

October 29, 2021

VIA ELECTRONIC MAIL

Luly E. Massaro, Division Clerk
Rhode Island Division of Public Utilities and Carriers
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket D-11-94 - Review of Preparedness and Restoration Efforts by the State's Electric Utility Companies Related to Tropical Storm Irene February 15-16, 2021 Storm Summary Report

Dear Ms. Massaro:

In accordance with Order No. 20814 (November 20, 2012) in Docket D-11-94, I have enclosed an electronic version¹ of National Grid's² summary report on the planning and restoration activities associated with the February 15-16, 2021 storm event. Order No. 20814 directs National Grid to file a final written report with the Division within 90 days following major storm events. The Company is providing Appendices B through E to the storm summary report in Excel format.

The February 15-16, 2021 storm event likely will qualify for inclusion in the Company's Storm Contingency Fund. Accordingly, the Company is filing this storm summary report simultaneously with the Rhode Island Public Utilities Commission in Docket No. 2509.

Thank you for your attention to this transmittal. If you have any questions, please contact me at 401-784-7263.

Very truly yours,



Andrew S. Marcaccio

Enclosures

cc: Linda George, Division
John Bell, Division
Greg Booth, Division
John Spirito, Esq.
Christy Hetherington, Esq.
Tiffany Parenteau, Esq.
Leo Wold, Esq.

¹ Per a communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by six (6) hard copies filed with the Clerk within 24 hours of the electronic filing.

² The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

National Grid

The Narragansett Electric Company

**Report on
February 15-16, 2021 Event,
Damage Assessment and
Service Restoration**

October 29, 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 FEBRUARY 15-16, 2021 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 February 15, 2021 storm (“Ice 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 7 percent of customers interrupted at peak. The Storm was projected to bring a mixture of rain, snow, sleet, and freezing rain, with the potential for up to 0.20” of ice accumulation in isolated areas, which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the temperatures were above the anticipated forecast, resulting in only a brief period of freezing rain across Rhode Island and Massachusetts, with no significant ice accumulation. Maximum wind gusts were in the 30 – 35 mph range across much of the state. The Storm interrupted power to 270 (approximately 70 at peak) of the Company’s customers. Overall, 0.05% percent of the Company’s customers in Rhode Island experienced outages, with 15 of the 38 communities served in Rhode Island impacted.

The Company began monitoring the Storm on Saturday, February 13, 2021 as the system raced across the mid-west and headed northeast to New England. Throughout the weekend 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 Rhode Island. The first Pre-Event Stage Briefing Call was conducted on Monday, February 15, at 11:30 a.m., to review the most current forecast and continue implementation of plans to respond to the event. As part of its preparation for the Storm, the Company opened Branch Storm Rooms in Providence and North Kingstown at approximately 5:00 p.m. on Monday afternoon, February 15, 2021.

The Company conducted its first and only Restoration Stage Briefing Call on Tuesday, February 16 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 100 percent of its customers impacted in approximately 31 hours from the time of the first customer impacted, and in just over 28 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Tuesday, February 16, 2021 at approximately 2:20 p.m.

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

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

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

- Expected number of customers without service;
- Expected duration of the restoration event;
- Recommendations of the State Planning Section Chief, Transmission and Distribution Control Centers, and other key staff;
- Current operational situation (such as number of outages, resources, and supplies);
- Current weather conditions;
- Damage appraisals;
- Forecasted weather conditions;
- Restoration priorities;
- Forecasted resource requirements; and
- Forecasted scheduling and pace of restoration work crews.

The New England Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for Incident Classification Actions.

Table 1. Incident Classification Actions

Action Performed	Date and Time
New England Incident Commander Named	February 15, 2021; approx. 11:30 a.m.
Initial Event Classification Type – 4	February 15, 2021; approx. 11:30 a.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 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
First Pre-Event Stage Briefing Call	February 15, 2021; approx. 11:30 a.m.
Branch Storm Room opened in Providence for Capital district	February 15, 2021; approx. 5:00 p.m.
Branch Storm Room opened in Providence for Coastal district	February 15, 2021; approx. 5:00 p.m.
First Restoration Stage Briefing Call	February 16, 2021; approx. 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 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 Saturday, February 13, the weather forecasts began to predict that a strong storm system could impact the area starting on Monday, February 15, bringing mixed precipitation of snow, sleet, and freezing rain to parts of the region, along with some higher wind gust potential for southeast/coastal areas. Ice accumulation was presented as a significant potential of up to 0.20” of ice in isolated parts of Massachusetts and northwestern Rhode Island. On Sunday, February 14, the forecasts continued to predict that Rhode Island would be impacted by the Storm, but there was still uncertainty regarding the regional line between wet and freezing precipitation. Peak wind gusts of 25-30 mph were predicted along coastal areas of Rhode Island, with the rest of the state expecting peak wind gusts of up to 20 mph.

