

July 13, 2020

VIA ELECTRONIC MAIL

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

RE: Docket 2509 – Storm Contingency Fund
April 13, 2020 Storm Summary Report

Dear Ms. Massaro:

Pursuant to 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 (Division) (the Settlement), which the PUC approved in Docket No. 2509, I have enclosed the electronic version² of National Grid's summary report (Storm Summary Report) on the planning and restoration activities associated with the April 13, 2020 Storm (April 13, 2020 Storm or the 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 that includes a description of the storm and a summary of the extent of the damage to the Company's system, including the number and length of outages. The Company is also providing Appendices C, D, and E to the Storm Summary Report in Excel format.

The Company will file a supplemental report detailing the incremental restoration costs resulting from April 13, 2020 Storm once the Company accumulates the total costs and completes a final accounting of storm costs.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-4263.

Very truly yours,



Andrew S. Marcaccio

Enclosures

cc: Docket 2509 Service List
Docket D-17-45 Service List
Docket D-11-94 Service List
Leo Wold, Esq.
Christy Hetherington, Esq.
John Bell, Division
Al Mancini, Division

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

² Per practice during the COVID-19 emergency period, the Company is providing a PDF version of the storm report referenced above. The Company will provide the Commission Clerk with one hard copy and, if needed, additional hard copies of this report at a later date.

National Grid

The Narragansett Electric Company

**Report on
April 13, 2020 Event,
Damage Assessment and
Service Restoration**

July 13, 2020

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 APRIL 13, 2020 STORM DAMAGE ASSESSMENT AND SERVICE
RESTORATION EFFORTS**

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a National Grid (the Company) presents the following report on the planning and restoration activities associated with the April 13, 2020 Wind Storm (April 13, 2020 Storm or the Storm), which impacted Rhode Island and other states in the northeast. For pre-planning purposes, the Company classified the Storm as a National Grid Type 3 emergency event for Rhode Island, 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 to bring heavy rain, strong winds, and thunderstorm activity, which potentially could cause significant damage to the Company's electric infrastructure. Ultimately, the Storm brought damaging winds across the state, with substantial rain accumulation. Maximum wind gusts were in the 50 to 60 mph range. The Storm interrupted power to 34,243 (approximately 21,104 at peak) of the Company's customers. Overall, 37 of the 38 communities served in Rhode Island were impacted.

The Company began preparing for the Storm on Friday, April 10, closely monitoring the weather as the forecast began to indicate rain and windy conditions late into the weekend and into the early week. The first Pre-Event Stage Briefing Call was conducted on Saturday, April 11, at 7:00 p.m., to review the most current forecast and finalize plans to respond to the event. As part of its preparation for the Storm, the Company opened Branch Storm Rooms in Providence and North Kingstown at approximately 7:00 a.m. on Monday morning, April 13. Also, as planned, the Company opened its wires-down room that same morning. The Company conducted its first Restoration Stage Briefing Call on Monday, April 13, at 7:00 a.m., and continued these calls daily throughout the event. The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience from previous storms. As part of its preparation efforts, the Company also utilized contractors from outside the Company's service territory to help with restoration. Using its own crews and contractor resources, the Company restored power to 100 percent of its customers impacted in 63 hours from the time of the first customer impacted and in 51 hours from the time of peak impact. Power was restored to the final customer impacted by the April 13, 2020 Storm on April 15, 2020, at approximately 9:30 p.m.

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

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

As set forth in the Company’s Emergency Response Plan, factors considered in initially establishing or revising the expected incident classification level included the following:

- Expected number of customers without service;
- Expected duration of the restoration event;
- Recommendations of the State Planning 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 New England Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for the April 13, 2020 Storm Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	April 11, 2020; 7:00 p.m.
Initial Event Classification Type - 3	April 11, 2020; 7:00 p.m.

B. Activation of Incident Command System

The Company utilizes the Incident Command System (ICS), a component of the National Incident Management System, which is a comprehensive national approach to incident management applicable at all levels of the Company’s Emergency Response Organization (ERO) and addresses the operation of Company Emergency Operation Centers (EOCs).

The ERO shall be activated to the level required to manage the event efficiently and effectively. The ERO required to implement the emergency procedures is activated employing a standardized process using chain of command to maximize response efficiency and consistency. Upon declaration of an emergency, the required EOCs are staffed accordingly. Briefings are conducted with the ERO at the System, State, and Branch Level to maintain situational awareness and relay the specifics of the emergency.

See Table 2 below for the April 13, 2020 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	April 11, 2020; 7:00 p.m.
Branch Storm Room opened in Providence & North Kingstown	April 13, 2020; 7:00 a.m.
Branch Wires Down Room opened in Providence	April 13, 2020; 7:00 a.m.
First Restoration Stage Briefing Call	April 13, 2020; 7:00 a.m.
Second Restoration Stage Briefing Call	April 14, 2020; 7:00 a.m.
Third Restoration Stage Briefing Call	April 15, 2020; 7:00 a.m.

See Appendix A for copies of all briefing minutes.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the Storm and forecast of significant rain and hazardous winds, the Company secured crews in advance from its contractors of choice and other outside contractors to support restoration efforts for all New England as part of its regional preparation for the Storm, consistent with its Emergency Response Plan.

See Appendix B for a daily accounting of resource staffing levels from pre-event through complete restoration. Appendix B indicates the number, type, and location of planned resources (in accordance with the ERP designated Event Type), 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 monitors the weather forecast obtained from its weather provider, DTN, through detailed emails received three times daily. Throughout the day, the Company also monitors the forecast from various weather websites.

On Friday, April 10, the weather forecasts began to indicate the chance for moderate rain, thunderstorms, and hazard level wind gusts late into the weekend, starting in the late evening of Sunday, April 12, and into Monday April 13. Over the next twenty-four hours, the forecasts became more detailed, and by the end of the day on Saturday, April 11, the rain and wind event was forecast to impact Rhode Island and Massachusetts, with the most significant impacts expected near the coast. Common wind gusts of 45 to 55 mph were expected, with peak wind gusts of 55 to 60 mph forecast. Coastal areas of Rhode Island and Massachusetts were expected to receive the highest peak winds from the south facing winds. This forecast remained consistent over the next day, with confidence increasing as the projected start time of the event grew closer. The worst of the wind was expected to clear by Tuesday, April 14, but lingering breezy weather was expected to remain possible during the day, Tuesday and even Wednesday.

B. Impact

The April 13, 2020 Storm was a significant weather event that resulted in moderate damage to the Company’s electrical system. The Storm brought widespread rain and hazardous winds to the Company’s service territory. The Towns of Burrillville and Glocester were affected most heavily with approximately 94 and 80 percent of their customers impacted, respectively, by the event. See Table 3 below for the Storm Impact.

Table 3. Storm Impact

Total Customers Impacted	34,243
Peak Customers Impacted	21,104
Date and Time of Peak	April 13, 2020; 6:21 p.m.
Date and Time Final Customer Was Restored	April 15, 2020; 9:29 p.m.
Number of Municipalities That Experienced Interruptions	37
Number of Distribution Feeders That Experienced Interruptions	96

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of April 13, 2020, through April 15, 2020.

