

June 29, 2018

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket 2509 – Storm Contingency Fund**  
**March 2, 2018 Storm Summary Report**

Dear Ms. Massaro:

In accordance with Rhode Island Public Utilities Commission (PUC) Order No. 15360 (August 19, 1997) and paragraph 4(a) of the Joint Proposal and Settlement in Lieu of Comments Submitted by The Narragansett Electric Company<sup>1</sup> and the Division of Public Utilities and Carriers (Division) (the Settlement) approved by the PUC in Docket No. 2509, I have enclosed 10 copies of National Grid's summary report on the planning and restoration activities associated with the March 2, 2018 Winter Storm Riley (Winter Storm Riley or the Storm), which will likely qualify for inclusion in the Company's Storm Contingency Fund. Paragraph 4(b) of the Settlement requires the Company to file with the PUC within 90 days after the Storm a report providing a description of the Storm along with a summary of the extent of the damage to the Company's system, including the number of outages and length of the outages. On June 1, 2018, the Company submitted a request for an extension of time through July 5, 2018 to submit the summary report for Winter Storm Riley, to which the Division stated it had no objection.

A supplemental report detailing the incremental restoration costs caused by Winter Storm Riley will be submitted to the PUC once the total costs have been accumulated by the Company, and final accounting of storm costs has been completed.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-784-7415.

Very truly yours,



Robert J. Humm

cc: Docket 2509 Service List  
Docket D-11-94 Service List  
Leo Wold, Esq.  
John Bell, Division  
Al Mancini, Division

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<sup>1</sup> 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

June 29, 2018  
Date

**Docket No. 2509 – National Grid – Storm Fund  
Service List as of 4/2/18**

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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  
March 2, 2018, Winter Storm  
Riley Damage Assessment and  
Service Restoration**

June 29, 2018

Docket No. 2509

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

Submitted by:  
**nationalgrid**

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**REPORT ON BEHALF OF  
THE NARRAGANSETT ELECTRIC COMPANY d/b/a NATIONAL GRID  
ON THE MARCH 2, 2018 STORM DAMAGE ASSESSMENT AND SERVICE  
RESTORATION EFFORTS**

**I. EXECUTIVE SUMMARY**

The Narragansett Electric Company d/b/a National Grid (National Grid or the Company) presents the following report on the planning and restoration activities associated with the March 2, 2018 winter storm Riley (Winter Storm Riley or the Storm), which significantly impacted Rhode Island and other states in the mid-Atlantic and Northeast regions of the United States. Winter Storm Riley was the first of several winter weather events the Company prepared for and/or experienced within three weeks. For pre-planning purposes, the Company classified Winter Storm Riley as a National Grid Type 3 emergency event, meaning that the Company estimated that restoration activities would generally be accomplished within a 72 hour period and the event would typically result in up to nine percent of customers interrupted. Winter Storm Riley was projected to bring hazardous winds, heavy rain, wet snow, and coastal flooding that could potentially cause significant damage to the Company's electric infrastructure. Ultimately, Winter Storm Riley brought widespread winter storm conditions to Southern New England inland to New York and nearby states. The heaviest amounts of snow impacted New York and portions of Pennsylvania and New Jersey, while Southern New England experienced heavy rainfall and significant wind gusts. Rhode Island experienced a relatively small amount of snow, with much of the State receiving two to four inches of rain and wind gusts of 50 miles per hour (mph) or greater. Peak wind gusts of 83 mph occurred in Little Compton. The powerful mix of wind and rain caused significant damage to the Company's electric infrastructure in Rhode Island, interrupting power to 171,044 (approximately 113,148 at peak) of the Company's customers. Overall, almost 35 percent of the Company's customers in Rhode Island experienced outages, with all 38 communities served in Rhode Island impacted.

The Company began preparing for Winter Storm Riley on Tuesday, February 27, 2018 at 9:00 a.m. by conducting an operational planning call, during which the Company reviewed the weather forecast and began planning for the possibility that the Storm would impact the Company's electric distribution system in New England. The Company held a weather forecast call with its weather provider, DTN, on February 28, during which the specific forecast for the Company's service territory was reviewed in detail. The Company then held its first pre-event Operations storm call on the afternoon of February 28. As part of its preparation for the Storm, the Company opened a storm room in Providence on March 2 at 5:00 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 contacted contractors from outside the Company's service territory to secure resources to help with restoration. Using its own crews and contractor resources, the Company restored power to 90 percent of its customers impacted in just under two days from the time of peak impact. The Company restored the final customer from Winter Storm Riley on March 6, 2018 at approximately 11:59 p.m. – just as the next weather event, Winter Storm Quinn, was poised to impact the Company on March 7.

