

March 25, 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 December 25, 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 version<sup>1</sup> of National Grid's<sup>2</sup> summary report on the planning and restoration activities associated with the December 25, 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 December 25, 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.  
Tiffany Parenteau, Esq.  
Leo Wold, Esq.

<sup>1</sup> 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.

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

National Grid

The Narragansett Electric Company

**Report on  
December 25, 2020 Event,  
Damage Assessment and  
Service Restoration**

March 25, 2021

Docket No. 2509

**Submitted to:**  
Rhode Island Public Utilities Commission

Submitted by:

**nationalgrid**

# Table of Contents

<b>I. EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>II. INCIDENT ANTICIPATION.....</b>	<b>2</b>
<b>A. Determination of Incident Classification .....</b>	<b>2</b>
<b>B. Activation of Incident Command System (ICS).....</b>	<b>2</b>
<b>III. THE STORM AND ITS IMPACT .....</b>	<b>3</b>
<b>A. Forecast.....</b>	<b>3</b>
<b>B. Impact .....</b>	<b>4</b>
<b>IV. RESTORATION.....</b>	<b>6</b>
<b>A. Timing and Priority of Service .....</b>	<b>6</b>
<b>B. Restoration Coordination.....</b>	<b>6</b>
<b>C. Personnel Resources .....</b>	<b>7</b>
<b>V. COMMUNICATIONS DURING AND AFTER THE EVENT.....</b>	<b>9</b>
<b>A. Communication Regarding Estimated Times of Restoration.....</b>	<b>9</b>
<b>B. Intra-Company.....</b>	<b>9</b>
<b>C. Public Officials .....</b>	<b>9</b>
<b>D. Customers .....</b>	<b>10</b>
<b>E. Media.....</b>	<b>12</b>
<b>VI. TECHNOLOGY ISSUES.....</b>	<b>12</b>
<b>VII. CONCLUSION .....</b>	<b>12</b>

**REPORT ON BEHALF OF  
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID  
ON THE DECEMBER 25, 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 December 25, 2020 Storm (“December 25, 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 Company revised the event type for the Storm to a National Grid Type 3 emergency event for Rhode Island, meaning that the Company estimated that restoration activities generally would be accomplished within a 72-hour period, and the event typically would result in up to 28% percent of customers interrupted. The Storm was projected to bring a strong cold front moving through the area creating a threat for heavy rain and hazardous wind gusts which potentially could cause significant damage to the Company’s electric infrastructure. Ultimately, the Storm brought heavy rain and strong winds across Rhode Island and parts of Massachusetts. Rhode Island generally received between two to three inches of rain. Maximum wind gusts were in the 40–50 mph range in eastern parts of the state and along the coast. The Storm interrupted power to 3,611 (approximately 1,549 at peak) of the Company’s customers. Overall, 0.72 percent of the Company’s customers in Rhode Island experienced outages, with 22 of the 38 communities served in Rhode Island impacted.

The Company began preparing for the Storm on Monday, December 21, closely monitoring the severity of the weather forecast as it increased to include a threat for heavy rain and gusty winds, with the strongest wind gusts forecast to occur within heavier rain squalls and embedded thunderstorms. As the week progressed, 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, as well as its wires-down room, at approximately 8:00 p.m. on Thursday, December 24. The Company conducted a Pre-Event Stage Briefing Call on Wednesday, December 23, at 1:00 p.m., followed by a Restoration Stage Briefing Call on Friday, December 25, at 8:00 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 15 hours from the time of the first customer impacted and in just over 13 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 25, at approximately 3:00 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 December 25, 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 December 25, 2020 Incident Classification Actions.

**Table 1. Incident Classification Actions**

<u>Action Performed</u>	<u>Date and Time</u>
New England Incident Commander Named	December 21, 2020; approx. 8:30 a.m.
Initial Event Classification Type - 4	December 21, 2020; approx. 4:55 p.m.
Revised Event Classification Type - 3	December 23, 2021; approx. 9:43 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 December 25, 2020 Storm ICS Actions.

**Table 2. ICS Actions**

<u>Actions Performed</u>	<u>Date and Time</u>
First Pre-Event Stage Briefing Call	December 23, 2020; 1:00 p.m.
Branch Storm Room opened in Providence for Capital district	December 24, 2020; approx. 8:00 p.m.
Branch Storm Room opened in Providence for Coastal district	December 24, 2020; approx. 8:00 p.m.
Branch Wires Down Room opened in Providence	December 24, 2020; approx. 8:00 p.m.
First Restoration Stage Briefing Call	December 25, 2020; 8:00 a.m.

See Appendix A for a copy of the briefing minutes.

**C. Determination of Crew Needs and Pre-Staging**

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

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

**III. THE STORM AND ITS IMPACT**

**A. Forecast**

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

On Saturday, December 19, the weather forecasts predicted that a storm system would impact the area on Thursday and Friday of the next week, with a cold front bringing a threat of rain, snow and strong gusty winds. Over that weekend, the intensity of the forecast increased, calling for moderate to heavy rainfall and peak wind gusts in the 50 – 55 mph range. By Monday, December 21, rainfall was predicted to be in the one to two inch range, with expected peak wind gusts increasing somewhat to 55 – 60 mph. The forecast intensified late in the day on Tuesday, December 22 and by the morning of Wednesday, December 23, peak wind gusts were expected to be in the 60 – 70 mph range, with up to two and a half inches of rain predicted. This forecast remained essentially the same through the morning of Friday, December 25, as the event impacted the Company’s service territory.

