

Scope

This Emergency Response Plan has been developed to guide New Hampshire Electric Cooperative, Inc. personnel when dealing with electrical service restoration activities for the classifications of routine, extended and major restoration efforts.

The information included in this plan is intended to assist with effective restoration activities. The plan lists all Cooperative resources both internal and external and the positions they have been trained to fulfill. The ten Cooperative districts and Wolfeboro (NHEC provides line crew services to the Town of Wolfeboro) are listed individually with specific information necessary to expedite the safe, efficient and timely restoration of electrical service.

When Cooperative members are experiencing electrical outages from adverse weather conditions such as rain, snow, ice, high winds, thunder storms, etc., it will benefit the restoration efforts by following this plan.

Storm Classifications

Routine Outage Classification

Routine outages affect Cooperative Members who are served by either single phase or three-phase electrical service. The duration of routine outages generally do not exceed 12 hours, with most corrected within 3 hours. The causes of routine outage(s) are minor storms, trees or tree limbs contacting the primary lines, lightning, squirrels, vehicle accidents, etc.

The outage calls for this classification are received in several different ways:

1. During normal working hours the Member Solutions Department (Call Center) receives the calls and prints the information to the Control Center (Dispatch and System Oversight).
2. During non-working hours calls are received and handled by the Control Center.
3. The Outage Management System (OMS) compiles the data received from the Interactive Voice Response (IVR) where it collects into the outage work queue.

For these outages, once the Control Center evaluates the outage information the crews are dispatched to restore power by;

1. During normal working hours by checking with the local supervisor to determine whom he wants to respond to the outage.
2. During non-working hours by notifying the "on-call" man to respond.
 - a. Additional crews are dispatched to expedite restoration efforts when multiple outages are reported and the first crew called out cannot respond in a reasonable amount of time, or they need assistance.
 - b. Member solutions or other employees are called in to assist with the call volume when necessary.
 - c. The Control Center will document and maintain a list of where all crews are working.

The district supervisors are to be notified:

- When two or more crews are working outages in their district
- When district crews are assisting other districts or utilities
- When contractor crews have been reassigned to assist other districts or released to other utilities
- Whenever there is a loss of incoming service to a substation

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- Whenever there is any type of equipment failure within a substation or at a metering point
- Whenever a reportable accident has occurred within their district

Additional operations or engineering personnel could be called to assist during this classification of outage depending upon the impact that it has on the electrical system. “i.e. substation equipment failure, 34.5 KV or 115 KV line equipment/material failure”

NHEC employees or contractors called in to assist with restoration activities are to respond in a timely manner. They would only be excused for personal emergencies.

Extended Outages Classification

Extended outages affect Cooperative members who are served by either single phase or three-phase electrical service. The duration of extended outages generally do not exceed 12 hours, however the number of affected members does not exceed 3,500 and there are less than 75 reported outages. The causes of extended outage(s) are lightning storms, snow storms, wind, heavy rain, trees or tree limbs contacting the primary lines, squirrels, vehicle accidents, and/or equipment/material failure.

The outage calls for this classification are received several different ways:

1. During normal working hours the Member Solutions Department receives the calls and initiates an outage ticket to the Control Center for dispatching. When the incoming calls exceed what the staff can handle then the IVR system provides several options for the members to report their outages.
2. During non-working hours calls are received and handled by the Control Center until the volume of calls is no longer manageable. Then the IVR system records outages and Member Solution staff are called in to assist either by the Control Center or their manager until they are no longer needed. This can require rotating shifts until the problem has been corrected.
3. The OMS which compiles the data received from the IVR into the outage work queue.

For this outage classification the Control Center evaluates the outage information and dispatch the crews to correct the problem by:

1. During normal working hours by checking with the local supervisor to determine whom he wants to respond to the outage.
2. During non-working hours by notifying the “on-call” man to respond.
 - a. Additional crews are dispatched to expedite restoration efforts when multiple outages are reported and the first crew called out cannot respond in a reasonable amount of time, or they need assistance.
 - b. Member solutions or other employees are called in to assist with the call volume when necessary.
 - c. The Control Center will document and maintain a list of where all crews are working.

For either situation the local district and the Restoration Manager determine when they want to staff their district offices, receive office support and have the outage tickets printed directly to them. Once the districts are staffed and dispatching crews they will be responsible for documenting and maintaining a current list of where the crews are working.

The district supervisors are to be notified:

- When it is evident that outages will meet the extended outage criteria.

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- When two or more crews are working outages in their district
- When district crews are assisting other districts
- When contractor crews have been reassigned to assist other districts or released to other utilities
- When ever there is a loss of incoming service to a substation
- Whenever there is any type of equipment failure within a substation or at a metering point
- Whenever a reportable accident has occurred within their district

The Restoration Manager is to be notified of the extent of outages and be continuously updated by the control center until the outages have been corrected. This classification is the stepping-stone towards a major outage classification; it is crucial for the Control Center to communicate the extent of outages early on so a storm plan can be developed.

NHEC employees will be called in to assist with restoration activities as profiled and trained. They should expect to work extended hours until restoration activities are completed.

Contractors will be called in to assist with restoration activities and are expected to work until restoration activities are completed. This includes line, right of way and other contractors necessary to accomplish the work.

The public relations department is to be contacted by the District Supervisor, Operations Coordinator or the Restoration Manager for timely outage updates for press releases.

Reports detailing the locations, numbers of outages and Members affected will be generated from the Supervisor of the Control Center for general reporting.