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

## **II. INCIDENT ANTICIPATION**

### **A. Determination of Incident Classification**

On Thursday, March 1, 2018, the Company opened the System Emergency Operation Center in Northborough, Massachusetts. Through the System Emergency Operations Center in Northborough, the Company conducted regular System Level Briefings throughout the event, but the System Level Emergency Response Organization was not officially activated. On Friday, March 2, the Company established a Branch Storm Room in Providence at approximately 5:00 a.m. and opened the Regional Emergency Operations Center in Worcester, Massachusetts at approximately 8:00 a.m. As explained in more detail below, on February 27, the Company named a New England Incident Commander, who was primarily responsible for establishing the projected and actual incident classification level for Winter Storm Riley.

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.

Through the system and operations storm conference calls, the New England Incident Commander communicated the incident classification to Company leadership and organizations that the Company expected to engage in restoration or support activities. The New England Incident Commander classified the event as a Type 3 event under the Emergency Response Plan.

## **B. Activation of Incident Command System**

The Company utilizes the Incident Command System, 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 and addresses the operation of Company Emergency Operation Centers.

In the days leading up to Winter Storm Riley, prior to activation of the Incident Command System, the Company's Operations management personnel held several operational calls to discuss planning efforts for the possibility of a severe snow, rain, and wind storm forecasted to bring hazardous conditions to New England. As a result of these calls, and in accordance with the Company's Emergency Response Plan and anticipated Type 3 event, the Company activated the Branch Level Emergency Response Organization in Rhode Island prior to the first operations storm call – the Pre-Event Stage Briefing Call – scheduled for Wednesday, February 28, 2018 at 2:00 p.m. At that time, the Company planned to open its Rhode Island Storm Room in Providence on Friday, March 1 at approximately 5:00 a.m. to support Rhode Island restoration. The New England Incident Commander activated the Rhode Island Branch Director, who was in charge of Rhode Island restoration and located in the Providence Storm Room, and several other Branch Directors in Massachusetts. Thereafter, the Company activated a number of other positions at the discretion of the Incident Commander and Branch Directors, considering the level of response expected for Winter Storm Riley in their respective areas, including Rhode Island. The Company also planned to open the Regional Emergency Operations Center in Worcester, Massachusetts on March 2 at 8:00 a.m., supported by a Regional Emergency Response Organization structure for that location.

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

Given the potential magnitude of Winter Storm Riley and forecast of hazardous winds and heavy precipitation, the Company secured crews in advance from its contractors of choice and other outside contractors to support restoration efforts for all of New England as part of its regional preparation for the Storm, consistent with its Emergency Response Plan. As of February 28, 2018 at 5:00 p.m., the Company had 40.5 internal overhead line crews, 57 external overhead line crews, 70 forestry crews (external), 7 internal underground crews, 41 internal substation resources, 5 internal transmission crews, and 43 internal wires down resources at its disposal to respond to the Storm. The Company also had an additional 75 external overhead line crews to support Rhode Island if needed, bringing the total to 132 external overhead line crews available for Rhode Island. By March 1 at 8:00 a.m., the Company increased the number of resources available to respond to the Storm to 62.5 internal overhead line crews, 134 external overhead line crews, 70 forestry crews, 7 underground crews, 41 substation resources, 5 transmission crews, and 47 internal wires down resources. The Company also had 30 damage assessment crews available at that time, ready to be deployed to Rhode Island as needed.

### **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 Sunday, February 25, 2018, the weather models began to indicate that the weather pattern was favorable for development of a coastal low pressure system later that week on Thursday night (March 1) into Friday (March 2). The forecasts indicated the possibility of a rain and snow mix, with the best chance for accumulating snow being across inland New England from Central and Western Massachusetts through Southern New Hampshire. Gusty easterly winds were forecasted to be near hazard levels along coastal locations on Thursday night into Friday, possibly creating areas of coastal flooding during high tide periods.

