

February 26, 2021

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
November 30, 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 (the “Settlement”), which the PUC approved in Docket No. 2509, I have enclosed one original and eight copies of National Grid’s summary report on the planning and restoration activities associated with the November 30, 2020 Storm (“November 30, 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 will file a supplemental report detailing the incremental restoration costs resulting from November 30, 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 401-784-7263.

Very truly yours,



Andrew S. Maracaccio

Enclosure

cc: Docket 2509 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).

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

February 26, 2021

Date

**Docket No. 2509 – National Grid – Storm Fund
Service List as of 11/5/2020**

Name/Address	E-mail	Phone
Celia B. O'Brien, Esq. National Grid 280 Melrose St. Providence, RI 02907	andrew.marcaccio@nationalgrid.com	508-330-8602 401-784-7263
	Celia.obrien@nationalgrid.com ;	
	Joanne.scanlon@nationalgrid.com ;	
	Jane.becker@nationalgrid.com ;	
	Stephen.parenteau@nationalgrid.com ;	
Christy Hetherington, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	CHetherington@riag.ri.gov ;	401-222-2424
	John.bell@dpuc.ri.gov ;	
	Joseph.shilling@dpuc.ri.gov ;	
	Margaret.L.Hogan@dpuc.ri.gov ;	
	MFolcarelli@riag.ri.gov ;	
	Dmacrae@riag.ri.gov ;	
File an original & 8 copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2107
	Todd.bianco@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	
	Cynthia.WilsonFrias@puc.ri.gov ;	

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

John Spirito, Esq. Division of Public Utilities & Carriers	John.spirito@dpuc.ri.gov ;	401-222-2424
	thomas.kogut@dpuc.ri.gov ;	
	linda.george@dpuc.ri.gov ;	

National Grid

The Narragansett Electric Company

**Report on
November 30, 2020 Event,
Damage Assessment and
Service Restoration**

February 26, 2021

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 30, 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 November 30, 2020 Storm (“November 30, 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 4 emergency event for Rhode Island, meaning that the Company estimated that restoration activities generally would be accomplished within a 24-hour period and the event typically would result in up to seven percent of customers interrupted. The forecasted weather reports were projected to deliver a strong storm system moving through the area creating a threat of heavy rainfall, isolated thunderstorms, and hazardous winds, which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought a period of heavy rain and damaging winds across Rhode Island and parts of Massachusetts. Rhode Island generally received between 2-3 inches of rain. Maximum wind gusts were in the 50-55 mph range in eastern parts of the state and along the coast. The Storm interrupted power to 57,540 (approximately 36,461 at peak) of the Company’s customers. Overall, 11 percent of the Company’s customers in Rhode Island experienced outages, with 37 of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Wednesday, November 25, closely monitoring the severity of the weather forecast as it increased to include a threat for widespread rain and isolated thunderstorms, bringing an elevated risk for hazardous wind gusts. During that day and the next, the Company continued to review the weather forecasts and prepare for the possibility that the Storm would impact the Company’s electric distribution system in New England. As part of its response to the Storm, the Company opened Branch Storm Rooms for its Capital and Coastal districts at approximately 1:00 p.m. on Monday, November 30. The Company also opened its wires-down room later that afternoon. The Company conducted a Pre-Event Stage Briefing Call on Monday, November 30, at 9:00 a.m., followed by a Restoration Stage Briefing on Tuesday, December 1, at 7:00 a.m. The Company followed its Emergency Response Plan and mobilized employees and contractors for the restoration using a damage forecast based on its experience in previous storms. 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 95 percent of its customers impacted in approximately 26 hours from the time of the first customer impacted and in approximately 17 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 1, at approximately 11:15 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 November 30, 2020 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 November 30, 2020 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	November 30, 2020; approx. 9:00 a.m.
Initial Event Classification Type - 4	November 30, 2020; approx. 9:00 a.m.
Event Classification returns to Type -5	December 1, 2020; approx. 6:00 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 required to implement the emergency procedures is activated employing a flexible and standardized management structure. 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 November 30, 2020 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	November 30, 2020; 9:00 a.m.
Branch Storm Room opened in Providence for Capital district	November 30, 2020; approx. 1:00 p.m.
Branch Storm Room opened in Providence for Coastal district	November 30, 2020; approx. 1:00 p.m.
Branch Wires Down and Muni Rooms opened in Providence	November 30, 2020; approx. 1:00 p.m.
Restoration Stage Briefing Call	December 1, 2020; 7:00 a.m.

See Appendix A for a copy of the briefing minutes.

