



# New Hampshire Electric Cooperative Electric System Restoration Plan



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<b>INTRODUCTION</b>	<b>1</b>
OVERVIEW OF NHEC	
<b>EMERGENCY MANAGEMENT</b>	<b>2</b>
VISION, STATEMENT, DECLARATION OF EMERGENCY	
<b>ELECTRIC SYSTEM RESTORATION PLAN IMPLEMENTATION</b>	<b>3</b>
IMPLEMENTATION OF THE INCIDENT COMMAND SYSTEM	
<b>ELECTRIC SYSTEM RESTORATION PLAN STRUCTURE</b>	<b>4</b>
ORGANIZATIONAL STRUCTURE CHART	
<b>INCIDENT COMMANDER</b>	<b>5</b>
ROLE OF THE INCIDENT COMMANDER	
<b>INCIDENT COMMAND RESTORATION CRITICAL POSITIONS</b>	<b>6</b>
SUPPORT SYSTEM FOR INCIDENT COMMAND	
<b>EVENT/OUTAGE RESTORATION ROLES &amp; FUNCTIONS</b>	<b>7 - 8</b>
DEFINITIONS OF RESTORATION POSITIONS	
<b>RESTORATION PRIORITIES AND EVENT LEVELS</b>	<b>9 - 14</b>
SUMMARY OF EACH LEVEL OF RESPONSE	
<b>RESTORATION EVENT PRIORITY</b>	<b>15 - 19</b>
SINGLE PAGE OUTLINE TABLES	
<b>EVENT RESTORATION SPECIFIC PROCEDURES</b>	<b>20 - 21</b>
WIRES DOWN AND BLOCKED ROADS	
<b>MUTUAL AID</b>	<b>22</b>
AFFILIATION	
<b>EMERGENCY RELOCATION PLAN</b>	<b>23</b>
ALTERNATE LOCATION	

# Introduction

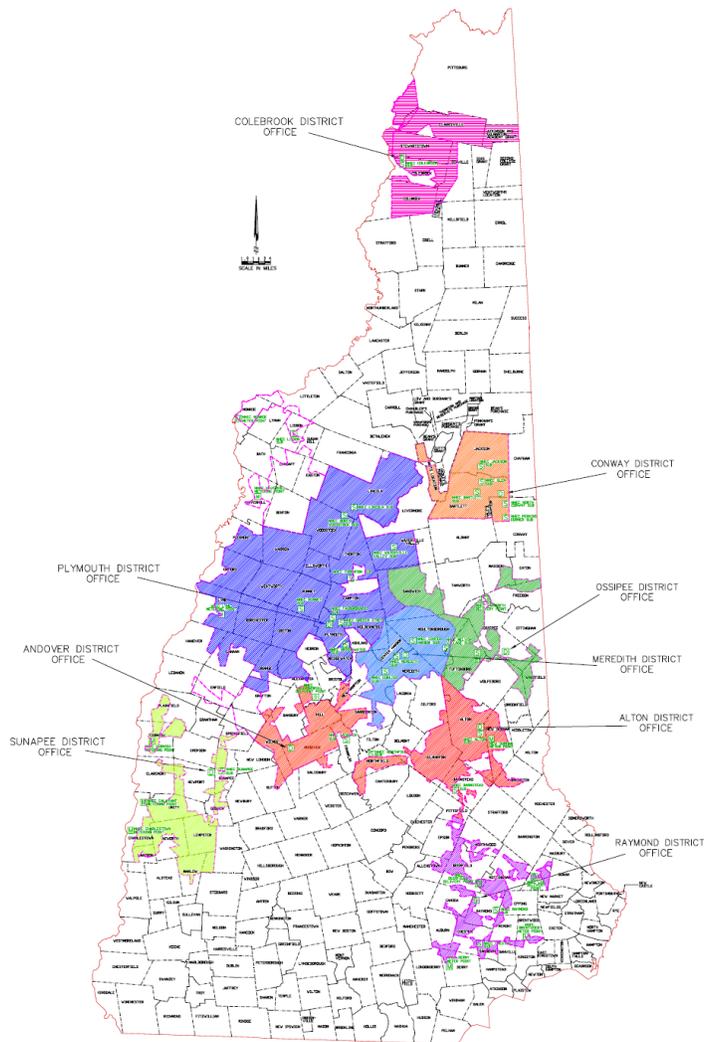
New Hampshire Electric Cooperative, Inc. (NHEC) is a distribution electric co-op serving approximately 85,000 members. NHEC operates throughout New Hampshire supporting 9 districts from the headquarters facility located in Plymouth.