Figure 1

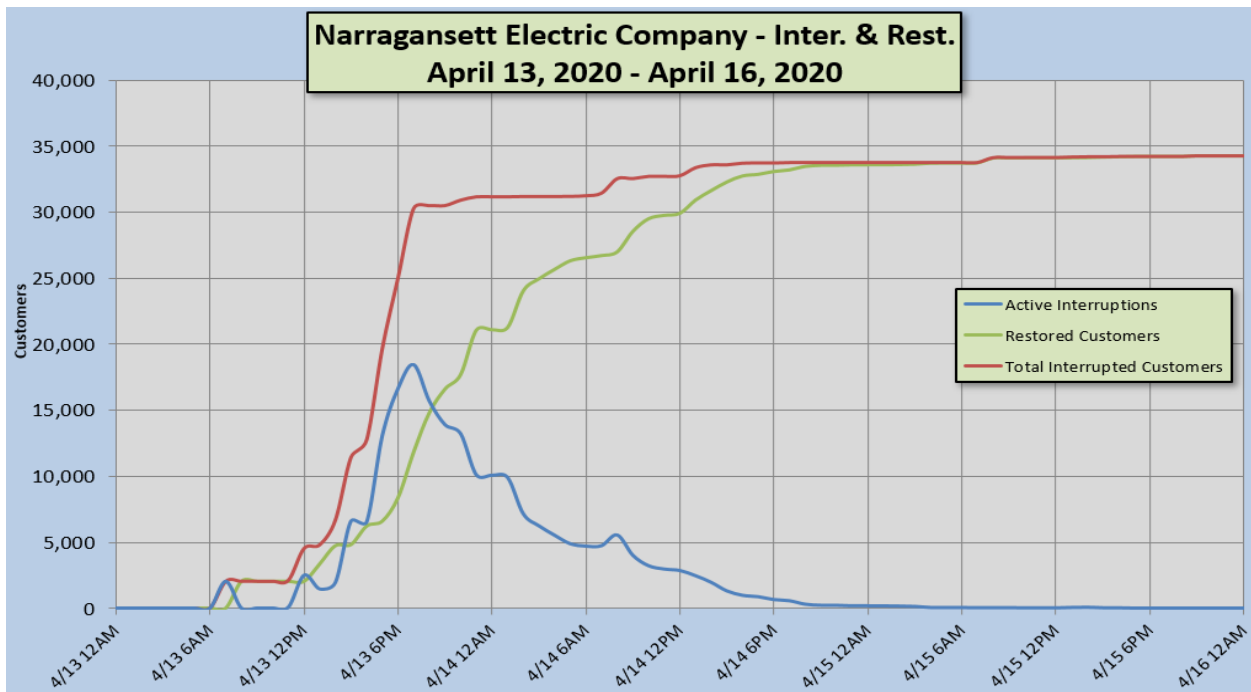


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,877	363	5.28%
BRISTOL	10,469	242	2.31%
BURRILLVILLE	2,634	2,478	94.08%
CHARLESTOWN	5,815	358	6.16%
COVENTRY	14,328	1,800	12.56%
CRANSTON	31,774	300	0.94%
CUMBERLAND	15,448	34	0.22%
EAST GREENWICH	6,137	764	12.45%
EAST PROVIDENCE	22,254	2,746	12.34%
EXETER	3,042	2,331	76.63%
FOSTER	2,036	477	23.43%
GLOCESTER	4,672	3,756	80.39%
HOPKINTON	3,935	259	6.58%
JAMESTOWN	3,331	1	0.03%
JOHNSTON	13,795	746	5.41%
LINCOLN	10,272	181	1.76%
LITTLE COMPTON	2,586	1	0.04%
MIDDLETOWN	8,350	31	0.37%
NARRAGANSETT	10,612	5,389	50.78%
NEWPORT	14,864	-	0.00%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NORTH KINGSTOWN	13,688	413	3.02%
NORTH PROVIDENCE	16,165	3,326	20.58%
NORTH SMITHFIELD	5,806	2,052	35.34%
PAWTUCKET	33,988	89	0.26%
PORTSMOUTH	9,218	5	0.05%
PROVIDENCE	74,122	309	0.42%
RICHMOND	3,534	742	21.00%
SCITUATE	4,519	1,666	36.87%
SMITHFIELD	9,039	497	5.50%
SOUTH KINGSTOWN	14,781	205	1.39%
TIVERTON	8,273	94	1.14%
WARREN	6,084	512	8.42%
WARWICK	40,613	490	1.21%
WEST GREENWICH	2,745	568	20.69%
WEST WARWICK	14,261	18	0.13%
WESTERLY	14,526	43	0.30%
WOONSOCKET	18,981	14	0.07%

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 its Emergency Response Plan, focusing first on public safety and then on customer restoration 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. Hourly chronological restoration assessment in this appendix includes 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 Branch Storm Rooms in Providence and North Kingstown as soon as the rooms 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 the 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 also established Staging Sites to support restoration across the state, as shown in Table 4 below.

Table 4. Staging Sites

<u>Staging Site Locations</u>
Crowne Plaza, Warwick
Twin River Casino

The Company prepared the Task Force teams for this event but did not activate them.

C. Personnel Resources

The Company secured 323 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 123 external crews and 206 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, wires-down, and underground personnel.

See Appendix B for a daily accounting of resource staffing levels from pre-storm through complete restoration.

The State Incident Commander for National Grid’s Rhode Island and Massachusetts electric distribution operating companies requested mutual assistance from companies in the North Atlantic Mutual Assistance Group (NAMAG) to support restoration for this event. Resources requested through mutual assistance are based on anticipated needs across all of National Grid’s service territory in both Rhode Island and Massachusetts; total resources received then are allocated across the service territory and may be reallocated as restoration progresses depending on resource needs. In addition, mutual assistance resources allocated to one area may free up local or external contractor crews to be allocated to other areas. See Table 5 below for mutual assistance efforts and resulting resources acquired for this event. See Appendix B for mutual assistance resource allocations to the Company for this event.

Table 5. Mutual Assistance Efforts and Acquisitions

<u>Date and time of NAMAG Call</u>	<u>Resources Requested</u>		<u>Resources Acquired</u>	
	<u>Number</u>	<u>Type</u>	<u>Number</u>	<u>Type</u>
April 11, 2020; 10:30 p.m.	200	OH Line	0	N/A
April 14, 2020; 8:00 a.m.	200	OH Line	174	OH Line

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 System and Regional Incident Command System structure designates a lead position for a Safety, Health, and Environment Officer. Safety messages are delivered on all calls to heighten awareness during preparation and restoration.

As with any storm, for the April 13, 2020 Storm, the Company assembled a safety team with area responsibilities, established the reporting hierarchy, and prepared and communicated organization charts. The safety team prepared safety notices and delivered them to all Company employees through corporate communications. Safety personnel were deployed to assist in specific geographic areas and delivered on-site safety orientations to Company workers and contractors prior to the start of each day. During the Storm, safety personnel visited work sites

¹ 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 6-10 resources.

to advise Company personnel and contractors of safety issues and best practices. In addition, prior to the start of each new job, the work was reviewed by assigned crews, with a focus on safe working conditions for the specific job. These safety efforts helped the Company experience no injuries during the April 13, 2020 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 April 13, 2020 Storm using Outage Central, which provided 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 preparing for the April 13, 2020 Storm on Friday, April 10, closely monitoring weather forecasts. See Table 2 above for a listing of all Planning and Briefing calls conducted for this event. Additionally, the Company issued communications to field crews with both restoration and safety information throughout the Storm.

C. Public Officials

1. Governor's Office

Prior to and during the Storm, the Company's Jurisdictional President provided updates to the Governor's Office and the Director of the RI Emergency Management Agency.

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

The Company's Manager of Regulatory Affairs contacted the Division and the Office of Energy Resources (OER) to provide updates throughout the Storm. See Table 6 below for a listing of updates along with a summary of the update provided.