C. Determination of Crew Needs and Pre-Staging

Given the potential magnitude of the Storm and forecast of precipitation 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 Emergency Response Plan 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 Wednesday, November 25, the weather forecasts predicted that a strong system could be forming that would move into the area on Monday November 30, bringing widespread rain and a threat of hazardous wind gusts and thunderstorms. Peak wind gusts were expected to be in the 40-45 mph range. By Saturday, November 28, the threat for hazardous wind gusts were more confident, especially along the eastern coasts including peak wind gusts of 50 mph associated with those thunderstorms. Forecast rainfall was predicted to be as high as 1.5 inches in isolated areas, with most parts seeing just under 1 inch. On Sunday, November 29, the forecast peak wind gusts associated with those thunderstorms was raised to 55 mph. This forecast remained essentially the same as the event began to impact the Company’s service territory later Monday afternoon.

B. Impact

The November 30, 2020 Storm was a significant weather event that resulted in significant damage to the Company's electrical system. The Storm brought a line of thunderstorms with heavy rain and hazardous wind gusts to portions of the Company's service territory. Eastern and especially coastal areas experienced wind gusts in the 45–50 mph range, with Providence experiencing a peak gust of 58 mph. The Towns of Barrington and Exeter were affected most heavily with approximately 98 and 52 percent of their customers impacted by the event, respectively. See Table 3 below for the November 30, 2020 Storm impact.

Table 3. Storm Impact

Total Customers Impacted	57,540
Peak Customers Impacted	36,461
Date and Time of Peak	November 30, 2020; 4:20 p.m.
Date and Time Final Customer Was Restored	December 1, 2020; 11:15 p.m.
Number of Municipalities That Experienced Interruptions	37
Number of Distribution Feeders That Experienced Interruptions	115

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of November 30 – December 1, 2020.

