

January 27, 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 October 29-30, 2020 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 October 29-30, 2020 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 October 29-30, 2020 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.
Leo Wold, Esq.

¹ Per practice during the COVID-19 emergency period, the Company is providing a PDF version of the storm report referenced above. The Company will provide the Division with one hard copy and, if needed, additional hard copies of this report at a later date.

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

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Joanne M. Scanlon

January 27, 2021

Date

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

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

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National Grid

The Narragansett Electric Company

**Report on
October 29-30, 2020 Event,
Damage Assessment and
Service Restoration**

January 27, 2021

Docket No. 2509

Submitted to:
Rhode Island Public Utilities Commission

Submitted by:

nationalgrid

Table of Contents

I. EXECUTIVE SUMMARY	1
II. INCIDENT ANTICIPATION.....	2
A. Determination of Incident Classification	2
B. Activation of Incident Command System (ICS).....	2
III. THE STORM AND ITS IMPACT	3
A. Forecast.....	3
B. Impact	4
IV. RESTORATION.....	8
A. Timing and Priority of Service	8
B. Restoration Coordination.....	8
C. Personnel Resources	9
V. COMMUNICATIONS DURING AND AFTER THE EVENT.....	10
A. Communication Regarding Estimated Times of Restoration.....	10
B. Intra-Company.....	10
C. Public Officials	10
D. Customers	11
E. Media.....	13
VI. TECHNOLOGY ISSUES.....	13
VII. CONCLUSION	13

**REPORT ON BEHALF OF
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID
ON THE OCTOBER 29-30, 2020 STORM DAMAGE ASSESSMENT AND SERVICE
RESTORATION EFFORTS**

I. EXECUTIVE SUMMARY

The Narragansett Electric Company d/b/a National Grid (the “Company”) presents the following report on the planning and restoration activities associated with the October 29-30, 2020 Storm (“October 29-30, 2020 Storm” or the “Storm”), which impacted Rhode Island and other states in the northeast. For pre-planning purposes, the Company classified the Storm as a National Grid Type 4 emergency event for Rhode Island, meaning that the Company estimated that restoration activities generally would be accomplished within a 24-hour period and the event typically would result in up to seven percent of customers interrupted. The Storm, which resulted from the remnants of Hurricane Zeta, was projected to bring wide-spread heavy precipitation, including possible wet snow, and strong winds which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought mostly rain in Rhode Island with the precipitation ending as snow; heavy, wet snowfall across parts of Massachusetts; and strong winds and gusts across much of Rhode Island and Massachusetts. Rhode Island generally received between one to one-and-a half inches of rain, which ended as one to four inches of heavy, wet snow. Maximum wind gusts were in the 30 to 35 mph range. The Storm interrupted power to 28,861 (approximately 7,210 at peak) of the Company’s customers. Overall, five and three-quarters percent of the Company’s customers in Rhode Island experienced outages, with 33 of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Monday, October 26, closely monitoring the severity of the weather forecast as it increased to include predictions of heavy precipitation including some wet snow and hazardous wind gusts. For the next several days, the Company continued to review the weather forecasts and prepare for the possibility that the Storm would impact the Company’s electric distribution system in New England. As part of its response to the Storm, the Company opened Branch Storm Rooms for its Capital and Coastal districts at approximately 6:00 p.m. on Thursday, October 29. The Company also opened its wires-down room later that same day at approximately 8:00 p.m. The Company conducted its only Pre-Event Stage Briefing Call on Thursday, October 29, at 10:30 a.m. and its only Restoration Stage Briefing Call on Friday, October 30, at 7:30 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 just under 47 hours from the time of the first customer impacted and in approximately 18 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on October 31, at approximately 7:00 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 29-30, 2020 Storm and were an integral part of the Company’s restoration efforts.

II. INCIDENT ANTICIPATION

A. Determination of Incident Classification

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

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

The New England Incident Commander is primarily responsible for establishing the projected and actual incident classification level for the Storm. See Table 1 below for the October 29-30, 2020 Incident Classification Actions.

Table 1. Incident Classification Actions

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	October 26, 2020; approx. 7:15 p.m.
Initial Event Classification Type - 4	October 28, 2020; approx. 11:00 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 October 29-30, 2020 Storm ICS Actions.

Table 2. ICS Actions

<u>Actions Performed</u>	<u>Date and Time</u>
Pre-Event Stage Briefing Call	October 29, 2020; 10:30 a.m.
Branch Storm Room opened in Providence for Capital district	October 29, 2020; 6:00 p.m.
Branch Storm Room opened in Providence for Coastal district	October 29, 2020; 6:00 p.m.
Branch Wires Down Room opened in Providence	October 29, 2020; 8:00 p.m.
Restoration Stage Briefing Call	October 30, 2020; 7:30 a.m.

See Appendix A for a copy of the briefing minutes.

C. Determination of Crew Needs and Pre-Staging

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

See Appendix B for a daily accounting of resource staffing levels from pre-event through complete restoration. Appendix B indicates the number, type, and location of planned resources (in accordance with the Emergency Response Plan designated Event Type), and the number, type, and location of actual resources secured. Appendix B also specifies whether the resources are internal, external contractors, or resources acquired through a mutual assistance agreement.

