

APPENDIX AE

NORWALK THIRD TAXING DISTRICT ELECTRIC DEPARTMENT, *EMERGENCY PLAN*

THIRD TAXING DISTRICT OF THE CITY OF NORWALK

ELECTRIC DEPARTMENT EMERGENCY PLAN

Effective: October 10, 2003

Revised: 11/20/03, 4/27/04, 2/19/07, 8/26/11

Filed: Connecticut PURA 10/1/11

1. Purpose

- a) This plan is to be used as a guide and reference in responding to abnormal system conditions.

2. Definitions

- a) CL&P – Connecticut Light & Power
- b) CONVEX – Connecticut Valley Electric Exchange
- c) Emergency operations – When the line crew is supplemented by other TTD personnel or outside emergency help.
- d) Emergency or critical services – Firehouse, customers with life support requirements, nursing homes etc.

3. Personnel Notification

- a) During normal work hours 6:30 – 3:30 calls for customers out of service will be directed to the chief lineman or in his absence to the lineman on call.
- b) Outside of normal work hours outages will be reported to the chief lineman. If the chief lineman is unavailable the lineman on call is to be notified.
- c) If the outage involves more than 25 customers or is expected to last more than 3 hours the general manager is to be notified.
- d) If more than 25 calls have been received and calls are still coming in the person answering the calls shall call in the next available person on the on-call list to help answer the phones. The line crew should provide frequent information to the people answering the phones so that they may properly answer the customers' questions. How long will we be out? What caused the problem?
- e) If there are outages in three or more separate locations or if there is reason to anticipate a wide spread problem, such as an ice storm, the chief lineman may make the decision to begin emergency operations.

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4. Emergency Operations

- a) When the decision to begin full-scale emergency operations has been made the general manager is to be notified immediately. The general manager will coordinate emergency operations. In the absence of the general manager the Assistant General Manager in consultation with the chief lineman will coordinate operations.
- b) All personnel are to be called in and will be assigned according to Attachment A.
- c) Cell phones and two-way radios will be used for communications as is appropriate.

5. Personnel Assignments

- a) Personnel are to be assigned according to Attachment A.

6. Priority List

- a) The general priorities are:
 1. Safety – protect the public from electrical hazards
 2. Minimize damage to the system – extinguish fires
 3. Restore emergency or critical services example : firehouse
 4. Minimize customer outage hours – restore groups of customers before single customers.
- b) Crews are to be dispatched to outages in the following order of priority:
 1. Live wire down
 2. Pole burning
 3. Wires sparking or burning (not down)
 4. Fire station
 5. Main line circuits
 6. Primary branch circuits
 7. Marvin School if used as shelter
 8. Elderly Housing
 9. Blown fuses involving groups of customers
 10. Transformers involving groups of customers
 11. Wires down – not alive
 12. Single customer outages i.e. services out
 13. Customers with backup power

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7. Worker Rotation

- a) If the emergency is expected to exceed 24 hours, all personnel on duty will be rotated in groups per Attachment B. While outages are occurring all workers will remain on duty. When new outages have stopped occurring but not later than 36 hours, rotation will follow Attachment B. During rotation generally line and meter personnel will all rest 10 PM to 6 AM. Management and office workers will provide around-the-clock coverage to provide coordination and answer the phones by working in shifts.

8. Emergency Supplies

- a) A stock of emergency supplies will be maintained in accordance with Attachment C. This is to be considered the minimum stock level to be maintained.

9. Storm Preparation

- a. When a storm is predicted such as a strong windstorm or ice storm, that could cause wide spread outages, preparations should be made as follows.
 1. Fuel all vehicles
 2. Stock vehicles
 3. Check inventory levels – order as necessary
 4. Fuel and check operation of power saws
 5. Fuel and check emergency generators
 6. Place outside line crews on standby
 7. Place tree contractor on standby even if it means that we have to commit for one or more days' work.
 8. Arrange for motel rooms
 9. Distribute two-way radios and staff the base station in the office.