Figure 1

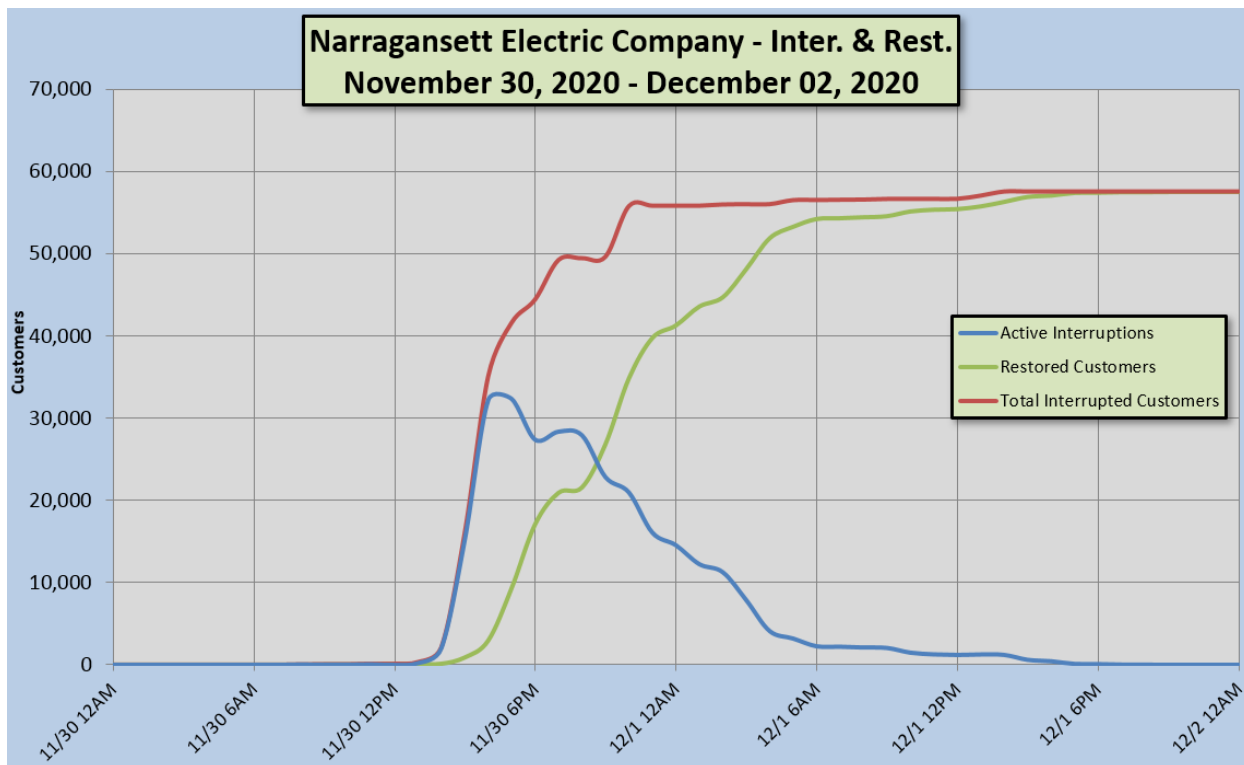


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,878	6,770	98.43%
BRISTOL	10,455	315	3.01%
BURRILLVILLE	2,631	1,378	52.38%
CENTRAL FALLS	7,495	793	10.58%
CHARLESTOWN	5,827	88	1.51%
COVENTRY	14,362	3,833	26.69%
CRANSTON	31,779	4,398	13.84%
Town Name	Customers Served	Total Customers Interrupted	Percent of Total
CUMBERLAND	15,417	2,284	14.81%
EAST GREENWICH	6,181	424	6.86%
EAST PROVIDENCE	22,324	3,290	14.74%
EXETER	3,044	1,925	63.24%
FOSTER	2,043	136	6.66%
GLOCESTER	4,674	203	4.34%
HOPKINTON	3,949	246	6.23%
JOHNSTON	13,813	103	0.75%
LINCOLN	10,259	235	2.29%
LITTLE COMPTON	2,584	193	7.47%
MIDDLETOWN	8,341	1,578	18.92%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NARRAGANSETT	10,610	2	0.02%
NEWPORT	14,910	3,796	25.46%
NORTH KINGSTOWN	13,770	252	1.83%
NORTH PROVIDENCE	16,134	3	0.02%
NORTH SMITHFIELD	5,888	464	7.88%
PAWTUCKET	33,686	3,314	9.84%
PORTSMOUTH	9,243	19	0.21%
PROVIDENCE	74,275	3,024	4.07%
RICHMOND	3,567	927	25.99%
SCITUATE	4,629	218	4.71%
SMITHFIELD	9,048	113	1.25%
Town Name	Customers Served	Total Customers Interrupted	Percent of Total
SOUTH KINGSTOWN	14,825	670	4.52%
TIVERTON	8,264	232	2.81%
WARREN	5,980	557	9.31%
WARWICK	40,493	2,474	6.11%
WEST GREENWICH	2,737	522	19.07%
WEST WARWICK	14,353	950	6.62%
WESTERLY	14,492	2,884	19.90%
WOONSOCKET	18,922	7,414	39.18%

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 Capital and Coastal Branch Storm Rooms in Providence as soon as they 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 a Staging Site to support restoration across the state, as shown in Table 4 below.

Table 4. Staging Site

<u>Staging Site Location</u>
Community College of Rhode Island, Warwick

Task Force teams were not activated for this event.

C. Personnel Resources

The Company secured a total of 272 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 151 external crews and 121 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, 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 was able to obtain sufficient external contractor crews to supplement restoration efforts in New England. No additional assistance was required 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 National Grid's service territory in 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. For the Storm, no mutual assistance was requested.

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 structures designate 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 November 30, 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 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 November 30, 2020 Storm. The Company also notes that planning and response were performed taking into account COVID-19 safety protocols.

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.

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 November 30, 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 November 30, 2020 Storm on Wednesday, November 25, closely monitoring weather forecasts. See Table 2 above for details on the Briefing call 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

During the Storm, the Company’s Jurisdictional President communicated regularly with the Governor’s office. Additionally, the Company’s Director of Government Relations communicated with Rhode Island’s legislative leadership leading up to and during the Storm.

2. Rhode Island Public Utilities Commission (“PUC”), Division of Public Utilities and Carriers (“Division”), Office of Energy Resources (“OER”), and Rhode Island Emergency Management Agency (“RIEMA”)

The Company’s Manager of Regulatory Affairs contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the November 30, 2020 Storm. See Table 5 below for a listing of updates along with a brief summary of the update provided.

Table 5. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
November 29, 2020; approx. 9:46 a.m.	Initial notification of possible event; weather forecast; Event Type declaration; planned Storm Room opening; Life Support and Critical Facility plan
November 30, 2020; approx. 10:11 a.m.	Weather forecast update; Event Type declaration; planned Storm Room, Wires Down and Muni Room opening plan; Life Support and Critical Facility calls placed
November 30, 2020; approx. 3:01 p.m.	Storm Rooms status update; confirmed external crew counts
November 30, 2020; approx. 8:19 a.m.	Customer outage update; municipality most heavily impacted
December 1, 2020; approx. 7:38 a.m.	Outage and Restoration progress, Municipality outage update; Forecast update; Storm Room status update
December 1, 2020; approx. 6:22 p.m.	Final update; Restoration progress; Event Type change, Storm Room plans for the evening

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 Liaison to post outage number updates virtually on RIEMA’s WebEOC and answer questions throughout the event.