This Electric System Restoration Plan (ESRP) has been developed as a guide for New Hampshire Electric Cooperative, Inc. personnel to ensure the effective implementation and coordination of the electric system restoration actions under all conditions. The ESRP addresses such requirements as Command and Management; Preparedness; Resource Management; Communications and Information Management; Supporting Technology; Continuous Management and maintenance of the ESRP.

The ESRP also addresses the operation of the Control Center, the regional operating districts, and NHEC employee “restoration roles” during outage restoration, while focusing on safety for the public, employees, and all outside contracted help and mutual aid.

This ESRP uses an “All Hazards” approach to address response to electric system outages caused by severe weather, including thunderstorms, hurricanes, storm surge, river flooding, or other events/incidents causing member interruptions and is predicated on assessing and understanding the magnitude of the event.

The Service Continuity Manager is responsible for managing and evaluating the effectiveness of the ESRP annually. This evaluation will include conducting system-wide event drills and multiple training exercises annually (revisions to the plan may be more frequent if an event critique or After-Action Report advises changes).



# Emergency Management

## Vision

NHEC will develop and maintain risk mitigation plans to; prepare for, respond to, recover from, and inform its membership regarding all types of service interruptions that might occur within its service territory.

Mitigation: those activities which eliminate or reduce the probability of prolonged electric service disruption.

Preparedness: those activities which NHEC, stakeholders, and individuals develop to save lives and minimize damage.

Response: those activities which follow an event or incident and are designed to prevent loss of lives and property and provide emergency assistance.

Recovery: short- and long-term activities which return the electric system to normal or improved standards.

## Statement

NHEC's Electric System Restoration Plan, an annex of NHEC's Emergency Response Plan reinforces its commitment to our members we serve. NHEC strives to utilize effective emergency management principles and protocols that enhance its ability to provide safe and reliable electric service. NHEC will deliver on its commitments to its membership by:

- Conducting effective risk assessments for operating and business functions
- Developing appropriate prevention or risk mitigation strategies
- Implementing comprehensive emergency preparedness programs
- Responding with appropriate resources to address the emergency
- Recovering from incidents/events safely and expeditiously
- Communicating with members and other stakeholders timely and accurate information
- Continuous improvement

## Electric System Restoration Plan ICS Structure and Implementation

NHEC will utilize the National Incident Management System (NIMS) to guide its Electric System Restoration Plan (ESRP). The NIMS is a comprehensive national approach to incident management, applicable at all jurisdictional levels and across functional disciplines. Furthermore, it improves the effectiveness of emergency response providers and incident management organizations across a full spectrum of potential incidents and hazard scenarios. NIMS relies on the Incident Command System (ICS) to coordinate and manage the response of an organization. Overall, this approach will improve NHEC's coordination and cooperation throughout its service territory.

NHEC has created its response organization structure around that of the ICS for the purpose of combining facilities, equipment, personnel, procedures, and communications to operate within a common organizational structure, designed to manage incident activities. NHEC's plan is used for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. Not all outage-related events or incidents require full activation of this plan. NHEC's ESRP accommodates partial single district/region or, multi district/region full level events by ensuring the key elements of an ICS Organization structure (*chart next page*) exist at each level and is easily replicated using common roles and responsibilities.