10. Emergency File

- a) Attachment D contains phone numbers and communications information.
- b) A special file marked “Emergency” is located by the radio base station in the office. This file contains:
 - i. Employee information:
 1. Name and address
 2. Primary telephone number
 3. Secondary telephone number
 4. Person to notify in case of accident
 - ii. Forms – Attachment E
 1. Emergency outage report – Wires Down

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2. Emergency outage report – Wires burning but not down
3. Emergency outage report – Group Outages
4. Emergency outage report – Primary Outages
5. Emergency outage report – Single Services

iii. Telephone Numbers – normal and emergency summarized in Attachment F.

1. Police Department
2. Fire Department
3. Hospital
4. Ambulance
5. Mutual aid contacts
6. SNEW
7. CL&P
8. Vehicle repair
9. Public Works Dept.
10. Electrical service providers
11. Line contractors
12. Cable contractors
13. General contractors
14. Riggers/crane service
15. Distribution equipment providers
16. Tree services
17. SNET
18. Caterer for meals
19. Lodging for outside help
20. Commissioners

11. Procedure

- a) When outside contractors are called in they will report to the office or will be met at the initial job site and the appropriate forms will be filled out. They will be given the necessary contact information and provided with a map, phone numbers to call, an initial assignment and an assigned TTD employee as needed.
- b) When trees or large branches make line repairs difficult the line crew should make the location safe and move to the next location while a contractor does the tree clearing.
- c) Circuits may be opened at the substation in order to prevent further damage to a line caused by falling trees or burning. Full or partial restoration of these lines will be a priority.

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- d) Broken poles will be braced and made safe if possible. If a new pole is needed the telephone company and CBYD should be notified.
- e) Fire – Whenever there is a fire the fire department should be called immediately. If the nature of the fire is such that you can safely control it with the equipment on hand, call the fire department first and then fight the fire. If energized electrical equipment is involved the equipment should be de-energized and, if possible, grounded for the safety of fire fighters.
- f) When problems occur on the 27 KV facilities, corrective actions will be coordinated with or directed by CL&P or CONVEX.
- g) If an event requires the response of public safety officials such as police, fire, homeland security etc. or public officials such as city or state officials, reasonable efforts should be made to comply with their instructions and to coordinate operations.
- h) A supply of beverages and sandwiches will be made available to personnel in the office while on standby and during the emergency. If mutual-aid assistance is on-site the General Manager may elect to have food and beverages supplied to workers on the job sites. In this case a caterer from the list in the emergency file will be called and the food distributed according to the assignments in Attachment A. Hot meals will be furnished if conditions warrant with the approval of the General Manager or Assistant General Manager.
- i) We have arranged to have local radio stations broadcast updates for our customers on major outages. This should take pressure off the phones and give comfort to those who can't reach us. Call WNLK/WSTC at 845-3050 generally between 2 AM and 8 PM and give them the area affected, the cause in non-technical terms and the expected restoration time if known. Answer any questions they may ask. Example: Norwalk Third Taxing District apologizes for the power outage affecting the general area of Fitch St and Sunset Road. A car hitting a pole on Second St caused the outage. We expect power will be restored by 10 PM.
- j) The General Manager will determine when the emergency conditions end and will be responsible for filing the necessary reports with the DPUC.

12. Maintenance

- a) The following review will be performed to maintain plan readiness.

What	When	Who
Emergency supplies Attachment C	1/20, 7/20	Chief Lineman
Personnel phone numbers Attachment D	1/20	Asst. Gen. Mgr.
Emergency generator list	1/20, 7/20	Asst. Gen. Mgr.

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Emergency contacts Attachment F	1/20	Chief Lineman
Portable and installed radios	1/20	Sr. Meter Tech.
Portable Generators	1/20, 5/20, 9/20	Sr. Meter Tech.