III. THE STORM AND ITS IMPACT

A. Forecast

The Company monitors the weather forecast obtained from its weather provider, DTN, through detailed emails received three times daily. Throughout the day, the Company also monitors the forecast from various weather websites.

On Monday, October 26, the weather forecasts predicted a storm system for later in the week that was expected to bring heavy rain and the potential for hazard snowfall, as well as hazardous wind gusts. Confidence in the forecast was medium regarding wind impacts and low regarding snow impacts as outlying weather models were showing some trend north, which would shift the greatest snow impacts into New Hampshire and Vermont but result in wind impacts more widespread across the Company's service territory.

Over the next two days, weather models stabilized with respect to the track of the storm but struggled early on to come to an agreement on overall snowfall totals and timing. Peak wind gusts for Rhode Island were expected to be in the 40 mph range. By the end of the day on Wednesday, October 28, the weather models supported a slightly warmer solution with decreased snowfall amounts and predicted peak wind gusts in the 40 mph range along coastal Rhode Island. Confidence in the forecast remained at a medium level.

Throughout Thursday, October 29, the forecast remained essentially the same with Rhode Island expected to receive approximately one to two inches of rain, transitioning to up to two inches of wet snow toward the end of the event, and peak wind gusts along the coast in the 40 mph range. Confidence in the forecast continued to remain at a medium level. The weather forecast did not change as the event began to impact the Company’s service territory later that night, and it stayed consistent into the morning of Friday, October 30.

B. Impact

The October 29-30, 2020 Storm was a significant weather event that resulted in some damage to the Company’s electrical system. With the medium level of confidence in the forecast right up to the start of the event, it had the potential to be more severe than it actually was. The Storm brought rain, some wet snow, and hazardous wind gusts to portions of the Company’s service territory. Much of Rhode Island experienced peak wind gusts in the 30 mph range, with Newport experiencing a peak gust of 38 mph. The Towns of Exeter and Glocester were affected most heavily with approximately 29 and 30 percent of their customers impacted by the event, respectively. See Table 3 below for the October 29-30, 2020 Storm impact.

Table 3. Storm Impact

Total Customers Impacted	28,861
Peak Customers Impacted	7,210
Date and Time of Peak	October 31, 2020; 12:42 a.m.
Date and Time Final Customer Was Restored	October 31, 2020; 6:47 p.m.
Number of Municipalities That Experienced Interruptions	33
Number of Distribution Feeders That Experienced Interruptions	59

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of October 29 – November 1, 2020.