## B. Impact

The December 25, 2020 Storm was a strong weather event that resulted in minor damage to the Company’s electrical system. The Storm brought a cold front with heavy rain and hazardous wind gusts to portions of the Company’s service territory. While peak wind gusts were not as strong as initially forecast, eastern and coastal areas experienced wind gusts in the 40–50 mph range, with North Kingstown experiencing a peak gust of 51 mph. The Town of West Warwick was affected most heavily with approximately seven percent of its customers impacted by the event. See Table 3 below for the December 25, 2020 Storm impact.

**Table 3. Storm Impact**

Total Customers Impacted	3,611
Peak Customers Impacted	1,549
Date and Time of Peak	December 25, 2020; 1:47 a.m.
Date and Time Final Customer Was Restored	December 25, 2020; approx. 3:00 p.m.
Number of Municipalities That Experienced Interruptions	22
Number of Distribution Feeders That Experienced Interruptions	17

Figure 1 below shows the number of customers interrupted and restored, by hour, for the period of December 25 - 26, 2020.

**Figure 1**

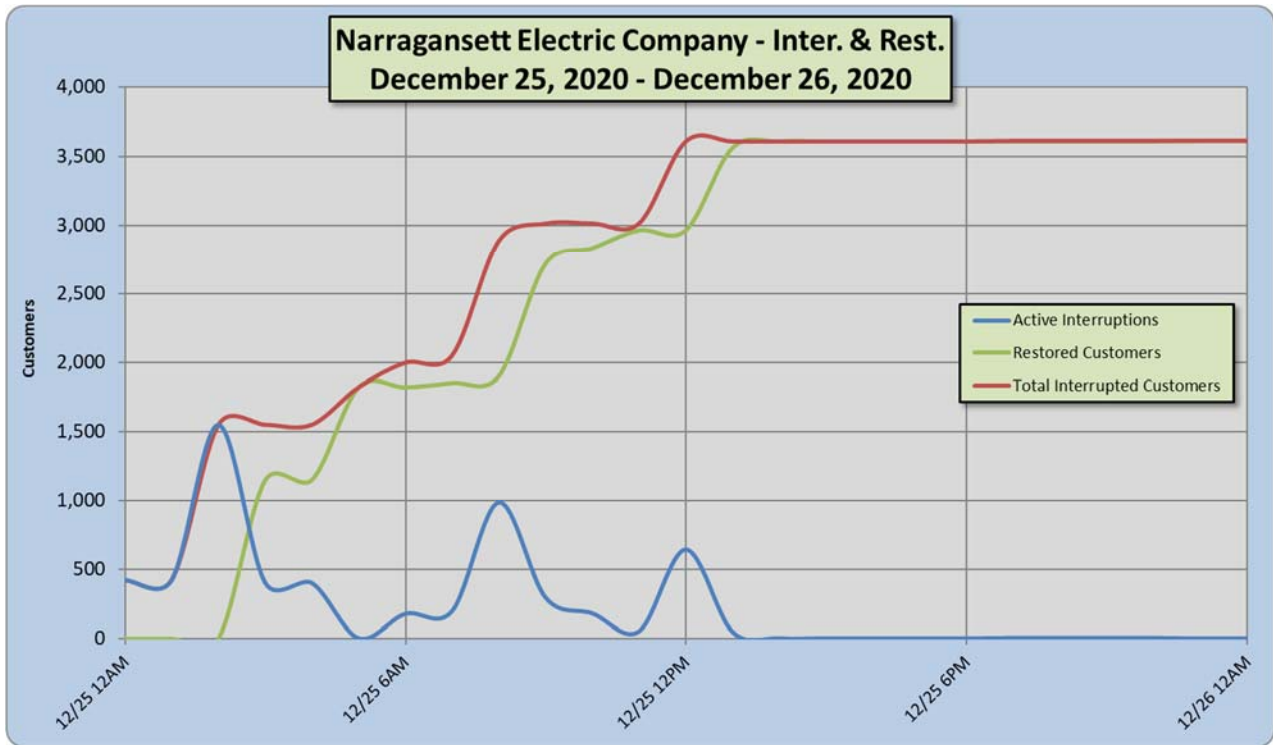


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

**Figure 2**

Town Name	Customers Served	Total Customers Interrupted	Percent of Total
BARRINGTON	6,883	16	0.23%
BRISTOL	10,460	125	1.20%
BURRILLVILLE	2,631	4	0.15%
COVENTRY	14,389	9	0.06%
CUMBERLAND	15,417	1	0.01%
EAST PROVIDENCE	22,321	69	0.31%
FOSTER	2,045	21	1.03%
GLOCESTER	4,678	6	0.13%
HOPKINTON	3,955	2	0.05%
LITTLE COMPTON	2,583	33	1.28%
NARRAGANSETT	10,612	15	0.14%
NORTH SMITHFIELD	5,889	90	1.53%
PAWTUCKET	33,706	252	0.75%
PROVIDENCE	74,338	601	0.81%
RICHMOND	3,566	18	0.50%
SCITUATE	4,627	3	0.06%
SOUTH KINGSTOWN	14,825	256	1.73%
TIVERTON	8,273	469	5.67%
WARWICK	40,490	168	0.41%



Town Name	Customers Served	Total Customers Interrupted	Percent of Total
WEST WARWICK	14,456	959	6.63%
WESTERLY	14,515	4	0.03%
WOONSOCKET	18,931	69	0.36%

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

The Company prepared Task Force teams for this event and deployed three teams during the response to the December 25, 2020 storm.