On Monday morning, February 15, the forecast held steady as the Storm was expected to enter the Company’s service territory later in the afternoon. Confidence in the forecast remained medium even as the event began to impact the state, due to the variable temperatures and what impact that would have on the precipitation being wet or frozen.

B. Impact

The Storm was a minor weather event that resulted in some damage to the Company’s electrical system. The Storm brought mixed precipitation and moderate, gusty winds to the Company’s service territory. Peak wind gusts were generally in the 30-35 mph range, with North Kingstown experiencing a peak gust of 36 mph. The Towns of Hopkinton and Coventry were affected most heavily with approximately 2 and 0.80 percent of their customers impacted by the event, respectively. See Table 3 below for the Storm impact.

Table 3. Storm Impact

Total Customers Impacted	270
Peak Customers Impacted	70
Date and Time of Peak	February 15, 2021; 11:01 a.m.
Date and Time Final Customer Was Restored	February 16, 2021; 2:20 p.m.
Number of Municipalities That Experienced Interruptions	15
Number of Distribution Feeders That Experienced Interruptions	11

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of February 15-16, 2021.

Figure 1

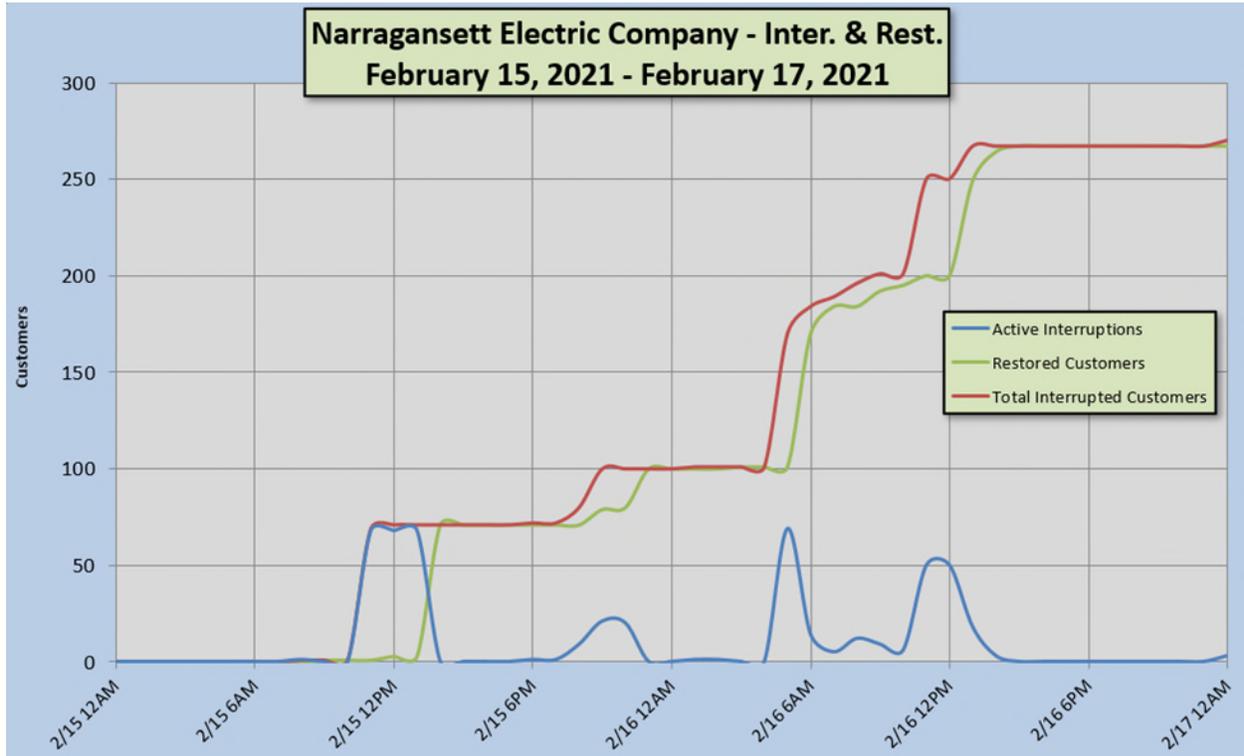


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Municipality Name	Customers Served	Total Customers Interrupted	Percent of Total
BRISTOL	10,452	2	0.02%
COVENTRY	14,393	116	0.81%
CRANSTON	31,759	3	0.01%
EAST PROVIDENCE	22,347	1	0.00%
EXETER	3,051	3	0.10%
FOSTER	2,045	3	0.15%
HOPKINTON	3,973	83	2.09%
NORTH KINGSTOWN	13,782	7	0.05%
NORTH SMITHFIELD	5,883	20	0.34%
PROVIDENCE	74,406	5	0.01%
SCITUATE	4,624	1	0.02%
SOUTH KINGSTOWN	14,839	2	0.01%
WARWICK	40,461	15	0.04%
WEST GREENWICH	2,748	1	0.04%
WOONSOCKET	18,955	8	0.04%

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 Sites

<u>Staging Site Location</u>
CCRI, Warwick

The Company did not deploy Task Force teams for this event.

