nationalgrid

Jennifer Brooks Hutchinson
Senior Counsel

January 29, 2014

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
November 1, 2013 Summary 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 (10) copies of National Grid's[1] summary report on the planning and restoration activities associated with the November 1, 2013 event, 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 November 1, 2013 event will be submitted to the Commission once the total costs have been accumulated by the Company, and final accounting of storm costs has been completed.

The Company is simultaneously filing this summary report with the Division of Public Utilities and Carriers pursuant to Order No. 20814 in Docket D-11-94.

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

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

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Certificate of Service

I hereby certify that a copy of the cover letter and/or any materials accompanying this certificate were electronically transmitted and sent via U.S. Mail to the individuals listed below. Copies of this filing were hand delivered to the RI Public Utilities Commission.

January 29, 2014

Docket No. 2509 – National Grid – Storm Fund
Service List as of 9/11/12

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File an original & 10 copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Lmassaro@puc.state.ri.us Anault@puc.state.ri.us Nucci@puc.state.ri.us Adalessandro@puc.state.ri.us Dshah@puc.state.ri.us	401-780-2107

National Grid

The Narragansett Electric Company

Report on November 1, 2013 Event, Damage Assessment and Service Restoration Efforts

January 29, 2014

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 NOVEMBER 1, 2013 STORM PREPAREDNESS, 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 planning and restoration activities associated with the November 1, 2013 windstorm (the "November 2013 Storm" or the "storm"), which affected Rhode Island and the rest of Southern New England. The November 2013 Storm brought rain and wind and caused power interruptions to approximately 6,800 (approximately 5,200 at peak) of the Company's customers. Overall, approximately 63 percent (24 communities) of the Company's 38 communities in Rhode Island experienced outages. In Burrillville, 100 percent of customers lost power; in North Smithfield, over 34 percent of the customers lost power; and in Exeter, almost 29 percent of customers lost power (see Figure 2 for a full town list).

The Company began preparing for the November 2013 Storm on Wednesday, October 30 with its first system storm call. The Company held the first divisional storm anticipation call early in the morning on Thursday, October 31. 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. Using its own crews and contractor resources, the Company restored power to 70 percent of its Rhode Island customers by approximately 11:30 a.m. on Friday, November 1. The Company restored power to 90 percent of its Rhode Island customers by approximately 8:20 p.m. on the same day. The final customer was restored at approximately 9:15 p.m. that evening.

The Company is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the November 2013 Storm 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, MA and opened on Friday, November 1 at 8:00 a.m. A branch EOC was established in Providence and opened on the same day at 6:00 a.m. 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, MA. A Branch Director who was in charge of Rhode Island restoration was located in Providence, RI.

B. Activation of Incident Command System ("ICS")

In the days leading up to the storm, prior to activation of the ICS, several operational calls were 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 these calls, the Company decided to open a storm room in Providence, RI at approximately 6:00 a.m. on Friday, November 1 to support Rhode Island restoration.

In accordance with the ERP and ICS, National Grid activated the System Incident Commander and the New England Regional Incident Commander on Friday, November 1 at approximately 8:00 a.m. The Rhode Island Branch Director was activated at approximately 6:00 a.m. on the same day. 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 Friday, November 1, and throughout the restoration effort, the Company activated additional ICS positions as operating conditions changed.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the November 2013 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 ERP. The Company had a small contingent of internal Rhode Island distribution line crews working overnight on Thursday, October 31 and into the morning of Friday, November 1. Approximately 54 internal distribution line crews were available for restoration in the early afternoon of Friday, November 1. By 8:30 p.m. on Thursday, October 31, the Company secured 71 distribution line

contractor crews to arrive to Providence, Rhode Island on Friday November 1, ready to respond to the hardest hit areas in the state. At peak, the Company also deployed 56 contractor tree crews in Rhode Island. Transmission line crews were available for the entire New England region and ultimately two Company transmission line crews were deployed in Rhode Island during the storm.

III. THE STORM AND ITS IMPACT

A. Forecast

Wednesday, October 30, 2013

On Wednesday, October 30, the weather forecast called for a very strong, low-pressure system moving across the Great Lakes and into New England, late Thursday night into Friday. Potential impacts included some heavy rain, isolated thunderstorms and damaging winds, up to 55 mph in southern New England, including Rhode Island.

Thursday, October 31, 2013

On Thursday, October 31, the forecast continued to suggest a strong system bringing strong to damaging winds, and some heavy rain to the entire service area. For Southern New England, including Rhode Island, there was high confidence in a period of strong to damaging wind gusts of 30-50 mph, including peak gusts of 55 mph early Friday. These winds could cause potential tree damage and power outages.