Table 6. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
April 11, 2020; approx. 8:10 p.m.	Initial notification of possible event; weather forecast; Event Type Classification; plans for opening the Providence and North Kingstown Storm Rooms; resource plans
April 12, 2020; approx. 11:55 a.m.	Event Type Classification; weather forecast; resource updates
April 13, 2020; approx. 11:20 a.m.	Weather conditions update; Confirmation of Storm Rooms and Wires Down Room opening; Life Support and Critical Facility customer notifications confirmation; resource update
April 14, 2020; approx. 10:25 a.m.	Restoration progress and customer outage update; weather update; resource update; ETR update
April 15, 2020; approx. 8:45 a.m.	Restoration progress and customer outage update; demobilization plans; final update

During the event, the Company’s Jurisdictional President provided updates to RIEMA regarding the Company’s storm preparations and restoration efforts. The Company also utilized its RIEMA Liaisons to post outage number updates virtually on RIEMA’s WebEOC and send direct emails to RIEMA staff to answer questions throughout the event.

3. Municipalities

Based on the impact from this event, the Company did open a Municipal Room, but in a virtual capacity considering the COVID-19 safety precautions. Also, virtually, the Company utilized its Area Community Liaison Coordinators to work with each Rhode Island city or town’s emergency team, Department of Public Works, and/or public officials as a dedicated liaison. The Company’s Area Community Liaison Coordinators served as full-time resources supporting impacted communities and enabled direct communications back into the Company’s public information coordinators and Branch 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 an expected high call volume.

On Monday, April 13, 2020, at approximately 8:00 a.m., the Company made an outbound call to all life-support customers to notify them of the upcoming weather and to recommend taking necessary precautions and preparations to ensure their well-being in the event of an outage. The outbound call also informed life-support customers to contact 911 or their local public safety officials in the event of an emergency.

See Table 7 below for a detailed listing of each method of communication utilized throughout the Storm.

Table 7. Communication Details

<u>Method of Communication</u>	<u>Purpose of Interaction</u>	<u>Level of Interaction</u>
<u>Report Outage/Outage Follow-up</u>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	2,554
Number of Customer Calls Received by Interactive Voice Response	Customer reports outage or issue	3,086
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	996
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	6,864
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	20,167
Number of emails sent	Outage notification, update, or update request from customer	89,835
Number of outbound calls made	Outage notification, update, or update request from customer	209
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for and response to the event	Customers seeking information	50,572
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	4
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	33

E. Media

The Company activated its Public Information Officer (PIO) who participated in the Restoration Stage Briefing Calls conducted by Company Operations, along with additional PIO support staff for the Storm. The Company engaged both traditional and social media channels to distribute Storm and safety-related information. The Company's Strategic Communications Department received 2 media requests for information related to the April 13, 2020 Storm in Rhode Island. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

VI. TECHNOLOGY ISSUES

On April 13, 2020, at 3:45 p.m., the service provider that operates the StormCenter Outage Map ("Outage Central") detected that the service was unavailable via the website and Mobile Application. Customers experienced Outage Map unavailability and Outage file processing failures during the time of incident between the hours of 3:38 p.m. and 4:43 p.m. The incident was unrelated to any previous incidents.

VII. CONCLUSION

The April 13, 2020 Storm moderately impacted the Company's electrical system, resulting in power outages to 34,243 of the Company's customers. Damage was caused primarily by falling trees and limbs coming into contact with the Company's poles and wires. The Company followed its Emergency Response Plan and was fully 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 and transmission line crews, contractor distribution line crews, and contractor tree crews to restore power to its customers. Power was restored to 95 percent of customers impacted in 33 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in just over 63 hours from the time of the first customer impacted and in 51 hours from the time of peak impact. Power was restored to the final customer impacted by the April 13, 2020 Storm on April 15, 2020, at approximately 9:30 p.m.

The Company understands the impact that electrical outages have on its customers. The Company is proud of the restoration work that it accomplished during the Storm and 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.

National Grid Briefings Appendix A.

MEETING INFORMATION – Pre Event Stage			
Date:	04/11/20	Time:	7:00 pm
Call Details:	WebEx		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/ Carlos Noel Kate Grant – RI Lynne Nadeau – MA	XXX
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Ted Kreese	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/ Diana Rivera	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Chris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Steve Parenteau	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Provide Safety Message relevant to the Briefing Call Attendees <p>There are many new ways we are working for COVID 19 safety. More important now to communicate often and clearly to our co-workers and customers. If needed call a stop to the task at hand and ask the question if you are unsure of the process or catch a safety concern.</p>
2	<p>Weather Forecast – State Incident Commander/DTN Representative</p> <p><u>Damaging Winds:</u></p> <p>South wind gusts of 55 to 75 mph are possible late Monday morning through Monday evening. Greatest time of concern is late Monday morning into early Monday evening. The highest gusts are expected along the south coast, including Cape Cod and the Islands, but damaging wind gusts are possible across all of southern New England.</p> <p>SYNOPSIS: A breezy pattern diminishes today and tonight, followed by a brief quiet stretch of weather Sunday. A potent low deepens and tracks into the area by Monday, bringing moderate to heavy rain, thunderstorms, and a fairly widespread wind impact. Thunderstorms may also produce some strong gusts as they tap into the strong</p>

National Grid Briefings Appendix A.

low level flow, especially with the expected rain. The worst of the wind should clear by Tuesday, but lingering breezy weather will remain possible Tuesday and even Wednesday.

WIND IMPACT MONDAY: The potential exists for a high impact damaging wind event Monday. The highest gusts will be in coastal sections, as winds will be coming off the ocean at their peak.

REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEl-2 Sustained Wind Chances	EEl GUST CHANCES
Nantucket	9am Mon-2am Tue	30-40 mph	45-55 mph	55-65 mph	80%	EEl-2/3/4: 100%/70%/10%
Coastal	9am Mon-2am Tue	25-35 mph	45-55 mph	55-60 mph	60%	EEl-2/3: 100%/50%
Western MA/Capital	8am Mon-2am Tue	20-30 mph	35-45 mph	45-55 mph	30%	EEl-2/3: 80%/30%
Eastern MA	9am Mon-2am Tue	18-30 mph	30-40 mph	45-55 mph	30%	EEl-2/3: 80%/30%
NH	10am Mon-4am Tue	16-22 mph	35-45 mph	45-50 mph	-	EEl-2/3: 70%/-

THUNDERSTORM IMPACT MONDAY: In addition to background wind gusts, a few thunderstorms may elevated winds for a short period of time. Chances are on the low side, but any storms that do develop will be strong.

REGION	TIMING	T-STORM CHANCES	LIGHTNING	T-STORM GUSTS	EEl GUST CHANCES
Eastern MA/RI	1-10pm Mon	40%	Low	45-65 mph	EEl-2/3: 40%/20%
Western/Central	1-7pm Mon	20%	Low	45-60 mph	EEl-2/3: 30%/10%
Charlestown/Lebanon	1-7pm Mon	20%	Low	45-60 mph	EEl-2/3: 30%/10%

3 NE State Incident Commander

- **Define the Operational Period**
 - **Monday 7:00am to Tuesday 7:00am**
- **Provide overview of the Emergency activities; current size and complexity**
 - **High winds and Thunderstorms**
- **Declare Event Level for both MA and RI**
 - **TYPE 3 for MA and RI**
- **Identify Branches affected**
 - **All, Planning to open Brockton, North Andover, and Providence. Subject to change.**
- **Identify State EOC status and position activation**
 - **National Grid NE State EOC will open but large majority will be remote for COVID19 safety.**
- **Establish Emergency Objectives**
 1. Zero Safety Incidents during the incident.
 - Zero injuries, switching incidents and RTC's for all employees and contractors. Zero injuries to the Members of Public.
 2. Successfully on-board all external resources by 7:00am, Monday.
 3. Establish and maintain effective communications with all customers and regulators prior to, and during the incident.
 4. Ensure all Incident Management Team staffing is finalized by 9:00 pm, Sunday.
 5. Ensure readiness to deploy Police/Fire and Wires Down by 7:00 am, Monday.
 6. Ensure readiness of Emergency Response Information Systems prior to 9:00 pm, Sunday.

