

Unitil Emergency Planning and Response Evaluation Matrix

1) CONTENT OF THE EMERGENCY PLAN	
The utility has an up-to-date plan that reflects what experience shows actually happens during an emergency.	●
The utility maintains and modifies the plan as needed.	●
The plan includes trigger points for when it is activated and when it escalates.	●
The plan includes a clear management strategy for storm restoration.	●
The plan defines roles and responsibilities for all participants.	●
The plan includes each of the items suggested in the report.	●
The plan includes procedures for obtaining adequate personnel, equipment, and facilities for storm response.	●
The plan includes procedures for deploying and managing outside resources.	●
The plan includes procedures for assessing the accuracy of collecting outage data.	●
The plan includes procedures for assessing damage and developing restoration estimates.	●
The plan includes procedures for responding to multiple simultaneous large-scale outages in different operating regions.	●
2) EMERGENCY PREPAREDNESS	
The emergency plan is actually used to manage emergency events.	●
The utility has a formal schedule of training and drills.	●
The utility does post event critiques of training events.	●
3) EMERGENCY ORGANIZATION & FACILITIES	
The utility has a dedicated facility for emergency response operations.	●
The emergency response facility is maintained in a mode to allow prompt activity.	●
The utility has an Incident Command System.	●
Personnel are trained in the organization being used.	●
4) COMMUNICATIONS	
The utility has procedures that include communications to state and local officials and the media.	●
The utility has a procedure to ensure that the content of all communication is reliable and consistent.	●
The utility has procedures to ensure that information is passed to customer relations personnel.	●
The utility has procedures to ensure that first responders have means for contacting the utility.	●
The utility works with the state to develop communication protocols for use during an emergency.	●
The utility and the state EOC have single points of contact during an emergency.	●