3. Municipalities

Based on the impact from this event, the Company opened a virtual Municipal Room on Monday, November 30, at 1:00 p.m. The Company utilized its Area Community Liaison Coordinators to work with each Rhode Island city or town’s emergency, Department of Public Works, and/or public officials as a dedicated liaison. The Company’s 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 November 30, 2020 Storm through its Customer Contact Center, email, website, and social media. The Company’s Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well as additional staff to support the high call volume.

On Sunday, November 30, 2020, at approximately 9:00 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 6 below for a detailed listing of each method of communication utilized throughout the November 30, 2020 Storm.

Table 6. 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	2,285
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	2,837
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	433
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	Not Applicable, this was a Type 4 Event
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	22,278
Number of emails sent	Outage notification, update, or update request from customer	95,994
Number of outbound calls made	Outage notification, update, or update request from customer	234
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	77,632
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	2
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	10

E. Media

The Company activated its Public Information Officer (“PIO”), 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 three media requests for information related to the November 30, 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

There were no technology issues experienced during this event that impacted restoration or communications.

VII. CONCLUSION

The November 30, 2020 Storm impacted the Company’s electrical system, resulting in power outages to 57,540 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 just under 17 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 41 hours from the time of the first customer impacted and in approximately 32 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 1, at approximately 11:15 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 November 30, 2020 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.

November 30, 2020 Storm RI 90 Day Report Appendix A

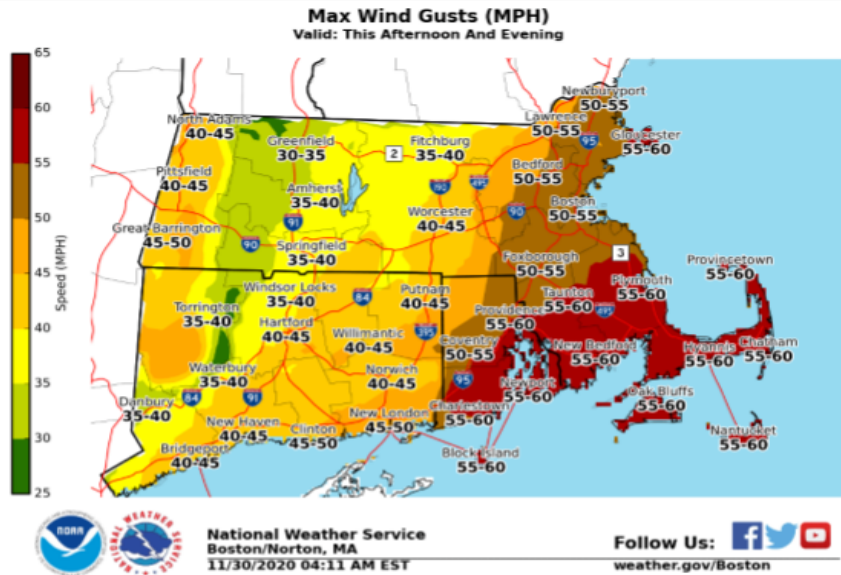
MEETING INFORMATION			
Date:	11/30/20	Time:	0900
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	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/Jeff Merritt	X	State Planning Section Chief/	
North Shore Branch Director/Mike O’Neil	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/ Fouad Dagher MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/John Doherty	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Tom Mulligan	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Marc Bristol	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mark Lombardi	X	State Security Officer/Brad Newman, 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	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ Distractions are increasing all around us, the holidays, COVID-19 in the news, preparing for a storm ➤ Stop and make sure you are paying attending to the task at hand ➤ Focus on your action a at the time, and keep yourself and those around you safe

November 30, 2020 Storm RI 90 Day Report Appendix A

2



SYNOPSIS: Dry and hazard-free conditions are expected this morning. A strong storm system moves into the area this afternoon bringing a threat of heavy rainfall, isolated thunderstorms, and hazardous winds. Some lingering showers remain on Tuesday with breezy non-hazardous winds. Wednesday could see some showers return to northern areas, but otherwise dry and hazard-free weather continues through Thursday. Friday will see chances for scattered rain/snow showers.

