

Eversource ERP Readiness

Community Relations and the Community Liaison Organization

Community Relations During Blue-Sky

Eversource Community Relations serves as the primary point of contact for local government officials, business leaders and key stakeholders. We partner on community priorities and leverage the full benefit of Eversource's operational, safety and advocacy experience to support the needs of town leaders, constituents and communities.

The Community Relations Team:

- ❑ Responds to inquiries from community officials and actively engage our in-house experts to resolve municipal concerns
- ❑ Facilitating collaboration between Eversource departments and community partners
- ❑ Provides information and regular updates on energy-related projects occurring in our communities to state, local and business officials

Liaison Organization Structure



Liaison Organization – ERP Events

Eversource activates its Community Liaison Organization during emergency events.

Community Liaison responsibilities include:

- ❑ Conducting proactive outreach to establish clear and open communication channels with each municipality in advance of, during, and at the demobilization of an emergency event
- ❑ Advocating for municipalities by escalating community priority requests
- ❑ Providing updates during events including timely information on Fire Police Standby (FPS) calls, Critical Facility outages, crew locations, and Life Support Customers

What is a Critical Facility?

A building or structure where the loss of electrical service would result in the disruption of a **critical public safety or life sustaining function**. It is the **responsibility of the owners of each Critical Facility** to maintain **sufficient emergency / back-up electrical generation** to operate the facility. Critical Facilities will then be restored based on the **Eversource Emergency Response Plan's** restoration philosophy.

Critical Facilities include, but are not limited to:

- Acute Care Hospitals
- Skilled Nursing Facilities
- 911 Dispatch Centers
- Police and Fire Stations
- Emergency Operations Centers
- Water Pumping and Sewer Treatment Stations
- Local Facilities that Serve as Emergency Shelters or Warming Centers



Community Priorities

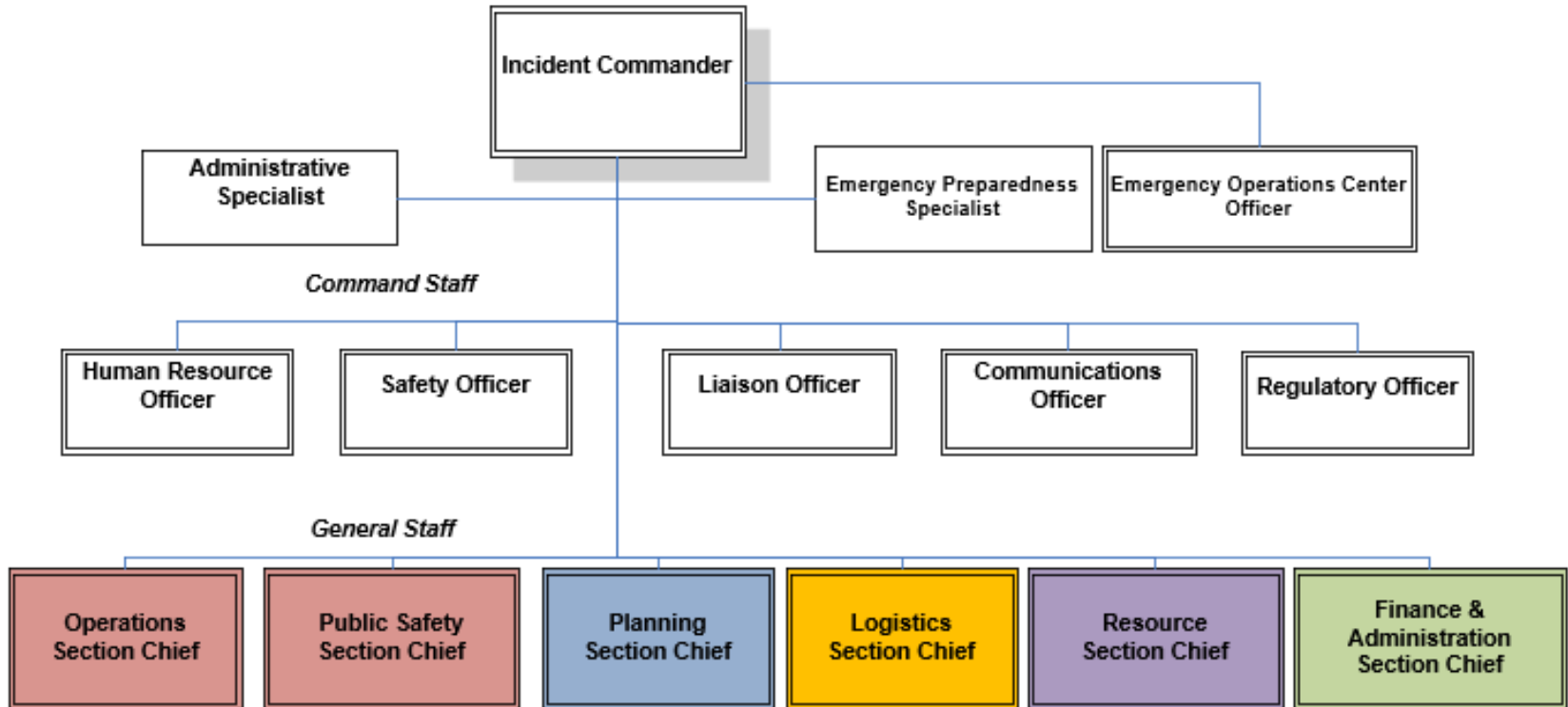
Electric	Gas
<p>The Single Point of Contact in each municipality will have the opportunity to provide Eversource with up to three active Community Priority requests</p>	<p>The Single Point of Contact in communities affected by a gas event will have the opportunity to identify Community Priority requests during the event.</p>
<p>Community Priority Requests should be submitted through the Municipal Hub.</p>	<p>Community Relations will work with the Single Point of Contact during a gas event.</p>
<p>Community Liaisons will provide updates regarding these Community Priorities throughout the event.</p>	<p>Community Relations will provide updates on the status of Community Priorities, as well as updates on repairs and restoration efforts throughout the event.</p>
<p>Some examples of past Community Priorities include Critical Facility Outages, Major Municipal Roadways where utility assets are blocking and restricting travel.</p>	<p>Some examples of gas related Community Priority requests include a water pumping station that requires natural gas to power equipment that purifies water would count.</p>

