

April 12, 2012

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
 January 12, 2012 Event Report**

Dear Ms. Massaro:

In accordance with Order No. 15360 (August 19, 1997) in Docket 2509 and paragraph 4(b) of the Settlement approved by the Commission in that docket, I have enclosed one original and ten copies of National Grid's¹ summary report on the planning and restoration activities associated with the January 2012 snowstorm (the "January Storm" or "storm") that occurred on January 12, 2012, 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 Commission 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 January Storm will be submitted to the Commission once the total costs have been accumulated by the Company.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (401) 784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Leo Wold, Esq.
 Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid ("the Company").

National Grid

The Narragansett Electric Company

**Report on
January 12, 2012 Event,
Damage Assessment and
Service Restoration Efforts**

April 12, 2012

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:

nationalgrid

EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a National Grid (“National Grid” or “Company”) presents the following report on the planning and restoration activities associated with the January 12, 2012 snowstorm (the “January Storm” or “storm”) which affected Rhode Island, the rest of New England, and several states along the Eastern seaboard. The January Storm, brought heavy rain, some icing and wind, and caused power interruptions to approximately 11,000 of the Company’s customers. Overall, 63 percent of the Company’s 38 communities in Rhode Island experienced outages. In Charlestown almost 50 percent of customers lost power, and in Cumberland and Westerly, more than 10 percent of customers lost power (Figure 2).

The Company began preparing for the January Storm on Wednesday, January 11 with its first divisional storm anticipation call. The Company followed its Emergency Response Plan (“EEP”) 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. However, as the weather for the Rhode Island area became more definitive, the Company determined that only internal line crews and some on-property contractor tree crews were necessary to do restoration work. Using its own Rhode Island distribution line crews, the Company restored power to seventy percent of its Rhode Island customers by approximately 3:30 p.m. on Friday, January 13, and 90 percent were restored by approximately 6:30 p.m. on Friday, January 13.

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

I. INCIDENT ANTICIPATION

A. Determination of Incident Classification

The System Emergency Operations Center (“EOC”) and Regional EOC were located in Northborough, MA. The System Incident Commander was primarily responsible for establishing the projected and actual Incident Classification level for the snow 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.

The System Incident Commander communicated the incident classification to Company leadership and organizations anticipated to be engaged in restoration or support activities via the system and operations storm conference calls. There was a Branch Director in charge of Rhode Island restoration, located in Providence.

B. Activation of Incident Command System (“ICS”)

On Wednesday January 11, at 11 a.m., prior to activation of the ICS, an operational call was held among operations management personnel to discuss the weather forecast and planning efforts for the possibility of an as yet unclassified storm event. As a result of that call it was determined that storm rooms would be opened in Worcester, MA and North Andover, MA that evening at 11 p.m., with the possibility of other storm rooms, including a storm room in Rhode Island, opening depending on the weather forecast. At the tail end of this weather front, wind was expected to be an issue. It was soon decided that a storm room would open in Providence, RI at 6 a.m. on January 13 to address this concern.

In accordance with the EEP and System Incident Command System, National Grid activated the System Incident Commander, the New England Regional Incident Commander and Branch Directors on Thursday, January 12 at approximately 7 a.m. Thereafter, a number of positions were activated by the System Incident Commander, at his discretion, and in consideration of the level of response likely required for the event. Throughout the day on Thursday, January 12, and throughout the restoration effort, additional ICS positions were activated as operating conditions changed.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the January Storm, the Company secured crews in advance 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 EEP. However, during the event, the Company used only its own Rhode Island distribution line crews and some on-property contractor tree crews to restore service to customers in Rhode Island. The Company had 110 Rhode Island distribution line personnel working on the morning of Thursday, January 12, and 103 distribution line personnel on Friday, January 13. Transmission line crews were available for the entire New England region and ultimately 21 internal transmission line workers were deployed in Rhode Island during the storm. In addition to the internal crews, by 6 a.m. on Thursday, January 12, the Company had 88 distribution line contractor personnel pre-positioned in the New England South Division, which includes Rhode Island and Southeast Massachusetts. The Company also deployed 96 contractor tree personnel in Rhode Island.