4 State Operations Section Chief (Not activated)

- **Review resources available/required to meet objectives**
 - **Overhead**
 - Internal
 - Contractor
 - **Forestry**
 - Internal
 - Contractor
 - **Underground**
- **Review Decentralized Substations activities**
- **Provide update on Emergency Response at the Branch Level**
- **Make requests for State Level assistance with resource, facility, and specialty equipment needs**

National Grid Briefings Appendix A.

5	<p>Branch Directors</p> <ul style="list-style-type: none"> • MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Opening the Brockton Storm Room and Wires Down Room Monday AM ▪ Municipal Room and Community Liaisons activated for Monday AM ▪ Jeff Merritt will be Branch Director day, Mike O’Neil will be PM Branch Director ▪ Nantucket – 1 tree crew and 2 OH line contractor buckets on island already <ul style="list-style-type: none"> ▪ Planning to send the lineman contractors over Sunday or Monday morning • MA Southeast Branch – Hopedale <ul style="list-style-type: none"> ▪ Not planning to open Storm Room subject to change ▪ Wires Down Room will be activated ▪ Municipal Room activation is to be determined ▪ Jamie Lindsey will be Branch Director • MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ Not planning to open Storm Room subject to change • MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Storm Room opening Monday AM ▪ Municipal and Wires Down Rooms also opening Monday • MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Not planning to open Storm Room subject to change • Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Storm Room opening Monday AM both Providence and N. Kingstown facilities ▪ Wires Down opening Monday at 7 AM ▪ CCRI Staging Site being prepared for operations ▪ Ray Rosario will be Branch Director AM, Keith Burgoyne Branch Director PM
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Provide update on acquisition of external resources and any related issues 188 total external contractor crew secured for the event 34 on-property (CoCs), and 154 external acquisitions COVID 19 Training and Safety Protocol is in-place for all external crews Crews are being staged at both CCRI or Best Western in Marlboro
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ Provide update on acquisition of forestry resources and any related issues 20 additional crews secured, working on another 50 crews now
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ Provide update on transmission specific outages and any related issues Full complement of internal crews plus 1 contractor crew will be available for support Monday In house const. crews can do service restoration and will be available for support by
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ Provide update on substation specific outages and any related issues ➤ Review any flooding concerns and mitigation
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Verify districts remaining centralized <p>Control Center will dispatch Bay State West, North Shore, Hopedale, and Nantucket platforms Opening the Lincoln, RI Control Center also, supporting Northboro, end-user will not experience a difference (all contact numbers are the same)</p>

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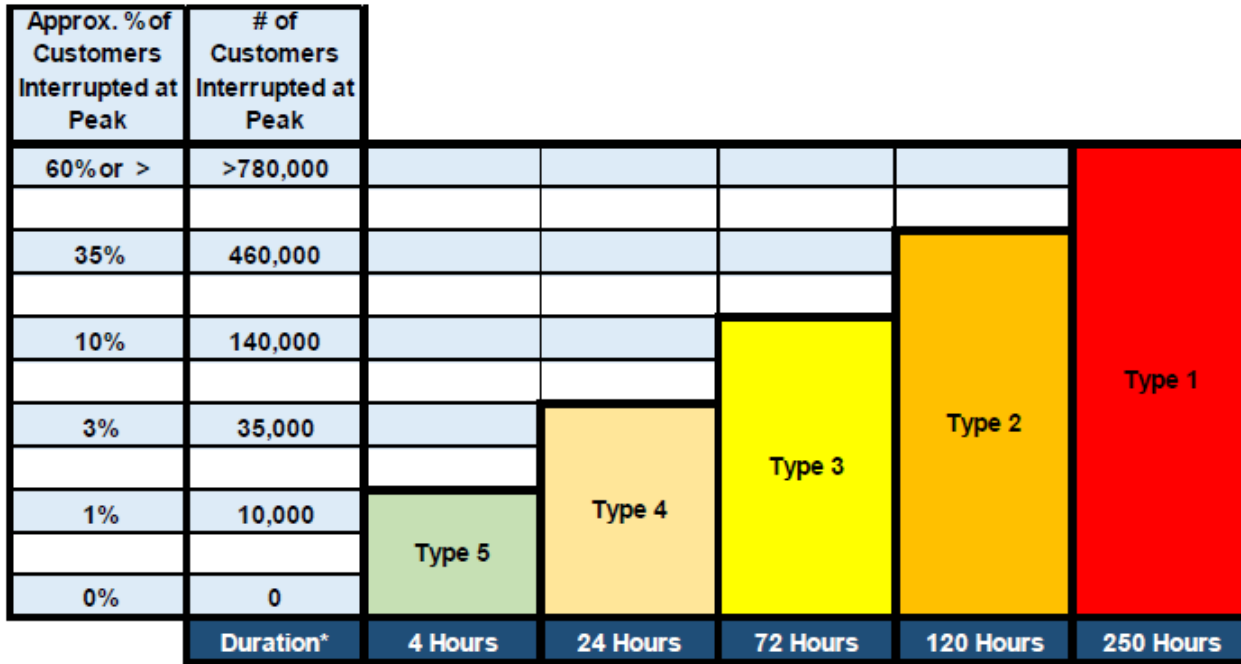
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities <p>North Andover, Brockton, and Providence & N. Kingstown Storm Room opening Monday AM All needed PPE for storm Room staff will be provided, masks, cleaning supplies, wipes, hand sanitizer</p>
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Identify IS activities that need to be cancelled <p>Working with Kevin Hellmouth for remote desktop support needs for the Storm Rooms Storm Room PCs are being checked for use Freeze of all IS upgrades has been enacted due to storm</p>
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide locations and times for Wires Down Room activations <p>Ready to open all rooms and support request from Branch Directors Work stations have been setup in facilities to follow COVID 19 safety guidelines</p>
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ Provide Damage Assessment update <ul style="list-style-type: none"> ▪ Work Packet Coordination ▪ Staffing <p>No Exceptions</p>
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤ Provide update on regulatory reporting, ETR's, response activities, resource status <p>All roles under the Planning group are capable to work remote for full support</p>
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ Provide update on logistics support and any related issues <p>Meals Team working on arrangements for contractors coming in Working with Facilities for CCRI and Best Western in Marlboro as staging sites Team being activated to secure lodging needs</p>
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide overview of agencies and stakeholders impacted by or responding to the Emergency, available resources, stakeholders' issues and concerns, etc. <p>State Liaison Officer & MEMA Liaison coverage is available as needed AM/PM</p> <p>MA - Lynne working to get update to DPU on preparations and actions so far. Seeking MEMA Liaison expectations from MA DPU if activated.</p> <p>RI – Kate also sending the PUC Division an update note tonight on prep, plans, and actions.</p>
18	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide overview of the level of public interest in the Emergency, public information strategy, and related activities <p>No media outlet inquiries yet, expecting more interest tomorrow Press release tomorrow afternoon being planned</p>
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities

