

February 4, 2020

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 2509 – Storm Contingency Fund
October 31, 2019 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 one original and eight copies of National Grid's summary report (Storm Summary Report) on the planning and restoration activities associated with the October 31, 2019 Storm (October 31, 2019 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 providing Appendices C, D, and E to the Storm Summary Report in Excel format on a USB flash drive.

The Company will file a supplemental report detailing the incremental restoration costs resulting from October 31, 2019 Storm once the Company accumulates the total costs and completes a final accounting of storm costs.

This filing includes a Motion for Protective Treatment of Confidential Information in accordance with PUC Rule 810-RICR-00-00-1.3.H.3. of the PUC's Rules of Practice and Procedure and R.I. Gen. Laws § 38-2-2(4)(B) for Confidential Appendix A to the Storm Summary Report. The Company seeks protection from public disclosure of certain confidential information contained in Confidential Appendix A. Accordingly, the Company has provided the PUC with one complete, unredacted copy of the confidential document in a sealed envelope marked "**Contains Privileged and Confidential Information – Do Not Release**" and has included redacted copies of this document for the public filing.

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

Luly E. Massaro, Commission Clerk
Docket 2509 – October 31, 2019 Storm
February 4, 2020
Page 2 of 2

Thank you for your attention to this filing. If you have any questions, please contact me at 508-330-8602.

Very truly yours,

A handwritten signature in blue ink that reads "Celia B. O'Brien". The signature is written in a cursive, flowing style.

Celia B. O'Brien

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

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
RHODE ISLAND PUBLIC UTILITIES COMMISSION

The Narragansett Electric Company)	
d/b/a National Grid)	Docket No. 2509
Storm Contingency Fund)	
October 31, 2019 Storm Summary Report)	

MOTION OF THE NARRAGANSETT ELECTRIC COMPANY
d/b/a NATIONAL GRID
FOR PROTECTIVE TREATMENT OF CONFIDENTIAL INFORMATION

National Grid¹ hereby requests that the Rhode Island Public Utilities Commission (the PUC) provide confidential treatment and grant protection from public disclosure of certain confidential, competitively sensitive, and/or proprietary information submitted by the Company in the above-captioned docket, as permitted by PUC Rule 810-RICR-00-00-1.3.H.3. of the PUC’s Rules of Practice and Procedure and R.I. Gen. Laws § 38-2-2(4)(B). National Grid also hereby requests that, pending entry of that finding, the PUC preliminarily grant National Grid's request for confidential treatment pursuant to PUC Rule 810-RICR-00-00-1.3.H.2.

I. BACKGROUND

On February 4, 2020, the Company filed with the PUC in the above-captioned docket the Company’s summary report on its planning and restoration activities associated with the October 31, 2019 storm (Storm Summary Report), which likely will qualify for inclusion in the Company’s Storm Contingency Fund. The Storm Summary Report includes copies of the minutes from all National Grid New England States Briefing Calls (Briefing Calls) for this

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

storm event, which the Company provided as Confidential Appendix A. Although the minutes themselves are not confidential, they include the internal passcode for the conference call number for National Grid's internal Briefing Calls, which passcode constitutes sensitive, confidential, and/or proprietary information and is protected from public disclosure. Accordingly, National Grid has provided both a redacted public version and an unredacted confidential version of Appendix A with its filing.

Therefore, the Company requests that, pursuant to PUC Rule 810-RICR-00-00-1.3.H.3, the PUC afford protective treatment of the confidential information contained in Confidential Appendix A.

II. LEGAL STANDARD

PUC Rule 810-RICR-00-00-1.3.H.1. of the PUC's Rules of Practice and Procedure provides that access to public records shall be granted in accordance with the Access to Public Records Act (APRA), R.I. Gen. Laws § 38-2-1, *et seq.* Under APRA, all documents and materials submitted in connection with the transaction of official business by an agency is deemed to be a "public record," unless the information contained in such documents and materials falls within one of the exceptions specifically identified in R.I. Gen. Laws § 38-2-2(4). To the extent that information provided to the PUC falls within one of the designated exceptions to the public records law, the PUC has the authority under the terms of APRA to deem such information as confidential and to protect that information from public disclosure.

In that regard, R.I. Gen. Laws § 38-2-2(4)(B) provides that the following types of records shall not be deemed public: Trade secrets and commercial or financial information obtained from a person, firm, or corporation which is of a privileged or confidential nature. The Rhode Island Supreme Court has held that this confidential information exemption applies where disclosure of

information likely would be either (1) to impair the government's ability to obtain necessary information in the future; or (2) to cause substantial harm to the competitive position of the person from whom the information was obtained. *Providence Journal Company v. Convention Center Authority*, 774 A.2d 40 (R.I. 2001). This test is satisfied when information is provided voluntarily to a governmental agency and that information is of a kind that would customarily not be released to the public by the person from whom it was obtained. *Providence Journal*, 774 A.2d at 47.

III. BASIS FOR CONFIDENTIALITY

The confidential information contained in Confidential Appendix A to the Storm Summary Report is confidential information of the type that the Company ordinarily does not make public and should be protected from public disclosure. Specifically, the information in Confidential Appendix A contains the internal passcode for the conference call number for National Grid's internal Briefing Calls. The passcode for these calls is intended to be private, confidential, and proprietary to National Grid. There is no countervailing public interest that would warrant disclosure of this sensitive contact information and redacting the information will not affect the public's access to the substantive restoration activities associated with the October 31, 2019 Storm that are reflected in the minutes of the Briefing Calls. The redacted information is intended to be private, confidential, and proprietary to National Grid and its employees and is not information that National Grid ordinarily makes public to third parties who are not invited to the Briefing Calls. Therefore, this information satisfies the exception provided in R.I. Gen. Laws § 38-2-2(4)(B).

Accordingly, National Grid respectfully requests that the PUC provide protective treatment to this confidential information.

IV. CONCLUSION

For the reasons set forth above, the Company respectfully requests that the PUC grant its Motion for Protective Treatment of Confidential Information.