Figure 1

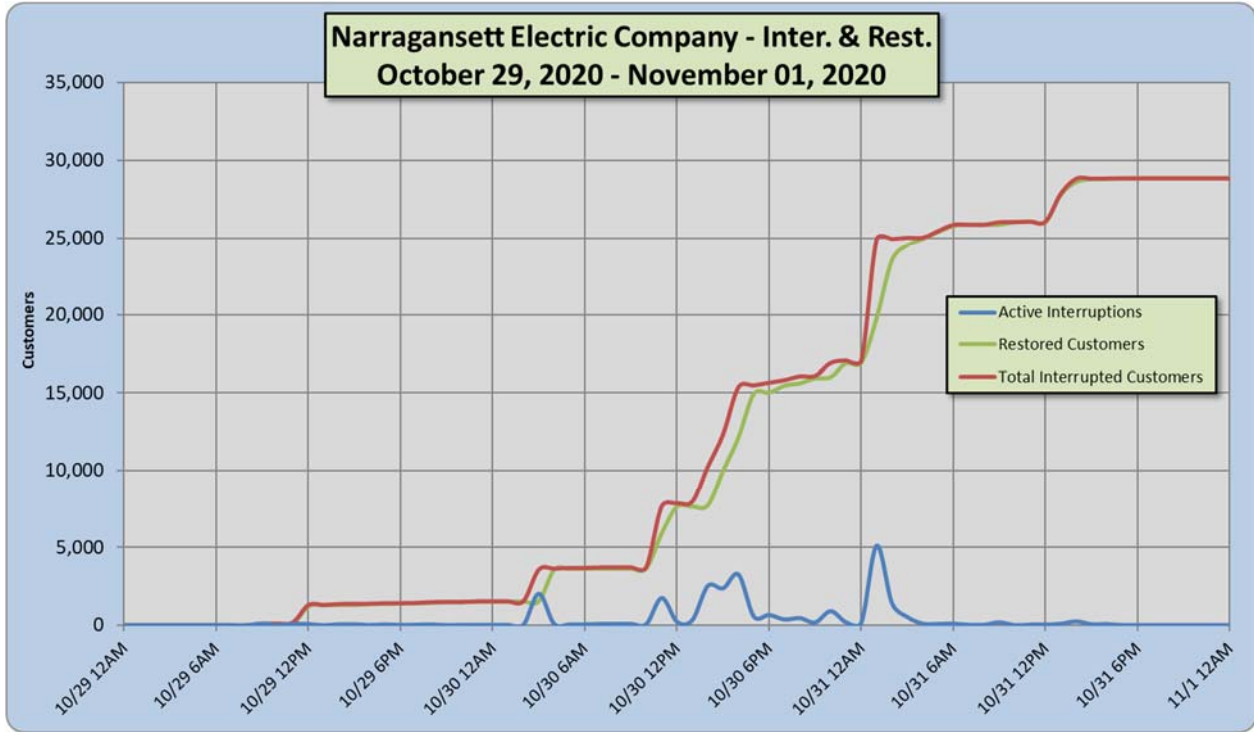


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

Figure 2

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,874	466	6.78%
BRISTOL	10,449	1	0.01%
BURRILLVILLE	2,631	4	0.15%
CHARLESTOWN	5,835	33	0.57%
COVENTRY	14,337	1,538	10.73%
CRANSTON	31,769	14	0.04%
CUMBERLAND	15,432	2,738	17.74%
EAST GREENWICH	6,169	239	3.87%
EAST PROVIDENCE	22,261	11	0.05%
EXETER	3,039	922	30.34%
FOSTER	2,041	266	13.03%
GLOCESTER	4,675	1,348	28.83%
HOPKINTON	3,943	5	0.13%
JAMESTOWN	3,333	2	0.06%
JOHNSTON	13,814	2,202	15.94%
LINCOLN	10,253	577	5.63%
LITTLE COMPTON	2,584	11	0.43%
NARRAGANSETT	10,619	2,035	19.16%
NEWPORT	14,927	9	0.06%
NORTH KINGSTOWN	13,703	93	0.68%

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
NORTH PROVIDENCE	16,147	2,285	14.15%
NORTH SMITHFIELD	5,828	366	6.28%
PAWTUCKET	34,011	4,701	13.82%
PROVIDENCE	74,184	4,021	5.42%
RICHMOND	3,565	675	18.93%
SCITUATE	4,620	65	1.41%
SMITHFIELD	9,037	1,738	19.23%
SOUTH KINGSTOWN	14,849	1,130	7.61%
WARREN	6,077	2	0.03%
WARWICK	40,486	133	0.33%
WEST GREENWICH	2,738	161	5.88%
WEST WARWICK	14,181	68	0.48%
WESTERLY	14,516	17	0.12%

The following sections contain additional details and context regarding the Company's Storm restoration efforts.

IV. RESTORATION

A. Timing and Priority of Service

The Company implemented the system of prioritization for restoration found in its Emergency Response Plan, focusing first on public safety and then on customer restoration that maximized restoration when lines were energized. The Company gave priority and consideration to critical facilities and concentrated efforts to restore service to any life support customers the Company was aware of who were impacted by the Storm as quickly as conditions warranted.

See Appendix C for a timeline of the storm progression, including the hour and date that constitutes the start of restoration and the hour and date that constitutes complete restoration. Hourly chronological restoration assessment in this appendix includes number of customers out (in executable format) for the Company's Capital and Coastal regions, the total system, and each feeder affected.

See Appendix D for a summary of number of customer outages at peak and customer outage minutes, by cause, for the Company's Capital and Coastal regions.

See Appendix E for a specific list of all outages, in executable format, that includes detailed information for each outage. Also included in Appendix E is a listing of all outages caused by tree conditions as well as data regarding asset replacements for this event.

B. Restoration Coordination

The Company dispatched crews to respond to outages from the Capital and Coastal Branch Storm Rooms in Providence as soon as they opened (see Table 2 above) through the end of the Storm. Consistent with the Emergency Response Plan, the Company activated Police and Fire Coordinators for the Storm. These employees reported to the Storm Room Leads and were responsible for communicating the estimated times of arrival on all police and fire calls, with a standby condition noted.

The Company also established a Staging Site to support restoration across the state, as shown in Table 4 below.

Table 4. Staging Site

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

Task Force teams were not activated for this event.

C. Personnel Resources

The Company secured a total of 203 internal and external field crews¹ to restore power to customers in Rhode Island, consisting of approximately 92 external crews and 111 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, and underground personnel.

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

The State Incident Commander for National Grid's Rhode Island and Massachusetts electric distribution operating companies was able to obtain sufficient external contractor crews to supplement restoration efforts in New England. No additional assistance was required from companies in the North Atlantic Mutual Assistance Group ("NAMAG") to support restoration for this event. Resources requested through mutual assistance are based on anticipated needs across National Grid's service territory in Rhode Island and Massachusetts; total resources received then are allocated across the service territory and may be reallocated as restoration progresses depending on resource needs. In addition, mutual assistance resources allocated to one area may free up local or external contractor crews to be allocated to other areas. For the October 29-30, 2020 Storm, no mutual assistance was requested.

D. Safe Work Practices

Safety is always at the forefront of Company operations, including and especially during activities associated with storm restoration. For each storm event, the System and Regional Incident Command System 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 29-30, 2020 Storm, the Company assembled a safety team with area responsibilities, established the reporting hierarchy, and prepared and communicated organization charts. The safety team prepared safety notices and delivered them to all Company employees through corporate communications. Safety personnel were deployed to assist in specific geographic areas and delivered on-site safety orientations to Company workers and contractors prior to the start of each day. During the Storm, safety personnel visited work sites to advise Company personnel and contractors of safety issues and best practices. In addition, prior to the start of each new job, the work was reviewed by assigned crews, with a focus on safe working conditions for the specific job. These safety efforts helped the Company experience no injuries during the October 29-30, 2020 Storm. The Company also notes that planning and response were performed taking into account COVID-19 safety protocols.

¹ Crews typically include two or three people, although there may be some one-person crews in damage assessment, wires down, distribution line (troubleshooters), and substation personnel. Transmission crews typically include 6-10 resources.