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	<ul style="list-style-type: none"> ➤ Report out on Life Support/Critical Customer notification <p>Life Support Customer and Critical Facilities Outreach call is planned for 10am tomorrow Worcester Emergency Call Center Rooms are being used, agents will be asked to report to Waltham also if needed</p>
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide update on any significant employee or labor issues
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide overview on financial activities related to the Emergency response <p>Distributing an account memo by email tonight or tomorrow morning.</p>
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide update on any Safety incidents <p>Ready to delivery onboarding as external crews arrive</p>
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide overview of any Environmental incidents <p>Support is being coordinated to provide for both the Branches and Transmission Rooms Clean-Up Contractor crews are ready to support as needed</p>
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities ➤ Provide overview of any Security incidents, Company facility security issues, etc. <p>Security officers ready for staging sites as needed</p>
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Provide update on any issues with preparation and/or activities <p>Key-Positions use your checklists from the MA or RI ERP, they WILL be expected to be sent in after the event Activate you staff in SEAL utilizing your SEAL Analyst – contact Emergency Planning for support Branch Directors please deliver all updated crew counts by 12:00 tomorrow</p>
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none"> ➤ Closing Remarks <ul style="list-style-type: none"> • Type 3 Event in MA & RI means we can expect up to a 72-hour restoration effort event • Also, a Type 3 Event in RI means up to 28% of the state could be impacted • Thank you for your response and dedication this weekend for our customers and employees to be
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • MONDAY - April 13, 2020 @ 07:00

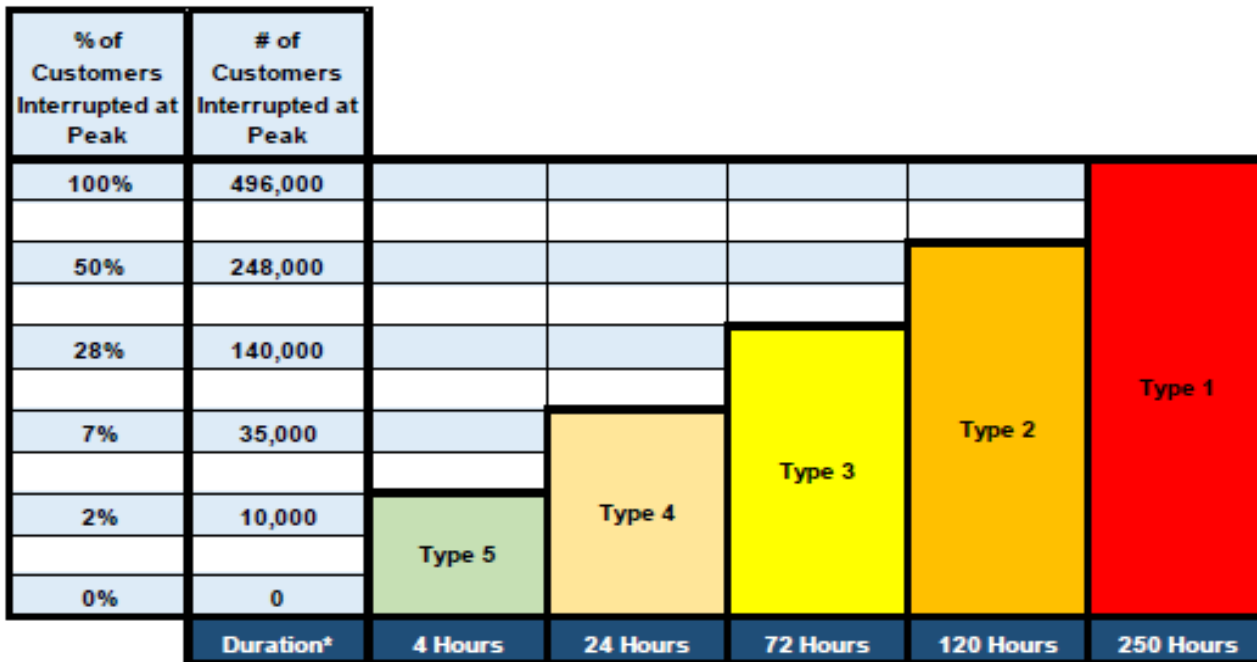
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Massachusetts Simplified Event Classification Index



***95% of customers restored**

Rhode Island Simplified Event Classification Index



***95% of customers restored**

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MEETING INFORMATION – Restoration Stage

Date:	04/13/2020	Time:	7:00 am
Call Details:	Webex		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IS Event Lead/Fran DiLeonardo	X
<u>State Operations Section Chief/</u>		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Carole Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Diana Rivera	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

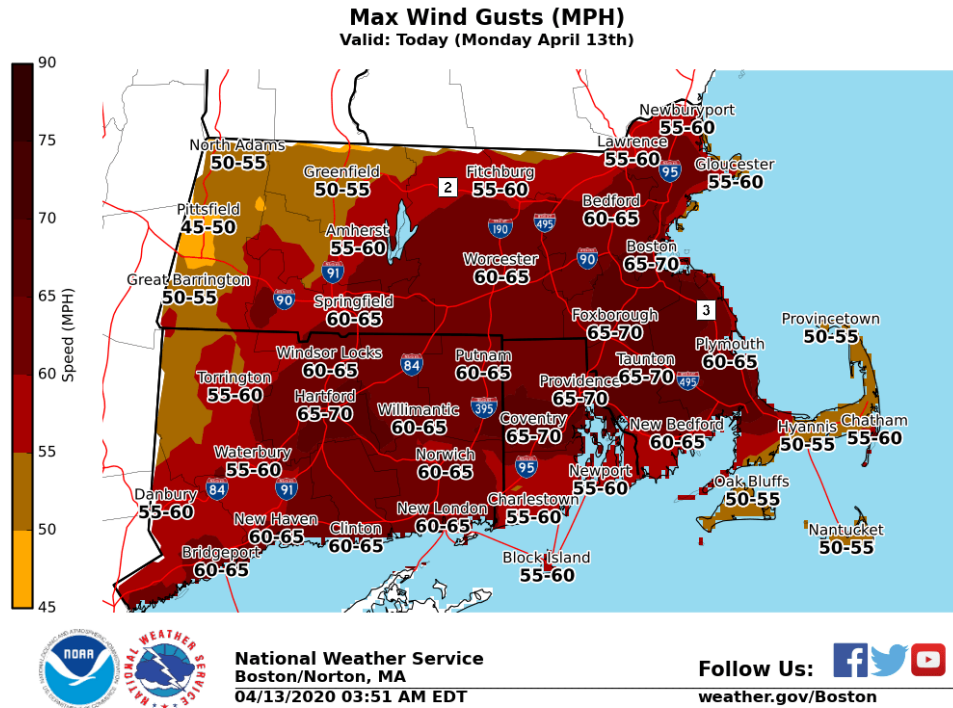
SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ We have external crews that will be working with us, need to make sure we enforce social distancing; we may also find members of the public that want to interact with our crews, need to enforce and communicate about social distancing; make sure we all set up a good work zone
2	<p>Weather Forecast – State Incident Commander/DTN Representative</p> <p><u>Damaging Winds:</u> Southerly wind gusts of 55 to 70 mph are possible late this morning through this evening, with sustained winds of 20-40 mph. The highest winds are expected across Rhode Island and southeast Massachusetts including Cape Cod and the Islands, but damaging wind gusts are possible across all southern New England.</p> <p><u>Heavy Rain:</u> Rainfall amounts of 1 to 2 inches are possible from early Monday morning through Monday early Monday night. Isolated amounts up to 3 inches are possible, especially where any thunderstorms move through.</p>

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Thunderstorms: There is a low risk of an isolated thunderstorm this afternoon and early tonight, mainly for western CT and MA. Some of these storms could become severe bringing damaging winds.

Impacts: Scattered to widespread power outages are possible due to downed trees, tree limbs and power lines. Difficult travel for high profile vehicles.