**C. Personnel Resources**

The Company secured a total of 238 internal and external field crews<sup>1</sup> to restore power to customers in Rhode Island, consisting of approximately 122 external crews and 116 internal crews. The internal and external field crew numbers included transmission and distribution overhead line, forestry, substation, and underground personnel.

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

The State Incident Commander for National Grid’s Rhode Island and Massachusetts electric distribution operating companies requested mutual assistance from companies in the North Atlantic Mutual Assistance Group (“NAMAG”) to support restoration for this event. Resources requested through mutual assistance are based on anticipated needs across all the National Grid’s service territory in both Rhode Island and Massachusetts; total resources received then are allocated across the service territory and may be reallocated as restoration progresses depending on resource needs. In addition, mutual assistance resources allocated to one area may free up local or external contractor crews to be allocated to other areas. See Table 5 below for mutual assistance efforts and resulting resource allocations for this event. Due to the potential impact of the December 25, 2020 storm on neighboring utility companies, along with ongoing responses to other weather events across the country, no mutual assistance crews were acquired.

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<sup>1</sup> 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.

**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>
December 21, 2020; 5:00 p.m.	100	OH Line	0	
	50	Forestry	0	
December 22, 2020; 5:00 p.m.	100	OH Line	0	
	50	Forestry	0	
December 25, 2020; 2:00 p.m. The Company withdrew it's request for resources earlier in the day.	0			

Note: The Company increased its request for resources on December 23, 2020 at approx. 9:00 a.m., to 300 OH Line resources and 150 Forestry resources. While no call was conducted, requests from NAMAG had already gone out to other Regional Mutual Assistance Groups across the country. No resources were acquired to fulfil the Company's request.

**D. Safe Work Practices**

Safety is always at the forefront of Company operations, including and especially during activities associated with storm restoration. For each storm event, the System and Regional Incident Command System structures designate a lead position for a Safety, Health, and Environment Officer. Safety messages are delivered on all calls to heighten awareness during preparation and restoration.

As with any storm, for the December 25, 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 December 25, 2020 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 December 25, 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 December 25, 2020 Storm on Monday, December 21, closely monitoring weather forecasts and conducting an initial operational planning call. See Table 2 above for details on the Briefing calls conducted for this event. Additionally, the Company issued communications to field crews with safety information regarding 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 December 25, 2020 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
December 21, 2020; approx. 10:30 a.m.	Initial notification of possible event; weather forecast; securing external resources; the Company will continue to plan and prepare
December 22, 2020; approx. 12:00 noon	Weather forecast update; Event Type declaration; planned Storm Room opening; additional resources have been secured
December 23, 2020; approx. 2:00 p.m.	Weather forecast update; Event Type escalation; plan for Life Support and Critical Facility calls; planned wires-down and municipal room openings; internal and external OH Line and Forestry crew counts
December 24, 2020; approx. 1:00 p.m.	Review of Company’s plans and preparation; updated internal and external OH Line and Forestry crew counts
December 25, 2020; approx. 8:45 a.m.	Recap of overnight weather and forecast update; customer outage update
December 25, 2020; approx. 3:30 p.m.	Outage restoration update; demobilization activities; 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, December 24, at 8:00 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 December 25, 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 Wednesday, December 23, 2020, at approximately 3:00 p.m., the Company made an outbound call to all life-support customers to notify them of the upcoming weather and to recommend taking necessary precautions and preparations to ensure their well-being in the event of an outage. The outbound call also informed life-support customers to contact 911 or their local public safety officials in the event of an emergency.

See Table 7 below for a detailed listing of each method of communication utilized throughout the December 25, 2020 Storm.

**Table 7. Communication Details**

<b><u>Method of Communication</u></b>	<b><u>Purpose of Interaction</u></b>	<b><u>Level of Interaction</u></b>
<b><u>Report Outage/Outage Follow-up</u></b>		
Number of Customer Calls Received by Customer Service Rep	Customer reports outage or issue	64
Number of Customer Calls Received by Interactive Voice Response (IVR)	Customer reports outage or issue	43
Number of Customer Calls Received by 21 <sup>st</sup> Century	Customer reports outage or issue	76
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	4,812
<b><u>Automated Outage Updates</u></b>		
Number of Inbound and Outbound Text Messages	Outage notification, update, or update request from customer	1,214
Number of emails sent	Outage notification, update, or update request from customer	9,279
Number of outbound calls made	Outage notification, update, or update request from customer	15
<b><u>Web and Social Media</u></b>		
Number of customer hits on Company website during preparation for, and response to, the event	Customers seeking information	43,018
Number of Facebook posts	Company preparation for the event, safety information, restoration updates	2
Number of tweets/re-tweets posted on Twitter	Company preparation for the event, safety information, restoration updates	10