REGION	TIMING OF HAZARD GUSTS	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EI-2/3 GUST CHANCE
Nantucket	3pm Mon-3am Tue	SSE 25-38 mph	40-50 mph	50-55 mph	70%/5%
North & South Shore/Coastal/southern Southeast	4pm Mon-1am Tue	SE 16-30 mph	34-44 mph	44-52 mph	60%/-
Capital/Central/northern Southeast/Merrimack Valley/Salem	4pm Mon-12am Tue	SE 15-27 mph	30-40 mph	40-46 mph	40%/-
Western MA/NH	3pm Mon-12am Tue	ESE 13-25 mph	28-38 mph	38-45 mph	20%/-

THUNDERSTORM IMPACT MONDAY/MON EVE:

REGION	TIMING	T-STORM CHANCES	LIGHTNING	T-STORM GUSTS	EI-2/3 STORM GUST CHANCES
Western & Central MA	1pm Mon-10pm Mon	20%	Low	35-50 mph	40%/-
Eastern MA/RI	4pm Mon-12am Tue	30%	Low	40-55 mph	60%/5%
Nantucket	6pm Mon-5am Tue	30%	Low	45-60 mph	80%/20%

3

- NE State Incident Commander**
- **Define the Operational Period**
 - 1:00pm today until 7:00 tomorrow am
 - **Provide overview of the Emergency activities; current size and complexity**
 - **Declare Event Level for both MA and RI**
 - Type 4 MA, 3% or 35,000 customers for 24 hours
 - Type 4 RI, 7% or 35,000 customers for 24 hours
 - **Identify Branches affected**
 - Storm Rooms will open in Worcester, North Attle, Brockton, North Kingstown and Providence.
 - **Identify State EOC status and position activation**
 - The State EOC will not be activated but will be ready of needed.
 - **Establish Emergency Objectives**
 - Zero Safety Incidents during the event.
 - Zero injuries, switching incidents and RTC's for all employees and contractors.

November 30, 2020 Storm RI 90 Day Report Appendix A

	<ul style="list-style-type: none"> ▪ Zero injuries to the Members of Public. ○ Respond to Wires Down with Police and Fire Standing ○ Successfully on-board all new external resources prior to assigning work. ○ Establish and maintain effective communications with all customers and regulators during the event. ○ Follow all NATIONAL GRID COVID PROTOCOLS.
4	<p>State Operations Section Chief (not activated)</p>
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA Merrimack Valley and North Shore Branches - North Andover and Malden <ul style="list-style-type: none"> ▪ North Andover Storm Room opening today at 1pm ▪ Muni Room and Wire Down rooms also as needed today ▪ UG and O&M resources ready to support Wires Down ▪ North Shore/Malden rooms not opening, to be dispatched by Northboro ➤ MA South Shore Branch – Brockton and Hopedale <ul style="list-style-type: none"> ▪ Brockton Storm Room opening today at 1pm ▪ Muni Room opening at 2pm and Wire Down Room at 3pm ▪ Community Liaisons are on standby as needed ▪ TLS T-Line crews will be pre-staged in Braintree at the Hull 1 & 2 Lines ▪ Sent 2 additional contractor line crew to Nantucket yesterday ▪ Hopedale rooms not opening, to be dispatched by Northboro ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Worcester Storm Room opening at 1pm ▪ Wires Down and Muni Rooms opening also near that time ▪ Contractor Room available if needed ▪ MA West to be dispatched by Northboro ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Providence Storm Room opening at 1pm ▪ Wires Down ready to open as needed ▪ Contractor and Muni Rooms ready for remote activation as needed
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> • Crews secured: <ul style="list-style-type: none"> ○ A total of 167 Contractor Crews secured <ul style="list-style-type: none"> ▪ 126 incremental contractor crews ▪ 41 COC On-property contractor crews • Division allocation & staging sites • COC On-property ETAs: <ul style="list-style-type: none"> ○ 2 crews will be on Stand-by tomorrow starting at 6:00 AM ○ 31 crews will be on Stand-by tomorrow starting at 2:30 PM ○ 8 crews will be night shift crews with their shift starting tomorrow at 6:00 PM • Incremental Contractor ETAs: <ul style="list-style-type: none"> ○ 108 crews mobilizing tomorrow will be ready for work Tuesday 6:30 AM ○ 18 crews mobilizing Tuesday will be ready for work at their home-based locations at 6:30 AM • Safety on-boarding: <ul style="list-style-type: none"> ○ For the crews mobilizing tomorrow will be conducted at 8:00 PM at the respective hotel ○ For the crews mobilizing on Tuesday will be conducted at 6:30 AM at the respective homebased location

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(captured in notes)

- Hotel arrangements for the crews mobilizing tomorrow
- Meals will be provided at the respective hotels

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	88	27	27	6
MA - MV	8	3	3	1
MA - NS	23	11	11	3
MA - SE	7	4	4	1
MA - SS	111	39	39	9
MA - West	93	32	32	11
Nantucket	6	2	2	0
Rhode Island	132	49	49	11
Total	447	167	167	42

Received From	Resources	Crews
On Property	91	41
Direct Contact	366	126
Mutual Aid	0	0
Total:	447	167

7 SERP Lead, Forestry - Seth
11/30 8:30AM updated resource table below

107 on property, 52 incremental secured. 159 total.