ATTACHMENT A

PERSONNEL ASSIGNMENTS

POSITION	ASSIGNMENT
Chief lineman	Directs and works with linemen and others on service restoration on lines and in substations. Coordinates operations in the field.
Linemen	Service restoration on lines and in substations.
Senior Utility Specialist	Restore service in substations, monitor emergency generator at office and work on line restoration
Lead Meter Technician	Assists line crews by responding to calls and reporting extent of problem. Set flares and barricades as needed to protect public. Install temporary generators for customers with emergency needs per list in Attachment G. Deliver supplies and meals to workers in the field and assist with restoration operations as training and skills permit.
General Manager	Coordinates operations and arranges for additional resources as needed. Coordinates with appropriate officials. Keeps commissioners informed.
Assistant General Manager	Provides communications between field and office workers using radio or cell phones. Calls for outside assistance and arranges for accommodations and food for workers as needed.
Customer Accounts Rep.	Answers telephones and logs calls on the forms provided in Attachment D.
Customer Service Rep.	Answers telephones and logs calls on the forms provided in Attachment D.
Customer Account Analyst	Answers telephones and logs calls on the forms provided in Attachment D.

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ATTACHMENT B

* WORKER ROTATION

Line Crew

Chief lineman

16 on 6 AM – 10 PM

Lineman

8 off 10 PM – 6 AM

Outside linemen

Meter Personnel

Lead Meter Technician

16 on 6 AM – 10 PM

Senior Utility Specialist

8 off 10 PM – 6 AM

Office Personnel

Customer Accounts Rep.

Shifts less than 16 on

Customer Service Rep.

Cover 24 hours

Senior Customer Accounts Analyst

Coordination

General Manager

Shifts less than 16 on

Assistant General Manager

* Rotation begins after storm.

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ATTACHMENT C

EMERGENCY SUPPLIES

EMERGENCY SUPPLIES	QUANTITY	LOCATION
Work gloves		
Rubber gloves		
Keepers		
Road flares		Garage
Gasoline cans	2	Garage
Portable generators	1000 W Gasoline	3
	3000 W Gasoline	2 + 3 proposed
	5000 W Diesel	2
Extension cords	5 +3 Prop	Garage
Cube Tap	7	Garage
Chain saws and gas cans	2	Trucks
Portable Radios	3	Meter Shop
1/0 automatic splices	100	Garage
40' wood poles	10	Rowan St.
45' wood poles	8	Rowan St
336 MCM wire	1000'	Garage
1/0 triplex wire	1000'	Garage
1/0 quadruplex wire	1000'	Garage
4/0 triplex wire	1000'	Garage
#2 triplex wire	1000'	Garage
336 15 KV tree wire	3000'	Garage
#2 5KV non shielded	500'	Garage
4/0 5KV non shielded	250'	Garage
100A 15KV cutouts	10	
3KV distribution arrestors	10	
3KV riser arrestors	10	
8' crossarms	10	
10' crossarms	10	

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Attachment D

Communications

Name	Home Phone	Cell Phone	Secondary Phone
Bill Ruedeman	203-257-4524	203-943-1439	
Mike Adams	860-779-9052	203-943-2948	
Peter Johnson	203-866-1176	203-515-3042	
Joe Chariott	203-642-4046	203-943-1440	
George Leary	203-286-7832 Norwalk	203-943-9461	413-536-0294 508-627-3517 MV
Ron Scofield	203-840-1702	203-943-1437	
Ana Aguilar	203-956-0425	203-943-1438	203-767-5827
Rachael Saunders	203-286-7171	203-820-6388	
Trisha Dennison	203-286-7827	203-943-0114	
David Brown	203-866-8099	203-984-1129	
Tim Plunkett		203-496-1481	
Paul Kokias	203-854-6678	203-858-0638	

Vehicle	Two-Way Radio	Portable Radio
Foreman's Pickup	No	
Small Bucket	Yes	
Large Bucket	Yes	
Digger Truck -		
Rack Truck		
Meter Pickup	Yes	
Meter Car	Yes	
General Manager's Car		X
Asst. GM Car		
Outside crew		X