## **E. Media**

The Company activated its Public Information Officer (“PIO”), along with additional PIO support staff for the Storm. The Company engaged both traditional and social media channels to distribute Storm and safety-related information. The Company’s Strategic Communications Department received three media requests for information related to the December 25, 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 December 25, 2020 Storm impacted the Company’s electrical system, resulting in power outages to 3,611 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 11 hours from the time of peak impact. The Company restored power to 100 percent of its customers impacted in approximately 15 hours from the time of the first customer impacted and in just over 13 hours from the time of peak impact. Power was restored to the final customer impacted by the Storm on December 25, at approximately 3:00 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 December 25, 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			
<b>Date:</b>	12/23/20	<b>Time:</b>	1:00pm
<b>Call Details:</b>	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/Caitlin Broderick	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/Dani Williamson	X
Rhode Island Branch Director/Parker Capwell	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/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/John Jackson, 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><b>Safety Message – State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>➤ Challenging to be dealing with yet another storm event, with the holidays as well as the pandemic; we all need to stay focused on our job, be engaged with what we need to do; accuracy is very important, need to make sure people have what they need to work safely and stay safe</li> <li>➤ Need to stay focused especially when we are performing critical tasks</li> </ul>														
2	<p><b>Weather Forecast – IC or DTN</b></p> <p>Dry conditions through tomorrow afternoon then a strong cold front moves into the region Thursday evening. Heavy rain and strong winds will occur along this front through Friday morning. Calmer weather return Friday afternoon/evening and into the weekend.</p> <p><b>WIND IMPACT THURSDAY-FRIDAY:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 15%;">REGION</th> <th style="width: 15%;">TIMING</th> <th style="width: 15%;">PEAK 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: 20%;">EEI-2/3/4</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>8pm Thu-2pm Fri</td> <td>6am-12pm Fri</td> <td>S at 30-40 mph</td> <td>45-60 mph</td> <td>60-70 mph</td> <td>100%/80%/20%</td> </tr> </tbody> </table>	REGION	TIMING	PEAK TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3/4	Nantucket	8pm Thu-2pm Fri	6am-12pm Fri	S at 30-40 mph	45-60 mph	60-70 mph	100%/80%/20%
REGION	TIMING	PEAK TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI-2/3/4									
Nantucket	8pm Thu-2pm Fri	6am-12pm Fri	S at 30-40 mph	45-60 mph	60-70 mph	100%/80%/20%									



## National Grid New England States Pre-Event Stage Briefing Agenda

	Coastal/Southern Southeast/South Shore	10pm Thu-12pm Fri	5am-10am Fri	S at 20-30 mph	40-55 mph	60-70 mph	EEI-2/3/4 100%/70%/10%	
	Capital/Rest of Eastern Mass	11pm Thu-12pm Fri	4am-9am Fri	S at 18-28 mph	35-50 mph	55-65 mph	EEI-2/3 100%/60%	
	Western/Central MA, NH	9pm Thu-10am Fri	2am-7am Fri	S at 15-25 mph	30-40 mph	45-60 mph	EEI-2/3 80%/40%	
3	<b>NE State Incident Commander</b> <ul style="list-style-type: none"> <li>➤ <b>Define the Operational Period</b> <ul style="list-style-type: none"> <li>○ 8:00pm Thursday until 8:00am Friday</li> </ul> </li> <li>➤ <b>Provide overview of the Emergency activities; current size and complexity</b> <ul style="list-style-type: none"> <li>○ Pre-event planning</li> </ul> </li> <li>➤ <b>Declare Event Level for both MA and RI</b> <ul style="list-style-type: none"> <li>○ Type 3 MA, 10% or 140,000 customers at peak, 95% restored in 72 hours</li> <li>○ Type 3 RI, 28% or 140,000 customers at peak, 95% restored in 72 hours</li> </ul> </li> <li>➤ <b>Identify Branches affected</b> <ul style="list-style-type: none"> <li>○ Storm Rooms will open in <b>Worcester, North Andover, Brockton, North Kingstown and Providence.</b></li> </ul> </li> <li>➤ <b>Identify State EOC status and position activation</b> <ul style="list-style-type: none"> <li>○ The State EOC will activate at 8pm Christmas eve.</li> </ul> </li> <li>➤ <b>Establish Emergency Objectives</b> <ul style="list-style-type: none"> <li>○ <b>Zero Safety Incidents during the event.</b> <ul style="list-style-type: none"> <li>▪ Zero injuries, switching incidents and RTC's for all employees and contractors.</li> <li>▪ Zero injuries to the Members of Public.</li> </ul> </li> <li>○ Respond to Wires Down with Police and Fire Standing by</li> <li>○ Successfully on-board all external resources prior to assigning work.</li> <li>○ Establish and maintain effective communications with all customers and regulators during the event.</li> <li>○ <b>Follow all NATIONAL GRID COVID PROTOCOLS.</b></li> </ul> </li> </ul>							
4	<b>State Operations Section Chief (not activated)</b>							
5	<b>Branch Directors</b> <ul style="list-style-type: none"> <li>➤ <b>MA Merrimack Valley and North Shore Branches - North Andover and Malden</b> <ul style="list-style-type: none"> <li>▪ All crews on shifts</li> <li>▪ Storm Room and Muni Room opening Christmas Eve</li> <li>▪ Wires Down opening on Christmas Day first thing</li> <li>▪ Community Liaisons activated for Christmas Day</li> <li>▪ ICS roles are staffed and ready to go</li> <li>▪ Also getting support from Logistics on meals</li> </ul> </li> <li>➤ <b>MA South Shore Branch – Brockton and Hopedale</b> <ul style="list-style-type: none"> <li>▪ Very similar to MA North</li> <li>▪ Calling those who are not on property</li> <li>▪ Ops Planners will be activated for Southeast and South Shore</li> </ul> </li> <li>➤ <b>MA Central/West Branch – Worcester</b> <ul style="list-style-type: none"> <li>▪ Also, very similar to MA North</li> <li>▪ Utilizing CMS for Wires Down standby</li> <li>▪ Have activated DA for Friday AM</li> <li>▪ Community Liaisons will be activated</li> <li>▪ Conducting a 10am muni call tomorrow</li> </ul> </li> <li>➤ <b>Rhode Island Branch – Providence</b> <ul style="list-style-type: none"> <li>▪ Very similar to MA</li> <li>▪ Opening Storm Room at 8pm Christmas Eve</li> <li>▪ Getting WD Gas resources</li> </ul> </li> </ul>							