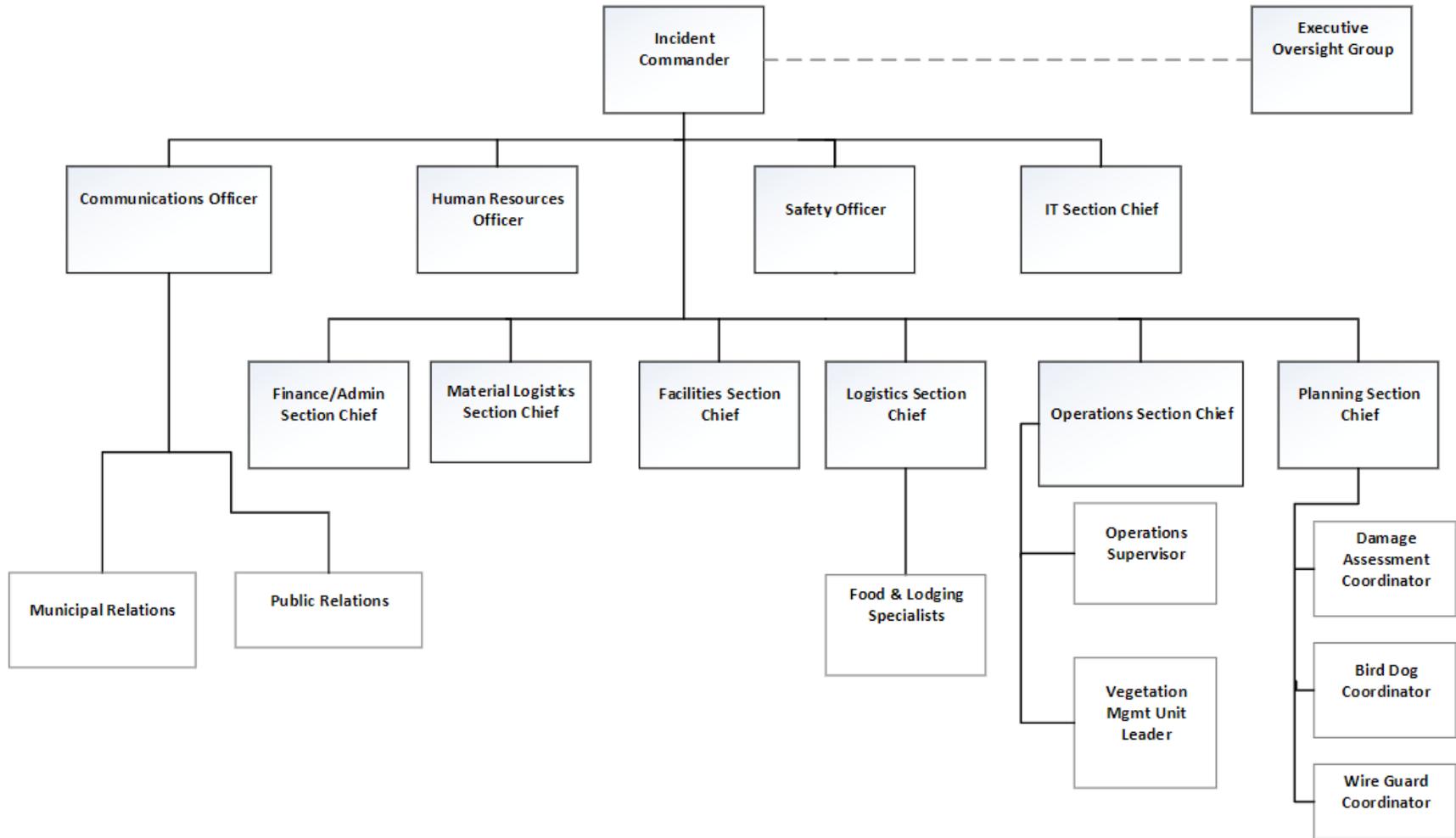
The Plan is designed to respond to events or incidents, regardless of time of day, day of the week, holidays etc.

### **Declaration of an Emergency**

An emergency shall be declared by the acting Incident Commander, Service Continuity Manager, Director of Operations, Director of Engineering, or Chief Operations Officer when weather, natural or man-made events threaten to cause conditions that result in substantial loss of electric service. The Incident Commander can declare activation of the Plan either before, during, or after an event or incident occurs, based on the timing and predicted severity.

When possible, advance-warning advisories will be issued by the Service Continuity Manager prior to the declaration of an emergency, and restoration efforts shall not be curtailed or suspended until the emergency condition is terminated.

# Electric System Restoration Plan Structure



# Incident Commander

The Service Continuity Manager steps into the role of Incident Commander (IC) and is responsible for directing and coordinating all aspects of the electric system restoration effort. The IC establishes the overall response objectives and priorities determined by the extent, size, duration, and complexity of the event (Incident Action Plan). The IC determines if an emergency condition exists for the entire system, or individual operating district(s), and invokes scaled responses and recovery actions (Levels), as needed

## **Primary duties and responsibilities include, but are not limited to:**

- Ensure public and employee safety always maintains highest priority during restoration efforts.
- Estimate the magnitude of the event and staff the organization as needed.
- Assess the event using information provided by the OMS and other applications to establish overall restoration objectives and strategies.
- Establish immediate priorities and align them to restoration objectives.
- Continually assess restoration progression and objectives to ensure it addresses event escalation issues.
- Establish a communication process and protocol, which when implemented will transfer restoration information to members, regulators, and employees in a timely manner.
- Direct restoration activities including resource acquirement, release, and demobilization.
- Maintain communications with the Operations Supervisors (OS), which may include the hosting of routine conference calls.

## **Pre-Emergency Responsibilities:**

- Monitor forecasts for adverse weather affecting the service territory.
- Coordination of NHEC personnel.
- Pre-stage staff as needed for anticipated event.
- Secure mutual aid, including line and tree crews in accordance with event level needs
- Ensure lodging, meal, and fuel arraignments for incoming crews.
- Contact the Executive Oversight Team to update them.

Tasks as listed in **“Service Continuity Manager/Incident Commander Pre-Event Checklist” - Tab # 1**

## **Post-Emergency Responsibilities and Reports:**

Ensure proper demobilization of all restoration activities and develop *After Action* reports as needed.