V. COMMUNICATIONS DURING AND AFTER THE EVENT

A. Communication Regarding Estimated Times of Restoration

The Company posted Estimated Times of Restoration (“ETRs”) on its website during the October 29-30, 2020 Storm using Outage Central, which provided real time ETR updates approximately every 15 minutes.

As crews were assigned and reported ETR updates based on their actual findings in the field, the Company uploaded the updated ETRs into Outage Central. The Company continued to update ETRs throughout the restoration process as information became available to the Company.

B. Intra-Company

The Company began preparing for the October 29-30, 2020 Storm on Monday, October 26, closely monitoring weather forecasts. See Table 2 above for details on the 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 communicated regularly with the Governor’s office. Additionally, the Company’s Director of Government Relations communicated with Rhode Island’s legislative leadership leading up to and during the Storm.

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

The Company’s Manager of Regulatory Affairs contacted the PUC, the Division, the Governor’s office, and OER to provide updates throughout the October 29-30, 2020 Storm. See Table 5 below for a listing of updates along with a brief summary of the update provided.

Table 5. Updates to the Division and OER

Date and Time of Update	Summary of Update Content
October 27, 2020; approx. 11:15 a.m.	Initial notification of possible event; weather forecast; initiated the process to secure incremental resources; the Company will continue to watch the forecast and adjust plans as needed
October 28, 2020; approx. 2:30 p.m.	Weather forecast update; Event Type declaration; planned Storm, Municipal, and Wires Down Room openings
October 29, 2020; approx. 1:00 p.m.	Added planned crew counts for the event; Life Support and Critical Facility calls placed
October 30, 2020; approx. 8:00 a.m.	Recap of overnight weather; customer outage update; municipalities most heavily impacted
October 30, 2020; approx. 6:00 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 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 Thursday, October 29, 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 October 29-30, 2020 Storm through its Customer Contact Center, email, website, and social media. The Company’s Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well as additional staff to support the high call volume.

On Thursday, October 29, 2020, 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 6 below for a detailed listing of each method of communication utilized throughout the October 29-30, 2020 Storm.

Table 6. Communication Details

<u>Method of Communication</u>	<u>Purpose of Interaction</u>	<u>Level of Interaction</u>
<u>Report Outage/Outage Follow-up</u>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	1,130
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	848
Number of Customer Calls Received by 21 st Century	Customer reports outage or issue	402
Number of Outbound Calls to Life Support Customers, Type 3 Event or greater	Company follow-up with Life Support Customers impacted by an outage	Not Applicable, this was a Type 4 Event
<u>Automated Outage Updates</u>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	6,821
Number of emails sent	Outage notification, update, or update request from customer	38,106
Number of outbound calls made	Outage notification, update, or update request from customer	100
<u>Web and Social Media</u>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	51,593
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	1
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 no media requests for information related to the October 29-30, 2020 Storm in Rhode Island. Feedback and comments from media outlets and social media were received and monitored regularly, and overall sentiment was generally neutral.

VI. TECHNOLOGY ISSUES

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

VII. CONCLUSION

The October 29-30, 2020 Storm impacted the Company’s electrical system, resulting in power outages to 28,861 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 approximately 18 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in just under 47 hours from the time of the first customer impacted and in approximately 18 hours from the time of peak impact. Power was restored to the final customer impacted by the October 29-30, 2020 Storm on October 31, at approximately 7:00 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 29-30, 2020 Storm and is grateful for the support of customers, employees, state and local officials, and public safety officials, who experienced the effects of the Storm and were an integral part of the Company’s restoration efforts.

National Grid New England States Pre Event Stage Briefing Agenda

MEETING INFORMATION

Date:	10/29/2020	Time:	10:30 am
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/Alex Bright	X
South Shore Branch Director/Jeff Merritt	X	SERP Lead, Damage Assessment/Elton Prifti	X
Southeast Branch Director/Jeff Merritt	X	State Planning Section Chief/Ryan Constable	X
North Shore Branch Director/Jeff Faber	X	State Logistics Section Chief/Jorge Sousa	X
Merrimack Valley Branch Director/Jeff Faber	X	State Liaison Officer/ MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Brett Chandler	X	State HR Section Chief/Tom Mulligan	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Kris Swedberg	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman	X
SERP Lead, Storm Rooms/Kevin Hellmuth	X	Emergency Planning Support/Jane Becker	X
<i>SERP Lead = State Emergency Response Process Lead</i>			