## National Grid New England States Pre-Event Stage Briefing Agenda

- Maybe looking for another staging site in RI along with CCRI

**6 External Line Resource Lead**

- **183 Contractor Crews secured:**
  - 7 On-Property crews
  - 176 Incremental crews (able to secure 8 additional crews from Heart Utilities in FL late last night)
- ETA:
  - 179 crews will be arriving tomorrow 12/24 by 8:00 PM
  - 4 crews will be ready for work at their show-up site on 12/25 @ 6:30 AM.
- Hotel assignments for 12/24. Meals will be provided at hotels.
- Safety on-boarding will be completed upon crew's arrival

Received From	Resources	Crews
On Property	18	7
Direct Contact	468	176
Mutual Aid	0	0
<b>Total:</b>	<b>486</b>	<b>183</b>

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	62	23	23	11
MA - MV	64	23	23	3
MA - NS	13	5	5	1
MA - SE	70	27	27	4
MA - SS	104	39	39	9
Nantucket	5	2	2	1
Rhode Island	168	64	64	14
<b>Total:</b>	<b>486</b>	<b>183</b>	<b>183</b>	<b>43</b>

**7 SERP Lead, Forestry**

**Resources available Thursday/ Friday 182**

We just secured a group of 8 that will arrive late in the day Friday and not included in the Wave 1 plans. Resources that will be a part of Wave 2 and arriving after the onset will be represented in TBD.

I have calls in with all vendors currently have searched as far as Texas for any availability to arrive by Saturday. We have exhausted those options. Next steps are to reevaluate after storm passes for available resources in region and reallocating on property as needed.

Forestry Summary		Crew Counts		Incremental Crews		Total Crews	
		Dist	Trans	Dist	Trans	Dist	Trans
<b>New England</b>	Coastal	16	0	18	0	34	0

## National Grid New England States Pre-Event Stage Briefing Agenda

	<b>South Division</b>	Capital	8	1	11	0	19	1
		Southshore	11	0	25	0	36	0
		Nantucket	1	0	0	0	1	0
		Southeast	15	1	14	0	29	1
		<b>NE South Total</b>	<b>51</b>	<b>2</b>	<b>68</b>	<b>0</b>	<b>119</b>	<b>2</b>
	<b>New England</b>	Central	19	2	0	0	19	2
	<b>North Division</b>	Western	11	3	6	0	17	3
		Merrimack	13	0	2	0	15	0
		Northshore	4	0	10	0	14	0
		TBD / Granite	0	0	8	0	8	0
		<b>NE North Total</b>	<b>47</b>	<b>5</b>	<b>26</b>	<b>0</b>	<b>73</b>	<b>5</b>
	<b>New England Total</b>		<b>98</b>	<b>7</b>	<b>94</b>	<b>0</b>	<b>192</b>	<b>7</b>
8	<b>Transmission Restoration Lead</b>							
	<ul style="list-style-type: none"> <li>➤ Will have 1 crew on the Hull H 1&amp;2</li> <li>➤ 2 additional crews on pagers</li> <li>➤ 2 contractor crews on standby, sharing these with NY</li> <li>➤ Confident that we can get additional internal crews if needed</li> <li>➤ In house construction crews have been allocated</li> <li>➤ Working on RCS's for Wave 2 crews</li> </ul>							
9	<b>Substation Lead</b>							
	<ul style="list-style-type: none"> <li>➤ Continuing to solidify resources available, numbers will continue to increase this afternoon</li> </ul>							
10	<b>Control Center Lead</b>							
	<ul style="list-style-type: none"> <li>➤ Make sure crew sheet data base is filled out</li> <li>➤ Reminder to fill out the Blue sheets</li> </ul>							
11	<b>SERP Lead, Storm Rooms</b>							
	<ul style="list-style-type: none"> <li>➤ Storm Rooms will be staffed Thursday evening</li> <li>➤ Police/Fire and IT Support all set</li> <li>➤ Strategy in place to get meals for those working</li> <li>➤ Single No Power callback process is ready</li> <li>➤ Remote repair room will be used</li> </ul>							
12	<b>IT Event Lead</b>							
	<ul style="list-style-type: none"> <li>➤ Desktop support in place for Storm Rooms, Contact Center, and External Line Resource</li> <li>➤ No IT changes planned till Sunday, will re-evaluate if needed</li> </ul>							
13	<b>SERP Lead, Wires Down</b>							
	<ul style="list-style-type: none"> <li>➤ Wires Down is ready to go for all areas, 24-hour coverage</li> </ul>							
14	<b>SERP Lead, Damage Assessment</b>							
	<ul style="list-style-type: none"> <li>➤ All DA Resources are on notice and standing by</li> <li>➤ Putting together assignments now – about 9 crews per office will be best case scenario</li> </ul>							
15	<b>State Planning Section Chief</b>							
	<ul style="list-style-type: none"> <li>➤ Regulatory reporting data center and ETR group is set up</li> <li>➤ Ready to begin reporting at midnight, but will check with Emergency Planning</li> </ul>							