On Monday, February 26, the forecast remained consistent for a coastal storm likely to affect the region Thursday night and Friday. Strong winds and coastal flooding were expected to be the main concern, but snow and heavy rainfall were also forecasted. Strong east to northeast winds were expected to develop by Thursday night, continuing into Friday, with a 30 percent chance that wind gusts would be greater than 45 mph along Coastal Rhode Island. The combination of a long duration event, strong easterly winds, and elevated astronomical high tides created flooding concerns along Coastal Rhode Island. Heavy rain was also forecasted, with amounts possibly exceeding one inch. Snowfall was also possible, especially at higher elevations.

By Tuesday, February 27, the forecast changed slightly, but that the forecasted confidence in potential impacts of a storm remained unusually low due to the complexity of the system. By this time, the forecasts provided a 60 percent chance that Rhode Island would experience wind gusts greater than 45 mph, with rainfall forecasted between one and three inches, and wet snowfall also forecasted between one and three inches. Coastal flooding remained a concern.

Early on Wednesday, February 28, the guidance in the weather models did not present a clearer picture and the forecast still indicated a fairly low confidence regarding the impacts of a major storm for Thursday night into Friday. The forecasts favored a slower and more southerly storm track, leading to a higher potential for heavy rain along with hazard wind gusts and coastal flooding concerns. The timing of the coastal low pressure system was expected late Thursday night, continuing through Friday, and ending early Saturday morning. Later in the day on February 28, confidence in the forecast improved with respect to expected wind impacts. Forecast snowfall amounts remained essentially the same, with rainfall expected in the range of 1.25 to 2.50 inches. Coastal flooding remained a concern. By this time, peak wind gusts were forecasted at 50 to 60 mph, with the strongest winds at the coast. Frequent wind gusts were expected in the range of 40 to 55 mph, with sustained winds of 22 to 32 mph. The timing for peak winds and wind gusts was from Friday at 5:00 p.m. to Saturday at 8:00 a.m., with winds slightly diminishing during the day on Saturday.



By Thursday morning, March 1, the forecast's confidence continued to rise regarding the wind impacts and coastal flooding impacts. Confidence in receiving wintry precipitation also increased, but remained low, as the forecast expected that many areas might remain too warm for significant snow accumulation. On Thursday morning, the forecasts predicted that Rhode Island would receive between two and six inches of wet snow, transitioning to rain during the day on Friday. The forecast also called for rainfall of up to three inches. By mid-day Thursday, confidence was high with respect to wind and coastal flooding impacts and the peak wind gust forecast increased to 65 mph for Coastal Rhode Island. Forecasts for expected sustained winds increased slightly to 26 to 34 mph along the coast, while the frequency of wind gusts remained essentially the same as the previous day.

The Storm's impact began Friday morning, March 2. The rain and snow forecast remained the same as the previous day, as did coastal flooding expectations. The March 2 morning forecast made slight adjustments to wind gust impacts, with Coastal Rhode Island expected to experience peak wind gusts of 70 mph and the rest of the State expected to experience gusts of up to 60 mph.

## **B. Impact**

Winter Storm Riley was a severe weather event that resulted in significant damage to the Company's electrical system. The Storm brought widespread winter storm conditions to southern New England inland to New York and nearby states. Rhode Island experienced wind gusts of 50 mph or greater across the State, with peak gusts of 83 mph in Little Compton, 71 mph on Block Island, and 70 mph in Charlestown. Providence experienced peak wind gusts of 64 mph. While Rhode Island did not experience the snowfall experienced by other areas in the Northeast, much of the State received rainfall greater than two inches, with Westerly receiving almost five inches of rain. The number of trees that came down, resulting in widespread power outages, was likely exacerbated by saturated ground from the heavy rainfall. The rainfall was so significant that one of the Company's substations in Westerly experienced minor flooding, although it did not impact any equipment at the substation.

Winter Storm Riley impacted a total of approximately 171,044 customers in the Company's Rhode Island service territory. The Storm impacted approximately 113,148 customers at its peak, which occurred on Friday, March 2, 2018 at approximately 7:30 p.m. The Company restored power to all customers by March 6 at approximately 11:59 p.m. The Company experienced interruptions in all 38 Rhode Island communities it serves, with a total of 200 distribution feeders affected. In each of Barrington, Bristol, and Hopkinton, more than 96 percent of customers experienced outages, with more than 99 percent of customers in Barrington experiencing outages.