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Attachment F

EMERGENCY CONTACTS

NAME	ADDRESS	CONTACT NAME	PHONE	EMERGENCY PHONE
Police			854-3000	911
Fire			866-3312	911
Ambulance			852-3415	911
Hospital			852-2160	
Mutual Aid	Groton Utilities 295 Meridian St 06340	Richard Mikna miknar@yurservice.com	860-446-4049	Cell 860-625-2593
			860-747-0031	
SNEW			866-3366	943-0642
CL&P		Dispatch	800-286-5000	800-286-5127
			845-3412	Willy
			845-3653	Bill
Vehicle Repair				
		Scott Plank	203-722-9947	
Nat's			853-3111	
Public Works			854-7791	Call Police
Electrical Repair				
Custom Phone		Rich DeLallo	203-515-3118	203-852-1401 H
Line contractors				
McPhee			860-677-9797	860-922-3057
IBEW Local #42			860-646-7297	860-729-1926
Utility Lines				
Cable contractors				
Sullivan Cable			203-755-8422	
Connecticut Cable			860-283-5868	
General contractors				
Joe Seaman			203-866-8140	203-943-6196
Riggers				
A Quick Pick			203-924-2000	Same
Gardella			800-882-6403	866-3344
Distribution Equipment				

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WESCO			203-784-7700	
IRBY			315 622 0020 X 3015	
Thomasson Company		Matthew Scruggs (601) 650-3925 Direct matthew@thomassoncompany.com	(800) 647-6260	(256) 702-6535
NAME	ADDRESS	CONTACT NAME	PHONE	EMERGENCY PHONE
Graybar	2460 State St Hampden		203-288-3811	
Tree contractors				203 948 3130
KTI		Ed Knapp	203-938-4824	203-216-0250
ATT		Don Zak	203-218-7807	
Caterers				
Outdoor Cookers			855-1129	
Lodging				
Norwalk Inn			838-5531	
Radio WNLK/WSTC			845-3050	

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Attachment G

Emergency Generators as of September 15, 2005

Address	Name	Acct. Number
28 Laurel Avenue	Winston & Elaine Taylor	020013500-3
3 Alden Avenue	Edward Shvalbe	120008100-1
48 Winfield Street	Mildred T. DiAmico	040016200-1
26 Myrtle Street	Mario Romano	050010200-1
8 Bethel Street	Alan Burr	090013200-1
3 Betts Place	Michael R. Stroili	070014500-2
3 Betts Place Unit 4	John Hauter	070014800-3
56 North Bridge Street	Betty Hoyt	030001600-1

COMPLIANCE LOG

ACTION	RESPONSIBLE PERSON	FREQUENCY	SIGNATURE	DATE
Review emergency supplies / Attach. C	Chief Lineman	1/20, 7/20		
Review personnel phone numbers / Attach. D	Assistant GM	1/20 9/15/05		
Review emergency contacts / Attach. F	Chief Lineman	1/20		
Test portable and installed radios / Attach. D	Sr. Meter Tech.	1/20		
Check portable generators	Sr. Meter Tech.	1/20, 5/20, 9/20		
Update list of customers needing emergency generators / Attach. G	Assistant GM	1/20, 7/20,		

APPENDIX AF

**NORWICH PUBLIC UTILITIES, *EMERGENCY OPERATIONS PLAN-ELECTRIC
EMERGENCIES***



**Norwich
Public Utilities**

EMERGENCY OPERATIONS PLAN



ELECTRIC EMERGENCIES

Approved by:

Mark Greene
Operations Integrity Manager

Date Issued:

July 13, 2006

Revision Date:

August 22, 2007

April 6, 2009

September 16, 2011

Next Review Date:

September 1, 2013

Required Routing:

General Manager
Senior Managers
General Line Foreman
Control Room Operator Foreman
Control Room Operators
Operations Integrity Manager
Field Services General Foreman
Customer Service Center Manager