## **Work Location:**

Control Center: Headquarters Plymouth NH, or alternate Control Center at Meredith, NH, if necessary.

## **Work Period:**

16 hours on duty, 8 hours off duty with “as required” overlap with relief (IC) - not to exceed 24 hours.

## Incident Command Restoration Critical Positions

*The positions of Director of Operations, Director of Engineering, Operations Supervisor (OS), District Representative (DR), Working Foreman (WF), and Lineworker have not been included in the profile matrix. The employees in these positions are capable of accomplishing all field initiatives necessary for a safe, efficient, and timely restoration process.*

**Facilities Team** – Responsible for the oversight of all facilities. Support facility needs and communicate and issues and/or concerns.

**Finance Team** – Responsible for all financials related to the event/incident. Communicate time charging information to all employees and create work orders for the event.

**Human Resources** – Responsible for entering timesheets for field personnel. Provide Human Resources awareness emails to individuals engaged in the event and respond to all HR inquiries.

**Information Technology Team** – Responsible for the oversight of the IT Department engaged in the event. Communicate and solve and technology issues during the event.

**Logistics Team** – Responsible for the tasks of meeting the support and needs of the restoration effort. Requests for additional crews, lodging, meals, services, materials, information, etc. will be processed by the Logistics Team

**Public Relations** - Responsible for internal and external daily communications, press releases, municipal updates including media and avenues needed to communicate information.

**Communications Position** - Communicates with the State of NH Office of Emergency Management (NHEOC), Public Utilities Commission (PUC), and other agencies as required. The outcome of these communications is to be documented and sent to the Incident Commander to become part of the event documentation.

**Safety Department** – The Safety Department will coordinate the on-boarding and safety briefing of foreign crews as they arrive to assist NHEC. The Director of Operations or District OS/DR/WF may be required to assist. The “NHEC Mutual Aid Guide” will be provided to crews and reviewed during the on-boarding process.

## Event/Outage Restoration Roles and Functions

*In addition to normal day-to-day duties, listed below are “Storm Roles” that employees with proper training may be called upon to perform during emergencies to assist in the restoration effort. Not listed below are positions whose primary roles and functions remain the same with the focus moving from routine maintenance and construction to restoration, i.e., “Lineworker”.*

**Bird Dog / Crew Leads** - Employees trained and knowledgeable enough to lead crews unfamiliar with an Operating District’s Service area. They may be required to travel for materials, provide work schedule information & event updates, and participate in jobsite discussions. They may lead crews to meal and lodging locations.

**Damage Assessors** - Damage Assessment personnel are employee’s familiar with NHEC’s construction units and distribution lines. Their function is to patrol lines (both primary and secondary), documenting the damages and reporting them back to the respective damage assessment coordinator and/or district supervisor to be used in the overall district outage restoration, as well as providing more accuracy to the district ETRs.

**Wires Down/Blocked Road Responders** - Trained NHEC employees or contracted services who respond to locations reported by municipal emergency services, etc. as having wires down. The NHEC responders would make the situation as safe as possible (barricade, etc.) until line crews are available to correct the situation.

**Food & Lodging Team** – Responsible for all food and lodging activities related to the event. Secure restaurants and hotels and communicate locations to individuals. If needed could deliver meals to the districts.

**Materials & Warehouse Support** - Employees knowledgeable of NHEC’s materials, construction units, district locations and stock. These employees are typically assigned to the main warehouse in Plymouth but may be sent out to districts or staging areas.

**District Support** - Assist at the district level doing clerical work, updating the crew tracking database, making meal and lodging arrangements for the crews. Gathers information from the field to report back to Incident Command, Public Relations, and Municipal Communications positions; also assists in relaying information on wires down road closures updates.

**Municipal Communications** - Responsible to communicate and update municipals or their emergency centers about the restoration progress. The majority of this information will be available from the Estimated Time of Restoration (ETRs) or from the Outage Management System (OMS).

This includes emergency calls received at the Control Center from number 800-867-6369 that are documented by town, district, and the nature of the emergency. The information will be sent to the appropriate district for proper action.

**Contractor Oversight – Line Crews** - Responsible to secure contractors for standby prior to a storm and obtaining additional contractors as needed during the event. They are to communicate to all contractors the proper process for charging of time and other expenditures they plan on invoicing for reimbursement. Also, all expenditures are to have a signed receipt. Once the line contractor resources have been depleted, the person filling this position will move into the role of a bird dog, damage assessment or another support position.

**Contractor Oversight – Tree Crews** - Secures tree trimming contractors as needed for the restoration efforts. They oversee the process of invoicing for all expenditure reimbursements ensuring all receipts are submitted correctly with signatures, signed receipts and other information; and communicate the proper process for accounting of time and expenditures with the contractors. Once the tree trimming contractor resources have been depleted, the person filling this position will move into the role of a bird dog, damage assessment or another support position.