- 3 **NE State Incident Commander**
- **Define the Operational Period**
 - Monday 7:00am to Tuesday 7:00am
 - **Provide overview of the Emergency activities; current size and complexity**
 - High winds and Thunderstorms
 - **Declare Event Level for both MA and RI**
 - Type 3 for both MA and RI 28% RI 10% MA – 140k each for 72 hours
 - **Identify Branches affected**
 - All; Brockton, North Andover, North Kingstown, and Providence Storm Rooms are open as of 7:00 am today
 - **Identify State EOC status and position activation**
 - National Grid NE State EOC is open as of 7:00 am today, but large majority will be remote for COVID19 safety.
 - **Establish Emergency Objectives**
 1. Zero Safety Incidents during the event.
 - a. Zero injuries, switching incidents and RTC’s for all employees and contractors.
 - b. Zero injuries to the Members of Public.
 2. Ensure all Incident Management Team staffing is finalized by 8:00am.
 3. Ensure readiness to deploy Police/Fire and Wires Down by 8:00am.
 4. Successfully on-board all external resources prior to assigning work.
 5. Respond to wires down and priority 1 / 911 calls within required timeframes.

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	6. Establish and maintain effective communications with all customers and regulators during the event.
4	State Operations Section Chief (not activated) ➤
5	Branch Directors <ul style="list-style-type: none"> ● MA South Shore Branch –Brockton and MA Southeast Branch - Hopedale <ul style="list-style-type: none"> ▪ Established RCS locations ▪ Jamie Lindsay will be Branch Director for the SE; Jeff Merritt will be Branch Director for the SS; Mike O’Neill will be Branch Director for the night shift ▪ Plans complete for day and night crews, finalizing this am ▪ Secured external contractors and Forestry crews ▪ Have WD rooms in SE and SS; receiving support from Gas organization ▪ Along with Joe Carroll, had a call with Plymouth County Fire Chiefs yesterday ▪ Remote Liaison communications are set up for municipalities ● MA Southeast Branch – Hopedale ● MA North Shore Branch – Malden ● MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Muni room has been set up remotely ▪ Call with towns scheduled for 11am today ▪ ICS has been filled ▪ Plans complete for crews and staffing ● MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Working on splitting crew counts, getting some to come back between 3 and 4 pm this afternoon ▪ Moving some crews from Central to West ● Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Opening Storm Rooms, Wires Down, virtual Muni Room ▪ Task forces will be ready for tomorrow ▪ Setting up 2 staging sites, Twin River and Crowne Plaza in Warwick
6	External Line Resource Lead <ul style="list-style-type: none"> ➤ Processed all crew sheets ➤ 186 contractor crews -- 34 COCs, 152 incremental external crews ➤ 133 in MA and Nantucket, 53 in RI ➤ 36 arrived last night, 77 will be ready by 9am today, 52 will be ready this afternoon; remaining 41 will be ready first thing tomorrow morning ➤ 16 crews on night shift in RI, service crews ➤ Completed all COVID 19 training for externals, first phase of screening completed, no issues ➤ Continue to update ETAs for external arrivals today
7	SERP Lead, Forestry <ul style="list-style-type: none"> ➤ 207 Forestry crews, 157 in MA, 50 in RI ➤ SE SS has 54, Central and West has 53, MV and NS has 50 ➤ Following screening process and onboarding
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ Transmission storm room is open, working remotely ➤ Full complement of crews are in ➤ Moving 1 crew to Woonsocket --- ready to respond to the Q and R cables OH section if need be ➤ Setting up helicopters to be ready to fly tomorrow

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9	Substation Lead <ul style="list-style-type: none"> ➤ Transitioning to round the clock coverage ➤ Protection and Telecon, monitoring NETOC remotely ➤ Telecom Ops in Worcester is down to 3 people
10	Control Center Lead <ul style="list-style-type: none"> ➤ Will be dispatching for Central, West, North Shore, Southeast, Nantucket ➤ Switching for all areas ➤ Lincoln Control Center is open, handling New England South; Northboro handling New England North with Joe Cutler and Mike Freitas ➤ Reminder to fill out Blue Sheets, document all arrival times for P123 calls
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Rhode Island, Brockton, North Andover will open today ➤ Small staff in Hopedale as well, same in Worcester – spread out in the building ➤ Distributing all PPE ➤ Will utilize electronic pdf work packets for contractors ➤ New list of priority feeders that include COVID sites
12	IS Event Lead <ul style="list-style-type: none"> ➤ Technicians for morning shift all set, finalizing night shift ➤ Extended change freeze for restoration critical systems ➤ Moving Police and Fire lines from Northboro to Worcester
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ WD Rooms are ready in Providence, Worcester, North Andover, Malden, Brockton, Hopedale
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ Plans in place to activate if needed ➤ Night shift working remotely to put together electronic work packets
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ In the process of creating the 8am reports ➤ Going through crew sheets as quick as possible
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ All individual lodging rooms for contractors have been procured ➤ All meals will be provided individually ➤ 6 staging sites, all operational by noon <ul style="list-style-type: none"> ○ Best Western Marlboro ○ Doubletree Rockland ○ Sturbridge Host ○ North Essex Community College ○ Twin River Casino ○ Crowne Plaza in Warwick ➤ Enhanced cleaning for all Storm Rooms
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Have coverage for all shifts for MEMA, RIEMA, State EOC ➤ Regulatory updates have gone out
18	State Public Information Officer <ul style="list-style-type: none"> ➤ Sent out a press release yesterday at 2:30 pm ➤ Received 3 inquiries in MA and 2 in RI, these will continue today






















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	<ul style="list-style-type: none"> ➤ Customer emails, text, web messaging went out yesterday early afternoon ➤ Social Media team will continue to push out messages today
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ Small contingency of staff in the office, many are WFH ➤ 12 hour shifts ➤ Adding agents ➤ Also getting support from Syracuse ➤ Staffed to issue daily Life Support customer calls
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ As soon as Accounting is available, will send out the information
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Standing by and ready ➤ Utilizing some Gas resources
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ Have Coordinators for all 6 Branches ➤ Ready for transmission issues if needed ➤ Will get their get contact sheets to Storm Rooms and Damage Assessment
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ All Staging Sites have been staffed with Security personnel
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Use the checklists, they are helpful ➤ Please send staffing numbers for MA Branches
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none"> ➤ Closing Remarks <ul style="list-style-type: none"> • We are ready • We are more important now than ever for our customers • Marcy – remember social distancing, working safely is most important • Terry – stay safe, do our jobs
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • Tuesday, April 14, 2020 @ 7:00 am

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MEETING INFORMATION – Restoration Stage			
Date:	04/14/2020	Time:	7:00 am
Call Details:	Webex		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran DiLeonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Carlos Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item																																								
1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ Be aware of hanging limbs; the ground is soft from all the rain, be careful when walking and also setting up outriggers to ensure they are planted firmly 																																								
2	Weather Forecast – State Incident Commander/DTN Representative <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #fff9c4;"> <th style="width: 15%;">Date</th> <th style="width: 10%;">Mon 4/13</th> <th style="width: 10%;">Rest of Tue 4/14</th> <th style="width: 10%;">Wed 4/15</th> <th style="width: 10%;">Thu 4/16</th> <th style="width: 10%;">Fri 4/17</th> <th style="width: 10%;">Sat 4/18</th> <th style="width: 10%;">Sun 4/19</th> </tr> </thead> <tbody> <tr> <td>Weather Condition</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Weather</td> <td>Rain</td> <td>Mostly Cloudy</td> <td>Passing Rain Showers</td> <td>Partly Cloudy</td> <td>Passing Rain Showers</td> <td>Passing Rain Showers</td> <td>Passing Rain Showers</td> </tr> <tr> <td>Temperature (°F) (Lo/Hi)</td> <td>49/59</td> <td>40/55</td> <td>36/48</td> <td>33/45</td> <td>31/46</td> <td>33/49</td> <td>35/55</td> </tr> <tr> <td>Feels Like (°F) (Lo/Hi)</td> <td>43/59</td> <td>34/55</td> <td>29/43</td> <td>24/38</td> <td>24/43</td> <td>27/45</td> <td>31/55</td> </tr> </tbody> </table> <p style="margin-top: 10px;">Winds will continue to decrease through the day but should remain below hazard criteria. Dry conditions expected today with a slight chance for showers tomorrow. Breezy winds may return Thursday and continue into Friday. Another system will pass near the region on Friday and could bring rain/snow showers to the area late in</p>	Date	Mon 4/13	Rest of Tue 4/14	Wed 4/15	Thu 4/16	Fri 4/17	Sat 4/18	Sun 4/19	Weather Condition								Weather	Rain	Mostly Cloudy	Passing Rain Showers	Partly Cloudy	Passing Rain Showers	Passing Rain Showers	Passing Rain Showers	Temperature (°F) (Lo/Hi)	49/59	40/55	36/48	33/45	31/46	33/49	35/55	Feels Like (°F) (Lo/Hi)	43/59	34/55	29/43	24/38	24/43	27/45	31/55
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the day then linger into Saturday.