II. THE STORM AND ITS IMPACT

Early in the week of January 12, the Company's meteorology service anticipated a storm system that would lead to a snow and potential ice event that would affect most of New England. The January 11 forecast for Rhode Island included the possibility of a period of freezing rain and sleet mixing with rain. On Wednesday January 11, an area of low pressure moved across the region and continued into the area through Thursday morning, January 12. A second area of low pressure moved across the region Thursday night and into Friday morning, January 13, causing high wind and more outages.

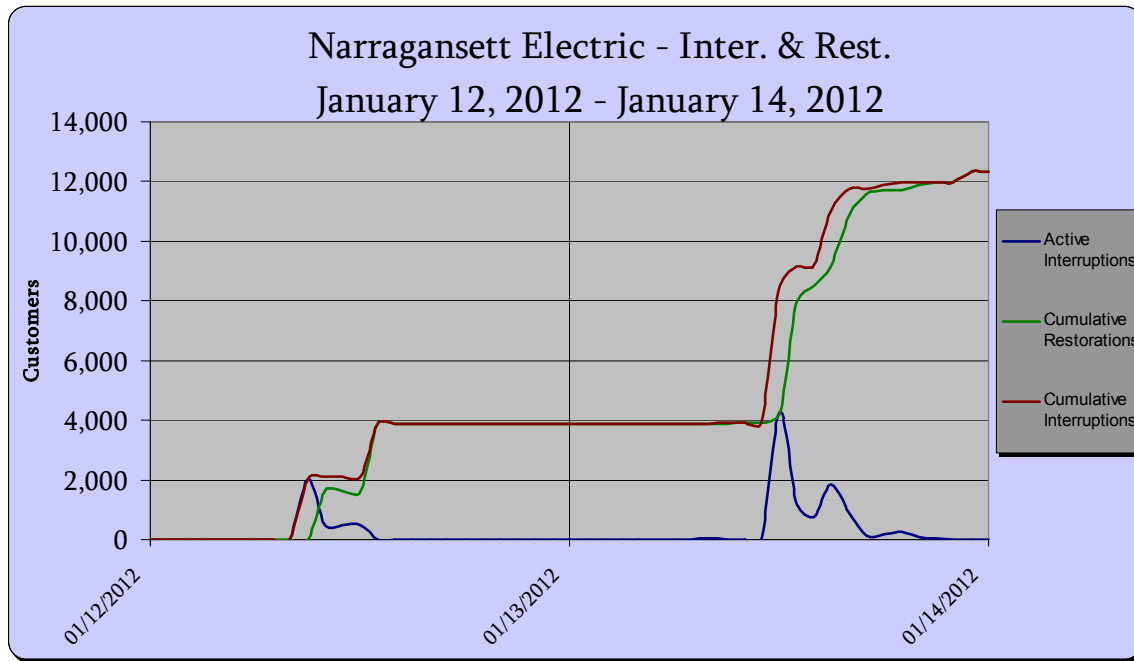
In Rhode Island, the highest total reported precipitation was approximately 1.6 inches recorded in Providence. In North Kingstown, maximum sustained winds of 23 mph and maximum wind gusts of 31 mph. were recorded on Thursday, January 12.

The storm impacted a total of approximately 11,000 customers in the Company's service territory; approximately 4,600 customers at its peak, which occurred on Friday, January 13 at approximately 12:00 p.m. Seventy percent of all outages were restored by January 13 at approximately 3 p.m. and 90 percent of all customers were restored by later that day at approximately 6:30 p.m. The final customer was restored that evening at approximately 10 p.m.

By midnight on Friday January 13, all of New England was transitioned back to normal operations and all local storm rooms were closed.

Figure 1 shows the customers interrupted and restored, by hour, from Thursday, January 12 to Friday, January 13.