B. Impact

The November 2013 Storm had the potential to be a moderate weather event for Rhode Island and all of southern New England. The strong low was initially forecasted to bring some heavy rain and strong winds across the entire service territory.

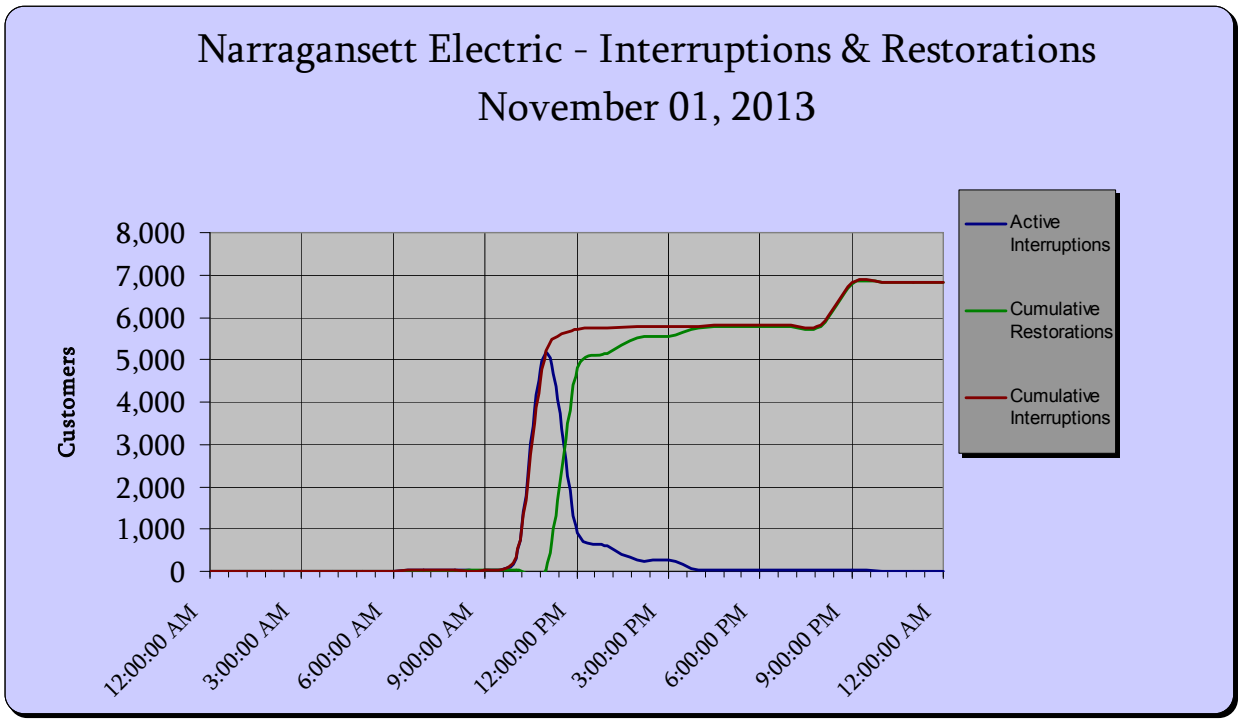
As a result of the low-pressure system, Rhode Island had lower amounts of rainfall than originally forecasted. In the northern part of the state, sustained winds reached approximately 35 mph with maximum wind gusts recorded in Providence of approximately 52 mph. In the southern region of Rhode Island, sustained winds reached approximately 30 mph with maximum wind gusts recorded in North Kingstown of approximately 46 mph.

The storm impacted a total of approximately 6,800 customers in the Company's service territory and approximately 5,200 customers at its peak, which occurred on Friday, November 1 at approximately 11:00 a.m. Seventy percent of all outages were restored by Friday, November 1 at approximately 11:30 a.m. and 90 percent of all customers were restored later that day at approximately 8:20 p.m. The final customer was restored that evening at approximately 9:15 p.m. that evening.

By early evening on Friday, November 1, the Providence storm room was transitioned back to normal operations and control was back in the Northborough, MA control center.

Figure 1 below shows the customers interrupted and restored, by hour, on Friday, November 1.

Figure 1



The Company experienced interruptions in 24 of the 38 communities it serves in Rhode Island. The storm had very little effect on any transmission lines, with only one line locked out for several hours. In addition, one sub-transmission line locked out for a short time in Rhode Island. The storm affected a total of 36 distribution feeders. Wind and rain, 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.