MINOR OUTAGE

Organization Title		Department Title	Employee Name
Director of Emergency Operations		Control Room Operator	Al Daniels Melinda Davis Marty Gillette Jim Gromko Jeff Lortie Wayne McLaughlin Maryann Stradczuk
Field Operations Coordinator		Lineman (on call)	John Benoit Gerard Carrington Frank Markey Bill Morell Phil Pouch Dave Scott Scott Smith Charlie Vanase

MODERATE OUTAGE

Organization Title		Department Title	Employee Name
Director of Emergency Operations	<i>Alternates</i>	General Manager	John Bilda
		<i>Operations Integrity Manager</i>	<i>Mark Greene</i>
		<i>General Line Foreman</i>	<i>Bob Pouch</i>
Field Operations Coordinator	<i>Alternate</i>	General Line Foreman	Bob Pouch
		<i>Chief Lineman</i>	<i>Frank Markey Phil Pouch Bill Morell</i>
Electric Operations Coordinator	<i>Alternate</i>	Electrical Engineer	Mark Greene
		<i>Control Room Operator Foreman</i>	<i>Wayne Mclaughlin</i>
Materials Coordinator	<i>Alternate</i>	Materials Manager	Tammy Peterson
		<i>Materials Manager Buyer</i>	<i>Kerri Kemp Lee Anne Myers</i>
Records & Accounting Coordinator	<i>Alternate</i>	Business Manager	Steve Sinko
		<i>Sr. Accounting Analyst</i>	<i>Robin Elgin</i>
Public Relations Coordinator	<i>Alternate</i>	Communications & Community Outreach Manager	Mike Hughes
		<i>General Manager Assistant General Manager/Operations Manager</i>	<i>John Bilda Chris LaRose</i>
Engineering Coordinator		Operations Integrity Manager	Mark Greene
Customer Service Center Coordinator	<i>Alternate</i>	Customer Service Center Manager	Kerri Kemp
		<i>Customer Service Division Manager</i>	Tammy McCarty

MAJOR OUTAGE

Organization Title		Department Title	Employee Name
Director of Emergency Operations	<i>Alternate</i>	General Manager	John Bilda
		<i>Operations Manager</i>	<i>Chris LaRose</i>
		<i>Operations Integrity Manager</i>	<i>Mark Greene</i>
		<i>Business Division Mgr</i>	<i>Steve Sinko</i>
Field Operations Coordinator	<i>Alternate</i>	General Line Foreman	Bob Pouch
		<i>Chief Lineman</i>	<i>Frank Markey Bill Morell Phil Pouch</i>
Electric Operations Coordinator	<i>Alternate</i>	Operations Integrity Manager	Mark Greene
		<i>Control Room Operator Foreman</i>	<i>Wayne Mclaughlin</i>
Materials Coordinator	<i>Alternate</i>	Materials Manager	Tammy Peterson Kerri Kemp
		<i>Buyer</i>	<i>Lee Anne Myers</i>
Records & Accounting Coordinator	<i>Alternates</i>	Business Manager	Steve Sinko
		Administrative Division Manager	Kerri Kemp Robin Elgin
		Sr. Accounting Manager	
Public Relations Coordinator	<i>Alternate</i>	General Manager Communications & Community Outreach Manager	John Bilda Mike Hughes
		<i>Assistant General Manager/Operations Manager</i>	<i>Chris LaRose</i>
Customer Service Center Coordinator	<i>Alternate</i>	Customer Service Center Manager	Kerri Kemp
		<i>Customer Service Division Manager</i>	Tammy McCarty

Support Personnel & Equipment Coordinator	<i>Alternate</i>	Operations Integrity Manager General Foreman	Mark Greene Bill Dewey
Engineering Coordinator		Operations Integrity Manager	Mark Greene
Civil Defense/City Agency Contact		Communications & Community Outreach Manager General Manager, Assistant General Manager/Operations Manager Civil Preparedness	Mike Hughes John Bilda Chris LaRose Gene Arters

1.0 **AUTHORITY**

Authority for this plan is contained within the Emergency Operations Plan of the City of Norwich, as authorized in Title 28, Chapter 517 of the General Statutes of the State of Connecticut, specifically as it pertains to Section VIII: **Assignment of Responsibilities**, and Section IX: **Support**.