#	Agenda Item												
1	<p>Safety Message – State Safety & Health Officer</p> <ul style="list-style-type: none"> ➤ Shared a personal story about becoming fatigued during a long duration storm event. A reminder, when we see potential stormy weather in the future forecast, prepare by getting enough rest in advance and eating right – take care of yourself, this will help to battle fatigue if the event turns out to be one of long duration. Remind your teams of this as well. 												
2	<p>Weather Forecast – State Incident Commander/DTN Representative</p> <p>SYNOPSIS: Rain will move into the region early today and will transition to snow overnight into tomorrow. Accumulations up to 4" will be possible for some areas. Winds will also increase this evening and will remain breezy through the day tomorrow. A dry start to the weekend but rain/snow chances return for Sunday and could continue into Monday. Winds will also pick up again on Sunday/Monday with the passage of another cold front.</p> <p>WIND IMPACT THURSDAY/FRIDAY: Strong winds are expected to develop Thursday night into Friday, with hazard gusts possible for coastal areas.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 25%;">REGION</th> <th style="width: 15%;">TIMING</th> <th style="width: 15%;">SUSTAINED WINDS</th> <th style="width: 10%;">COMMON GUSTS</th> <th style="width: 10%;">PEAK GUSTS</th> <th style="width: 25%;">EEI-2/3 GUST CHANCE</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>8pm Thu-6pm Fri</td> <td>NE 25-40 mph</td> <td>40-45 mph</td> <td>45-50 mph</td> <td>90%/60%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUST CHANCE	Nantucket	8pm Thu-6pm Fri	NE 25-40 mph	40-45 mph	45-50 mph	90%/60%
REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUST CHANCE								
Nantucket	8pm Thu-6pm Fri	NE 25-40 mph	40-45 mph	45-50 mph	90%/60%								

National Grid New England States Pre Event Stage Briefing Agenda

North-South Shore/southern Southeast/Coastal	12am Fri-4pm Fri	NE 15-25 mph	25-35 mph	35-40 mph	30%/-
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SNOW IMPACT THURSDAY/FRIDAY: Rain will begin changing over to snow Thursday evening through the overnight, starting from northwest and progressing southeasterly. Latest model trends have decreased snowfall. The highest amounts will be found above 1500 feet elevation.

REGION	TIMING	SNOWFALL	SNOW CONSISTENCY	EEI-2 SNOW CHANCES
Western	9pm Thu-10am Fri	1-4"	Wet	30%
Lebanon/Charlestown/Central	10pm Thu-10am Fri	1-3"	Wet	20%
Salem/Merrimack Valley	2am-11am Fri	Tr-2"	Wet	-
northern Southeast/Capital/North&South Shore	4am-11am Fri	Tr-0.5"	Wet	-
Coastal/southern Southeast	9am-1pm Fri	Tr	Wet	-

TODAY: Rain developing southwest to northeast after 10am, becoming moderate to heavy in the afternoon. Rainfall: See Friday. Winds: Increasing to north-northeast at 6-15 mph with gusts to 20-25 mph. Few gusts to 30 mph late in Nantucket. Highs: Upper 40s to middle 50s.

TONIGHT: Rain likely through the evening, becoming lighter late. A changeover to snow is expected across western NH and central/western MA late overnight. See SNOW IMPACT THURSDAY/FRIDAY above. Winds: See WIND IMPACT THURSDAY/FRIDAY above. Elsewhere: Northeast at 7-16 mph with gusts to 20-30 mph. Lows: Lower to middle 30s Western/Central/western NH; Mid 40s Nantucket; Low 30s to low 40s elsewhere.

3 NE State Incident Commander

- **Define the Operational Period**
 - 5:00pm tonight until 7:30 tomorrow am
 - **Provide overview of the Emergency activities; current size and complexity**
 - **Declare Event Level for both MA and RI**
 - Type 4 MA, 3% or 35,000 customers for 24 hours
 - Type 4 RI, 7% or 35,000 customers for 24 hours
 - **Identify Branches affected**
 - Storm Rooms will open in Worcester, North Andover, Brockton, and Providence.
 - **Identify State EOC status and position activation**
 - The State EOC will not be activated, but will be ready of needed.
 - **Establish Emergency Objectives**
 - Zero Safety Incidents during the event.
 - Zero injuries, switching incidents and RTC's for all employees and contractors.
 - Zero injuries to the Members of Public.
 - Respond to Wires Down with Police and Fire Standing
 - Successfully on-board all new external resources prior to assigning work.
 - Establish and maintain effective communications with all customers and regulators during the event.
- Must prioritize the work to be done
 - Work closely with Muni Rooms and Community Liaisons
 - Utilize the Zone approach if necessary

4 State Operations Section Chief (not activated)

5 Branch Directors

- **MA Merrimack Valley and North Shore Branches - North Andover and Malden**
 - North Andover Storm Room opening 3pm

National Grid New England States Pre Event Stage Briefing Agenda

- North Shore will be dispatched by the Control Center
- Wires Down rooms will open at 7:30 tomorrow for both Malden and North Andover
- Crews will be on shift tonight
- Muni room will open tomorrow morning
- ICS has been activated

- **MA South Shore Branch – Brockton and Hopedale**
 - Crews will be on shift for both Southeast and South Shore
 - Brockton Storm Room will open at 3:00 pm
 - Crews will be on shift tonight
 - Southeast will be dispatched by the Control Center
 - Muni room opening in Brockton and also in Hopedale
 - Wires Down will open at 3pm today
 - 2 contractor and 1 tree crews sent to Nantucket
 - Transmission crews will be staged in Whitman in case of Hull 1 and 2 line issues

- **MA Central/West Branch – Worcester**
 - Storm Room opening 5pm
 - 3 far western barns will be dispatched by the Control Center
 - Crews will be on overnight shift
 - Will also have UG and O&M crews overnight
 - External crews are split as well as tree crews
 - Muni room open at 7:00 am tomorrow
 - Wires Down room will also open tomorrow at 7:00 am