Respectfully submitted,

**THE NARRAGANSETT ELECTRIC COMPANY
d/b/a NATIONAL GRID**

By its attorney,



Celia B. O'Brien, Esq. (RI Bar #4484)
National Grid
280 Melrose Street
Providence, RI 02907
(508) 330-8602
Dated: February 4, 2020

National Grid

The Narragansett Electric Company

**Report on
October 31, 2019 Event,
Damage Assessment and
Service Restoration**

February 4, 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 OCTOBER 31, 2019 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 October 31, 2019 Wind Storm (October 31, 2019 Storm or the Storm), which impacted Rhode Island and other states in the northeast. The Company followed its Emergency Response Plan throughout the planning and restoration stages of the event. 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 Storm was projected to bring moderate rain and hazardous winds, which potentially could cause significant damage to the Company's electric infrastructure. Ultimately, the Storm brought damaging winds across the state, with only light rain. Maximum wind gusts were in the 50 to 60 mph range. The Storm interrupted power to 56,723 (approximately 36,524 at peak) of the Company's customers. Overall, 35 of the 38 communities served in Rhode Island were impacted.

The Company began preparing for the Storm on Tuesday, October 29, closely monitoring the weather as the forecast began to indicate possible rainy and windy conditions later in the week. The first Pre-Event Stage Briefing Call was conducted on Thursday, October 31, at 3:30 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 a Branch Storm Room in Providence at approximately 4:00 p.m. on Thursday evening, October 31. Also, as planned, the Company opened its wires-down room later that same evening. The Company conducted its first Restoration Stage Briefing Call on Friday, November 1, at 7:30 a.m., and continued these calls 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 just over 82 hours from the time of the first customer impacted and in 58 hours from the time of peak impact. Power was restored to the final customer impacted by the October 31, 2019 Storm on November 3, 2019, at approximately 2:00 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 October 31, 2019 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 October 31, 2019 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	October 31, 2019; approx. 3:30 p.m.
Initial Event Classification Type - 4	October 31, 2019; approx. 3:30 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 October 31, 2019 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	October 31, 2019; 3:30 p.m.
Branch Storm Room opened in Providence	October 31, 2019; 4:00 p.m.
Branch Wires Down Room opened in Providence	October 31, 2019; approx. 11:30 p.m.
First Restoration Stage Briefing Call	November 1, 2019; 7:30 a.m.
Second Restoration Stage Briefing Call	November 1, 2019; 3:00 p.m.
Third Restoration Stage Briefing Call	November 2, 2019; 7:30 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 Tuesday, October 29, the weather forecasts began to indicate the chance for moderate to heavy rain and hazard level wind gusts later in the week, starting Thursday, October 31. Over the next few days, the forecasts became more detailed, and by the end of the day on Wednesday, October 30, the rain and wind event was forecast to impact all of Rhode Island and Massachusetts, with the most significant impacts expected near the coast. Moderate to heavy rainfall of three-quarters of an inch to over two inches was forecast. Common wind gusts of 35 to 45 mph were expected, with peak wind gusts of 45 to 55 mph forecast. Coastal areas of Rhode Island and Massachusetts were expected to receive the highest peak wind gusts ranging from 50 to 55 mph, and up to 60 mph in Nantucket. This forecast remained consistent over the next day, with confidence increasing as the projected start time of the event grew closer.

B. Impact

The October 31, 2019 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. Much of Rhode Island experienced wind gusts in the 40 to 50 mph range, with interior areas seeing 55 to 60 mph gusts. The Towns of Foster and Hopkinton were affected most heavily with approximately 88 and 39 percent of their customers impacted, respectively, by the event. See Table 3 below for the October 31, 2019 Storm Impact.

Table 3. Storm Impact

Total Customers Impacted	56,723
Peak Customers Impacted	36,524
Date and Time of Peak	November 1, 2019; 3:58 a.m.
Date and Time Final Customer Was Restored	November 3, 2019; 2:00 p.m.
Number of Municipalities That Experienced Interruptions	35
Number of Distribution Feeders That Experienced Interruptions	97

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of October 31, 2019, through November 4, 2019.