C. Personnel Resources

The Company secured a total of 263 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 119 external crews and 144 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, underground, wires down, and damage assessment 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>
February 14, 2021; 6:00 p.m.	300	Overhead Line	0	Overhead Line
	200	Forestry	0	Forestry
February 15, 2021; based on the impact from the event, the Company withdrew its request for resources				

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.

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.

As with any 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 Storm. The Company also notes that planning and response were performed taking into account COVID-19 safety protocols.

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 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 Storm on Saturday, February 13, closely monitoring weather forecasts as the storm approached the northeast region. See Table 2 above for details on the Briefing calls conducted for this event.

C. Public Officials

1. Governor’s Office

During the Storm, the Company’s Jurisdictional President communicated 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 Regulatory Liaison contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the 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
February 14, 2021; approx. 11:30 a.m.	Initial notification of possible event; weather forecast and uncertain storm track; preliminary plans to open Storm Rooms; external resources secured
February 14, 2021; approx. 5:20 p.m.	Weather forecast update; review of Company’s plans and preparation; Storm Room opening plans; Resource counts; plan for Life Support and Critical Facility calls
February 15, 2021; approx. 12:30 p.m.	Weather forecast update; Event type classification, review of Company’s plans and preparation; Storm Room opening plans; updated Resource counts; updated plan for Life Support and Critical Facility calls
February 16, 2021; approx. 8:20 a.m.	Summary of event impact; customer outage and restoration update; Event Type classification 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 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 February 15, at 6:00 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 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 Monday, February 15, 2021, at approximately 10:00 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 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	48
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	21
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	39
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company notification and 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	138
Number of emails sent	Outage notification, update, or update request from customer	584
Number of outbound calls made	Outage notification, update, or update request from customer	3
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	35,081
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	5

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 Storm in Rhode Island, and one press release was issued. 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 February 15-16, Storm, impacted the Company’s electrical system, resulting in power outages to 270 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 12 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 31 hours from the time of the first customer impacted, and in just over 28 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on Tuesday, February 16, 2021 at approximately 2:20 p.m.

The Company understands the impact that electrical outages have on its customers. The Company is proud of the restoration work that it accomplished during the Storm and is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the Storm and were an integral part of the Company’s restoration efforts.

February 15-16, 2021 Storm RI 90 Day Report Appendix A

MEETING INFORMATION

Date:	2/15/21	Time:	11:30am
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
<u>State Operations Section Chief/</u>		SERP Lead, Wires Down/Mark Correia	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/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/ Fouad Dagher MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Brandy Smith	X
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Tom Lamontagne	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/Maria Marotta	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Endrit Fiku	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Freitas	X	State Security Officer/ Brad Newman	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
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1	Safety Message – State Safety & Health Officer <ul style="list-style-type: none"> ➤ We are expecting some severe icing and slippery conditions; Oklahoma Electric Service Company incident was reviewed where a line worker slipped, slid down a hill, and came into contact with live downed wire; a reminder that proper footwear is paramount, keep your balance and secure footing; take the time to be aware of your surroundings, work at pace that the conditions allow; utilize safety stops as needed
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2	Weather Forecast – IC or DTN
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SNOW IMPACT MONDAY/TUESDAY:

REGION	TIMING	SNOWFALL	SNOW RATIO	EVENT EEI SNOW CHANCES
Western	11am Mon-1am Tue	1-2"	11:1 (Normal)	EEI-1
Central	11am Mon-1am Tue	1/2-1"	10:1 (Normal)	EEI-1
Salem/Merr. Valley/North Shore	1pm-11pm Mon	1/2-1"	12:1 (Normal)	EEI-1
Charlestown/Lebanon	12pm Mon-7am Tue	2-5"	13:1 (Normal)	EEI-2 20%

ICE IMPACT MON-TUE:

REGION	TIMING	ICE ACCRETIONS	EEI-2/3/4 ICE Chance
Western	8pm Mon-9am Tue	0.20-0.50"	80%/50%/10%
Central	8pm Mon-9am Tue	0.15-0.50"	80%/50%/10%

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Southeast/RI/South Shore	10am Mon-11pm Mon	0.05-0.15"	40%/-
Salem/Merr. Valley/North Shore	4pm Mon-11am Tue	0.20-0.40"	80%/30%/-
Charlestown/Lebanon	3am Tue-12pm Tue	0.10-0.40"	60%/30%/-

TODAY: The chance for freezing rain/snow/mixed precipitation will increase through the day as the next system approaches. See table above ICE IMPACT MON-TUE for details. See table above SNOW IMPACT MONDAY/TUESDAY for snow details. Winds: North-northeast at 3-10 mph. Highs: Upper 20s to upper 30s.