## National Grid New England States Pre-Event Stage Briefing Agenda

16	<b>State Logistics Section Chief - Happy Birthday Jorge</b> <ul style="list-style-type: none"> <li>➤ All lodging has been secured</li> <li>➤ RI Staging Site – Warwick CCRI</li> <li>➤ MA Staging Sites – Scituate Sub, Renaissance Hotel in Foxboro, hotel in Rockland</li> <li>➤ Crew meals at barns taking longer to secure, but will be all set</li> <li>➤ Will verify meal needs with Directors; Storm Rooms are all set for meals</li> <li>➤ May be setting up one more staging site if needed</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ Almost fully staffed for MEMA and RIEMA, etc.</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ Staffing plans are set through the weekend</li> <li>➤ Will discuss planned comms with the CRC</li> <li>➤ Will utilize Social Media, Press releases, etc.</li> <li>➤ Media is already reporting on this storm, will need to be more proactive with comms</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ Making Life Support and Critical Facility Calls at 3:00 pm today</li> <li>➤ Adding more staffing tomorrow</li> <li>➤ Secured third party vendors</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ Any vacation questions, forward to respective labor manager, Maria, and Tom Ryan</li> <li>➤ Employees will be made whole for this effort</li> <li>➤ Compensation will be consistent with how we have compensated in the past, and with union contracts</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ Will be sending out an Accounting Memo</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ Ready for onboarding</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>➤ Will have Branch Environmental Coordinators at each Branch</li> <li>➤ Also will have a team for any transmission issues</li> </ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ Security will be at CCRI at 4:00 pm today</li> <li>➤ Waiting on the additional site, may need security there</li> </ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"> <li>➤ Notify Emergency Planning if previously provided resource counts for Friday Day are NOT total available resources for this event</li> <li>➤ Steve Parenteau will be sending out an Org Chart, please get back to him with any revisions</li> <li>➤ Be sure to activate the ERO in SEAL and utilize Checklists for Entire Event</li> <li>➤ Checklists for Key Roles will need to be submitted to EP Sharepoint folder</li> </ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"> <li>➤ First Pre-Event Report to DPU due at 5pm, make sure all info is provided</li> <li>➤ Use your checklists during the whole event</li> <li>➤ Chris K – we are all storm weary, please keep your head in the game, stay safe and don't get distracted</li> </ul>

## National Grid New England States Pre-Event Stage Briefing Agenda

	<p>➤ Chris P – we just received notification from EEI that we received awards for assistance with Isaias, response and recovery from Isaias, and response and recovery from an October Wind Storm, April Wind Storm, and February Snow Storm</p>
27	<p><b>Next Scheduled Call-Date &amp; Time</b></p> <ul style="list-style-type: none"><li>• Friday, 8:00am, Dec 25, 2020</li></ul>