Figure 1



The Company experienced interruptions in 24 of the 38 communities it serves in Rhode Island. The storm did not affect any transmission lines or sub-transmission lines. It did affect thirty-four distribution feeders. Wind and snow, and subsequent tree damage did have an impact on the electrical system with the damage primarily to the Company's distribution system in the form of wires down, including primary, secondary, and services. There was minimal damage to poles and transformers.

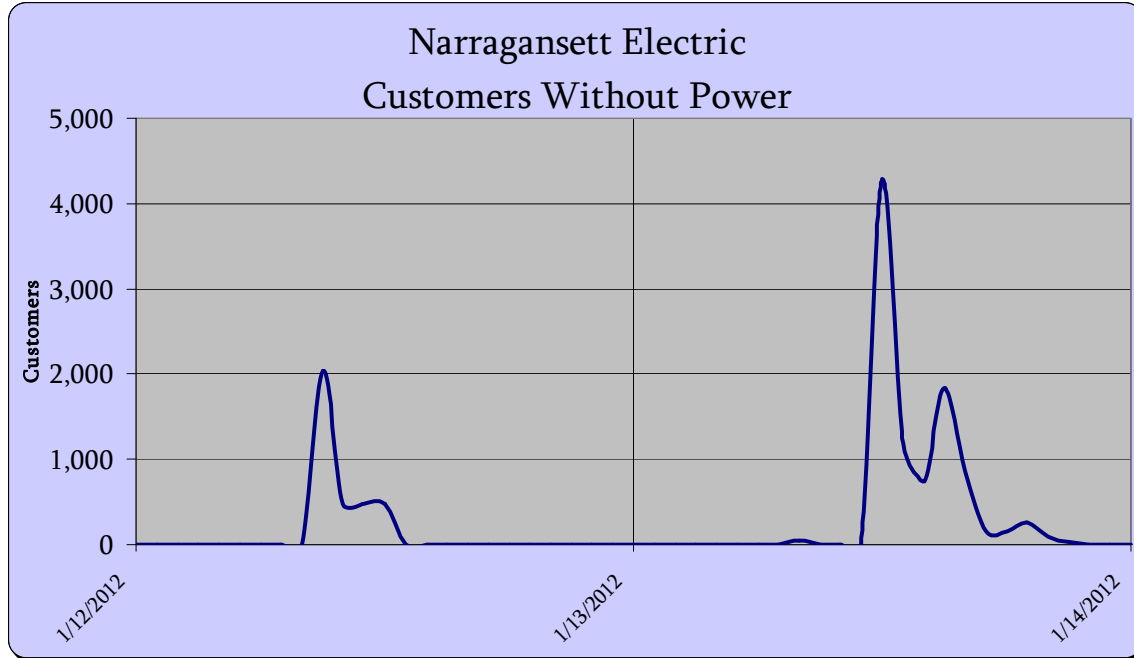
All towns that had interruptions are shown in Figure 2.

Figure 2

Town	Customer Interrupted	Customer Served	Percent of Customer Interrupted
CHARLESTOWN	2,633	5,712	46%
CUMBERLAND	2,454	14,936	16%
WESTERLY	1,753	14,196	12%
NORTH PROVIDENCE	1,147	15,972	7%
CRANSTON	724	35,405	2%
JOHNSTON	660	13,239	5%
SMITHFIELD	530	8,655	6%
LINCOLN	433	9,882	4%
WARWICK	373	40,707	1%
SOUTH KINGSTOWN	337	14,317	2%
MIDDLETOWN	221	7,958	3%
BARRINGTON	162	6,815	2%
COVENTRY	127	15,275	1%
EAST PROVIDENCE	90	21,997	0%
NORTH SMITHFIELD	67	5,703	1%
PROVIDENCE	49	69,781	0%
FOSTER	25	2,024	1%
LITTLE COMPTON	24	2,549	1%
JAMESTOWN	7	3,275	0%
NARRAGANSETT	7	10,499	0%
EXETER	4	2,918	0%
EAST GREENWICH	2	5,995	0%
GLOCESTER	2	4,507	0%
RICHMOND	2	3,296	0%

Figure 3 below shows a timeline of the number of customers without power from Thursday, January 12 through Friday, January 13.