3 NE State Incident Commander

- Define the Operational Period
 - Tuesday 7:00am to Wednesday 7:00am
- Provide overview of the Emergency activities; current size and complexity
- 0615

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected
Massachusetts	82,720	33,503	109,566	143,069
Rhode Island	22,505	5,595	29,151	34,746
		39,098	138,717	177,815

- Declare Event Level for both MA and RI
 - Type 3 for both MA and RI
- Identify Branches affected
 - All; Brockton, North Andover, North Kingstown and Providence Storm Rooms are open.
- Identify State EOC status and position activation
 - National Grid NE State EOC is open, but large majority is remote for COVID19 safety.
- Establish Emergency Objectives
 7. Zero Safety Incidents during the event.
 - a. Zero injuries, switching incidents and RTC’s for all employees and contractors.
 - b. Zero injuries to the Members of Public.
 8. Respond to Wires Down with Police and Fire Standing by, 2:00pm.
 9. Ensure all Hospitals and nursing homes are restored by 2:00pm.
 10. Successfully on-board all external resources prior to assigning work.
 11. Establish and maintain effective communications with all customers and regulators during the event.
 12. Establish Global ETR’s by branch by 9:00am.
 - a. Assign ETR’s to the Customer Level

We had Zero incidents and injuries yesterday

4 State Operations Section Chief (not activated)

5 Branch Directors

- **MA South Shore Branch –Brockton and MA Southeast Branch - Hopedale**
 - Peaked in SS at ~49k custs, ~23k custs in SE
 - Currently at 22k custs out in SS and 7,700 custs out in SE
 - Have made great progress, couple of breakers are still out but crews are on them
 - No Tier 1 customers out, running the Tier 2 list now
 - Hull 1 and 2 lines back last night, ~3am
 - Got additional help from Gas last night, and also some help from Malden today for WD
 - Got 17 additional contractor crews, 7 for SE and 10 for SS
 - Also received additional RCSs, can split contractors up into smaller groups
 - >22 poles in SS and about the same in SE
- **MA Southeast Branch – Hopedale**

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	<ul style="list-style-type: none"> • MA North Shore Branch – Malden • MA Merrimack Valley Branch – North Andover and North Shore Branch - Malden <ul style="list-style-type: none"> ▪ NS – down to just a couple of outages, no outstanding pole sets, closed WD room at 11pm last night ▪ MV – just over 1000 custs out, one outage is more than half of that, contractors working on it ▪ 27 poles, mostly Billerica area ▪ Should be able to release some contractors and tree crews later to be sent elsewhere ▪ Beverly area was pretty much unscathed, unusual for the geography in that area • MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ ~2000 custs out – peaked ~35k yesterday afternoon ▪ Some cleanup work remaining out west ▪ Spencer was hardest hit, plan in place with contractors and internal crews to address that area ▪ Central may still have some services out into the overnight ▪ Verizon is helping to set poles ▪ Moving crews from Leominster to Worcester ▪ Turned over dispatch for the far West to the Control Center last night at 10:30 ▪ Wrapping up WD this morning • Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Picked up ~20k custs last night ▪ Have 10 outages >100 custs out, all of those are assigned ▪ All packets got to contractors ahead of schedule ▪ 1 nursing home out, assigned ▪ Helicopter to patrol the 2227 and 2230 lines ▪ 244 single no power outages ▪ 560 in service calls
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Secured 2 additional crews from Raymond, NH last night ➤ 39 crews released from NG NY, in route from Buffalo, ETA at Marlboro ~ 6pm ➤ 148 crews this AM ready for work ➤ Will work to update ETAs for the crews, allocate the crews, work with lodging
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ Allocating crews as needed ➤ Got an additional 14 Forestry crews, total is now 223 ➤ 29 crews shifting to SE and SS, will have 82 in that area ➤ 5 crews moving to RI
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ No additional lines out ➤ N14 is still out, should be back by noon today ➤ Transmission crews are available to help with sub-transmission work ➤ 4 helicopters are available, will be patrolling lines that operated yesterday plus some lines in RI
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No major issues
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 4 sub-transmission lines out in MA and 3 out in RI ➤ Working on municipal priorities
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Productive night, packets created for RI

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	<ul style="list-style-type: none"> ➤ Working with local Ops teams on ETRs and making sure P&F calls are covered ➤ Still have a few folks on in Hopedale and Worcester, to support WD, also working on OMS scrubbing
12	IT Event Lead <ul style="list-style-type: none"> ➤ No exceptions
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ Looking to re-deploy resources south from Malden and North Andover ➤ Providence and Worcester have been working well
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No exceptions
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Regulatory Reporting is going well ➤ Working on ETRs ➤ Will next get to ETRs for breakers, reclosers, fuses, transformers, and single customers
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Working on getting lodging for the 17 crews going to the SS ➤ Getting rooms for new crews arriving, staying ahead of it
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Quiet overnight ➤ Focus was on hospitals, they are all back on
18	State Public Information Officer <ul style="list-style-type: none"> ➤ Coverage has been neutral to positive ➤ Quiet overnight, 1 inquiry in MA ➤ Social Media chatter is now about “assessing conditions”, will be good to get ETRs set
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Received >8k calls, over 90% answered in 20 seconds ➤ Working 12 hour shifts ➤ Likely begin to transition to business as usual today
20	State HR Section Chief <ul style="list-style-type: none"> ➤ No exceptions
21	State Finance Section Chief <ul style="list-style-type: none"> ➤ Final accounting memo will come out today
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ No exceptions
23	State Environmental Officer <ul style="list-style-type: none"> ➤ Have had 6 transformer spills – 4 in RI and 2 in MA ➤ Responded to a contractor diesel spill
24	State Security Officer <ul style="list-style-type: none"> ➤ No exceptions
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ Complete your checklists ➤ Mail to emergencyplanning@nationalgrid.com after the event is over

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26	NE States Incident Commander <ul style="list-style-type: none">➤ Closing Remarks<ul style="list-style-type: none">• This is declared a Major event, will work to lift the time entry flags• Chris – The Team has done a great job, the wind kept up until 8pm, and then the numbers began to really drop quickly• Marcy – Thank you; ETRs are very critical today• Terry – Great Job everyone, great to see the social distance and PPE use maintained
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• Wednesday, April 15, 2020 @ 7:00 am

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MEETING INFORMATION – Restoration Stage			
Date:	04/15/2020	Time:	7:00 am
Call Details:	Webex		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran DiLeonardo	X
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jamie Lindsay	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/Carlos Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Mike Hrycin	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Ray Rosario	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Jerry Convery	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Mike Nickl	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/John Jackson	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item
1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ Today’s message is all about situational awareness; in upstate NY, a trouble crew returning from a 4am call was at an intersection, had a green light, a member of the public ran the red light and hit our vehicle; our employee was wearing their seatbelt and not injured badly; a reminder to stay aware at all times, at any moment things can change, expect the unexpected
2	Weather Forecast – State Incident Commander/DTN Representative