Life Support Customers

- Life Support Customers (LSC) are defined as those residential customers, including elderly and physically challenged customers, who have provided documentation certifying a medical condition that necessitates equipment in the home requiring electric utility service for life-sustaining functions.
- Prior to a predicted emergency event and during the restoration stage, Eversource may place automated outbound telephone calls to each LSC. The telephone messages are customized for each event and contain information about the event, Eversource's preparations, the potential power outages; and recommended personal protective actions, which could include a recommendation to seek assistance from local public safety officials and human service agencies. Each LSC is identified in the Eversource customer database.
- During an ERP Activation, Community Liaisons monitor internal reports for LSCs who could be impacted by an outage. Calls are made by Liaisons to the affected LSCs and local municipal public safety officials can view the Municipal Hub Special Conditions Report, which contains a list of LSCs that are out of power.

Electric Operations Emergency Event Coordination

Incident Command Structure



Massachusetts ERP Declaration

MA ERP Event Classification Table

Level	Event Characteristics	Customers Out at Peak	Outage Duration	Trouble Spots
5	Enhanced Operations	<1% (14,000)	<36 hours (once safe to begin restoration activities)	< 300
4	Upgraded Enhanced Operations	1% - 5% (14,000 - 70,000)	24-72 hours (once safe to begin restoration activities)	100 – 1,800
3	Moderate Regional Event	5% - 15% (70,000 – 210,000)	72-120 hours (once safe to begin restoration activities)	1,500 – 5,000
2	Serious Regional Event	15%-30% (210,000 – 420,000)	120-216 hours (once safe to begin restoration activities)	4,000 – 10,000
1	Full Scale Catastrophic Event	>30% (>420,000)	7+ days (once safe to begin restoration activities)	>9,000

Restoration Priority Guidelines

The overarching guiding principle for Eversource is “Safety Always.” The safety of Eversource employees, other ERP response personnel, and the public, is the highest priority. During ERP events, Eversource (Electric-MA) uses a balanced approach to competing priorities.

Depending on actual circumstances, Eversource restoration response efforts may be prioritized along the following guidelines:

- System equipment involved in a life-threatening/imminent danger situation (FPS1).
- Restoration of transmission system lines and/or substations.
- Restoration of Critical Facilities.
- Restoration of the largest number of customers per repair.
- System equipment is hindering operations (for example, blocking a primary roadway) by Fire/Police/EMS response (FPS2).
- System equipment is causing a non-life threatening electrical hazard (FPS3).

Eversource Municipal Hub

Overview of the Municipal Hub

- Key tool for the Municipalities, Liaison Organization and Community Relations to use to efficiently communicate with communities as we work to address priorities, critical facilities and blocked roads
- Provide password protected two-way communications between Eversource and specified municipal officials during both Blue Skies and Grey.
- **Fire, Police, Standby (FPS) Calls**
 - Single Point of Contact and Dispatchers will be able to directly enter FPS 2 & 3 events. FPS 1 events should still be called in.
- **Key Summary Tables**
 - Municipal users can track their FPS events, Critical Facilities, Critical Customers, report outages, and assign up to three priorities/day.
- **Detailed Outage Map**
 - Municipal users can visualize their Critical Facilities and outages in a more detailed map.

Municipal Hub Access, Training, & Support

- Your Blue-Sky Community Relations Representative is your dedicated resource for the Municipal Hub
- They can provide user access, live training and access to the Computer Based Training (CBT) environment, and troubleshoot any issues that may arise
- During declared ERP events, Eversource stands up a dedicated Grey-Sky Municipal Hub Support Team
- Please contact your Blue-Sky Community Relations Representative with any questions related to the Municipal Hub