- **Rhode Island Branch – Providence**
 - Storm Rooms will open at 6:00 pm
 - Wires Down Room will open at 8:00 pm
 - Crews will be coming back at 9 tonight, doubled up on Tshooters
 - Contractor room opening tomorrow at 5:00 am

6 External Line Resource Lead

Crews Secured

- 250 Crews secured:
 - 34 On-Property COC crews
 - 216 Incremental Contractor crews (200 requested)
- Allocation of crews by division
- RCS assignments

ETAs

- 196 incremental crews mobilizing Thursday w/ ETA of 8:00pm to hotels
- 20 incremental crews mobilizing Friday AM, ready for work at 6:30am

Hotel assignments

- Hotel information is provided for crews arriving Thursday evening
- Dinner will be provided at hotels for crews arriving Thursday evening

Safety Onboarding

- Onboarding will take place Thursday evening (approximately 8pm) at Hotels for crews arriving on Thursday
- Remaining onboarding will take place Friday morning at home base locations

Summary by Received From

Received From	Resources	Crews
On Property	78	34
Direct Contact	595	216
Mutual Aid	0	0
Total:	673	250

National Grid New England States Pre Event Stage Briefing Agenda

Summary by Staging Location

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	145	61	61	14
MA - MV	57	22	22	3
MA - NS	34	15	15	5
MA - SE	51	16	16	4
MA - SS	40	15	15	3
MA - West	179	62	62	20
Nantucket	4	2	2	1
Rhode Island	163	57	57	13
Total:	673	250	250	63

7 SERP Lead, Forestry - Seth

Had a request for 100 additional crews, secured an additional 10 crews for a total of 59 Incremental/ 168 Total for the event.

ETA for all incremental at this time is to arrive Thursday evening will be onboarded, ready for service Friday AM.

The 10 Incremental were allocated to BSW for now.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
New England	Coastal	16	0	0	0	16	0
South Division	Capital	14	0	3	0	17	0
	Southshore	13	0	0	0	13	0
	Nantucket	1	0	0	0	1	0
	Southeast	21	5	0	0	21	5
	NE South Total	65	5	3	0	68	5
New England	Central	15	2	26	0	41	2
North Division	Western	14	3	22	0	36	3
	Merrimack	10	2	8	0	18	2
	Northshore	5	0	0	0	5	0
	TBD / Granite	0	3	0	0	0	3
	NE North Total	44	10	56	0	100	10
New England Total		109	15	59	0	168	15

8 Transmission Restoration Lead

- Hull 1 & 2 lines are a priority, will use the Whitman transmission crew for this if needed
- 7 crews on tonight - 1 in Capital, 2 in Central, 1 in Merrimack Valley, 2 in Southeast, 1 in South Shore
- Will have helicopters ready to go tomorrow if needed, they are currently in New Hampshire and Carver
- Snow Street priority is understood

9 Substation Lead

- Supporting branches as needed

10 Control Center Lead

- Keeping West, North Shore, Southeast, and Nantucket
- Please send blue sheets!

National Grid New England States Pre Event Stage Briefing Agenda

11	SERP Lead, Storm Rooms <ul style="list-style-type: none"> ➤ No exceptions ➤ Rooms will be staffed and ready to go
12	IT Event Lead <ul style="list-style-type: none"> ➤ Supplier calls and notifications are done ➤ Mainframe restart scheduled for Saturday night into Sunday AM; checking to see if it is related to time change ➤ Tech support plan being put together ➤ IVR Team monitoring very closely throughout
13	SERP Lead, Wires Down <ul style="list-style-type: none"> ➤ Brockton opening at 3:00 pm ➤ RI opening at 8:00 pm ➤ North Shore, Merrimack Valley, Central opening Friday AM
14	SERP Lead, Damage Assessment <ul style="list-style-type: none"> ➤ No requests at this time ➤ Team is on notice
15	State Planning Section Chief <ul style="list-style-type: none"> ➤ Not being activated yet, on standby ready to go ➤ Branch Directors will need to monitor ETRs
16	State Logistics Section Chief <ul style="list-style-type: none"> ➤ No exceptions ➤ CCRI Staging Site will be ready for tomorrow AM
17	State Liaison Officer
18	State Public Information Officer <ul style="list-style-type: none"> ➤ No media inquiries yet ➤ No press release planned yet ➤ Putting out web alerts ➤ Social Media Team pushing messages on preparedness and Stay Connected
19	Customer Contact Center Lead <ul style="list-style-type: none"> ➤ Extending agents through the night ➤ Bringing in extra agents tomorrow ➤ Life Support / Critical Customer calls placed at 11am today ➤ Working closely with IT Team in case of any IVR issues ➤ Capacity of IVR has been doubled – should be good
20	State HR Section Chief <ul style="list-style-type: none"> ➤ No exceptions
21	State Finance Section Chief <ul style="list-style-type: none"> ➤ See emails for proper time charging codes
22	State Safety & Health Officer <ul style="list-style-type: none"> ➤ All set with onboarding
23	State Environmental Officer <ul style="list-style-type: none"> ➤ Plan to address any issues with on call staffing, but can get set up if needed