Figure 1

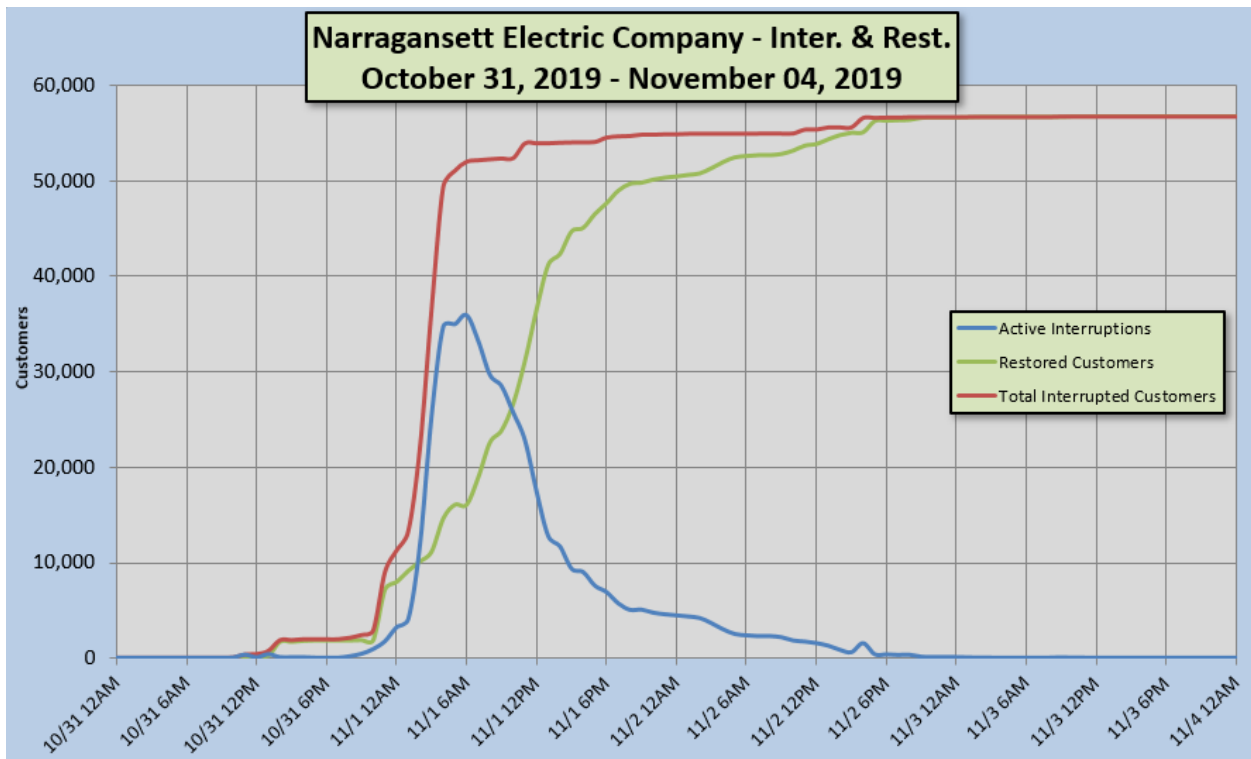


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,866	71	1.03%
BRISTOL	10,473	6	0.06%
BURRILLVILLE	2,624	248	9.45%
CENTRAL FALLS	7,450	1,918	25.74%
CHARLESTOWN	5,797	757	13.06%
COVENTRY	14,301	4,509	31.53%
CRANSTON	31,728	4,294	13.53%
CUMBERLAND	15,403	4,289	27.85%
EAST GREENWICH	6,153	946	15.37%
EAST PROVIDENCE	22,207	284	1.28%
EXETER	3,044	2,123	69.74%
FOSTER	2,035	4,880	100.00%
GLOCESTER	4,674	2,053	43.92%
HOPKINTON	3,937	1,906	48.41%
JOHNSTON	13,726	536	3.90%
LINCOLN	10,259	4,125	40.21%
LITTLE COMPTON	2,585	26	1.01%
NARRAGANSETT	10,560	2,946	27.90%
NEWPORT	14,862	1	0.01%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NORTH KINGSTOWN	13,694	1,144	8.35%
NORTH PROVIDENCE	16,147	788	4.88%
NORTH SMITHFIELD	5,790	461	7.96%
PAWTUCKET	33,673	4,919	14.61%
PORTSMOUTH	9,208	1	0.01%
PROVIDENCE	73,589	575	0.78%
RICHMOND	3,533	784	22.19%
SCITUATE	4,607	2,762	59.95%
SMITHFIELD	9,018	217	2.41%
SOUTH KINGSTOWN	14,779	1,845	12.48%
TIVERTON	8,266	189	2.29%
WARWICK	40,495	2,770	6.84%
WEST GREENWICH	2,744	435	15.85%
WEST WARWICK	14,249	191	1.34%
WESTERLY	14,484	2,051	14.16%
WOONSOCKET	18,929	247	1.30%

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 Room in Providence as soon as it 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>
Community College of Rhode Island, Warwick
Twin River Casino

The Company activated Task Force teams for this event consisting of 8 overhead line personnel.

C. Personnel Resources

The Company secured 269 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 129 external crews and 140 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 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 the 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 resource allocations 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>
November 1, 2019; 7:00 a.m.	100	Overhead Line	0	N/A

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 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 October 31, 2019 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

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.

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 October 31, 2019 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 October 31, 2019 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 October 31, 2019 Storm on Tuesday, October 29, 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

During the Storm, the Company's Jurisdictional President provided updates to the Governor's Chief of Staff.

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 October 31, 2019 Storm. See Table 6 below for a listing of updates along with a brief summary of the update provided.

Table 6. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
October 31, 2019; approx. 11:30 a.m.	Initial notification of possible event; weather forecast; Event Type Classification; plans for opening the Providence Storm Room; resource plans
October 31, 2019; approx. 3:30 p.m.	Event Type Classification; Life Support and Critical Customer Notifications; resource updates
November 1, 2019; approx. 8:00 a.m.	Restoration progress and customer outage update; weather update; resource update
November 1, 2019; approx. 3:45 a.m.	Restoration progress and customer outage update; weather update; resource update; ETR update
November 2, 2019; approx. 8:50 a.m.	Restoration progress and customer outage update; weather forecast; ETR updates; outages by town
November 2, 2019; approx. 3:00 p.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 not open a Municipal Room. 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 October 31, 2019 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 Thursday, October 31, 2019, at approximately 11:00 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 October 31, 2019 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	3,500
Number of Customer Calls Received by Interactive Voice Response	Customer reports outage or issue	2,572
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	1,635
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	N/A
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	100,256
Number of emails sent	Outage notification, update, or update request from customer	871,200
Number of outbound calls made	Outage notification, update, or update request from customer	944
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for and response to the event	Customers seeking information	165,000
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	28

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 12 media requests for information related to the October 31, 2019 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

Based upon a review of the Company's website availability log, from October 31, 2019, through November 1, 2019, the Company's Retail Website was impacted twice as follows:

- **Impact Start:** 1 Nov 2019 8:26 EST **Impact End:** 1 Nov 2019 12:25 EST (intermittent slowness reported for four hours but not completely down. Some users faced issues in logging in).
- **Impact Start:** 1 Nov 2019 12:26 EST **Impact End:** 1 Nov 2019 13:55 EST (one hour 29 minutes - application was completely down).

During the intervals that the website was impacted, the electric outage data was still updating, so customers were able to view the information on the mobile app and directly through the Outage Central page, if they had it bookmarked to open the page directly, without accessing it via the website.

After completing a root cause analysis, the Company identified that, during the disruption on November 1, 2019, the web application server was unable to communicate with the AGS middleware server because of a fiber cut, which was repaired to restore service. A faulty network card was also replaced in the primary router. Performance of the website was monitored closely during root cause analysis until this functionality was corrected.