**Environmental Unit** – Provide coverage for all aspects of Electrical Shop duties to include being the first responders to oil spills and damaged electrical equipment, testing and repairing inoperable or malfunctioning equipment.

## Restoration Priorities and Event Levels

### Restoration priorities are sequenced as follows at all times:

- 1) Life threatening electrical hazards/public safety
- 2) Wires down on critical routes/public safety
- 3) Restoration/alternate feed to substations and delivery points.
- 4) Main feeders with critical priority
- 5) Main feeders
- 6) Taps with critical priority
- 7) Taps
- 8) Individual critical/medical services
- 9) Individual services
- 10) Remaining clean-up work

### Event Levels

NHEC uses a system of priority “Levels” assigned during potential events according to number of members affected, amount & complexity of damage, estimated restoration times, personnel, services required, based on NHEC historical storm/event data experiences and forecasted weather reports. More localized severe weather forecasts could lead to heavy damage in that area, leading to extended restoration times. Factors such as snow accumulation, moisture content, ice accretion, wind speed and foliage conditions all must be factored in when determining the expected event level and resource requirements. Precipitation amounts are not used as the only factor in determining event levels, but they are used as guidelines along with consideration of all other factors. Changes in weather conditions/forecast warrant re-evaluation. Localized severe damage may warrant more resources yet not raise the overall event level.

Pre-staging of all necessary resources prior to an event shall be considered based on weather forecasts and the type and severity of the expected event. Safety of staff and the public is always the first consideration.

NHEC’s Control Center is manned 24/7 to oversee all outage/restoration activities through coordination with the Outage Management System (OMS). Each district has a lineworker(s) designated on call during off hour operations.

**Level 5 – Normal – Steady State** - Considered every day/normal business. Events with less than 2% affected for less than 12 hours.

**Outage calls are handled:**

1. **Normal business hours** - by the Member Solutions call center where the information is entered in the Outage Management System (OMS). Overflow calls received and handled by 3<sup>rd</sup> party contracted service.
2. **Non-business hours** - received and handled by 3<sup>rd</sup> party contracted service.
3. **IVR** - calls that come in through the Interactive Voice Response system (IVR) are automatically populated into the OMS.
4. **SmartHub** – outages reported via mobile app “SmartHub” are automatically populated into the OMS.

**The Control Center evaluates outage data and then dispatches crews to restore power:**

1. **Normal business hours** - by coordination with the affected district’s Operations Supervisor (OS).
2. **Non-business hours** - by notifying the “on-call” lineworker(s) to respond.
  - Additional crews are dispatched to expedite restoration efforts when multiple outages are reported and damage is beyond the scope of responding crews to restore in a reasonable amount of time, or they need assistance.
  - The Control Center documents crew locations in the OMS.

**The Operations Supervisors (OS’s) are notified:**

1. When two or more crews are working outages in their district
2. When their district crews are needed to assist other districts or utilities
3. When contractor crews have been reassigned to assist other districts or released to other utilities
4. Whenever there is a loss of incoming service to a substation
5. Whenever there is any type of equipment failure within a substation or at a metering point
6. Whenever a reportable accident has occurred within their district

*Additional operations or engineering personnel may 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”*

**Level 4 (Upgraded Alert – Enhanced Monitoring)** - Up to 4,250 members (5%) affected for less than 24 hours. All necessary field staff and support would be either working or on notice to be available; office staff is on normal business hours.

The Service Continuity Manager is notified of “Upgraded Alert” status and the extent of the outages. Updates are communicated periodically until all outages have been restored. This level is the first indication that activation of the Incident Command System is imminent, and the Control Center must communicate the extent of outages early so appropriate actions may be taken.



See “Service Continuity Manager/Incident Commander Pre-Event Checklist” - Tab # 1

#### **Outage calls are handled:**

1. **Normal business hours** - by the Member Solutions call center where the information is entered in the Outage Management System (OMS). Overflow calls received and handled by 3<sup>rd</sup> party contracted service.
2. **Non-business hours** - received and handled by 3<sup>rd</sup> party contracted service.
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  - **Non-business hours** - by notifying the “on-call” lineworker(s) to respond. Additional crews are dispatched to expedite restoration efforts when multiple outages are reported and damage is beyond the scope of responding crews to restore in a reasonable amount of time, or they need assistance.
  - The Control Center documents crew locations in the OMS.