Figure 1 below shows the number of customers interrupted and restored, by hour, from Friday, March 2 through Wednesday, March 7.

Figure 1

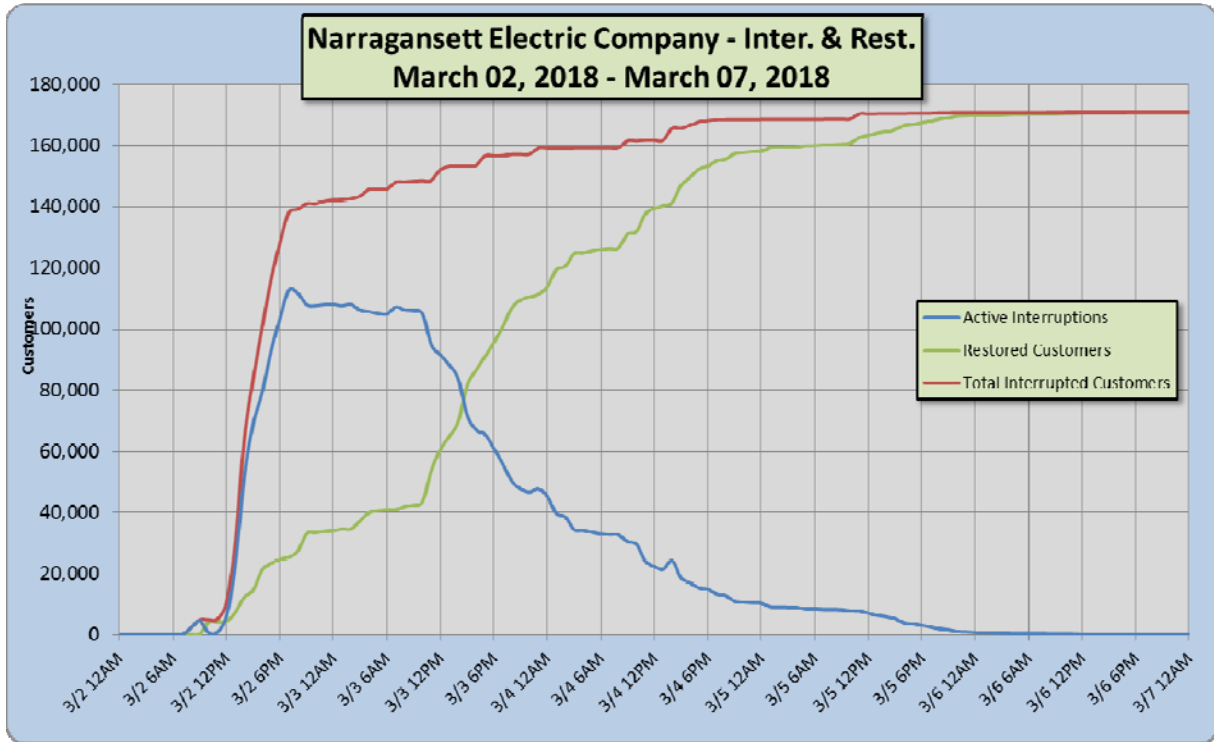


Figure 2 below shows all municipalities that experienced interruptions during the Storm.

**Figure 2**

<b>Town Name</b>	<b>Total Customers Interrupted</b>	<b>Customers Served</b>	<b>Percent of Total</b>
BARRINGTON	6,805	6,863	99.15%
BRISTOL	10,117	10,404	97.24%
BURRILLVILLE	799	2,618	30.52%
CENTRAL FALLS	4,953	7,328	67.59%
CHARLESTOWN	4,902	5,748	85.28%
COVENTRY	7,951	13,802	57.61%
CRANSTON	12,997	31,732	40.96%
CUMBERLAND	4,654	15,279	30.46%
EAST GREENWICH	3,690	6,120	60.29%
EAST PROVIDENCE	7,564	22,143	34.16%
EXETER	2,558	3,019	84.73%
FOSTER	1,388	2,028	68.44%
GLOCESTER	2,628	4,565	57.57%
HOPKINTON	3,784	3,941	96.02%
JAMESTOWN	850	3,331	25.52%
JOHNSTON	4,622	13,691	33.76%
LINCOLN	3,993	10,174	39.25%
LITTLE COMPTON	702	2,568	27.34%
MIDDLETOWN	1,192	8,345	14.28%
NARRAGANSETT	5,246	10,575	49.61%
NEWPORT	861	15,016	5.73%
NORTH KINGSTOWN	8,287	13,411	61.79%
NORTH PROVIDENCE	6,297	16,067	39.19%
NORTH SMITHFIELD	831	5,732	14.50%
PAWTUCKET	7,887	33,552	23.51%
PORTSMOUTH	2,445	9,205	26.56%
PROVIDENCE	7,334	72,205	10.16%
RICHMOND	2,920	3,439	84.91%
SCITUATE	3,089	4,551	67.88%
SMITHFIELD	992	8,832	11.23%
SOUTH KINGSTOWN	5,732	14,702	38.99%
TIVERTON	1,874	8,234	22.76%
WARREN	3,267	5,985	54.59%
WARWICK	7,728	40,359	19.15%
WEST GREENWICH	1,006	2,633	38.21%
WEST WARWICK	9,892	13,559	72.96%
WESTERLY	10,545	14,454	72.96%
WOONSOCKET	32	18,909	0.17%