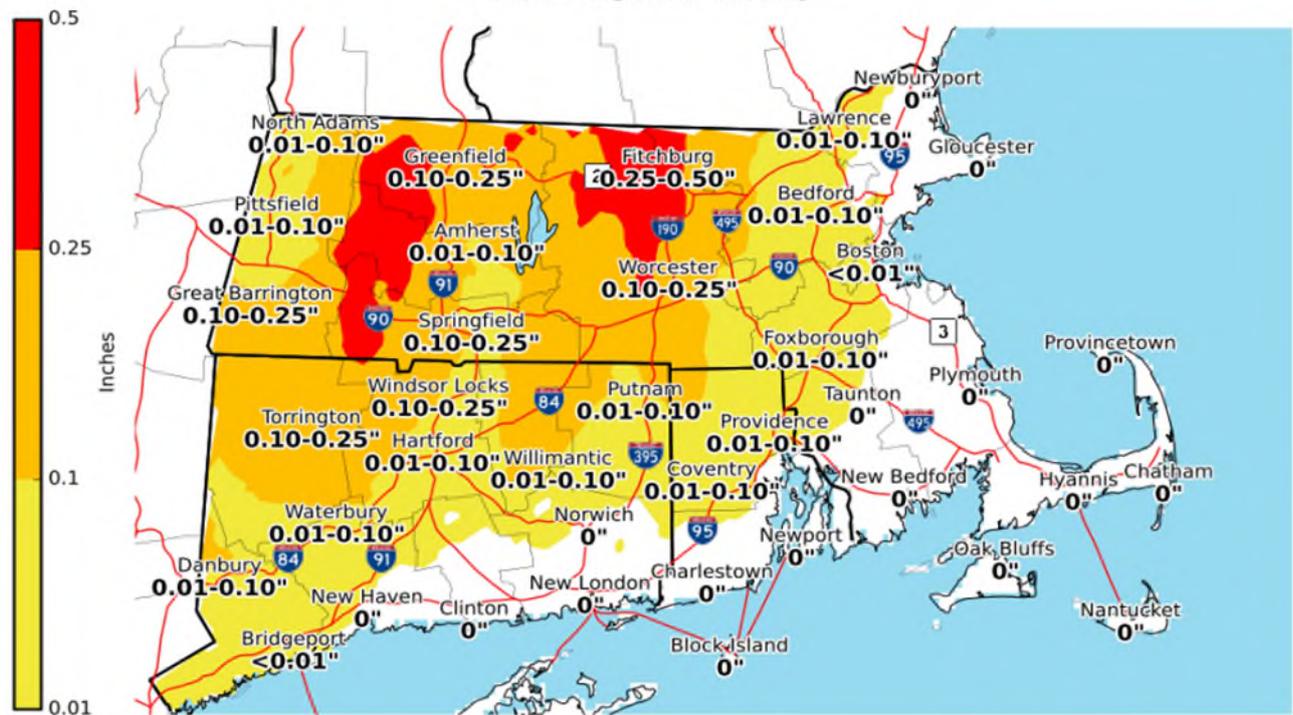
TONIGHT: The freezing rain/snow/mixed precipitation coverage and likelihood increase again tonight into Tuesday. See table above ICE IMPACT MON-TUE for details. See table above SNOW IMPACT MONDAY/TUESDAY for snow details. Rainfall: 0.20-0.50". Rainfall will be focused across mainly southern locations and eastern MA overnight. Winds: Northeast at 3-8 mph. Lows: Lower 20s to middle 30s.

TOMORROW: Tuesday, rain and mixed precipitation will end in the late morning and afternoon. See SNOW IMPACT AND ICE IMPACT MONDAY/TUESDAY above for details. Rainfall: 0.30-0.40". Winds will be breezy through the day Tuesday gusting 25-35 mph with isolated gusts up to 40 mph. EEI-2 Wind Gust: 20%. Winds: East-northeast to variable at 5-15 mph. Highs: Upper 20s to lower 40s for most; Lower to middle 40s across Nantucket.

TOMORROW NIGHT: Scattered snow showers are possible in the evening over western MA with snowfall accumulation less than 1". Winds will be breezy gusting 25-35 mph with isolated gusts up to 40 mph. EEI-2 Wind Gust: 10%. Winds: Northwest at 5-12 mph. Lows: Middle teens to middle 20s.