#### **The Operations Supervisors (OS’s) are notified:**

1. When two or more crews are working outages in their district
2. When their district crews are needed to assist other districts or utilities
3. When contractor crews have been reassigned to assist other districts or released to other utilities
4. Whenever there is a loss of incoming service to a substation
5. Whenever there is any type of equipment failure within a substation or at a metering point
6. Whenever a reportable accident has occurred within their district

*Additional operations or engineering personnel may 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”*

**Level 3 (Heightened Alert – Partial Activation)** - Up to 8,500 members (10%) affected for 24-48 hours.

Possible multi-day event triggered by NHEC Classification - **Major Event - The number of affected members exceeds 5% with more than 75 concurrent outages, excluding Transmission Provider.** This is typically due to severe weather conditions such as ice storms, heavy wet snow or freezing rain accumulating on the trees and wires or micro-bursts/tornados.

#### **Outage calls are handled:**

- **Normal business hours** - by the Member Solutions call center where the information is entered in the Outage Management System (OMS). Overflow calls received and handled by 3<sup>rd</sup> party contracted service.
- **Non-business hours** - received and handled by 3<sup>rd</sup> party contracted service.
- **IVR** - calls that come in through the Interactive Voice Response system (IVR) are automatically populated into the OMS.
- **SmartHub** – outages reported via mobile app “SmartHub” are automatically populated into the OMS.

#### **Restoration Processes:**

- This level activates the Incident Command System.
- The affected districts are fully staffed.
- Requires all affected districts to be fully staffed with field and field support staff also involved in the restoration effort and/or available to assist if necessary.
- All staff involved in the restoration effort begins a 16 hour on/8 hour off shift rotation with an overnight crew(s) to respond to outages and immediate emergencies.
- Contractors and/or mutual aid are called in to assist with restoration activities and are expected to work until restoration is complete.
- The Service Continuity Manager will contact the Executive Oversight Team to update them.
- The Public Relations and Municipal Communications departments are put on notice to begin to provide timely outage updates for press releases.

**Level 2 (Extreme Weather – Enhanced Partial Activation)** – Up to 17,000 members (20%) affected; 24-144hr - multi-day event triggered by NHEC Classification - **Major Event – The number of affected members exceeds 5% with more than 75 concurrent outages, excluding Transmission Provider.** This is typically due to severe weather conditions such as ice storms, heavy wet snow or freezing rain accumulating on the trees and wires or micro-bursts/tornados.

#### **Outage calls are handled:**

- **Normal business hours** - by the Member Solutions call center where the information is entered in the Outage Management System (OMS). Overflow calls received and handled by 3<sup>rd</sup> party contracted service.
- **Non-business hours** - received and handled by 3<sup>rd</sup> party contracted service.
- **IVR** - calls that come in through the Interactive Voice Response system (IVR) are automatically populated into the OMS.
- **SmartHub** – outages reported via mobile app “SmartHub” are automatically populated into the OMS.

#### **Restoration Processes:**

- This Level activates the Incident Command System.
- The affected districts are fully staffed.
- Requires all affected districts to be fully staffed with field and field support staff also involved in the restoration effort and/or available to assist if necessary.
- All staff involved in the restoration effort begins a 16 hour on/8 hour off shift rotation with an overnight crew(s) to respond to outages and immediate emergencies.
- This level may require all Co-op employees to be involved in the restoration effort depending on the severity of the damage and the assessment results.
- Contractors and/or mutual aid are called in to assist with restoration activities and are expected to work until restoration is complete.
- The Service Continuity Manager will contact the Executive Oversight Team to update them.

The Public Relations and Municipal Communications departments are put on notice to begin to provide timely outage updates for press releases

**Level 1 (Full Scale – Full Activation)** – More than 17,000 members affected over 20%); 48 -240 hr. duration event. - **Major Event – The number of affected members exceeds 5% with more than 75 concurrent outages, excluding Transmission Provider.** This is typically due to severe weather conditions such as ice storms, heavy wet snow or freezing rain accumulating on the trees and wires or micro-bursts/tornados.

#### **Outage calls are handled:**

- **Normal business hours** - by the Member Solutions call center where the information is entered in the Outage Management System (OMS). Overflow calls received and handled by 3<sup>rd</sup> party contracted service.
- **Non-business hours** - received and handled by 3<sup>rd</sup> party contracted service.
- **IVR** - calls that come in through the Interactive Voice Response system (IVR) are automatically populated into the OMS.
- **SmartHub** – outages reported via mobile app “SmartHub” are automatically populated into the OMS.

#### **Restoration Processes:**

- This level activates the Incident Command System.
- IMT calls are held at least once a day
- Requires all affected districts to be fully staffed with necessary support
- Normal business is curtailed, and all employees are activated in their “restoration roles”
- This level requires all Co-op employees to be engaged in their restoration roles.
- All staff involved in the restoration effort begins a 16 hour on/8 hour off shift rotation with an overnight crew(s) in districts where needed to respond to outages and immediate emergencies.
- Contractors and/or mutual aid are called in to assist with restoration activities and are expected to work until restoration is complete.
- The Public Relations and Municipal Communications departments are preparing and issuing timely periodic press releases.

