

Please note: In the *NHPUC December 2008 Ice Storm Review, New Hampshire Electric Cooperative – Set, 1, dated February 19, 2009*: our response to Question #1 on page 5 provides a list “*New Reports Added*” to the Company’s *Emergency Management Plan* as an outcome of the storm critique that is completed as part of our process after every major storm event.

Lessons Learned to be added to NHEC’s Restoration Plan

The following initiatives have been identified from storm critiques held at NHEC’s 10 districts and at each operating department. There are also several items identified in the PUC 2008 Ice Storm report. The 2008 Ice Storm required employees to be extremely resourceful and to work long hours during difficult periods away from their normal work assignments. Their suggestions were evaluated and when accepted will become part of the NHEC Restoration Plan.

District Storm Plans

NHEC’s Operations supervisors need to formalize their storm plans to utilize staff positions more effectively, i.e. OMS operators, assessment personnel, bird dogs, line resources, Right of Way workers, etc. This will enhance the overall restoration process, provide better communications both internally and externally and will provide the information for ETOR’s, shelters, and the emergency operations in each affected town.

DOT Fueling Stations

The PUC established a communications team comprised of the electric utilities to discuss the various needs of the companies during their major storm events. One significant outcome was to learn from the NH DOT that gasoline and diesel fuel is available from them for the utilities when gas stations are not going to be reenergized for a long period of time. This greatly lessens the travel time to fuel vehicles which means more time repairing damaged power lines. These locations with contact information will be included in an updated restoration plan.

Hotels / Motels

NHEC has a listing of accommodations for each of its districts however; the December Ice Storm of 2008 taught us that we needed to look further out than our service territories for accommodations. We also need to reserve blocks of rooms early as early as we reasonably can for the expected number of line and right of way workers who would need them.

Restaurants

We also need to add restaurants outside NHEC's service area that will meet our needs of opening up early for breakfast, making box lunches and staying open later in the evening when needed.

Fuel Trucks

Identify additional companies which would have trucks available to fuel vehicles at job locations or at staging areas.

Staging Areas

Identify additional staging areas to afford crews working major storms a safe place to leave their vehicles and to also be replenished with materials.

Security

Identify security companies to watch over vehicles and equipment while workers are resting.

Additional Mutual Aid

Research the possibilities of joining other mutual aid organization for assistance when needed and meeting with existing companies and organizations to validate agreements.

Outage Management System Operators (OMS Operators)

Continue to train new employees and re-train existing OMS operators to stay proficient at their tasks and extend their training to crew tracking and closing service orders.

Personnel Status

The database for identifying personnel availability prior to storms is being changed to a computer program for easier mutable access for supervisors responsible for entering the data with one location for the total number of employees available.

Crew Tracking Database

The crew tracking database is being changed to a computer program to allow for mutable access and will track every person working storm damage. This will also identify the need for rooms and meals in this one program.

Secondary Service Helpers and Electricians

Train additional staff and electricians to restore or reattach service cables and meter sockets, expediting the restoration process.

Communications Companies

With the communications companies, establish field contacts to expedite the replacement of broken poles and anchors. Also their critical facilities which require a generator for operation during extended outages.