Forecast Storm Total Ice

Expected Ice Accumulation- Official NWS Forecast Valid: Tonight into Tuesday



February 15-16, 2021 Storm RI 90 Day Report Appendix A

3	<p>NE State Incident Commander</p> <ul style="list-style-type: none"> ➤ Define the Operational Period <ul style="list-style-type: none"> ○ Monday 02/15, 1700 to Tuesday 02/16, 0700. ➤ Provide overview of the Emergency activities, current size and complexity <ul style="list-style-type: none"> ○ Pre-event planning ➤ Declare Event Level for both MA and RI <ul style="list-style-type: none"> ○ Type 3 MA, 10% or 140,000 customers at peak, 95% restored in 72 hours ○ Type 4 RI, 7% or 35,000 customers at peak, 95% restored in 24 hours ➤ Identify Branches affected <ul style="list-style-type: none"> ○ Storm Rooms will open in Worcester, North Andover, Hopedale, and Providence. ➤ Identify State EOC status and position activation <ul style="list-style-type: none"> ○ The State EOC will activate at 5pm (Virtually). ➤ 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. ○ Successfully on-board all external resources prior to assigning work. ○ Respond to all standing by Police and Fire Priority Calls. ○ 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 ➤ North Andover Storm Room will open at 5pm today ➤ Control Center will maintain dispatch for the North Shore ➤ ICS has been activated ➤ Some crews will be on tonight ➤ Muni Room will open tonight ➤ WD will open tomorrow AM ➤ DA is on standby ➤ MA South Shore Branch – Brockton and Hopedale ➤ Hopedale Storm Room will open at 5pm today ➤ Control Center will maintain dispatch for the South Shore and Nantucket ➤ ICS has been activated ➤ Some crews will be on tonight ➤ Muni Room will open tonight ➤ WD will open tomorrow AM ➤ DA is on standby ➤ MA Central/West Branch – Worcester ➤ Worcester Storm Room will open at 5pm today ➤ Northampton Storm Room will open tomorrow primarily for contractor support ➤ Control Center will maintain dispatch for the West ➤ ICS has been activated ➤ Crews will be on tonight starting at 3pm; also have UG and Substation support ➤ Muni Room will open tonight at 7pm, Community Liaisons are ready to be deployed ➤ WD will open at 5pm tonight ➤ Contractor Room will open tonight to assist with pre-staging crews ➤ DA will open tomorrow morning

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- **Rhode Island Branch – Providence**
- Providence Storm Room will open at 5pm today
- Control Center will maintain dispatch for Coastal
- Some crews will be on tonight starting at 6pm
- Muni, Contractor, WD Rooms are on Standby

- 6 **External Line Resource Lead**
- Crews will be arriving in multiple waves; 281 today, 138 tomorrow
 - All Canadian border crossing is complete
 - First COVID screening process completed with no issues
 - Continue processing paperwork today

Received From	Resources	Crews
On Property	94	38
Direct Contact	1084	413
Mutual Aid	0	0
Total:	1178	451

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	325	126	126	25
MA - MV	69	24	24	4
MA - NS	22	9	9	2
MA - SE	106	40	40	8
MA - West	496	188	188	53
Rhode Island	160	64	64	12
Total:	1178	451	451	104

- 7 **SERP Lead, Forestry**
Wave 1: 83 Crews are due to arrive starting mid-day, we are onboarding crews throughout the day and they will be staged according to the allocation plan below.

Wave 2: 65 crews due to arrive Tuesday Afternoon into Tuesday evening. Currently directing them to Sturbridge for onboarding.

Incremental 148

On property 167

Total tree distribution crew resources: 315

6 TLS locations covered this morning with tree crews as requested.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	31	0	0	0	31	0
South Division	Capital	14	3	9	0	23	3
	Southshore	14	0	0	0	14	0
	Nantucket	0	0	0	0	0	0
	Southeast	21	1	14	0	35	1
	NE South Total	80	4	23	0	103	4

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New England	Central	31	4	26	0	57	4
North Division	Western	29	0	21	0	50	0
	Merrimack	15	1	13	0	28	1
	Northshore	12	0	0	0	12	0
	TBD / WAVE 2	0	1	65	0	65	1
	NE North Total	87	6	125	0	212	6
New England Total		167	10	148	0	315	10