**Event Response Level 5 Steady State**

Operating Level	Typical Weather Conditions	Estimated Affected Members	Target Restoration Time	Operating District Response Actions	System Response Actions
5 - Normal	Normal	0	0	Normal state  Control Center manages trouble calls	System activity is normal  Control Center monitors weather conditions & provides alerts

**Event Response Level 4 Enhanced Monitoring**

Operating Level	Typical Weather Conditions	Estimated Affected Members	Target Restoration Time	Operating Districts Response Actions	System Response Actions
4 - Upgraded Alert	Thunderstorms, rain & moving fronts	Up to 4,000	0-24 Hours	Normal, daily internal crew assignments	Declare upgrade alert
	Moderate frequent gusts/sustained winds			Operating Districts opened for limited time period	Notify all VP's, Managers, Supervisors
	Moderate wet snow			Check availability of resources at Operating Districts	Request additional support for district staffing
	Conditions short to mid term				Contact crews to be held
	Light to moderate damage to electric system				Check available resources
					Storm updates given throughout restoration period
					Regulatory, municipal and internal contacts, status updates provided as required
					Continue monitoring weather reports
					Identify potentially affected large members
					Review next condition anticipated actions
		Cancel scheduled daily work if necessary			

**Event Response Level 3 Partial Activation**

Operating Level	Typical Weather Conditions	Estimated Affected Members	Target Restoration Time	Operating Districts Response Actions	System Response Actions
3- Heightened Alert Major Event Possible	Heavy thunderstorms, rain	Up to 10,000	24-48 Hours	All available internal crews assigned	Declare heightened alert (major event possible) Set Global ETR's
	Strong frequent gusts/sustained winds			Non affected regions will provide crews	Main EOC to be opened when multiple districts are impacted
	Heavy wet snow - less than 6"			NHEC line crews - 15 to 20	Consider activating mutual aid organizations
	Ice/snow melt run off potential			Anticipate use of up to 20 contract or mutual aid line crews	Storm updates given throughout the restoration period
	Light Ice Accretion (less than or equal to .3")			Anticipate use of up to 20 tree crews	Regulatory, municipal & internal contacts reporting provided throughout the restoration period
	Condition exists for several hours			R-EOS open during storm work hours (16 on/8 off)	Large members notified of possible interruptions to their service
	Moderate damage to electric system			NHEC staff assigned to predetermined storm duties as necessary	Continue monitoring weather reports
					Initialize pre-mobilization conference calls
		Cancel all scheduled daily work			

**Event Response Level 2 Enhanced Partial Activation**

Operating Level	Typical Weather Conditions	Estimated Affected Members	Target Restoration Time	Operating Districts Response Actions	System Response Actions
2 - Extreme weather (Major Event)	Severe thunderstorms & extremely heavy rain	Up to 30,000	2-6 days	All available internal crews assigned	Open system EOC if multiple regions are impacted (major storm)
	Tropical Storm			NHEC line crews - 20 to 25	Set Global ETR's
	Hurricane Category 1 - 2			Anticipate use of up to 50 contract or mutual aid line crews	Incident Command System activated
	Heavy wet snow - 6 inches or more			Anticipate use of up to 40 tree crews	Pre-stage when possible
	Strong sustained winds			NHEC staff utilized	Mutual aid crews requested and activated
	Moderate Ice Accretion (less than or equal to .5")			Districts open and operating	Storm updates given throughout restoration period
	Severe frequent wind gusts			Regional staging sites established & maintained	Continue monitoring weather reports
	Condition exists 12 - 18 hours			Full implementation of ERP	All scheduled field work delayed
					Notify all regulatory, municipals, internal & large users as press releases are issued

**Event Response Level 1 Full Activation**

Operating Level	Typical Weather Conditions	Estimated Affected Members	Target Restoration Time	Operating District Response Actions	System Response Actions
1 - Full Scale Major Event	Nor'easter type storms, heavy rains	> 30,000	2-10 days	All internal crews assigned (time off cancelled)	Declare a full scale event (major storm)
	Tropical storms			NHEC line crews - 25 to 30	Vacations cancelled NHEC staff and contractors utilized
	Hurricane Category 3 - 5			Anticipate use of up to 100 contract or mutual aid line crews	Pre-Stage when possible
	Conditions exist for > 24 hours			Anticipate use of up to 75 tree crews	Notify large members with generation to switch over
	Heavy wet snow			NHEC employees assigned to restoration	Notify regulatory, municipals, internal & large users as press releases are released
	Heavy Ice Accretion (Over .5")			Regional staging sites established & maintained	Continue monitoring weather reports
	Damage to distribution system			Full implementation ERP	Storm updates given throughout restoration period
					Set Global ETR's

