when they can get their phones charged again, lol.) Without you guys out there, we're doomed! So a BIG THANK YOU! ❤️

Like · Reply · 👍 15 · 18 hrs · Edited



Stacey Lynne It's amazing to see people appreciate their hard work versus bash them - because they want their power back- some of these guys don't have power either and are leaving their families to work overtime to make sure they can restore the state back to working order!

Like · Reply · 👍 11 · 17 hrs



Laurie Couture Cary Thank you to all the hard working men and woman of National Grid. You all do marvelous work during difficult times.

Like · Reply · 👍 7 · 18 hrs



Marianne Medeiros National grid. Thank you for all you do. We appreciate your tired less efforts

Like · Reply · 10 hrs

RI August Storm: Customer Comments

nationalgrid

HERE WITH YOU. HERE FOR YOU.



Nicole Marie Gray I don't live in ri anymore but thank you to all the men & women working their butts off to make sure everyone's power is back on.

Like · Reply · 6 · 19 hrs



Beth Redmond McDonough Great job NGRID! Stay safe!

Like · Reply · 6 · 19 hrs



Debbie Dunford Smith you're all doing an awesome job! People are frustrated and have to take it out on someone! There's only so many hours in a day to cut and remove the tremendous, enormous trees then start with getting wires back up, etc.! Thank you for your continued hard work!

Like · Reply · 1 · 17 hrs



Louise Lavin Thanks to everyone working so hard at National Grid!!

Like · Reply · 2 · 18 hrs



Gail Morrissey We appreciate every thing you are doing to restore services. Be safe

Like · Reply · 16 hrs

RI August Storm: Customer Comments

nationalgrid

HERE WITH YOU. HERE FOR YOU.



Melissa Robb Thanks for all the hard work. I know it's long days. I am still without power but I know someone has to be last! We will survive. But if my fan and ac suddenly come on overnight, that would be much appreciated!

Like · Reply · 12 hrs



Chris Zamosciany Kreckel Thank you for all your hard work during this extremely difficult time.

Like · Reply · 2 hrs



Emily Rietzel Thank you for your hard work in such a dangerous job!

Like · Reply · 16 hrs



Dave Delaney I will say as an employee and Service Tech of National Grid I just completed a 27 hour work shift. One of my top priorities is making the public safe. I personally went to every customer I could see and asked if there is any medical issue, aka. Use of Oxygen. I offered Batteries if need. Working for the company, I may do a little different, I also feel the company does place the customer as thier top priority, long with safety of there crew and customers. Please give us a little longer if your power is not restored. My shift was long, but I was just as excited to see a bucket truck as you arrived.

Like · Reply · 38 · 16 hrs

RI August Storm: Customer Comments

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HERE WITH YOU. HERE FOR YOU.

 **Martha Young**
@MarthaAYoung Follow

Dead last, and perhaps most grateful, Coventry, #RI residents say THANKS to @nationalgridus for tireless efforts.



 **Frank J Campo Jr** Aug 6th, 9:17pm

You guys are the best, you did it again. Thanks and God Bless You All.

 **Karen Roles Oliveira** ▶ National Grid 12 hrs - Warwick, RI

I would just like to say thank you for all your continued hard work in helping all of us get our power back! 😊 I appreciate your hard work and effort!

 **Stephanie Lema** ▶ National Grid 16 hrs

Just want to say thank you to all of the national grid employees that have been working so hard around the clock to get everyone's power restored in RI. It's sad seeing some people complaining when you guys are all doing everything you can. I guess you can't please everyone! But my family and I are grateful for your employees hard work. Thanks again!

RI August Storm: Customer Comments

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HERE WITH YOU. HERE FOR YOU.



Jennifer Scanlon ▶ National Grid

16 hrs · Warwick, RI · 🌐

Thank you to the people from National Grid for working tirelessly to restore our power after almost 60 hours without it. We appreciate all that you're doing for this area hit so bad by the recent storm. — with Eric Pearlman.



AP
@akp1021



Follow

I HAVE POWER!! thanks [@nationalgridus](#) for busting your butts over the past 36 hours to help Lil Rhody!



Janice Costello ▶ National Grid

Yesterday at 12:21pm · 🌐

Great job during very difficult times! Everyone whether from the Grid or another state, have treated people with courtesy and respect.



Jason Bell ▶ National Grid

Yesterday at 11:29am · 🌐

Thank you National Grid for listening and responding.