8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ Total of 13 TLS crews, 88 FTEs; staged across NE
9	Substation Lead <ul style="list-style-type: none"> ➤ No exceptions
10	Control Center Lead <ul style="list-style-type: none"> ➤ 11W4 cable being switched back right now ➤ Will maintain switching in all areas ➤ Dispatching North Shore, West, South Shore, Nantucket, Coastal ➤ Reminder to fill out the Blue sheets
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ North Andover, Worcester, Hopedale, Providence decentralizing at 5pm today ➤ Requested M&R support for Worcester and Northampton ➤ Staffing Northampton Storm Room tomorrow for extended day, Jim Carey will be the Lead ➤ Opening Remote Repair Room
12	IT Event Lead <ul style="list-style-type: none"> ➤ IT Support staffing plan is out ➤ Notified IT suppliers ➤ Desktop Techs will be onsite today at 3:30 ➤ Ensuring any appropriate planned system changes are being postponed
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ All branch requests are ready ➤ Opening WD Room in Worcester at 5pm ➤ RI to be staffed in the AM, similar for Southeast, South Shore, Merrimack Valley
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ Opening Worcester DA Room starting at 6am tomorrow ➤ Merrimack Valley crews on standby
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Ready to go at 5pm ➤ Reporting plans are all set
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ CCRI Staging Site is being set up, not fully staffed till tomorrow ➤ Meals and lodging are underway ➤ In good shape

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17	State Liaison Officer <ul style="list-style-type: none"> ➤ No exceptions, will staff for 24-hour coverage ➤ Regulatory updates will be sent after this call
18	State Public Information Officer <ul style="list-style-type: none"> ➤ About 4 -5 media inquiries so far ➤ Preparing external messaging ➤ Working with CRC for web and social media messaging ➤ May send out a press release later this afternoon
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Life Support / Critical Facility calls went out at 10am today ➤ Staffing through the evening and into tomorrow
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 ➤ Creating accounting memo for tomorrow am
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ Onboarding is progressing ➤ Please leave enough time for driving, leave yourself an out
23	State Environmental Officer <ul style="list-style-type: none"> ➤ Environmental Coordinators are being assigned for each branch and also for TLS
24	State Security Officer <ul style="list-style-type: none"> ➤ No exceptions, all set
25	Emergency Planning Support <ul style="list-style-type: none"> ➤ Remember to activate your ERO in SEAL, use your SEAL Analyst ➤ Use your checklists, remember they will need to be submitted after the event for key positions ➤ Will send link to checklists with the Briefing Minutes ➤ Please send your ERO Staffing/Contact info, EP Support will be creating the Org Chart for this event
26	NE States Incident Commander <ul style="list-style-type: none"> ➤ Big shout out and thanks for all the support ➤ Base our plans on worst case for ice storms, areas of heaviest damage could move around some ➤ Ice storms can cause extensive damage, we are well prepared <p>Marcy – our customers rely on us so much during these types of events, thank you everyone</p>
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> • Tuesday, 02/16/21, 0700

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MEETING INFORMATION

Date:	2/16/21	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/ Fouad Dagher MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/John Lamontagne	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/Maria Marotta	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/Endrit Fiku	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Freitas	X	State Security Officer/Brad Newman	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X

SERP Lead = State Emergency Response Process Lead

#	Agenda Item
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Safety message is about Hydroplaning – when there is danger of hydroplaning, make sure to reduce speed, avoid potholes and standing water, check your tires for underinflation; if you start to hydroplane, take your foot off the accelerator, turn your wheels into the direction of the hydroplaning, wait till your tires once again contact the surface of the road, and when recovered pull over and gather your composure (adrenaline can kick in)
2	<p>Weather Forecast – IC or DTN</p> <p>CURRENT CONDITIONS: Mainly freezing rain north and west with rain and drizzle Southeast MA/RI. Winds: East-southeast at 5-15 mph; southeast at 15-20 mph with gusts of 25-30 mph Nantucket. Temperatures: Upper 20s to upper 30s.</p> <p>SYNOPSIS: Snow/freezing rain/rain will diminish through this morning. A few light rain/snow showers may redevelop this evening. Dry and hazard-free weather expected Wednesday. Another system will bring snow and a chance for sleet/freezing rain to the region Thursday and Friday. Some gusty winds may be possible as well. Precipitation exits through the day Friday with decreasing winds. Saturday will be dry.</p>

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SNOW IMPACT TUESDAY:

REGION	TIMING	SNOWFALL	SNOW RATIO	EVENT EEI SNOW CHANCES
Charlestown	Ongoing-8am Tue	Up to 1"	13:1 (Normal)	EEI-1
Lebanon	Ongoing-8am Tue	Up to 1"	13:1 (Normal)	EEI-2 10%

ICE IMPACT TUESDAY: Freezing rain will diminish through this morning.