National Grid New England States Pre Event Stage Briefing Agenda

24	State Security Officer <ul style="list-style-type: none">➤ All set with guard at CCRI
25	Emergency Planning Support <ul style="list-style-type: none">➤ Activate your ERO in SEAL; ask your SEAL Analyst to assist if needed; ask Emergency Planning if you are not sure who your SEAL analyst is
26	NE States Incident Commander <ul style="list-style-type: none">➤ Closing Remarks – Chris, our plan is well-tested, looking forward to a good execution as usual➤ Sounds like we are all ready to go
27	Next Scheduled Call-Date & Time <ul style="list-style-type: none">• Friday, October 30th, 7:30 am

National Grid New England States Restoration Stage Briefing Agenda

MEETING INFORMATION

Date:	10/30/2020	Time:	07:30 am
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/Alex Bright	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/Carlos Nouel MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Kevin Peltier	X	State Public Information Officer/Ted Kresse	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Ricardo Jaramillo	X
External Line Resource Lead/Brett Chandler	X	State HR Section Chief/Tom Mulligan	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Eric Gottlieb	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman	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"> ➤ Personal story when bringing out recyclables and garbage - driveway out to country road, very used to looking left and turning right; this time, when turning right, neighbor out jogging was very close; used to the routine, not thinking someone would be there. Don't get caught up in the routine, catch yourself and be careful. 												
2	<p>CURRENT CONDITIONS: Rain and snow ongoing across the region. Winds: Nantucket, Coastal RI and southeast Coastal MA: Northeast at 7-16 mph, gusting to 25-35 mph. Elsewhere: Northeast at 5-15 mph, gusting to 15-20 mph. Temperatures: Middle 30s to middle 40s.</p> <p>SYNOPSIS: Rain transitions to snow before precipitation comes to an end later in the day then dry conditions expected through Saturday. Breezy winds will continue through the afternoon. Another frontal system will move through the region at the beginning of next week and will bring elevated winds and isolated snow showers. Hazard winds are likely Monday.</p> <p>WIND IMPACT THURSDAY/FRIDAY: Strong winds are expected to continue through Friday, with hazard gusts possible for coastal areas.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th style="width: 20%;">REGION</th> <th style="width: 15%;">TIMING</th> <th style="width: 15%;">SUSTAINED WINDS</th> <th style="width: 15%;">COMMON GUSTS</th> <th style="width: 15%;">PEAK GUSTS</th> <th style="width: 20%;">EEI-2/3 GUST CHANCE</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>Now-10pm Fri</td> <td>NE 25-40 mph</td> <td>40-45 mph</td> <td>45-50 mph</td> <td>90%/60%</td> </tr> </tbody> </table>	REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUST CHANCE	Nantucket	Now-10pm Fri	NE 25-40 mph	40-45 mph	45-50 mph	90%/60%
REGION	TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3 GUST CHANCE								
Nantucket	Now-10pm Fri	NE 25-40 mph	40-45 mph	45-50 mph	90%/60%								

National Grid New England States Restoration Stage Briefing Agenda

southern Southeast/Coastal	Now-5pm Fri	NE 15-25 mph	28-35 mph	35-40 mph	30%/-
North & South Shore	Now-3pm Fri	NE 12-22 mph	25-32 mph	35-40 mph	20%

SNOW IMPACT THURSDAY/FRIDAY: A maximum in snowfall can be expected in the higher areas of the Berkshires as well as the Worcester Hills region. The highest amounts will be found above 1200 feet elevation.

REGION	TIMING	SNOWFALL	SNOW CONSISTENCY	EEL-2 SNOW CHANCES
Western	Now-1pm Fri	2-4"	Wet	30%
Central/northern Southeast	Now-2pm Fri	2-4"	Wet	30%
Lebanon/Charlestown	Now-10am Fri	1-4"	Wet	30%
Salem/Merrimack Valley	Now 1pm Fri	1-4"	Wet	20%
Capital/southern Southeast/North&South Shore	7am-2pm Fri	Tr-2"	Wet	-
Coastal	9am-2pm Fri	Tr-0.5"	Wet	-

TODAY: Snow in the morning, though rain will continue in Nantucket. Precipitation will diminish from northwest to southeast in the late morning/early afternoon. Event Rainfall Total: 0.25-0.75" western NH; 0.50-1.25" Western/Central; 1.25-2.00" Eastern MA and RI. Winds: See WIND IMPACT THURSDAY/FRIDAY above. Elsewhere: Northeast at 7-16 mph with gusts to 20-30 mph. Highs: Upper 30s to mid 40s for most; Lower 50s Nantucket.

TONIGHT: Dry. Winds: Becoming north-northwest at 3-8 mph Lows: Upper teens to middle 20s for most; Upper 20s along the Coast; near 40 on Nantucket.

TOMORROW: Dry. Winds: Light and variable. Highs: Upper 30s to middle 40s.

TOMORROW NIGHT: Dry. Winds: Light and variable. Lows: Upper 20s to upper 30s; near 40 in Nantucket.

DAYS 3-5: On Sunday, a frontal system moving through the region will bring a chance for rain showers during the afternoon and overnight. Rainfall: 0.10-0.25". Winds will increase during the day with gusts of 25-35 mph possible. Chance for gusts > 35: 20% coastal area. On Monday, windy with isolated rain/snow showers. Gusts of 35-45 mph possible from 9am-6pm Mon. Chance for EEL-2 gusts Monday: 60% all areas. On Tuesday, isolated rain/snow showers will be possible in the morning the mostly dry conditions expected the rest of the day. Wind gusts of 20-30 mph may linger through the day as well. Temperatures will be near to 5 degrees below normal Sunday, and 5-15 degrees below normal on Monday and Tuesday.