# National Grid New England States Restoration Stage Briefing Agenda

MEETING INFORMATION			
<b>Date:</b>	12/25/20	<b>Time:</b>	8:00 am
<b>Call Details:</b>	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/Fouad Dagher MA Regulatory Liaison – Lynne Nadeau RI Regulatory Liaison – Kate Grant	X
Central/West Branch Director/Andrew Beliveau	X	State Public Information Officer/Dani Williamson	X
Rhode Island Branch Director/Mike Hrycin	X	Customer Contact Center Lead/Nancy Concemi	X
External Line Resource Lead/Avia Levin	X	State HR Section Chief/Maria Marotta	X
SERP Lead, Forestry/Seth Bernatchez	X	State Finance Section Chief/Eric Gottleib	X
Transmission Restoration Lead/ Andrew Schneller	X	State Safety & Health Officer/Bob Preshong	X
Substation Lead/Bob Brawley	X	State Environmental Officer/Pete Harley	X
Control Center Lead/Mike Gallagher	X	State Security Officer/Brad Newman, John Jackson	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><b>Safety Message – State Safety &amp; Health Officer</b></p> <ul style="list-style-type: none"> <li>• Today’s message in on Hydroplaning, which is when tires lose traction due to excess water on road; a vehicle can begin to slide with 1/12” of water on the road, at 35mph or higher</li> <li>• Be careful today when driving</li> </ul>																					
2	<p><b>Weather</b></p> <p>SYNOPSIS: Heavy rain and strong winds remain possible through the morning and afternoon. Some precipitation may linger in MA and NH for the evening. Dry conditions this weekend. Precipitation could return Monday but does not look heavy at this time.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="background-color: #333; color: white;">REGION</th> <th style="background-color: #333; color: white;">TIMING</th> <th style="background-color: #333; color: white;">PEAK TIMING</th> <th style="background-color: #333; color: white;">SUSTAINED WINDS</th> <th style="background-color: #333; color: white;">COMMON GUSTS</th> <th style="background-color: #333; color: white;">PEAK GUSTS</th> <th style="background-color: #333; color: white;">EEI GUST CHANCES</th> </tr> </thead> <tbody> <tr> <td>Nantucket</td> <td>Now-2pm Fri</td> <td>Now-12pm Fri</td> <td>S at 30-40 mph</td> <td>45-60 mph</td> <td>60-70 mph</td> <td>EEI-2/3/4 100%/80%/20%</td> </tr> <tr> <td>Coastal/Southern Southeast/South Shore</td> <td>Now-12pm Fri</td> <td>Now-10am Fri</td> <td>S at 20-30 mph</td> <td>40-55 mph</td> <td>60-70 mph</td> <td>EEI-2/3/4 100%/70%/10%</td> </tr> </tbody> </table>	REGION	TIMING	PEAK TIMING	SUSTAINED WINDS	COMMON GUSTS	PEAK GUSTS	EEI GUST CHANCES	Nantucket	Now-2pm Fri	Now-12pm Fri	S at 30-40 mph	45-60 mph	60-70 mph	EEI-2/3/4 100%/80%/20%	Coastal/Southern Southeast/South Shore	Now-12pm Fri	Now-10am Fri	S at 20-30 mph	40-55 mph	60-70 mph	EEI-2/3/4 100%/70%/10%
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## National Grid New England States Restoration Stage Briefing Agenda

Capital/Rest of Eastern Mass	Now-12pm Fri	Now-9am Fri	S at 18-28 mph	35-50 mph	55-65 mph	EEI-2/3 100%/60%
Western/Central MA, NH	Now-10am Fri	Now-8am Fri	S at 15-25 mph	30-40 mph	45-60 mph	EEI-2/3 80%/40%

**3 NE State Incident Commander**

- **Define the Operational Period**
  - 8:00am Friday until 8:00am Saturday
- **Provide overview of the Emergency activities; current size and complexity**

☑ [7:34] Municipal Storm Summary By Town

Drag a column header here to group by that column

Area	Peak Customers Affected	Current Customers Affected	Total Customers Restored	Total Customers Affected
<a href="#">Massachusetts</a>	6,520	1,963	9,086	11,049
<a href="#">Rhode Island</a>	1,545	193	1,854	2,047
		<b>2,156</b>	<b>10,940</b>	<b>13,096</b>

- **Declare Event Level for both MA and RI**
  - Type 3 MA, 140,000 peak, 95% restored in 72 hours
  - Type 3 RI, 140,000 peak, 95% restored in 72 hours
- **Identify Branches affected**
  - Storm Rooms opened in **Providence, North Kingstown, Worcester, North Andover, and Brockton.**
- **Identify State EOC status and position activation**
  - The State EOC has been 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
  - Continue to Monitor, Prioritize and Assign all Critical facilities by noon today.
  - Successfully on-board all new external resources prior to assigning work.
  - Maintain effective communications with all customers and regulators during the event.
  - **Follow all NATIONAL GRID COVID PROTOCOLS.**

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

**5 Branch Directors**

- **MA Merrimack Valley and North Shore Branches - North Andover and Malden**
  - 2377 out – small branch, should be restored soon
  - Lost 16W1 out of Maplewood
  - Have a good plan in place
- **MA South Shore Branch – Brockton and Hopedale**
  - No exceptions
  - Addressing outages as they occur
- **MA Central/West Branch – Worcester**
  - 920 customers out
  - All outages, WD calls, Police/Fire calls have been assigned
  - Weather is mostly past the area

## National Grid New England States Restoration Stage Briefing Agenda

- **Rhode Island Branch – Providence**
  - Just under 900 customers out
  - East George Sub feeder lockout, just over 600 custs impacted

**6 External Line Resource Lead**

- A total of **212 Contractor Crews** secured for this storm:
  - 12 On-Property crews
  - 200 Incremental crews (received an additional 5 crews from Heart Utilities)
- Status & Updated ETAs:
  - 174 crews have arrived and are on Standby.
  - 38 crews have been secured and will arrive on NG property as follows:
    - 4 crews will mobilize on Friday 12/25 and be ready for work at their show-up site at 6:30 AM. Address captured in notes column.
    - 34 crews will mobilize on Saturday 12/26. ETAs captured per each respective crew.
- Safety on-boarding has been completed for all crews that have arrived