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

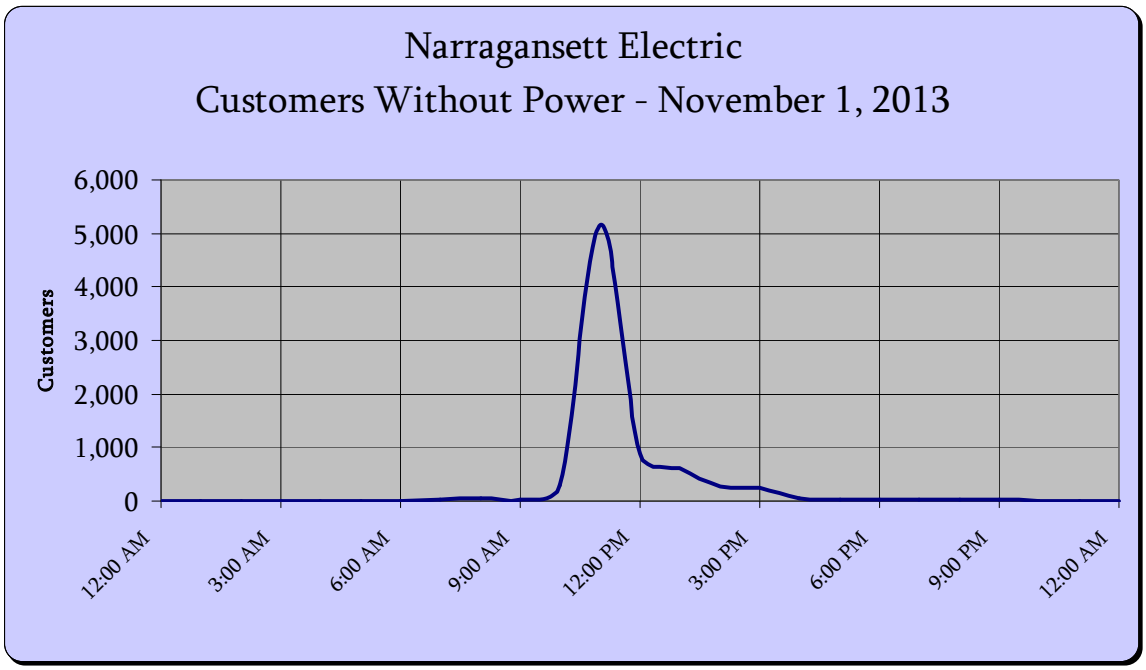
Figure 2

Town	Customers Interrupted[1]	Customers Served	Percent of Customers Interrupted
BURRILLVILLE	2,597	2,595	100%
NORTH SMITHFIELD	1,978	5,748	34%
EXETER	859	2,966	29%
RICHMOND	488	3,309	15%
SMITHFIELD	198	8,663	2%
CRANSTON	181	35,345	1%
WEST GREENWICH	147	2,688	5%
COVENTRY	120	15,424	1%
LINCOLN	84	9,921	1%
GLOCESTER	57	4,523	1%
FOSTER	38	2,023	2%
NORTH KINGSTOWN	29	13,194	0%
MIDDLETOWN	13	8,010	0%
TIVERTON	8	8,155	0%
PROVIDENCE	7	70,198	0%
HOPKINTON	6	3,860	0%
EAST GREENWICH	4	6,029	0%
JOHNSTON	4	13,332	0%
BRISTOL	3	10,301	0%
CUMBERLAND	3	15,026	0%
JAMESTOWN	2	3,313	0%
SOUTH KINGSTOWN	1	14,477	0%
WARWICK	1	40,635	0%
WOONSOCKET	1	18,468	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 on Friday, November 1.

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 made 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 Friday, November 1 at approximately 7:00 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 ETA's on all police and fire calls, with a standby condition noted.

In preparation for the storm, the Company mobilized the Providence wires-down room on Friday, November 1 at 6:00 a.m. with approximately 40 crews available (including wires-down appraisers and cut and clear crews). Due to the lack of any significant wires-down activity, the Company reduced the number of personnel during the day and cancelled the second shift. Finally, the Company de-mobilized the wires-down room at approximately 6:00 p.m. on the same day. At that point, any wires-down issues were handled out of the local Providence storm room.

C. Personnel Resources

Early in the week, when it was apparent that a storm event was possible, 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 November 2013 Storm's 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's peak resources working in Rhode Island during the storm event are provided in Attachment 1.

At peak, approximately 230 field crews[2] were used to restore power to customers, including approximately 120 external crews and 110 internal crews. This peak number of external and internal crews includes Transmission and Distribution Line, Vegetation Management, Wires Down, and Substation personnel.