No crews from mutual aid.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	19	0	4	0	23	0
South Division	Capital	8	1	12	0	20	1
	Southshore	10	0	21	0	31	0
	Nantucket	3	0	0	0	3	0
	Southeast	19	2	0	0	19	2
	NE South Total	59	3	37	0	96	3
New England	Central	18	3	7	0	25	3
North Division	Western	11	2	0	0	11	2
	Merrimack	14	1	8	0	22	1
	Northshore	5	0	0	0	5	0
	TBD / Granite	0	1	0	0	0	1
	NE North Total	48	7	15	0	63	7

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	New England Total		107	10	52	0	159	10
8	Transmission Restoration Lead							
	<ul style="list-style-type: none"> ➤ 60 TLS FTEs are ready to response across regions ➤ Securing Helicopter patrols if needed tomorrow after the weather passes ➤ In-house Const. crews available if needed with 2-man crews, reach out to Endrid or Marc. 							
9	Substation Lead							
	<ul style="list-style-type: none"> ➤ O&M resources supporting Branch Wire Down requests, also have Telcom resources ready to support WD needs 							
10	Control Center Lead							
	<ul style="list-style-type: none"> ➤ Northboro will be switching all areas, dispatching far west MA, North Adams, North Shore ➤ Blue sheets will be needed to be used during the event ➤ Please update online crew Database for the Control Center to support dispatching needs 							
11	SERP Lead, Storm Rooms							
	<ul style="list-style-type: none"> ➤ All staffed ready for 1pm openings 							
12	IT Event Lead							
	<ul style="list-style-type: none"> ➤ Reviewing tech changes planned for tonight, will defer as needed to allow for storm response 							
13	SERP Lead, Wires Down							
	<ul style="list-style-type: none"> ➤ Branch plans received, ready to go with 24h coverage, South Shore requesting CMS gas support WD 							
14	SERP Lead, Damage Assessment							
	<ul style="list-style-type: none"> ➤ Standby noticed out lather this morning, ready as requested 							
15	State Planning Section Chief							
	<ul style="list-style-type: none"> ➤ Not activated 							
16	State Logistics Section Chief							
	<ul style="list-style-type: none"> ➤ CCRI staging site being setup, ready to receive more staging site as requested 							
17	State Liaison Officer							
	<ul style="list-style-type: none"> ➤ MA and RI updates to DPU/PUC will be sent after this call 							
18	State Public Information Officer							
	<ul style="list-style-type: none"> ➤ Web updates already up in MA and RI, no media inquiries as this point 							
19	Customer Contact Center Lead							
	<ul style="list-style-type: none"> ➤ Life Support and Critical Customer emergency notification calls went out at 9am today ➤ Northboro staffing plans in NE and contingency plans in Syracuse are in-place 							
20	State HR Section Chief							
	<ul style="list-style-type: none"> ➤ No exceptions 							
21	State Finance Section Chief							
	<ul style="list-style-type: none"> ➤ No exceptions 							
22	State Safety & Health Officer							
	<ul style="list-style-type: none"> ➤ Ready to onboard as crews arrive 							
23	State Environmental Officer							
	<ul style="list-style-type: none"> ➤ Resources assigned for Branch's with on-call contacts established 							
24	State Security Officer							
	<ul style="list-style-type: none"> ➤ Security support staff are ready to oversee the CCRI staging site, and others if opened 							
25	Emergency Planning Support							
	<ul style="list-style-type: none"> ➤ Activate your staff in SEAL ➤ Contact Emergency Planning for SEAL admin or Everbridge notification support ➤ Mutual Assistance activity has picked up in the region, but no resources are available to meet requests currently 							
26	NE States Incident Commander							
	<ul style="list-style-type: none"> ➤ Thank you for these planning efforts over the weekend and today 							
27	Next Scheduled Call-Date & Time							
	<ul style="list-style-type: none"> • Tuesday, 0700, Dec 1st, 2020 							