VII. CONCLUSION

The October 31, 2019 Storm moderately impacted the Company's electrical system, resulting in power outages to 56,723 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 30 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in just over 82

hours from the time of the first customer impacted and in 58 hours from the time of peak impact. Power was restored to the final customer impacted by the October 31, 2019 Storm on November 3, 2019, at approximately 2:00 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 October 31, 2019 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.

Appendix A National Grid New England States Briefing Agenda

MEETING INFORMATION			
Date:	10/31/2019	Time:	3:30 pm
Call Details:	866.662.9987 code XXXXXXXXXX		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	Y	IS Event Lead/Fran DiLeonardo	Y
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	Y
South Shore Branch Director/Jeff Merritt	Y	SERP Lead, Damage Assessment/Elton Prifti	Y
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	Y
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	Y
Merrimack Valley Branch Director/Pat Quigley	Y	State Liaison Officer/Alex Mango	Y
Central/West Branch Director/Kevin Peltier	Y	State Public Information Officer/Danielle Williamson	Y
Rhode Island Branch Director/Ray Rosario	Y	Customer Contact Center Lead/ Ricardo Jaramillo	Y
External Line Resource Lead/Avia Levin	Y	State HR Section Chief/Maria Marotta	Y
SERP Lead, Forestry/Jerry Convery	Y	State Finance Section Chief/Kristofer Swedberg	Y
Transmission Restoration Lead/Andrew Schneller	Y	State Safety & Health Officer/Bob Preshong	Y
Substation Lead/Bob Brawley	Y	State Environmental Officer/Pete Harley	Y
Control Center Lead/Mike Gallagher	Y	State Security Officer/John Jackson	Y
SERP Lead, Storm Rooms/Kevin Hellmuth	Y	Emergency Planning Support/Jane Becker	Y
<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"> ➤ Mike Nickl – This is a new event, don’t take for granted what we talked about during the recent previous storms; conduct intentional safety messaging; no rushing, call a safety stop if needed
2	<p>Weather Forecast – State Incident Commander</p> <p>The forecast has been pretty consistent; we are already getting some outages, the event may be arriving earlier than anticipated; higher elevations are being impacted right now; the forecast is for 15 – 30 mph winds, highest wind gusts forecast at 45mph; peak gusts on Nantucket forecast at 60mph; peak wind gusts forecast for RI at 55mph; peak wind gusts forecast for Eastern MA at 55mph</p>

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3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ○ Have been watching the weather for a few days, have a plan in place ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Type 4 Event for both MA and RI ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Brockton, North Andover, Worcester, Providence Storm Rooms are opening ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ State EOC not planned to open at this time, will monitor overnight ○ SWN notification went out to the State EOC roles, be on notice that we might open in the AM; consider planning to work out of Worcester tomorrow ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Primary Objective is the Safety of our Personnel and others ○ Ensure all crews are on-boarded and prepared ○ Be aware of possible safety concerns with flying buckets, falling trees, leaves, people in the street
4	<p>State Operations Section Chief (not activated)</p>
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Opening Brockton Storm Room at 7pm ▪ Have some crews overnight tonight in SS and SE, coverage from 3pm until the event is over ▪ UG and Substation support as well ▪ WD staff in Brockton starting at 7pm ▪ Brockton Muni Room opening at 10pm ▪ Forestry crews on overnight as well ▪ 2 OH Line and 1 Forestry crew travelled on the ferry to Nantucket today ➤ MA Southeast Branch – Hopedale ➤ MA North Shore Branch – Malden ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Opening North Andover Storm Room at 8pm ▪ Making WD Room decision in the AM ▪ Will have staffing through the night, starting at 3pm ▪ Have Forestry support ▪ Muni Room will open at 11pm ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Opening Worcester Storm Room as we speak ▪ Have crews on tonight, including Forestry support ▪ Also have contractors on tonight until about 9pm ▪ UG and Substation support overnight as well ▪ WD will open tomorrow am at 7:30 ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Activated ICS for RI ▪ Wally McDonald on at night ▪ Opening Providence Storm Room at 4pm ▪ WD Room will open at 11:30pm ▪ Muni Room opening tomorrow at 6:30 am ▪ Will wait until tomorrow to decide if Staging Sites are needed
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Secured 50 external OH Line crews

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	<ul style="list-style-type: none"> ➤ Canadian crews using the Maine border crossing should arrive between 11- 12 pm ➤ VT Border Crossing is going fine ➤ MA crews will be staged in Marlboro ➤ RI crews will be staged in Providence ➤ Depending on damage, will dispatch accordingly tomorrow
7	SERP Lead, Forestry <ul style="list-style-type: none"> ➤ Crews on extended night shift tonight ➤ Secured 52 additional crews ➤ Total of 179 distribution Forestry crews ➤ 38 Distribution forestry crews in RI, 141 in MA
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ 3 crews staged in hotels - Swansea, Hopedale, and Tewksbury along with transmission Forestry crews ➤ Not opening Transmission Storm Room, but will be on standby ➤ 2 helicopters available tomorrow, if they can fly with the weather conditions ➤ 25 in house Construction service crews available for WD if needed
9	Substation Lead <ul style="list-style-type: none"> ➤ No flooding concerns
10	Control Center Lead <ul style="list-style-type: none"> ➤ Staffed to keep dispatching for Southeast, North Shore, West, Nantucket ➤ Reminder to fill out the Blue Sheets ➤ ETRs – keeping at Blue Sky rules for now
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Storm Rooms are good, staffing is all set ➤ Working with Fran D, McAfee anti-virus work is complete
12	IS Event Lead <ul style="list-style-type: none"> ➤ Working on shifts, likely to see some new folks as we transition to new provider ➤ Anti-Virus upgrade completing ➤ Working on a plan for the CSS desktop push tomorrow ➤ Completing AVLS modem software updates, on 11/3 some AVLS locations may not be accurate
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ Ready to go for WD Rooms opening ➤ Staffing ready for tomorrow AM as well
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No DA planned yet
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Ready if needed
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ Lodging request for external line crews, have completed that request
17	State Liaison Officer <ul style="list-style-type: none"> ➤ Working on schedule, should State EOCs (MEMA and RIEMA) open ➤ Regulatory updates have gone out
18	State Public Information Officer <ul style="list-style-type: none"> ➤ Not much media interest yet

