

APPENDIX A

List of Terms

Appendix A provides a summary of terms and acronyms used within the report:

ABD	Average Business Day
AC	Alternating Current
AMI	Automated Metering Infrastructure
AMR	Automated Meter Reading
Ampere	A unit of measure for electrical current flow.
ANSI	American National Standards Institute
ASA	Average Speed of Answer
ASCE	American Society of Civil Engineers
ASD	Allowable Stress Design
ASOS	Automated Surface Observing System
AVL	Automatic Vehicle Locator
CAIDI	Customer Average Interruption Duration Index = $\frac{\text{Sum of All Customer Interruption Durations}}{\text{Total Number of Customer Interruptions}}$
Circuit breaker	A device used to isolate a short circuit or fault on the system.
CCC	Customer Contact Center
CIS	Customer Information System
CO	Central Office

COF	Call Overflow
CRREL	Cold Regions Research Engineering Laboratory
CSA	Customer Service Attendants
CSR	Customer Service Representative
CT	Current Transformer
DA	Distribution Automation
DC	Direct Current
DI	Dispatch In
Dielectric	An insulating material normally placed around a conductor.
Distribution	Voltage levels below 69 kV.
DO	Dispatch Out
DRC	Dispatch Resource Center
DRED	New Hampshire Division of Resources and Economic Development
DTD	Dial Tone Delay
Easement	Right-of-way granted to public utility to run lines on or under private property.
EOC	Emergency Operations Center
ETOR/ETR	Estimated Time of Restoration
EVP	Executive Vice President
EWO	Engineering Work Order

Fault	An abnormal condition on a power system caused by various conditions, such as when: <ul style="list-style-type: none">• a conductor makes contact with the ground (ground fault)• two conductors make contact with each other (line-to-line fault)• all three conductors make contact with each other (three-phase fault).
FEMA	Federal Emergency Management Agency
FCR	Fixed Charge Rate
FERC	Federal Energy Regulatory Commission
FSM	Field Service Manager
FSTCC	Field Service Technician Contact Center
Fuse	A protective device, used in an electric circuit, containing a conductor that melts under heat produced by an excess current, thereby opening the circuit.
GIS	Geographic Information Systems
Ground Fault	A system condition where one or more conductors make contact with the earth or ground.
IBC	International Building Code
ICS	Incident Command System or Incident Command Structures
IEEE	Institute of Electrical and Electronics Engineers
in.	Inch
IOU	Investor Owned Utility
Kilo-Volt (kV)	1000 Volts

Kilo-Volt- Ampere (kVA)	1000 Volt – Amperes, a measure of electric capacity based voltage and current.
Level One (State EOC)	Normal Operations. The operations section is staffed and operational daily from 0800 to 1600 hours Monday through Friday. An off-hours duty officer system is available all other times including night, holiday and weekend coverage. The state EOC was at Level One on Day 1, Thursday, December 11, 2008 at 11:00 a.m.
Level Two (State EOC)	A Low Intensity Event. Communications and Information & Planning Sections monitor the event, collect information, and notify appropriate staff. Selected assistance may be required from NHHSEM staff. The state EOC went to Level Two on Day 1, December 11, 2008 at 4:30 p.m.
Level Three (State EOC)	A High Intensity Event. The event requires, or is likely to require, a limited response from the state, or has the potential to result in significant loss of life, property damage, or disruption of vital public safety infrastructure. The EOC is activated, the state Emergency Operations Plan is implemented. Rapid Needs Assessment Teams are alerted for possible mobilization. The state EOC escalated to Level Three at 7:00 a.m. on Day 2, Friday, December 12, 2008.
Level Four (State EOC)	A complex, high intensity event or is likely to occur. The event has all the attributes of Level Three, but is more complex, either because a larger geographic area is affected, or because the potential effects are greater. It is likely to result in a Presidential Disaster Declaration. The state EOC is activated for the duration of the event. The entire NHHSEM staff is placed on standby and selected members report to the EOC. Rapid Needs Assessment Teams (RNATs) are deployed as required (in accordance with the Rapid Needs Assessment Team Plan). The state EOC elevated to Level Four on Day 10, Saturday, December 20, 2008.
LLC	Limited Liability Company
LRFD	Load and Resistance Factor Design