REGION	TIMING	HEAVIEST ICING	ADDITIONAL ICE ACCRETIONS	EVENT EEI-2/3/4 ICE CHANCE
Western	Ongoing-10am Tue	Thru 8am Tue	0.05-0.10"	80%/50%/10%
Central	Ongoing-9am Tue	Thru 7am Tue	0.05-0.10"	80%/30%/-
Salem/Merr. Valley/North Shore	Ongoing-7am Tue	-	Tr-0.02"	60%//-
Charlestown	Ongoing-12pm Tue	-	0.10-0.20"	60%//-
Lebanon	Ongoing-1pm Tue	-	Tr-0.15"	30%//-

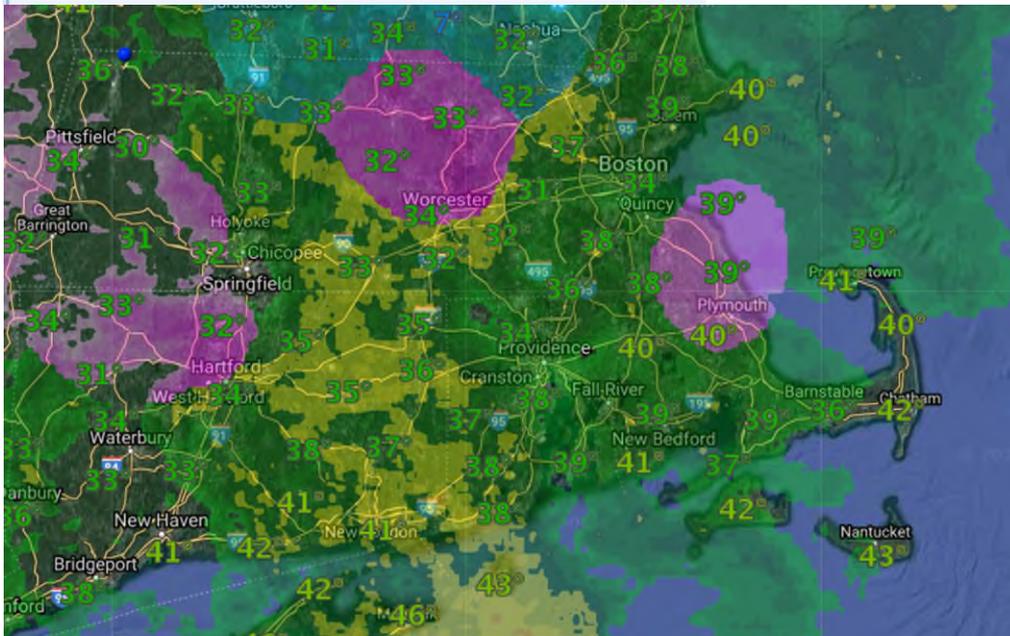
3 NE State Incident Commander

- **Define the Operational Period**
 - Tuesday 02/16, 0700 to 1900.
- **Provide overview of the Emergency activities; current size and complexity**