Figure 3



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

III. RESTORATION

A. Timing and Priority of Service

The Company implemented the system of prioritization for restoration found in the EEP, 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 made efforts to restore service to its life support customers as quickly as conditions warranted, also as set forth in the EEP.

B. Restoration Coordination

The Company's Northborough, MA control center maintained control of service restoration for communities in Rhode Island for the first day of the storm on Thursday, January 12. Outages were dispatched out of the Providence storm room on Friday, January 13 through the end of the storm. The Company also established a wires-down room in Providence. The Company handled priority one wires down calls from public safety officials from Northborough, and the Providence wires down room handled calls from non-public safety officials. Call back activities and the communication of ETAs were also performed from these rooms.

The employees assigned to staff the wires down room were scheduled to work 12-hour shifts, providing 24-hour coverage for the duration of the event. A wires-down coordinator, who was responsible for the overall operation of the wires-down function for the area, was assigned to the wires down room. In preparation for the storm, the Providence wires down room was mobilized on Thursday, January 12 at 8 a.m. with approximately 44 personnel (including wires down appraisers, cut and clear and office personnel). Due to lack of any significant wires down activity, the number of personnel was reduced to approximately 34 at 3:30 p.m. Finally, the second shift was cancelled and the room was de-mobilized at about 11:00 p.m. on January 12. At that point in time, all wires down issues were handled out of the local Providence storm room.

C. Personnel Resources

The Company's resources during and after the January Storm are provided in **Attachment A**. At the peak of restoration, approximately 438 field resources were available to restore service to customers, including approximately 285 external personnel and 153 internal personnel. This peak number of resources includes Company Transmission Line, Distribution Line and Substation personnel, Contractor Tree and Contractor Distribution Line personnel. While the company secured and pre-positioned many types of resources, it should be noted that only internal line personnel and some on-property contractor tree crews were ultimately used in the restoration efforts in Rhode Island.

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, prior to the January Storm's arrival, 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 January Snow 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.

IV. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times for Restoration ("ETR")

The Company posted ETRs on its website during the January Storm, using Outage Central page which provided real time ETR updates approximately every 15 minutes

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

B. Intra-Company

System-level storm calls were held twice daily beginning on Wednesday, January 11 at 8 a.m. through the end of restoration. The final system-level call was held on Saturday, January 14 at 9 a.m. The divisional storm calls were also held twice daily, starting on Wednesday, January 11 at 11 a.m., with the final call being held on Friday, January 13 at 5 p.m.

Internal communications were issued to all employees via email, a 1-800# telephone line, and the internal intranet twice daily throughout the duration of the event. Communications were issued each day to field crews with both restoration and safety information.

C. Public Officials

1. Governor's Office

In preparation for the January storm, communications to the Governor's Chief of Staff, Rhode Island Legislators, and local offices for the Congressional Delegation were initiated by the Company's Vice President of Government Affairs – Rhode Island during Wednesday, January 11. The Company informed the Governor's office of the Company's planning and preparation.

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

The Company's Jurisdiction President spoke directly with the Public Utilities Commission and the Company's Regulatory contact reached out to the Division regarding the Company's storm preparation.

A National Grid representative was in contact with RIEMA from Wednesday, January 11, until the end of the storm. RIEMA never officially opened an operations center for the January Storm, but remained in a monitoring mode throughout the storm.

3. Municipalities

The Company began communicating regarding storm preparations and planning to the municipalities on Wednesday, January 11. The Company communicated its intention to the municipalities to open a municipal room on January 13 at 7 a.m. in Providence. The room was

opened to effectively manage and communicate with the number of communities in Rhode Island. This municipal room was co-located with the Company's branch operations response personnel. The municipal room was closed on January 13, at 7 p.m.

D. Customers

In preparation for the storm in Rhode Island the company began communicating with customers regarding safety and storm preparedness through its call center, its website, and social media. The Company also conducted pro-active calls to its life support customers and Outage Verification Outbound Calls.