Major Storm Classification

Major outages affect Cooperative Members who are served by either single phase or three-phase electrical service. The duration of major outages is generally several days, however it can be limited several hours. The number of affected Members exceeds 3,500 and there are more than 75 reported outages excluding substation and metering point loss of power. The causes of major outages are severe weather conditions such as ice storms, heavy wet snow, micro bursts and tornado's. This classification is an upgrade from extended outages and the most involved of the three categories of storms. This classification does require the position of Restoration Manager to be staffed for the duration of the event.

Duties of the Restoration Manager:

1. Declares a Major Storm and communicates that declaration via e-mail to all NHEC personnel.
2. Contacts and assigns additional resources to expedite outage restoration.
3. Communicates to the field crews the staging areas for their specific reporting location.
4. Informs governmental agencies of restoration activities and files the required status reports.
(NHPUC&OEM)
5. Utilizes all trained available Coop personnel as profiled.
6. Reviews damage assessment reports
7. Sets the daily work schedule.
8. Coordinates the delivery of materials from internal and external suppliers.
9. Coordinates accommodations for crews working several days.
10. Coordinates restaurant reservations.

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11. Projects time necessary to complete restoration efforts.
12. Documents the events.
13. Provides the Co-op Public Relations staff information about the extent of outages for press releases.
14. Reviews the outage data and updates affected consumer numbers.
15. Provides timely restoration updates to all Co-op personnel.
16. Provides assistance for Co-op families with emergencies, i.e. plumbers, snow removal, handy man, etc.
17. Reviews severely damaged areas and documents the extent of damage as soon as possible for future FEMA inquiries.

The outage calls for this classification are received several different ways:

1. The Member Solutions staff receives the calls and prints the information to the Control Center or directly to a district. These employees will work extended hours and a rotating shift until restoration activities have been corrected. Their manager schedules their shift.
2. By outage management system "OMS" which compiles the data received from the Interactive Voice Response "IVR" into the outage work queue.

This outage classification requires the Operation Coordinators to evaluate the outage information, dispatch the crews to the different outage locations and document crew

Emergency Plan Reports

Following is a list of Emergency Plan Reports. Please see attachments Question # 1 Emergency Plan Reports for an example.

Communications, Phone, Cell Phone, & Pager Directory

1. Restoration Manager
2. OMS Trained District Support Team
3. Restoration Manager Support Team
4. Public Relations
5. Control Center
6. Call Center
7. Bird Dogs
8. Field Assessors
9. General Office Support
10. General Field Support
11. Secondary Service Helpers
12. IT People
13. Phone People
14. Radio People
15. Mechanics
16. Contractor Supervisors
17. Line Contractors
18. Tree Contractors
19. General Contractors
20. Dirt Contractors
21. Crane Contractors
22. Environmental Contractors

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23. Electrical Apparatus Contractors
24. Material Suppliers
25. Fuels and Stores
26. Restaurants
27. Motels & Hotels
28. Equipment Rentals
29. District Forms, Check List, Sign in, Damage Assessment, & Material Charge Out
30. District Stats & Substations
31. Mobile Substation
32. Fleet Stats by District
33. New England / Other Utilities
34. PUC Storm Reporting Form
35. PUC Accident Reporting Forms
36. PUC Dig Safe Violation Reporting Forms
37. NHEC Storm Numbers (Capital & O/M)
38. NHEC Switching & Tagging Procedure
39. NH Municipal Listing of Towns

New reports added;

40. PSNH lines that could be energized by NHEC (new)
41. District Staging Areas (new)
42. Off site locations for catered meals (new)
43. Transportation by district for transporting workers to night accommodations and meals (new)
44. Security firms available for facility and vehicle security (new)
45. Identify specific warehouse personnel that could issues materials at the most devastated areas. (new)
46. Day care for employees (new)
47. Tents suppliers (new)
48. Employment of retired employees to work during major outages (new)

Oil Spill And Cleanup Services

The two companies listed below can be used for oil cleanups.

CleanHarbors Environmental Services
603-430-8607 Portsmouth
603-224-6747 Bow
603-430-8675 fax

CYN Environmental Services
603-624-5443 or 603-624-5546

The State of New Hampshire is to be contacted for any oil spills greater than 25 gallons or any quantity in water.

Regular Hours: 271-3644
Off Hours: 271-3636

The State of New Hampshire contact for PCB contaminated oil spills over 50 ppm is Bob White at 271-1370.

**District Supervisor
Emergency Check List**

Personnel

- Notify all district personnel of anticipated emergency
- Verify where district personnel will be when needed
- Cancel vacations
- Check climbing and bucket gear
- Check rain gear
- Check fire retardant clothing
- Personnel instructed of any recent line changes
- Crews assigned to specific vehicles

Facilities

- Check emergency generator and fuel reserves
- Snow removal contractor contacted
- Verify adequate personal supplies
- Verify adequate office supplies
- Base radio checked for operation
- Phone system working
- Computer/network working
- Mobile radio's charged and working
- Petty cash level at maximum

Materials and Equipment

- First Aid containers full
- Switching tags, redheads and switching orders
- Outage reports
- Vehicle circuit maps
- Vehicles are full of fuel and fluids
- Vehicle operating check lists are completed, discrepancies are fixed
- Vehicle tools in working order
- Vehicle emergency lights are in working order
- Vehicle tire chains are located and put onto the trucks during winter conditions
- Vehicles are well stocked with repair materials
- Vehicles equipped with cell phones check batteries and antenna
- Vehicle radios are in working order
- Snowmobiles, 4 wheelers in working order
- Company helicopter fueled, preheated and company credit card onboard
- Chainsaws started, chains are tightened, chains are sharpened mixed gas and bar oil containers are full
- Hydraulic saws, chains tight and chains are sharp
- Auxiliary lighting devices are charged or battery supply checked
- District materials levels verified