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MEETING INFORMATION			
Date:	12/01/20	Time:	0700
Call Details:	MS TEAMS		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	X	IT Event Lead/Fran Di Leonardo	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/Jeff Merritt	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/Jeff Faber	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/ MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	XXX
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Manjola Cronstrom	X	State HR Section Chief/Tom Mulligan	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman, John Jackson	XX
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"> ➤ Fatigue of long and variable work hours can take a toll on your mind and body ➤ Remain vigilant of your personal fatigue level, and be aware of those around you 																		
2	<p>Weather –</p> <table style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #f5f5f5;"> <td style="width: 15%; text-align: center;"> Today</td> <td style="width: 70%;">Mostly cloudy, a shower; mild</td> <td style="width: 15%; text-align: right; color: red;">High 58°</td> </tr> <tr> <td style="text-align: center;"> Tonight</td> <td>Mostly cloudy and colder</td> <td style="text-align: right; color: blue;">Low 32°</td> </tr> <tr style="background-color: #f5f5f5;"> <td style="text-align: center;"> Wednesday</td> <td>Partly sunny and cooler</td> <td style="text-align: right; color: red;">High 42° Low 27°</td> </tr> <tr> <td style="text-align: center;"> Thursday</td> <td>Plenty of sunshine</td> <td style="text-align: right; color: red;">High 49° Low 31°</td> </tr> <tr style="background-color: #f5f5f5;"> <td style="text-align: center;"> Friday</td> <td>Mostly cloudy</td> <td style="text-align: right; color: red;">High 50° Low 31°</td> </tr> <tr> <td style="text-align: center;"> Saturday</td> <td>Partly sunny</td> <td style="text-align: right; color: red;">High 46° Low 29°</td> </tr> </table>	Today	Mostly cloudy, a shower; mild	High 58°	Tonight	Mostly cloudy and colder	Low 32°	Wednesday	Partly sunny and cooler	High 42° Low 27°	Thursday	Plenty of sunshine	High 49° Low 31°	Friday	Mostly cloudy	High 50° Low 31°	Saturday	Partly sunny	High 46° Low 29°
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3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period <ul style="list-style-type: none"> ○ 7:00am today until 7:00 tomorrow am ➤ Provide overview of the Emergency activities; current size and complexity <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <div style="background-color: #e1eef6; padding: 2px;">[6:45] Municipal Storm Summary By Town</div> <div style="background-color: #e1eef6; padding: 2px; font-size: small;">Drag a column header here to group by that column</div> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e1eef6;"> <th style="width: 25%;">Area</th> <th style="width: 15%;">Peak Customers Affected</th> <th style="width: 15%;">Current Customers Affected</th> <th style="width: 15%;">Total Customers Restored</th> <th style="width: 15%;">Total Customers Affected</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Massachusetts</td> <td>11,913</td> <td>3,214</td> <td>10,819</td> <td>14,033</td> </tr> <tr> <td style="text-align: left;">Rhode Island</td> <td>14,986</td> <td>2,425</td> <td>13,512</td> <td>15,937</td> </tr> <tr style="font-weight: bold;"> <td></td> <td>5,639</td> <td>24,331</td> <td>29,970</td> <td></td> </tr> </tbody> </table> </div> ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Type 4 MA, 3% or 35,000 customers for 24 hours ○ Type 4 RI, 7% or 35,000 customers for 24 hours ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Storm Rooms open in North Andover, Brockton, North Kingstown and Providence. ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ The State EOC will not be activated but will be ready of needed. ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Zero Safety Incidents during the event. <ul style="list-style-type: none"> ▪ Zero injuries, switching incidents and RTC's for all employees and contractors. ▪ Zero injuries to the Members of Public. ○ Respond to Wires Down with Police and Fire Standing ○ Successfully on-board all new external resources prior to assigning work. ○ Maintain effective communications with all customers and regulators during the event. ○ Review, Prioritize, and Assign any Critical customer outages by noon. ○ Follow all NATIONAL GRID COVID PROTOCOLS. 	Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected	Massachusetts	11,913	3,214	10,819	14,033	Rhode Island	14,986	2,425	13,512	15,937		5,639	24,331	29,970	
Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected																	
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	5,639	24,331	29,970																		
4	<p>State Operations Section Chief (not activated)</p>																				
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA Merrimack Valley and North Shore Branches - North Andover and Malden <ul style="list-style-type: none"> ▪ 289 customer outages, most in Andover related to 1 job impacting 246 ▪ Released 14 Contractor crews headed to RI, along with 9 Forestry crews ▪ WD rooms closed ▪ Closing sometime later today Storm Room ➤ MA South Shore Branch – Brockton and Hopedale <ul style="list-style-type: none"> ▪ Brockton <ul style="list-style-type: none"> ▪ 575 customers out in the Southshore ▪ 8 pole sets to complete today ▪ Storm Room will be ongoing most of the day, 3pm target close ▪ Southeast <ul style="list-style-type: none"> ▪ 132 outages remain, impacting 1900 customers ▪ 8 pole sets to complete today, targeting later tonight for restoration completion ▪ Receiving more OH and Forestry crews from other Branches today ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ 6:45 am Worcester Storm Room closed ▪ All externals and COCs being released to Hopedale and RI areas 																				

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- **Rhode Island Branch – Providence**
 - Receiving additional crews from BSW and BSN
 - Calls of 90+ customer outages, completed by 1pm today
 - Call of 20+ customer outages, completed by 6pm tonight
 - All customers to be restored by midnight tonight