Received From	Resources	Crews
On Property	32	12
Direct Contact	538	200
Mutual Aid	0	0
<b>Total:</b>	<b>570</b>	<b>212</b>

a) Division allocation:

Staging Site	Resources	Crews	Buckets	Diggers
MA - Central	61	22	22	11
MA - MV	78	28	28	4
MA - NS	13	5	5	1
MA - SE	76	29	29	6
MA - SS	159	59	59	14
Nantucket	5	2	2	1
Rhode Island	178	67	67	18
<b>Total:</b>	<b>570</b>	<b>212</b>	<b>212</b>	<b>55</b>

**7 SERP Lead, Forestry**

Forestry resource update 12/24 2:15PM

Resources updated in table below. New table format.

Available Thursday night/ Friday morning we have secured 88 incremental for a total of 187 crews.

Wave 2: We have secured 25 additional crews that will be arriving throughout the day on Saturday, unassigned as of yet we will have Friday to make those decisions based on timing of arrival and capabilities and assessment of damage.



**National Grid**  
**New England States Restoration Stage Briefing Agenda**

Total resources secured for event 212, of which are 113 are incremental to the local 99 on property forestry crew resources.

**Forestry District Summary**

		<b>Crew Counts</b>		
		<b>On-Property</b>	<b>Incremental</b>	<b>Total</b>
<b>NE South</b>	Capital	8	12	20
	Coastal	17	18	35
	South Shore	11	26	37
	Nantucket	1	0	1
	Southeast	15	14	29
<b>NE SouthTotal</b>		<b>52</b>	<b>70</b>	<b>122</b>
<b>NE North</b>	Central	19	0	19
	Western	11	6	17
	Merrimack Valley	13	2	15
	North Shore	4	10	14
<b>NE NorthTotal</b>		<b>47</b>	<b>18</b>	<b>65</b>
Available Day 0	<b>NE Total</b>	<b>99</b>	<b>88</b>	<b>187</b>

- 8 **Transmission Restoration Lead**
  - No issues on the Hull 1 and 2 lines, crew is still standing by
  - X23 locked out, no custs impacted, called a crew in; tree on line, working to address today
  - 3314 in Moore NH - calling in a crew, 4-5 hour ride, unable to get helicopter out today, may take time to locate the issue
- 9 **Substation Lead**
  - No exceptions
- 10 **Control Center Lead**
  - No exceptions
- 11 **SERP Lead, Storm Rooms**
  - No exceptions
- 12 **IT Event Lead**
  - No exceptions
- 13 **SERP Lead, Wires Down**
  - All crews are in as of 7am
- 14 **SERP Lead, Damage Assessment**
  - Had planned to bring in resources at 9 and 10 am this morning

## National Grid New England States Restoration Stage Briefing Agenda

	<ul style="list-style-type: none"> <li>➤ Based on current status, will put people on standby instead</li> <li>➤ Let Elton know if any DA resources are needed</li> </ul>
15	<b>State Planning Section Chief</b> <ul style="list-style-type: none"> <li>➤ ETRs are all under control</li> </ul>
16	<b>State Logistics Section Chief</b> <ul style="list-style-type: none"> <li>➤ Team did a great job with meals, thank you</li> <li>➤ No lodging exceptions</li> <li>➤ Rooms are all booked for tonight</li> </ul>
17	<b>State Liaison Officer</b> <ul style="list-style-type: none"> <li>➤ Kate and Lynne will send out regulatory updates this morning</li> </ul>
18	<b>State Public Information Officer</b> <ul style="list-style-type: none"> <li>➤ One media call last night</li> </ul>
19	<b>Customer Contact Center Lead</b> <ul style="list-style-type: none"> <li>➤ Fully staffed and ready</li> </ul>
20	<b>State HR Section Chief</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
21	<b>State Finance Section Chief</b> <ul style="list-style-type: none"> <li>➤ Will send out accounting memo shortly</li> </ul>
22	<b>State Safety &amp; Health Officer</b> <ul style="list-style-type: none"> <li>➤ All onboarding complete</li> </ul>
23	<b>State Environmental Officer</b> <ul style="list-style-type: none"> <li>➤ No incidents to report</li> </ul>
24	<b>State Security Officer</b> <ul style="list-style-type: none"> <li>➤ No exceptions</li> </ul>
25	<b>Emergency Planning Support</b> <ul style="list-style-type: none"> <li>➤ NAMAG call at 2pm today, need to decide on position for this call</li> </ul>
26	<b>NE States Incident Commander</b> <ul style="list-style-type: none"> <li>➤ Chris Kelley – great preparation; everyone is distracted and weary, please keep your head in the game; most issues happen in transition like walking to your car or stepping down from your truck; please get home safely</li> <li>➤ Marcy -thank you so much</li> <li>➤ Bill – proud of the team, we are here for our customers, thank you</li> </ul>
27	<b>Next Scheduled Call-Date &amp; Time</b> <ul style="list-style-type: none"> <li>• Next call will be scheduled at 8:00pm tonight</li> <li>• “Tough times don’t last tough teams do” – THANK YOU</li> </ul>