2.0 **MISSION**

The intent of this plan is to assure the safety of the general public, emergency response personnel, and Norwich Public Utilities (NPU) employees, in the event of damage to the electric system and to coordinate the efforts of the City of Norwich in the effort to restore electric service as soon as possible in the event of disruption to the system.

3.0 **OVERVIEW**

3.1 **General**

3.1.1 NPU is a municipal gas, electric, water, and sewer utility, serving the City of Norwich, Connecticut. NPU is governed by the Board of Utility Commissioners and directed by the General Manager.

3.1.2 The Electric Division provides electric service to customers in a service area of 29 square miles.

3.1.3 NPU's administrative offices and operational facilities are located at 16 South Golden Street. The business offices are located at 173 North Main Street. The Emergency Operations Center is also located at the South Golden Street facility.

3.2 **Power Supply**

3.2.1 NPU receives approximately 95% of its power requirements through the Connecticut Municipal Electric Energy Cooperative (CMEEC) via the 115 KV and 69 KV transmission systems at three transmission substations: Dudley, Bean Hill and Tenth Street.

3.2.2 The NPU operates three hydroelectric plants providing 3 MVA and owns one combustion turbine capable of providing 18 MVA.

3.2.3 Control of the transmission substations, hydros and combustion turbine is accomplished by the use of a remote supervisory control system located on South Golden Street.

3.3 **Fleet**

3.3.1 NPU's fleet consists of 84 vehicles, including 7 bucket trucks and two digger derricks, and is supported by an in-house garage with three (3) mechanics. A detailed vehicle list is attached as Appendix A.

3.3.3 NPU also has access to Department of Public Works (DPW) vehicles and drivers for road clearing and debris removal activities.

3.4 **Communications**

3.4.1 NPU owns and operates a radio communications system consisting of a main transmitting station located on Orchard Street, 2 backup units located at our Waste Water and Water Treatment Plants, with 76 vehicle mobile units and 15 hand-held portable units. NPU also owns 4 emergency cell phones dedicated for emergencies only.

The Orchard Street base station is equipped with an automatic electric generator and an additional emergency base is available at the South Golden Street facility. Operation frequencies are 153.59 MHZ and 158.77 MHZ.

Employee telephone, cell phone and pager numbers are attached in Appendix B.

3.5 **Personnel**

3.5.1 The typical number of employees assigned to the Electric Division is 29. The typical total number of NPU employees is 141.

3.5.2 In addition to the Electric Division personnel, Gas, Water, Sewer and Administrative employees are available to aid in a restoration effort.

Personnel assignments during an emergency are detailed in Section 5.0 "**Emergency Action Plan**".

3.5.3 NPU personnel and equipment alone will be insufficient to restore service in the event of a system-wide disruption. Contract tree service, line construction and rental equipment will be needed.

Contractor lists are attached as Appendix C.

4.0 **EMERGENCIES - DEFINITION AND RESPONSE**

These definitions and descriptions are general in nature. The experience of the Electric Division personnel will aid in determining the level of effort needed to respond to emergencies.

4.1 **Minor Emergencies**

Minor emergencies as the result of thunderstorms, or windstorms resulting in relatively few outages will be managed by the Director of Emergency Operations (Control Room Operator). The Control Room Operator or Operations Coordinator (Call Man) may, at their discretion, call in the General Line Foreman or Operations Division Manager to manage the restoration.

4.2 **Moderate Emergencies**

Restoration of service as a result of damage caused by heavy lightning and high winds, equipment failure resulting in substation or multiple circuit outages will be managed by the Field Operations Coordinator (General Line Foreman), Utility Electrical Engineers, or Director of Emergency Operations (Operations Division Manager).