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WORCESTER, MA (KORH) Change Station ▼ [Add Slide](#) [Print](#)

Date	Tue 4/14	Rest of Wed 4/15	Thu 4/16	Fri 4/17	Sat 4/18	Sun 4/19	Mon 4/20	Tue 4/21	Wed 4/22	Thu 4/23	Fri 4/24	Sat 4/25	Sun 4/26	Mon 4/27	Tue 4/28	Wed 4/29
Weather Condition																
Weather	Cloudy	Passing Rain Showers	Passing Snow Showers	Passing Snow Showers	Passing Snow Showers	Passing Rain Showers	Rain	Sunny	Mostly Cloudy	Rain	Rain	Mostly Cloudy	Partly Cloudy	Rain	Passing Rain Showers	Mostly Cloudy
Temperature (°F) (Lo/Hi)	40/54	36/47	32/45	28/47	32/51	35/53	40/52	33/49	34/52	40/56	40/54	39/55	40/58	42/59	46/59	45/59
Feels Like (°F) (Lo/Hi)	31/55	30/41	23/38	18/41	28/51	31/53	35/52	25/44	28/52	40/56	40/54	36/55	40/58	42/59	46/59	44/59

3 NE State Incident Commander

- Define the Operational Period
 - Wednesday 7:00am to Wednesday 8:00pm
- Provide overview of the Emergency activities; current size and complexity
- **0630**

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Total Outages Restored	Active Outages Assigned	Active Outages Pending Assignment
Massachusetts	75,933	1,674	139,842	141,516	935	28	323
Rhode Island	22,961	67	36,901	36,968	348	58	3
		1,741	176,743	178,484	1,283	86	326

- Declare Event Level for both MA and RI
 - Transitioning to normal operations later today.
- Identify Branches affected
 - All; Brockton, North Kingstown, and Providence Storm Rooms remain open.
- Identify State EOC status and position activation
 - National Grid NE State EOC is open, but large majority are remote for COVID19 safety.
- Establish Emergency Objectives
 13. Zero Safety Incidents during the event.
 - a. Zero injuries, switching incidents and RTC's for all employees and contractors.
 - b. Zero injuries to the Members of Public.
 14. Maintain effective communications with all customers and regulators during the event.
 - a. Implement demobilization plans.

No safety incidents; had a switching incident yesterday related to tagging; also, an employee coming to work was confronted by a member of the public in the parking lot

4 State Operations Section Chief (when activated)

-

5 Branch Directors

- MA South Shore Branch –Brockton and MA Southeast Branch – Hopedale

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	<ul style="list-style-type: none"> ▪ Had a large influx of crews yesterday, about 142 contractors and also some internal crews ▪ Peaked at about 72k custs out – about 1800 now, all the resources really helped with restoration ▪ Remainder is side taps, contractors are calling in, getting the work out now ▪ Muni room folks did a great job managing municipalities and getting us their priorities ▪ Pole replacements, about 50 in the SS and 50 in the SE <ul style="list-style-type: none"> • MA Southeast Branch – Hopedale <ul style="list-style-type: none"> ▪ • MA North Shore Branch – Malden <ul style="list-style-type: none"> ▪ • MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Finished early this morning ▪ Sent cut/clear, line, contractor crews south ▪ Closed Storm Room just after 6pm ▪ Have helicopter flying the 23kV in MV and NS • MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Finished last night in Central, finished in West around 3pm yesterday ▪ Sent some crews to RI ▪ 1 current outage, backyard feed in Worcester, crews are working on it • Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ 55 single no power outages ▪ 82 in service calls ▪ Transmission flew the helicopter to inspect sub transmission yesterday, 84T3 work left this morning ▪ Working on replacing broken poles that were made safe ▪ Plan to wrap up this afternoon
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ A lot of crew movement yesterday, mostly to SS SE ➤ Still have 233 crews ➤ Initiating demobilization
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ 223 crews ➤ Sent crews in 3 different waves to SE and SS, 102 crews total ➤ Finishing up with in service calls ➤ Sweeping feeders in some areas, then will work on demobilization
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ Last 69kV line was back yesterday at 1pm ➤ Worked on sub transmission for SE and SS ➤ Regular work today ➤ Flying sub transmission for MV, SE, SS, Union loop
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 1 sub transmission line still out, 84T3 in RI ➤ No mainline out ➤ 8 feeders switched abnormal, working to get them back to normal ➤ Working with Storm Rooms to take back dispatch

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	<ul style="list-style-type: none"> ➤ Updating final ETRs
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Closed MV Storm Room at 6pm yesterday ➤ No staff at Hopedale or Worcester, Designers can support from home ➤ Storm Rooms still open in Brockton, North Kingstown, and Providence ➤ Got some masks yesterday to send to Providence
12	<p>IT Event Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ No exceptions
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤ No issues ➤ Regulatory Reporting continues
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ Reminder to let them know when shutting down staging sites
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ Thanks to all for providing info so quickly
18	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ Busy day yesterday ➤ RI Media slowed down, but MA was a little busier ➤ All coverage neutral to positive ➤ Social Media team continues to get messages out
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ Less than 4k calls yesterday, and all answered in less than 20 seconds ➤ Back to business as usual
20	<p>State HR Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
21	<p>State Finance Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Working on demobilization ➤ Field safety reps are out
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ Total of 8 transformer spills, 5 in RI and 3 in MA
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ Waiting for direction when ready to remove security guards from Staging Sites
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Reminder for key roles to complete your checklists and send them to emergencyplanning@nationalgrid.com ➤ Take some time to jot down notes, what went well and what could be improved, pre-event, restoration phase,

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	demobilization, communications – we will likely have some form of an AAR
26	NE States Incident Commander <ul style="list-style-type: none">➤ Closing Remarks<ul style="list-style-type: none">• Time Entry – Wednesday 4:00pm• Great job, thank you all!• Marcy – regulator is very happy, get some rest• Terry – did a great job with new practices in place, a lot to draw from that moving forward
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• No calls scheduled

Appendix B April 13-14, 2020 RI 90 Day Report

Date	Location	Number of Company Line Crews	Number of Contractor Line Crews	Number of Out-of-State Mutual Assistance Line Crews	Number of Contractor Tree Crews	Number of Out-of-State Mutual Assistance Tree Crews	Number of Company Underground Crews	Number of Contractor Underground Crews	Out-of-State Mutual Assistance Underground Crews	Number of Company Substation FTEs	Number of Contractor Substation FTEs	Out-of-State Mutual Assistance Substation FTEs	Number of Company Wire Down FTEs	Number of Contractor Wire Down FTEs	Number of Out-of-State Mutual Assistance Wire Down FTEs	Number of Company Damage Appraiser FTEs	Number of Contractor Damage Appraiser FTEs	Number of Out-of-State Mutual Assistance Damage Appraisers FTEs	Number of Company Transmission Crews	Number of Contractor Transmission Crews	Out-of-State Mutual Assistance Transmission Crews	
13-Apr-20	Capital																					
	Lincoln	13																				
	Providence/Chopmist	24	25		35		13			16			96							1		
	Coastal																					
	Middletown	9																				
	North Kingstown/Westerly	21	28		35					14												
14-Apr-20	Capital																					
	Lincoln	13																				
	Providence/Chopmist	24	25		34		13			16			116							1		
	Coastal																					
	Middletown	9																				
	North Kingstown/Westerly	21	28		27					14												

Note: 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 6-10 resources.

Appendix C

Please see the Excel version of Appendix C.

Appendix D

Please see the Excel version of Appendix D.

Appendix E

Please see the Excel version of Appendix 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

July 13, 2020

Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 1/17/2020**

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Docket D-11-94 Review of National Grid's Storm Reports

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