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	<ul style="list-style-type: none"> ➤ Safety messages are out on the web and Social Media
19	<p>Customer Contact Center Lead</p> <ul style="list-style-type: none"> ➤ Staffing is complete, set up overnight shifts ➤ 9,000 Life Support and 1,000 Critical Customer calls went out today, started at 11am, competed at noon
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"> ➤ 4 Safety Reps to be deployed ➤ Ready to go in the AM
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ Coordinators staffed, including those who work with Transmission on ROW issues ➤ Reached out to Clean Harbors
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ Put security vendor on notice, in case we open Staging Sites
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Use SEAL Analysts to activate and document activation in SEAL
26	<p>NE States Incident Commander</p> <ul style="list-style-type: none"> ➤ We have been watching the weather for the last couple of days ➤ We have put the plan in place, adapted and modified it ➤ We will keep monitoring and see how things go ➤ Out top objective is everyone’s safety
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • Tomorrow morning, 7:30 am

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MEETING INFORMATION

Date:	11/1/2019	Time:	7:30 am
Call Details:	866.662.9987 code XXXXXXXXXX		

KEY MEETING PARTICIPANTS

D = Delegate X = in attendance

Name	Present	Name	Present
State Incident Commander/Mike McCallan	Y	IS Event Lead/Fran DiLeonardo	Y
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	Y
South Shore Branch Director/Jeff Merritt	Y	SERP Lead, Damage Assessment/Elton Prifti	Y
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	Y
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	Y
Merrimack Valley Branch Director/Pat Quigley	Y	State Liaison Officer/Carlos Nouel	Y
Central/West Branch Director/Kevin Peltier	Y	State Public Information Officer/Danielle Williamson	Y
Rhode Island Branch Director/Ray Rosario	Y	Customer Contact Center Lead/ Ricardo Jaramillo	Y
External Line Resource Lead/Avia Levin	Y	State HR Section Chief/Maria Marotta	Y
SERP Lead, Forestry/Jerry Convery	Y	State Finance Section Chief/Kristofer Swedberg	Y
Transmission Restoration Lead/Andrew Schneller	Y	State Safety & Health Officer/Bob Preshong	Y
Substation Lead/Bob Brawley	Y	State Environmental Officer/Pete Harley	Y
Control Center Lead/Mike Gallagher	Y	State Security Officer/John Jackson	Y
SERP Lead, Storm Rooms/Kevin Hellmuth	Y	Emergency Planning Support/Jane Becker	Y

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Focus on Situational Awareness – We have had a couple of tree incidents; a contractor was struck by a broken tree, and a tree branch fell on a CMS vehicle; be aware of hazards above, tree limbs are weak, expect the unexpected; give yourself an out; be aware of blowing debris and slips/trips/falls hazards
2	<p>Weather Forecast – State Incident Commander</p> <p>Will still seem gusty winds today; from now till 2pm, we will continue to see sustained winds of 15 – 30 mph, especially in RI; in West/Central MA we will see winds of 25-20mph; in Eastern MA we will see winds of 15-30mph; we will also see some gusts in the 40-50mph range; the rain has stopped, showers may continue</p>
3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ○ Currently at 62k custs out; 25k custs in MA, 37k custs in RI ○ We have restored approx. 56k custs in MA and 19k custs RI, made good progress during the night; addressed numerous 911 and WD calls ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Remain at a Type 4 Event for both MA and RI

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	<ul style="list-style-type: none"> ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Brockton, North Andover, Worcester, Providence Storm Rooms remain open ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ Partial activation of State EOC as of 7:30 am; State Incident Commander, State Liaison Officer, State Public Information Officer, State Safety & Health Officer, Emergency Planning Support ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Zero incidents, injuries, RTCs, switching errors ○ Respond to 911 calls ○ Ensure all external crews are on-boarded prior to assignment ○ Objective to get all mainline circuits back by 6pm today
4	<p>State Operations Section Chief (not activated)</p>
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ Peak wind activity was around 3:30 am ▪ Peak outages were at 20k custs out, they are now at 15k custs out ▪ Have multiple broken poles ▪ Schools are out in Brockton, Pembroke, West Bridgewater ▪ Have 14 contractor crews that were staged in Marlboro ▪ Deployed Community Liaisons to Pembroke, Hanson, West Bridgewater ▪ Focusing on 911 calls ▪ West Bridgewater fire station is out ➤ MA Southeast Branch – Hopedale ➤ MA North Shore Branch – Malden ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ CoCs are not yet engaged in MV ▪ Have CoCs engaged in NS, several poles down ▪ Mike will follow up on the MV CoCs ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ Under 10k custs out ▪ 400 outages, 33 in service calls ▪ 3 CoCs in Athol; 5 CoCs in Spencer; 10 contractors going to Monson ▪ Engaged WD 20 minutes ago ▪ Steady activity all through the night ▪ Hardest hit areas are Monson, Spencer/Worcester ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ 39k custs out ▪ Lincoln and North Kingstown/Westerly areas are most heavily impacted ▪ Received an additional 15 contractor crews ▪ Secured additional Forestry crews, up to 38 now ▪ WD is up to 80 resources ▪ DA is up and running ▪ 2 Staging Sites, CCRI and Twin River ▪ Task Forces being activated as needed ▪ Have 8 feeders locked out; 6 sub Transmission lines out, 85T2 is priority, have reached out to Transmission for support with this
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Marlboro crews are being onboarded, some arrived quite late last night