E. Media

The Company began media relations activities in support of National Grid's restoration efforts on January 10, as the storm began bearing down on New England, and continued those media relations activities until the final customers were restored.

On Wednesday, January 11, the Company's Media Relations department issued a news release advising customers of the pending storm and informing them of actions being taken by the Company to prepare for possible service interruptions. The release also included extensive safety tips and advice on how to prepare for outages. Media Relations personnel continued to participate in Company-wide emergency preparedness conference calls as the storm approached, and plans were made to have a Media Relations representative report to the Company's Melrose Street office outside of normal business hours, if needed. On January 11, it became apparent that the most severe weather would by-pass Rhode Island, and as a result, the Company made the decision not to conduct proactive news media outreach in Rhode Island.

Media Relations received less than a half-dozen calls from the Rhode Island news media concerning the impact of the January storm.

V. CONCLUSION

The January Storm followed two other significant weather events, namely Tropical Storm Irene and the October 2011 Storm Event. Although the January Storm was not as severe as the prior two events, it nonetheless caused interruptions to several Rhode Island customers as a result of wires down, including primary, secondary and services. However, the Company successfully used its own distribution line resources and on-property contractor tree crews to restore service to its customers in the wake of the January Storm in a safe and expeditious manner.

The Company attempts to improve its restoration efforts each time after an emergency event affects the Company's service territory and the January Storm was certainly no exception. The Company continues to develop lessons learned from both Tropical Storm Irene and the October Snow Storm in order to flesh out improvements that it can implement during future emergency events.

Attachment A

January 12, 2012 - Rhode Island Resources*

Data	Date Time											
	1/11				1/12				1/13			
	600	1200	1800	2400	600	1200	1800	2400	600	1200	1800	2400
Number of Company Line Personnel	110.0	110.0	28.0	10.0	110.0	110.0	28.0	10.0	103.0	103.0	78.0	49.0
Number of Company Tree Personnel												
Number of Company Wire Down Personnel						44.0	34.0					
Number of Company Damage Appraiser Personnel												
Number of Company Substation/Transmission Personnel					51.0	51.0	21.0		50.0	50.0	7.0	6.0
Total Company	110.0	110.0	28.0	10.0	161.0	205.0	83.0	10.0	153.0	153.0	85.0	55.0
Number of Contractor Line Personnel**					88.0	88.0	88.0		189.0	189.0	189.0	
Number of Contractor Tree Personnel	91.0	91.0	-	-	96.0	96.0	-	-	96.0	96.0	71.0	18.0
Number of Contractor Wire Down Personnel												
Number of Contractor Damage Appraiser Personnel												
Number of Contractor Substation/Transmission Personnel												
Total Contractor	91.0	91.0	-	-	184.0	184.0	88.0	-	285.0	285.0	260.0	18.0
Number of In-State Mutual Aid Line Personnel												
Number of In-State Mutual Aid Tree Personnel												
Number of In-State Mutual Aid Wire Down Personnel												
Number of In-State Mutual Aid Damage Appraiser Personnel												
In-State Mutual Aid Substation/Transmission Personnel												
Total In-State Mutual Aid	-	-	-	-	-	-	-	-	-	-	-	-
Number of Out-of-State Mutual Aid Line Personnel												
Number of Out-of-State Mutual Aid Tree Personnel												
Number of Out-of-State Mutual Aid Wire Down Personnel												
Number of Out-of-State Mutual Aid Damage Appraiser Personnel												
Out-of- State Mutual Aid Substation/Transmission Personnel												
Total Out-of-State Mutual Aid	-	-	-	-	-	-	-	-	-	-	-	-
Total # of Personnel Working	201.0	201.0	28.0	10.0	345.0	389.0	171.0	10.0	438.0	438.0	345.0	73.0

* All Numbers are Reported as FTE

** Contractor line personnel are FTE who are positioned in the NE South Division, which includes RI and Southeast Massachusetts