6 **External Line Resource Lead**

- **161 Contractor Crews** secured (*fluctuation in numbers are due to paperwork validation upon crew arrival*)
 - 120 incremental contractor crews
 - 41 COC On-property contractor crews
- Division re-allocation:
 - 63 contractor crews are being re-allocated as follows:
 - 2 crews from Central to SE
 - 17 crews from Central to RI
 - 14 crews from West to SE
 - 15 crews from West to RI
 - Also, crews from MV/NS to RI
- Contractor Status:
 - 8 COC contractor crews are working; their night shift to finish at 10:00AM
 - 153 contractor crews are on stand-by and ready for work
- Additional crews being secured:
 - NGrid NY (East division) is releasing 20 OH-Line contractor crews this morning to NGrid NE. These crews will be allocated to the SE division in the Hopedale area with an ETA of 1:00PM.
 - These numbers are not reflected in the attached report. Once we receive the crew sheets and process them, we will send an update report reflecting the NGrid NY crews.

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	0	0	0	0
MA - MV	8	3	3	1
MA - NS	23	11	11	3
MA - SE	87	31	31	8
MA - SS	74	29	29	5
MA - West	10	4	4	1
Nerbucket	6	2	2	0
Rhode Island	229	82	82	21
Total:	427	161	161	40

7 **SERP Lead, Forestry - Seth**

- Updated Counts: 108 On property, 80 Incremental = 188 crews.
- Reallocating resources to SE an RI.
- +25 incremental crews released from Eastern Div. NY transfer to RI.
- Proposed Reallocations based on crew logistics.
- 14 crews from the South Shore to SE (10) and RI (4).
- 8 crews from BSN to SE.
- BSW 5 crews to RI.

Updated table based on reallocations for 12/1 AM

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Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	19	0	19	0	38	0
South Division	Capital	8	1	22	0	30	1
	Southshore	10	0	7	0	17	0
	Nantucket	3	0	0	0	3	0
	Southeast	19	2	30	0	49	2
	NE South Total	59	3	78	0	137	3
New England	Central	18	3	2	0	20	3
North Division	Western	12	2	0	0	12	2
	Merrimack	14	1	0	0	14	1
	Northshore	5	0	0	0	5	0
	TBD / Granite	0	1	0	0	0	1
	NE North Total	49	7	2	0	51	7
New England Total		108	10	80	0	188	10

8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ 1 Lock Out, E157 Line, working now and will be restored today ➤ Patrolling the SubT 2248 line in Attleboro ➤ Helicopter patrols available, copy Michelle Parks for requests
9	Substation Lead <ul style="list-style-type: none"> ➤ No Exceptions
10	Control Center Lead <ul style="list-style-type: none"> ➤ 3 SubTx lines impacted still ➤ 10 Dx feeders, 5 of which are from the 2248 line
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ ETR mgmt. today will be the focus ➤ Single No Power Call backs and text call backs in process to be done today ➤ Setting up remote clearing rooms today to support RI and MA South areas
12	IT Event Lead <ul style="list-style-type: none"> ➤ No Exceptions
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ Closing down Worcester this AM
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ 10 patrollers activated in RI ➤ Pairing with RCS's in RI to support the clean-up effort
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Plans being setup now and managed today to keep all ETRs current and accurate, focusing on RI and MA South areas
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ No Exceptions
17	State Liaison Officer <ul style="list-style-type: none"> ➤ MA DPU and RI PUC storm update planned to go out this morning
18	State Public Information Officer <ul style="list-style-type: none"> ➤ 4 media inquiries ➤ Web message to eb updated after this call

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19	Customer Contact Center Lead <ul style="list-style-type: none">➤ No Life Support Customers are currently impacted➤ Centres returning to normal business posture
20	State HR Section Chief <ul style="list-style-type: none">➤ No Exceptions
21	State Finance Section Chief <ul style="list-style-type: none">➤ Accounting memo distributed by NE Ops Support Staff➤ Finance will not be releasing a memo
22	State Safety & Health Officer <ul style="list-style-type: none">➤ On-boarding completed as needed and has been successful
23	State Environmental Officer <ul style="list-style-type: none">➤ No Exceptions
24	State Security Officer <ul style="list-style-type: none">➤ No Exceptions
25	Emergency Planning Support <ul style="list-style-type: none">➤ Supporting mutual assistance in CMP Maine
26	NE States Incident Commander <ul style="list-style-type: none">➤ Next call on Wednesday will be as needed, regular updates will be sent out today for awareness
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• If Needed: Wednesday, 0700, Dec 2nd, 2020

Appendix B

Please see the Excel version of Appendix B.

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.