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7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ Diverted 13 crews from the north to RI ➤ Have a total of about 51 incremental crews ➤ Will evaluate during the day, see where the needs are
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ 1 LO no custs affected ➤ 2 Transmission Line operations last night ➤ 5 crews on property, 1 will be working on the 85T2 ➤ Have 2 helicopters ready but they can't fly yet due to the winds, hoping to be able to fly by noon
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ Engaged and no concerns
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 9 sub Transmission lines locked out, 6 in RI and 3 in MA ➤ Dispatching for West, North Shore, Southeast, Nantucket ➤ Southeast is busiest, assigning outages and 911 calls ➤ Getting WD resources for Southeast ➤ ETRs are set to assessing conditions for all areas except North Shore, Merrimack Valley, the far West and Nantucket
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Adding some resources in Providence and Worcester ➤ Work packets being created for Providence ➤ IS Support continues to work thru Anti-Virus tool issues
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ Coverage is in place ➤ Sunday is "Fall Back" time change ➤ Updating Customer Contact Center desktops, watching this closely
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ Brockton and Providence WD rooms opened last night ➤ Today Worcester WD room open ➤ No WD in Merrimack Valley or North Shore ➤ Adjusting in the far West to make CMS resources avail for priority work ➤ Adjusting to the needs of the Branches
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ Working to activate in Providence, both day and night shift ➤ Will be fully activated later this am
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤
17	<p>State Liaison Officer</p> <ul style="list-style-type: none"> ➤ No updates
18	<p>State Public Information Officer</p> <ul style="list-style-type: none"> ➤ Quiet overnight ➤ Handful of inquiries in RI

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	<ul style="list-style-type: none">➤ Couple of inquiries in MA
19	Customer Contact Center Lead <ul style="list-style-type: none">➤ Last night was busy, 1,400 calls, most active around 1am➤ Prepared for 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">➤ Will distribute accounting memo since the state EOC is partially opened
22	State Safety & Health Officer <ul style="list-style-type: none">➤ NY has been hit pretty hard➤ Mike Nickl is out with 4 others
23	State Environmental Officer <ul style="list-style-type: none">➤ No issues
24	State Security Officer <ul style="list-style-type: none">➤ No issues
25	Emergency Planning Support <ul style="list-style-type: none">➤ Nothing to report
26	NE States Incident Commander - final comments <ul style="list-style-type: none">➤ Today's focus is on 911 calls, clearing of roads, mainline, addressing community priorities➤ We have completed a lot of restoration, great work➤ Stay safe, focus, maintain situational awareness➤ May re-allocate crews during the day, this will be part of our planning
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• 3pm today

REDACTED VERSION

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MEETING INFORMATION			
Date:	11/1/2019	Time:	3:00 pm
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	Y	IS Event Lead/Fran DiLeonardo	Y
State Operations Section Chief/		SERP Lead, Wires Down/Mark Correia	Y
South Shore Branch Director/Jeff Merritt	Y	SERP Lead, Damage Assessment/Elton Prifti	Y
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	Y
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	Y
Merrimack Valley Branch Director/Pat Quigley	Y	State Liaison Officer/Carlos Nouel	Y
Central/West Branch Director/Kevin Peltier	Y	State Public Information Officer/Danielle Williamson	Y
Rhode Island Branch Director/Ray Rosario	Y	Customer Contact Center Lead/ Ricardo Jaramillo	Y
External Line Resource Lead/Avia Levin	Y	State HR Section Chief/Maria Marotta	Y
SERP Lead, Forestry/Jerry Convery	Y	State Finance Section Chief/Kristofer Swedberg	Y
Transmission Restoration Lead/Andrew Schneller	Y	State Safety & Health Officer/Bob Preshong	Y
Substation Lead/Bob Brawley	Y	State Environmental Officer/Pete Harley	Y
Control Center Lead/Mike Gallagher	Y	State Security Officer/John Jackson	Y
SERP Lead, Storm Rooms/Kevin Hellmuth	Y	Emergency Planning Support/Jane Becker	Y
<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"> ➤ We will be moving into an evening shift, need to make sure we are watching out for each other both in the office and in the field; fatigue can set in and lead to a lack of focus, don't be afraid to speak up, if you see something say something, look out for each other
2	<p>Weather Forecast – State Incident Commander</p> <p>Still a little breezy, Central MA and Nantucket will see 30 mph winds; by sunset, winds will drop as well</p>
3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ○ Currently at 26k custs out; 9,800 custs in MA, 16,000 custs in RI ○ We have restored approx. 79,000 custs in MA and 57,000 custs RI ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Remain at a Type 4 Event for both MA and RI ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Brockton, North Andover, Worcester, Providence Storm Rooms remain open ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ Partial activation of State EOC as of 7:30 am; State Incident Commander, State Liaison Officer, State

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	<p>Public Information Officer, State Safety & Health Officer, Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Zero incidents, injuries, RTCs, switching errors ○ Respond to 911 calls ○ Ensure all external crews are on-boarded prior to assignment ○ Objective to get all mainline circuits back by 6pm today
4	State Operations Section Chief (not activated)
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ No safety incidents ▪ All mainline was back at 1pm ▪ Have 3600 custs out ▪ Working on OMS system cleanup ▪ Set 25 poles, mostly in Pembroke area, met with the Police Chief there ▪ Set ETRs at device level ▪ Conducting some outbound texting and calling ▪ Starting to think about demobilization ➤ MA Southeast Branch – Hopedale ➤ MA North Shore Branch – Malden ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ Had 1 RTC, one of our crews was rear-ended ▪ Conducted Safety review with supervisors, maintain focus throughout the event ▪ Closed Muni Room at 1pm ▪ Plans to turn over dispatching to Northboro at 4:00 pm ▪ Will have crew rotation on through the night and into tomorrow ▪ Maintaining ETRs at the outage level ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ No safety incidents ▪ Under 4k customers out ▪ All WD and Police/Fire calls are covered ▪ Working with Verizon for support in the Monson area, hardest hit for poles ▪ ETRs have been updated at the device level ▪ Remaining outages are at the fuse level ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ Down to 16k custs out ▪ No safety incidents ▪ All 911 calls covered ▪ 2 Nursing Homes still out but assigned ▪ 2 sewage stations are out ▪ 13 schools were impacted, believe that 8 have been restored ▪ All sub Transmission has been repaired but not switched back yet ▪ 6 Reclosers out ▪ 2 outages >1000, both assigned ▪ ETRs are at the device level
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ No exceptions
7	SERP Lead, Forestry