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 wires down, task force, municipal coordination, and flood response. As public safety concerns were addressed, the Company promptly transitioned to 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 its life support customers as quickly as conditions warranted, also as set forth in the Emergency Response Plan.

##### **B. Restoration Coordination**

The Company dispatched outages from the Providence Storm Room beginning on Friday, March 2, 2018 at approximately 5:00 a.m. through the end of Winter Storm Riley. 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 activated and coordinated six Task Force teams in accordance with the Emergency Response Plan, consisting of Company and municipal personnel utilized to clear roads during emergencies.

Due to the substantial amount of damage across the state, the Company implemented its decentralized substation procedure at three substations – the Westerly, Bonnet, and Langworthy Substations. Under the Emergency Response Plan, the decentralized substation procedure may be implemented by the Company if the extent of damage is such that decentralization beyond the Storm Room is warranted. The Company set up a Substation Group at each of these substations in order to further break the restoration into more localized units. This group consisted of the necessary supervision, line and tree crews, and support personnel to work independently while restoring service according to the established restoration priorities in the Emergency Response Plan. The Substation Group Leader prioritized the damage and work locations for the most rapid and effective restoration, and coordinated the request for, and the movement of, all Company and external crews for timely restoration. Implementation of this procedure facilitated the efficient and effective restoration of customers fed by these three substations.

On March 2 at 5:00 a.m., the Company also mobilized the Providence wires down room, with approximately 53 internal resources available, including wires down appraisers, cut and clear restoration resources, and stand-by resources.

### **C. Personnel Resources**

As part of its planning process, the Company prepared for a Type 3 event in Rhode Island based on the forecasts. The Company's plan remained consistent throughout the Pre-Event Stage Briefing Calls on Wednesday, February 28, 2018 and Thursday, March 1, as well as for all Restoration Stage Briefing Calls throughout the event.

The Company had initially secured 263.5 internal and external field crews<sup>1</sup> to restore power to customers in Rhode Island, with an additional 75 external overhead line crews to support the State if needed. By March 1 at 8:00 a.m., the Company had increased the number of available field crews to approximately 396.5 field crews to restore power to customers in Rhode Island, consisting of approximately 204 external crews and 192.5 internal crews, including Damage Assessment crews. The external number of crews would ultimately increase to approximately 368 crews on Monday, March 5 at 4:00 p.m., at which point the Company had a total of approximately 570 crews available to support restoration. The internal and external field crew numbers included transmission and distribution overhead line, forestry, wires down, substation, underground, and damage assessment personnel.

### **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, both 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 Winter Storm Riley, National Grid 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 National Grid 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 Winter Storm Riley.

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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.

## **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 Winter Storm Riley 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 Winter Storm Riley on Tuesday, February 27, 2018, at 9:00 a.m. by conducting an operational planning call, during which the Company reviewed the weather forecast and began planning efforts for the possibility that the Storm would impact the Company's electric distribution system in New England. The Company held a weather forecast call with DTN on Wednesday, February 28, during which the specific forecast for the Company's service territory was reviewed in detail in preparation for the upcoming Storm.

The Company held its Pre-Event Stage Briefing Calls on Wednesday, February 28 at 2:00 p.m. and Thursday, March 1 at 10:30 a.m. The Company also held Restoration Stage Briefing Calls twice daily throughout the event beginning on Friday, March 2 at 10:00 a.m., with the final call for this event being conducted on Tuesday, March 6 at 8:00 a.m.