The Company adjusted work hours to have the maximum number of crews available early in the day on Friday, November 1. In addition, a small percentage of Company crews were scheduled to work though the night on Thursday, October 31 to respond to police, fire and wires-down issues.

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 November 2013 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 November 2013

[2] Crews typically include two or three people, although there are some one-person crews in damage assessment, wires down (appraisers), and distribution line (troubleshooters). The transmission crews typically include 6-10 people.

Storm, 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 November 2013 Storm, using Outage Central 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 Outage Central. 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 at least once daily beginning on Wednesday, October 30 at 2:00 p.m. through the end of restoration. The final system-level call was held on Friday, November 1 at 8:00 a.m. The divisional storm calls were also held daily, starting on Thursday, October 31 at 9:00 a.m., with the final call on Friday, November 1.

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

C. Public Officials

1. Governor's Office

The Company did not have any communications with the Governor's office during the November 2013 Storm.

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

On the afternoon of Thursday, October 31, National Grid's Director of Regulatory Affairs notified the Staff of the Division that the Company was preparing for a wind and rain event and conducting appropriate pre-event outreach to town officials, police, fire, EMAs and critical customers. On Friday, November 1, the Company provided periodic updates to the Division regarding outages and restoration progress. Given the short duration of this storm, the Company did not have any communications with the Commission or RIEMA during the November 2013 Storm.

3. Municipalities

The Company did not engage in any outreach with municipalities during the November 2013 event.

D. Customers

The Company notified life support customers regarding possible outages through our Call Center. On Thursday, October 31 at 11:30 a.m. an outbound call was made to all life support customers. The Call Center secured additional staffing to respond to incoming calls life support calls for those affected by outages. A total of 17 life support customers were affected by outages. The Company continued to conduct pro-active calls to its life support customers until all power was restored.

E. Media

The Company did not distribute a press release, nor did it receive any media inquiries during the November 2013 event.

VII. CONCLUSION

Although the November 2013 Storm was not as severe as other recent storms experienced by the Company, it, nonetheless, caused interruptions to thousands of Rhode Island customers, mostly as a result of wires down, including primary, secondary, and services. However, the Company was prepared, having secured all necessary crews and other outside contractors to aid in the restoration effort. Through use of the Company's own distribution line resources, contractor distribution, transmission line crews, and contractor tree crews, the Company restored service to its customers in the wake of the November 2013 Storm in a safe and expeditious manner.

Attachment 1

November 1 2013 Storm - Rhode Island Resources

Resource Type	Peak Crews Working
Number of Company Line Crews (1)	54
Number of Company Tree Crews (2)	-
Number of Company Wire Down Crews (3)	40
Number of Company Damage Appraiser Crews (4)	-
Number of Company Substation Crews (5)	11
Number of Company Transmission Crews (6)	2
Total Company	**107**
Number of Contractor Line Crews (2)	71
Number of Contractor Tree Crews (2)	56
Number of Contractor Wire Down Crews (3)	-
Number of Contractor Damage Appraiser Crews (4)	-
Number of Contractor Substation Crews (5)	-
Number of Contractor Transmission Crews (6)	-
Total Contractor	**127**
Number of In-State Mutual Aid Line Crews (2)	-
Number of In-State Mutual Aid Tree Crews (2)	-
Number of In-State Mutual Aid Wire Down Crews (3)	-
Number of In-State Mutual Aid Damage Appraiser Crews (4)	-
Number of In-State Mutual Aid Substation Crews (5)	-
Number of In-State Mutual Aid Transmission Crews (6)	-
Total In-State Mutual Aid	**-**
Number of Out-of-State Mutual Aid Line Crews (2)	-
Number of Out-of-State Mutual Aid Tree Crews (2)	-
Number of Out-of-State Mutual Aid Wire Down Crews (3)	-
Number of Out-of-State Mutual Aid Damage Appraiser Crews (4)	-
Number of Out-of- State Mutual Aid Substation Crews (5)	-
Number of Out-of- State Mutual Aid Transmission Crews (6)	-
Total Out-of-State Mutual Aid	**-**
Peak Number of Crews Working	**234**

Note: All resources are reported as crews
(1) Typically 2-person crews , but also include single troubleshooters
(2) Typically 2-person crews , but may also include some 3-person crews
(3) Wire Appraisers are 1-person crews, Cut and Clear are 2-person crews
(4) Typically 2-person crews, but may also include some 1-person crews
(5) Typically 2-person crews
(6) Typically 6-10 person crews