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	<ul style="list-style-type: none"> ➤ No real changes, 180 distribution Forestry crews, 123 in MA and 57 in RI ➤ Monitoring needs and re-allocating accordingly
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ All Transmission system work is complete ➤ Still supporting RI
9	Substation Lead <ul style="list-style-type: none"> ➤ No exceptions
10	Control Center Lead <ul style="list-style-type: none"> ➤ 4 Sub Transmission lines out in RI and 1 in MA, all repaired, switching taking place on these ➤ Scrubbing calls in OMS
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ Demobilization plan in place for MV ➤ Starting proactive texting outreach for Brockton at 630pm, also tomorrow
12	IS Event Lead <ul style="list-style-type: none"> ➤ Access is restored to applications in the Norwich data center ➤ Unsuccessful automated failover to secondary occurred, outage was approx. 1 ½ hr. ➤ Primary circuit failure is being investigated ➤ Root cause analysis will be performed
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ 2 shifts still ongoing ➤ 24 hour mode for Worcester
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No exceptions ➤ Providence up and running
15	State Planning Section Chief <ul style="list-style-type: none"> ➤
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ No exceptions
17	State Liaison Officer <ul style="list-style-type: none"> ➤ No exceptions
18	State Public Information Officer <ul style="list-style-type: none"> ➤ 15 calls today, most in RI ➤ All essentially neutral
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ 5,800 calls today ➤ No calls in queue ➤ 81% of calls answered in first 20 seconds ➤ Moving to 12-hour shifts
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 went out this am

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	<ul style="list-style-type: none"> ➤ Allocation memo will go out later today
22	<p>State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ 3 incidents in NE, 2 in NY for a total of 5, mostly tree related ➤ There is still a risk from trees/limbs related to this event ➤ Assisting NY, especially in Albany
23	<p>State Environmental Officer</p> <ul style="list-style-type: none"> ➤ 5 Spills have been addressed ➤ Will be responding to transmission and sub transmission ROW areas
24	<p>State Security Officer</p> <ul style="list-style-type: none"> ➤ Provided Security to Twin River and CCRI
25	<p>Emergency Planning Support</p> <ul style="list-style-type: none"> ➤ Nothing to report
26	<p>NE States Incident Commander - final comments</p> <ul style="list-style-type: none"> ➤ We are still engaged, restoring about 1700 custs/hr. ➤ Restoration will continue into tomorrow ➤ NY will continue into Monday, they are looking for resources; be mindful of contractors and internal crews that we may be able to release to help them
27	<p>Next Scheduled Call-Date & Time</p> <ul style="list-style-type: none"> • 7:30 call tomorrow AM

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MEETING INFORMATION			
Date:	11/2/2019	Time:	7:30 am
Call Details:	866.662.9987 code [REDACTED]		

KEY MEETING PARTICIPANTS			
D = Delegate X = in attendance			
Name	Present	Name	Present
State Incident Commander/Mike McCallan	Y	IS Event Lead/Fran DiLeonardo	Y
State Operations Section Chief/		SERP Lead, Wires Down/Alex Bright	Y
South Shore Branch Director/Jeff Merritt	Y	SERP Lead, Damage Assessment/Elton Prifti	Y
Southeast Branch Director/		State Planning Section Chief/Ryan Constable	
North Shore Branch Director/		State Logistics Section Chief/Jorge Sousa	Y
Merrimack Valley Branch Director/Pat Quigley	Y	State Liaison Officer/Alex Mango	Y
Central/West Branch Director/John Doherty	Y	State Public Information Officer/Danielle Williamson	Y
Rhode Island Branch Director/Ray Rosario	Y	Customer Contact Center Lead/ Ricardo Jaramillo	Y
External Line Resource Lead/Avia Levin	Y	State HR Section Chief/Maria Marotta	Y
SERP Lead, Forestry/Jerry Convery	Y	State Finance Section Chief/Kristofer Swedberg	Y
Transmission Restoration Lead/Andrew Schneller	Y	State Safety & Health Officer/Bob Preshong	Y
Substation Lead/Bob Brawley	Y	State Environmental Officer/Pete Harley	Y
Control Center Lead/Mike Gallagher	Y	State Security Officer/John Jackson	Y
SERP Lead, Storm Rooms/Kevin Hellmuth	Y	Emergency Planning Support/Jane Becker	Y
<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"> ➤ A reminder to maintain Situational Awareness - the weather is changing; later today and tonight, in our home area and in NY, it is getting cold; need to make sure we are ready for the weather change, dress in layers and use proper cold weather gear and footwear; walking surfaces will be slippery, especially with leaves on them
2	<p>Weather Forecast – State Incident Commander</p> <p>Expecting a dry and hazard free day, 5 – 10 mph winds; tonight will be on the colder side, scattered showers overnight between 12 – 6am; for the rest of the week, cooler weather is coming</p>
3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Provide overview of the Emergency activities; current size and complexity <ul style="list-style-type: none"> ○ Currently at 4,700 total custs out; 1,400 custs out in MA and 3,300 custs out in RI ○ MA achieved 95% restored at 2:00 am; we are close in RI as well ○ We have restored approx. 90,000 custs in MA and 62,000 custs RI ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Remain at a Type 4 Event for both MA and RI ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Brockton, Worcester, Providence Storm Rooms remain open