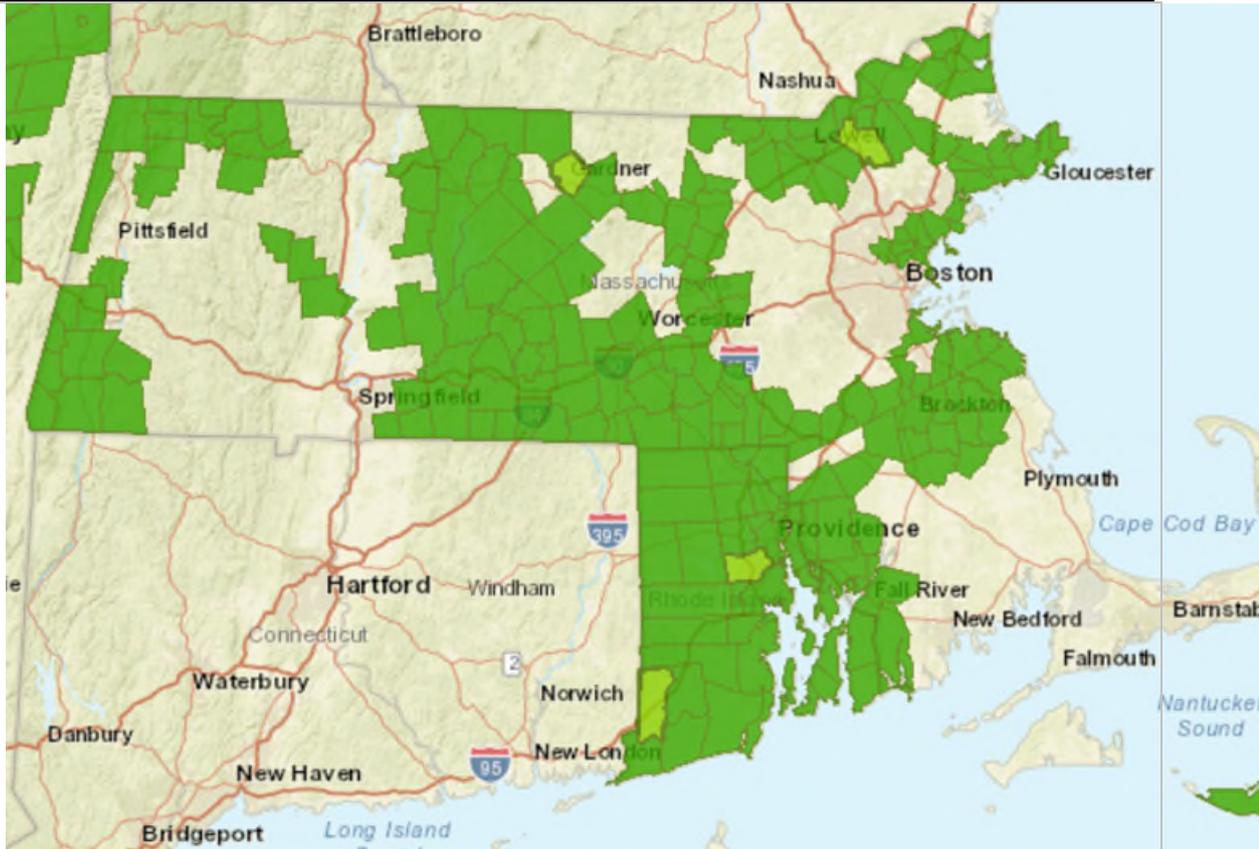
[6:26] Municipal Storm Summary By Town

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Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected
Massachusetts	1,812	1,812	330	2,142
Rhode Island	69	3	70	73
	1,881	1,815	400	2,215



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-
- **Declare Event Level for both MA and RI**
 - Type 3 MA, 10% or 140,000 customers at peak, 95% restored in 72 hours
 - Type 5 RI, Normal Operations.
- **Identify Branches affected**
 - Storm Rooms open in Worcester, North Andover, and Hopedale.
 - The Providence storm room closed at 0200.
- **Identify State EOC status and position activation**
 - The State EOC remains open.
- **Establish Emergency Objectives**
 - Zero Safety Incidents during the event.
 - Zero injuries, switching incidents and RTC's for all employees and contractors.
 - Zero injuries to the Members of Public.
 - Successfully on-board all external resources prior to assigning work.
 - Respond to all standing by Police and Fire Priority Calls.
 - Establish and maintain effective communications with all customers and regulators during the event.
 - **Follow all NATIONAL GRID COVID PROTOCOLS.**
 - **BEGIN DEMOBILIZATION PROCESS.**

4 **State Operations Section Chief (not activated)**

5 **Branch Directors**

- **MA Merrimack Valley and North Shore Branches - North Andover and Malden**
- One outage in Andover
- **MA South Shore Branch – Brockton and Hopedale**
- No exceptions
- Looking at Storm Room demobilization soon

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	<ul style="list-style-type: none"> ➤ MA Central/West Branch – Worcester ➤ No safety incidents ➤ A little icing, no real concerns ➤ Crews are on Feeder Lockout in Gardner ➤ Rhode Island Branch – Providence ➤ Had several #2 copper services burn up overnight
6	External Line Resource Lead <ul style="list-style-type: none"> ➤ Released 135 crews that were travelling ➤ Have 300 crews on property ➤ Developed a release plan if there is a need for Mutual Assistance ➤ Will work on demobilization and continue to support the Divisions
7	SERP Lead, Forestry <ul style="list-style-type: none"> ➤ Released 65 Wave 2 crews that were due later today ➤ 250 crews still engaged, will release as day progresses
8	Transmission Restoration Lead <ul style="list-style-type: none"> ➤ No Transmission outages ➤ Storm Room will stay open to monitor ➤ 2 helicopters on standby, available to patrol if needed
9	Substation Lead <ul style="list-style-type: none"> ➤ No exceptions
10	Control Center Lead <ul style="list-style-type: none"> ➤ Gardner outage, lost a phase, customer count has been updated ➤ Ready for Storm Room re-centralization when ready
11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ No exceptions
12	IT Event Lead <ul style="list-style-type: none"> ➤ No exceptions
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ No exceptions
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No exceptions
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ No exceptions ➤ Will talk later to determine regulatory reporting schedule for today
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 ➤ Regulatory update emails will be sent after the call
18	State Public Information Officer <ul style="list-style-type: none"> ➤ Total of 8 media inquiries so far

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	<ul style="list-style-type: none"> ➤ Sent out Social Media posts ➤ Sent a text and a press release
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ No exceptions
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 will go out this morning
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ No exceptions
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"> ➤ Don't forget to fill out your checklists and submit them, link will again be included with notes from this meeting
26	NE States Incident Commander <ul style="list-style-type: none"> ➤ Thank you all for your work on preparations ➤ Fortunate this did not turn into a major ice event ➤ Very slippery out, be cautious ➤ We will continue to monitor this event
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none"> • Call tonight if needed

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.