## Event/Restoration Specific Procedures

*NHEC's first priority is always SAFETY*

### **Wires Down/Blocked Roads (Routine)**

When notified of a “downed wire”, the following steps shall be followed:

1. Instruct the person reporting the “downed wire” to stay clear and keep any others in the area clear as well.
2. Ask for location of the “downed wire” – with any information available i.e., pole number, street name and/or street address using the **Wires Down/Blocked Road Form – Tab # 6** as a guide.
3. Ask if the wire was connected directly to a house/residence (secondary) or otherwise.
4. During normal business hours, notify the appropriate Operations Supervisor or District Representative and get a crew dispatched to the scene as a top priority.
5. After normal business hours, call the appropriate on-call line crew and dispatch them to the scene as a top priority.
6. Create a service order for the “downed wire”.
7. The appropriate substation recloser may be opened to de-energize the “downed wire” if requested by the line crew on site.

### **Wires Down/Blocked Roads**

Quite often during a major restoration event we receive numerous calls regarding wires down/blocked roads that prolong the overall power restoration effort. Having a consistent procedure to prioritize how to handle these calls and prioritize the requests is essential.

#### **Priority considerations are:**

Public access to emergency shelters, hospitals and other medical facilities, emergency vehicle access for search and rescue and other lifesaving actions, and other critical community support facilities.

Multiple organizations are required to work in sequence to ensure a safe and efficient process; communication among these organizations is essential to accomplish safe and timely clearing of blocked roads.

**The reporting agency must prioritize the blocked road location using criteria in this procedure and record the location and priority on the **NHEC Wires Down/Blocked Road Form - Tab # 6****

1. Communicate this information to NHEC by one of the following methods:
  - a) Call the NHEC Municipal Electrical Emergency dedicated line (1-800- 867-6369) with the form completed and give the information. **\*This is a dedicated line and ONLY TO BE USED FOR THIS PURPOSE.**
  - b) Fax the form to the Control Center at 603-536-8686
  - c) Email the form to [muniemergency@NHEC.com](mailto:muniemergency@NHEC.com)
2. Once the blocked roads are identified and prioritized by emergency personnel, Department of Public Works, State DOT or utility damage assessors and NHEC has been notified, the Control Center will notify the affected district.

3. Crews will be allocated as available to the highest priority in sequence to the lowest priority until all roads are cleared.
  - *NHEC and/or municipalities may shift priorities from clearing blocked roads to restoration in the event municipals priorities or emergencies require restoration of service in order to coordinate event efforts or protect public health and/or safety.*
  - *Any shifting of priorities shall be shared with the towns, NHEC, and the NH State EOC.*
4. NHEC personnel responding will assess the electrical hazard and mitigate by restoring, isolating and grounding or cutting and clearing conductors. The process will be based on the most safe and expeditious method to mitigate the hazard. NHEC will move debris (e.g., trees) as necessary to mitigate the electric equipment hazard.
5. Once NHEC's electric equipment hazard has been cleared and NHEC facilities are no longer involved, NHEC's on-scene personnel will notify the Control Center or Municipal Liaison, who will then notify the original hazard reporting agency.
6. NHEC is not responsible for notifying telephone, cable TV, or other utilities involved.
7. NHEC is not responsible for protecting the public, town or state employees, etc. from any electric hazard caused by back feeds from improperly connected generators, distributed generators, or other sources of non-NHEC voltage.
8. NHEC will move trees, limbs, and other debris only as needed to move/repair NHEC equipment

## Mutual Aid

When additional resources beyond internal and contractors already on our system are needed, NHEC will call upon our mutual aid partners.

NHEC maintains membership agreements with the agencies listed below. Please refer to the Mutual Aid Contacts and Approved Contractors Appendix for contact details.

*Northeast Association of Electric Cooperatives (NEAEC)*

*Northeast Public Power Association (NEPPA)*

*Association of Large Distribution Cooperatives (ALDC)*

*North Atlantic Mutual Assistance Group (NAMAG)*

*National Electric Co-op Statewide Association Mutual Aid Group*

*Electric Power Associations (NRECA) "Cooperative Mutual Aid Assistance Site" - Statewide Association's interactive website.*

## Emergency Relocation Plan

### **Emergency Relocation Plan:**

Should a catastrophic event cause damage severe enough to shut down NHEC critical facilities at the Plymouth Headquarters (*i.e., Control Center, Call Center, Public Relations*), an emergency center will be established in accordance with NHEC's Emergency Response Plan. The Control Center staff will report to the alternate facility located at the Meredith District.

Reference: NHEC's Emergency Response Plan.