MAIFI	Momentary Average Interruption Frequency Index = $\frac{\text{Total Number of Customer Momentary Outages}}{\text{Total Number of Customers Served}}$
MLT	Mechanized Loop Testing
MPH	Miles Per Hour
National Grid	Granite State Electric d/b/a National Grid
NCDC	National Climatic Data Center
NEC	National Electrical Code
NEMAG	New England Mutual Assistance Group
NEPPA	Northeast Public Power Association
NERC	North American Electric Reliability Corporation
NESC	National Electrical Safety Code
NFPA	National Fire Protection Association
NG	National Grid, d/b/a Granite State Electric in New Hampshire
NHEC	New Hampshire Electric Cooperative
NHHSEM	New Hampshire Homeland Security and Emergency Management
NHPUC	New Hampshire Public Utilities Commission
NIMS	National Incident Management System
NMOC	Network Monitoring Operations Center
NOC	Network Operations Center

NOC-TR	Network Operations Center – Trouble Resolution
O/H	Overhead
Outage	An electric utility customer without power due to storm damage
OMS	Outage Management System
OSP	Outside Plant
Phase	Major electric circuits consist of three individual circuits, each of which is identified as a “Phase.” Such a circuit is called a three phase circuit. However, in residential and small commercial areas, single phase and double phase circuits may exist. These phases often times are referenced by letters or numbers such as “A Phase”, “B Phase”, and “C Phase”, or “Phase 1”, “Phase 2”. and “Phase 3.”
PSA	Public Service Announcement
PSF	Pounds per Square Foot
PSNH	Public Service Company of New Hampshire
PT	Potential Transformer
Recloser	An electric distribution line device with control equipment to sense and trip for abnormal conditions, as well as automatically restore power for momentary faults.
ROW	Right-of-way – area dedicated for placement of utility power lines and equipment. This may include utility, state or municipal right-of-way.
RNAT	Rapid Needs Assessment Teams
RRC	Repair Resolution Center
RSA	Revised Statutes Annotated

RUS	Rural Utility Service
SAIDI	System Average Interruption Duration Index = $\frac{\text{Sum of all Customer Interruption Durations}}{\text{Total Number of Customers Served}}$
SAIFI	System Average Interruption Frequency Index = $\frac{\text{Total number of Customer Interruptions}}{\text{Total Number of Customers Served}}$
SCADA	Supervisory Control and Data Acquisition
Sectionalizer	An electric distribution device that acts like a switch and is used to isolate sections of a distribution or transmission line or system.
Short Circuit	A specific type of system fault that involves two or more conductors coming into contact with each other, thus creating high electrical currents.
SLC	Subscriber Line Carrier
SSH	Saturday, Sunday, & Holiday
SST	Splice Service Technician
Sub-Transmission	The voltage levels that fall outside of the normal transmission criteria level and are used to transfer power to distribution substations. The voltage levels are typically 34.5 kV or 44 kV in New Hampshire.
TCOC	Technical Customer Operations Center
Three Phase Fault	A system condition where all three of the “hot” conductors make contact with each other.
Transmission	Voltage levels 69 kV and above, usually resulting in more rigorous design, operation, and maintenance criteria.

Triplex Service	A three conductor electrical circuit supplying power to an electric customer. The three conductors normally consist of two insulated “hot” wires wrapped around a “bare” neutral wire.
Unitil	Unitil Energy Systems, Inc
UVMP	Utility Vegetation Management Plan
U/G	Underground
Voltage	The electrical pressure on an electric system with the units of volts.
VMP	Vegetation Management Plan
VT	Voltage Transformer
Wire-Zone Border Zone	This is a vegetation management practice on electric ROWs. The “wire-zone” consists of that portion of the ROW immediately under the power line and extends 10 feet on each side. In the wire zone, only grasses, shrubs, and low-growing shrubs are allowed. Low growing shrubs and small trees fill the border zone and extend to the edge of the ROW.