DAYS 6-10 OUTLOOK FOR SERVICE AREA: Quieter weather for the rest of the week with likely no additional hazards.

3

NE State Incident Commander

- **Define the Operational Period**
 - **7:30am until 7:30am tomorrow**
- **Provide overview of the Emergency activities; current size and complexity**
- **Declare Event Level for both MA and RI – will change this afternoon if we have no outages**
 - **Type 4 MA, 3% or 35,000 customers for 24 hours**
 - **Type 4 RI, 7% or 35,000 customers for 24 hours**
- **Identify Branches affected**
 - **Storm Rooms will open in Worcester, North Andover, Brockton, and Providence.**
- **Identify State EOC status and position activation**
 - **The State EOC will not be activated.**
- **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.**
 - **Respond to Wires Down with Police and Fire Standing**
 - **Successfully on-board all new external resources prior to assigning work.**
 - **Establish and maintain effective communications with all customers and regulators**

National Grid New England States Restoration Stage Briefing Agenda

	during the event.															
4	State Operations Section Chief (not activated)															
5	<p>Branch Directors</p> <ul style="list-style-type: none"> ➤ MA Merrimack Valley and North Shore Branches - North Andover & Malden <ul style="list-style-type: none"> ▪ No exceptions ➤ MA South Shore Branch – Brockton & Hopedale <ul style="list-style-type: none"> ▪ No exceptions ➤ MA Central/West Branch – Worcester <ul style="list-style-type: none"> ▪ No exceptions ➤ Rhode Island Branch – Providence <ul style="list-style-type: none"> ▪ No exceptions 															
6	<p>External Line Resource Lead numbers</p> <p><u>Contractor Crews:</u></p> <ul style="list-style-type: none"> • 247 Total contractor crews secured <ul style="list-style-type: none"> ○ 213 incremental crews (down 3 crews as a result of crew verifications upon arrival) ○ 34 on property crews <p><u>Incremental Crew ETAs:</u></p> <ul style="list-style-type: none"> • 191 crews have arrived and are on standby • 4 crews are still mobilizing and expected to arrive at 10:30pm (DM230) • Remaining 19 crews arriving in the AM, ready to work at 06:30am. <p><u>Safety Onboarding:</u></p> <ul style="list-style-type: none"> • 147 crews have been onboarded tonight • Remaining 66 crews will be onboarded tomorrow morning, ready to work at 06:30am <p>Please see summaries below:</p> <p>a) Method of securing:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="text-decoration: underline;">Received From</th> <th style="text-decoration: underline;">Resources</th> <th style="text-decoration: underline;">Crews</th> </tr> </thead> <tbody> <tr> <td>On Property</td> <td>79</td> <td>34</td> </tr> <tr> <td>Direct Contact</td> <td>678</td> <td>213</td> </tr> <tr> <td>Mutual Aid</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total:</td> <td>667</td> <td>247</td> </tr> </tbody> </table>	Received From	Resources	Crews	On Property	79	34	Direct Contact	678	213	Mutual Aid	0	0	Total:	667	247
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7	<p>SERP Lead, Forestry - Seth Forestry update 10/29 9:45PM</p>															

National Grid New England States Restoration Stage Briefing Agenda

We had a few fluctuations in the numbers today, as the numbers were solidified and crews were onboarded.

61 Incremental crews secured / total of 170 resources on the property.

All crews onboarded but one group of 5, they will be onboarded first thing tomorrow morning.

Updated splits below.

Forestry District Summary

		Crew Counts		
		On-Property	Incremental	Total
NE South	Capital	16	0	16
	Coastal	17	2	19
	South Shore	10	5	15
	Nantucket	1	0	1
	Southeast	21	0	21
NE South Total		65	7	72
NE North	Central	18	15	33
	Western	11	29	40
	Merrimack Valley	10	5	15
	North Shore	5	5	10
	NE North Total		44	54
NE Total		109	61	170

➤

8	Transmission Restoration Lead ➤ No exceptions
9	Substation Lead ➤ No exceptions
10	Control Center Lead ➤ No exceptions
11	SERP Lead, Storm Rooms ➤ No exceptions
12	IT Event Lead ➤ No exceptions

National Grid New England States Restoration Stage Briefing Agenda

13	SERP Lead, Wires Down ➤ No exceptions
14	SERP Lead, Damage Assessment ➤ No exceptions
15	State Planning Section Chief ➤ No exceptions
16	State Logistics Section Chief ➤ No exceptions
17	State Liaison Officer ➤ No exceptions
18	State Public Information Officer ➤ No exceptions
19	Customer Contact Center Lead ➤ No exceptions
20	State HR Section Chief ➤ No exceptions
21	State Finance Section Chief ➤ No exceptions
22	State Safety & Health Officer ➤ No exceptions
23	State Environmental Officer ➤ No exceptions
24	State Security Officer ➤ No exceptions
25	Emergency Planning Support ➤ No exceptions
26	NE States Incident Commander ➤ Closing Remarks – We will work on contractor release and demobilization later today ➤ Marcy – hope this continues to be a non-event – be careful, take care
27	Next Scheduled Call-Date & Time • NO call Planned