Appendix A National Grid New England States Briefing Agenda

	<ul style="list-style-type: none"> ○ North Andover Storm Room closed last night ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ State EOC was closed at 21:00 yesterday ○ Continue to monitor progress today ➤ Establish Emergency Objectives <ul style="list-style-type: none"> ○ Zero incidents, injuries, RTCs, switching errors ○ All work assigned and completed by end of day, sooner in some areas ○ Evaluate resources as they are freed up, work to shift them to RI as needed ○ Provide resource support to NY as we are able
4	<p>State Operations Section Chief (not activated)</p>
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA South Shore Branch –Brockton <ul style="list-style-type: none"> ▪ No safety incidents ▪ 280 custs out ▪ Met ETR goal ▪ Expect all restoration to be complete by 6pm today ▪ Cleaning up in service calls ▪ Have a demobilization plan; sending 10 SE crews to RI as well as contractor crews that were in SE ▪ SE will be on pagers for Sunday ▪ SS pole sets, total in the 25 – 30 range ▪ Will release WD at approx. 3pm ▪ Plan to close the Storm Room at approx. 3pm ▪ Will scale back to 6 crews ON for SS, pagers for tomorrow ▪ Evaluate how to best support to NY ➤ MA Southeast Branch – Hopedale ➤ MA North Shore Branch – Malden ➤ MA Merrimack Valley Branch – North Andover <ul style="list-style-type: none"> ▪ No safety incidents ▪ Closed Storm Room at 9pm last night ▪ Had an overnight presence and some on property ▪ Canvassing to send crews to RI ▪ Crews will be on pagers for Sunday ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ No safety incidents ▪ 1,082 custs out; Approx. 500 custs affected by 4 outages ▪ Scrubbed calls last night ▪ Released K-Line crews this AM ▪ 6 CoCs working; will release them when able ▪ WD still engaged, plan to release mid-day ▪ Storm Room continues to scrub calls ▪ Will work on closing the Storm Room later today ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ No safety incidents ▪ Restored all mainline affecting custs ▪ 3,300 custs out; 322 single no power calls; 738 in service calls ▪ ETRs have been adjusted for many ▪ Chopmist area is most heavily impacted

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	<ul style="list-style-type: none"> ▪ 3307 Line ROW, working on getting a track vehicle in ▪ Helicopter patrols planned for tomorrow
6	<p>External Line Resource Lead</p> <ul style="list-style-type: none"> ➤ Moved 10 crews to NY from West ➤ Moved 11 crews from SS to RI ➤ Will reach out to Ray by 11am for contractor lodging required tonight
7	<p>SERP Lead, Forestry</p> <ul style="list-style-type: none"> ➤ 92 crews in MA, 78 crews in RI ➤ Continue to monitor throughout the day ➤ Moved 16 crews to NY at 0400 ➤ Building a plan to release additional crews to NY as needed
8	<p>Transmission Restoration Lead</p> <ul style="list-style-type: none"> ➤ 4 crews on property doing planned work ➤ Setting up helicopter patrols for tomorrow
9	<p>Substation Lead</p> <ul style="list-style-type: none"> ➤ Engaged and supporting
10	<p>Control Center Lead</p> <ul style="list-style-type: none"> ➤ 2 sub Transmission lines out in RI, all are back in MA ➤ Switching mainline back to normal ➤ Working with Branch Directors to transition back from Storm Rooms ➤ Scrubbing calls in OMS ➤ Reminder to turn in Blue Sheets
11	<p>SERP Lead, Storm Rooms</p> <ul style="list-style-type: none"> ➤ Continued focus on ETR management ➤ Working on OMS cleanup
12	<p>IS Event Lead</p> <ul style="list-style-type: none"> ➤ Stable overnight ➤ Repaired network card in router in the data center from yesterday's outage ➤ Second issue with fiber cable break, will put back in service tonight ➤ Can then restore full resiliency, no outage needed ➤ Retail website had some slowness, continue to look at that; high volume and monthly end processing may have contributed
13	<p>SERP Lead, Wires Down</p> <ul style="list-style-type: none"> ➤ Supporting Providence, Worcester, Brockton ➤ Have a small number of stand-by WD resources in each location ➤ Brockton and Worcester will close mid-day
14	<p>SERP Lead, Damage Assessment</p> <ul style="list-style-type: none"> ➤ Have Providence room open
15	<p>State Planning Section Chief</p> <ul style="list-style-type: none"> ➤
16	<p>State Logistics Section Chief</p> <ul style="list-style-type: none"> ➤ No exceptions ➤ Let Jorge know when the Staging Sites close

Appendix A National Grid New England States Briefing Agenda

17	State Liaison Officer <ul style="list-style-type: none"> ➤ No exceptions ➤ Request from RI, working with new town administrator; all towns show ETRs of 8am tomorrow, will work with Ray and Kevin H to get supporting wording
18	State Public Information Officer <ul style="list-style-type: none"> ➤ 2 calls since last night, RI
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Staffed for the day ➤ 12-hour shifts ➤ Business as usual planned for tomorrow AM
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"> ➤ The overnight was incident-free ➤ Daylight Savings time begins tonight, reminder to change the batteries in Smoke and CO detectors
23	State Environmental Officer <ul style="list-style-type: none"> ➤ 1 additional transformer oil spill for a total of 6
24	State Security Officer <ul style="list-style-type: none"> ➤ No exceptions
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ Nothing to report
26	NE States Incident Commander - final comments <ul style="list-style-type: none"> ➤ This will be our last call for this event ➤ Mike will work with the Branch Directors today ➤ Objective is to restore all our customers, then re-allocate crews to NY as we are able ➤ This will be declared a major event ➤ THANK YOU ALL!
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> • None

Appendix B 31-Oct-2019

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
31-Oct-19	Capital																				
	Lincoln	12	10		4																
	Providence/Chopmist	17			19		11			22			35								
	Coastal																				
	Middletown	7			4																
	North Kingstown/Westerly	18	8		14					16											
1-Nov-19	Capital																				
	Lincoln	11																			
	Providence/Chopmist	17	20		32		11			29			35						1		
	Coastal																				
	Middletown	18																			
	North Kingstown/Westerly	17	18		25					6											
2-Nov-19	Capital																				
	Lincoln	11																			
	Providence/Chopmist	17	20		35		11			29			35						2		
	Coastal																				
	Middletown	18																			
	North Kingstown/Westerly	17	31		43					6											

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 on USB Flash Drive.

Appendix D

Please see the Excel version of Appendix D on USB Flash Drive.

Appendix E

Please see the Excel version of Appendix E on USB Flash Drive.

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 4, 2020
Date

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**Docket No. D-17-45 – National Grid – Storm Fund
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