Additionally, the Company issued communications to field crews with both restoration and safety information throughout the Storm.

### **C. Public Officials**

#### **1. Governor's Office**

The Company's Jurisdictional President communicated regularly with the Governor's office during Winter Storm Riley.

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

The Company's Manager of Regulatory Affairs first reached out to the Division and OER on Wednesday, February 28, 2018 regarding the Company's preparation for Winter Storm Riley, and provided regular updates through Tuesday, March 6. Additionally, the Company virtually activated its RIEMA liaisons on March 2 at 7:00 a.m. The Company utilized RIEMA's

WebEOC to remotely facilitate communications with Emergency Support personnel throughout the event.

### 3. Municipalities

The Company opened a Municipal Room in Providence on Friday, March 2, 2018 at 6:00 a.m. The purpose of the Company's Municipal Room was to effectively manage and communicate with any potentially impacted communities in Rhode Island. The Municipal Room was located together with the Company's Branch Emergency Response Organization personnel. This arrangement afforded efficient access to key restoration personnel in researching and communicating the priorities of municipalities, including regarding critical customers such as hospitals, nursing homes, and schools. The Company deactivated the Municipal Room on Tuesday, March 6 at 7:00 a.m.

The Company also assigned Community Liaisons 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 Community Liaisons served as full-time resources supporting impacted communities and enabled direct communications back into the Company's Branch Municipal Room, public information coordinators, and Branch operations personnel. In particular, the Community Liaisons requested that communities prioritize their requests on blocked roads and other emergencies, which in turn were forwarded to the Storm Room Leads in order to provide Task Force teams with prioritized work. Throughout the duration of Winter Storm Riley, the Community Liaisons contacted each of the communities in the Company's Rhode Island service territory a minimum of three times each day, and were deployed in the field for the communities impacted the most.

#### **D. Customers**

The Company constantly communicated with customers during and after Winter Storm Riley through its call center, website, direct email, and social media. The Company monitored social media channels every day from 6:00 a.m. through 11:00 p.m. throughout the event and posted messages, shared resources, and responded to customer issues. This included, but was not limited to, communications in the following subject areas: information on how customers could stay safe during the Storm; information on what the Company was doing to respond to the Storm; information on how customers could contact the Company; information on how customers could receive text message alerts and updates from the Company; updates on the Company's damage assessment and restoration efforts; and updates on ETRs.

On Thursday, March 1, 2018 at 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 wellbeing 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. The Company's Customer Contact Center secured additional staffing to respond to incoming life-support calls for those affected by outages, as well

as additional staff to support an expected high call volume. Outages from Winter Storm Riley affected a total of 15 life-support customers. The Company continued to make proactive calls to these customers until power was restored.

#### **E. Media**

The Company activated its Public Information Officer and related support staff for the Storm, who participated in the Pre-Event and Restoration Stage Briefing Calls conducted by Company Operations. From March 1 through March 4, 2018, the Company distributed four Storm-related news releases daily to all Rhode Island news media outlets. On Saturday, March 2, the Company also held a press conference with the Company's Jurisdictional President. The Company engaged both traditional and social media channels to distribute news releases and additional Storm, restoration, and safety-related information. The Company's Strategic Communications Department fielded 40 media requests for information and interviews related to Winter Storm Riley in Rhode Island. Overall sentiment was generally positive as feedback and comments from media outlets and social media were received and regularly monitored.

### **VI. CONCLUSION**

Winter Storm Riley significantly impacted the Company's electrical system and resulted in power outages to more than 171,000 of the Company's customers. The damage to the Company's distribution infrastructure was widespread, mostly due to falling trees and limbs coming into contact with the Company's poles and wires. The Company 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.

Through use of the Company's own distribution line resources and transmission line crews, contractor distribution and transmission line crews, and contractor tree crews, the Company restored service to 90 percent of its customers impacted in less than two days from the time of peak impact in a safe and expeditious manner. The Company restored the final customer by March 6, 2018 at approximately 11:59 p.m., just as the next weather event, Winter Storm Quinn, was poised to impact the Company.

The Company understands the impact that electrical outages have on its customers. The Company is proud of the restoration work that it accomplished during Winter Storm Riley, 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.