4.3 **Major Emergencies**

Restoration of service in the event of a natural disaster such as a hurricane, tornado, severe lightning and high winds causing wide spread damage, or the failure of a major system component causing widespread outage, will be managed by the Director of Emergency Operations under the provisions of this plan.

5.0 **EMERGENCY ACTION PLAN**

5.1 **Introduction**

- 5.1.1 This Emergency Action Plan will be implemented by the Director of Emergency Operations (Operations Division Manager) or, in his absence, the designated alternate.
- 5.1.2 This plan is intended to cover severe weather, electrical outages and other emergencies, and will provide information of Emergency Assistance, Emergency Equipment and Inventory.
- 5.1.3 After normal business hours, the Director of Emergency Operations (Control Room Operator) is to determine when an emergency condition exists which is beyond the capability of Plant personnel to answer telephones and operate the Radio Base Station, and to so notify the Field Operations Coordinator (General Line Foreman), Electric Operations Coordinator (Control Room Operator Foreman and Electrical Engineer) and Director of Emergency Operations.

5.2 **General Responsibilities**

5.2.1 **NPU General Manager**

Receive status reports on emergency conditions from Senior Management Team.

5.2.2 **Director of Emergency Operations (Operations Division Manager)**

- A. To be responsible for monitoring the progress of any storm from its beginning.
- B. To develop detailed plans of action covering the normal responses required by a storm, electrical outage; to train personnel, to implement, to evaluate the effectiveness of, and to revise and update each action plan.
- C. To prepare and submit reports to the General Manager of the Public Utilities.
- D. To be in charge of the Emergency Operations Center, directing personnel of all Departments as required.

- E. To institute storm watches as required and to assure the gathering of weather data.
- F. To inform the Senior Management Team of the status of weather conditions so that appropriate and timely action may be taken by those departments.
- G. To schedule reviews of the general plan as required, to submit revision proposals to the General Manager of the Utilities to update and distribute copies as revised.
- H. During pre-emergency planning phase, the Director of Emergency Operations will issue a work order for the segregation and collection of all costs related to the particular emergency. Supervisors will be instructed to identify this work order to employees and to ensure its inclusion on time sheets.
- I. To obtain commitments through the Materials Coordinator for emergency purchases.

5.2.3 Field Operations Coordinator (General Line Foreman)

- A. During normal business hours, to determine when an emergency condition exists and to so notify the Director of Emergency Operations, or in his absence the designated alternate.
- B. To evaluate the effects of a storm or outage; to direct operations from the Emergency Operations Center during emergencies involving multiple phone calls from affected customer; and to dispatch crews to effect repairs.
- C. To provide information to the Director of Emergency Operations relative to storm damage, areas without service, etc.
- D. To make arrangements for emergency medical assistance.

5.2.4 Electric Operations Coordinator (Control Room Operator Foreman)

- A. To work closely with the Director of Emergency Operations, Field Operations Coordinator, and Engineering Staff to ensure the orderly and safe restoration of the electrical system.
- B. To establish communications facilities (radio, telephone, etc.); to prepare and review periodically a detailed telephone answering plan.
- C. To closely monitor restoration activities.

- D. To supply vehicles and personnel as required.
- E. To act as liaison with CONVEX.
- F. Serve as, or provide contact with Customer Service Center Coordinator.

5.2.5 Manager/Administration

- A. Support the administrative operations of IT, Purchasing, Stores, and Accounting, and perform supervisory duties of any of these groups in a supervisor's absence.

5.2.6 Public Relations Coordinator

- A. To be the official liaison with the media during emergency situations in order to reduce the possibilities of duplication, error, and confusion in the dissemination of information.

5.2.7 Materials Coordinator

- A. To provide necessary supplies and Stockroom staffing.
- B. To establish restaurant and lodging accounts.
- C. To establish and manage a petty cash account.

6.0 PRE-STORM PLANNING AND PREPARATIONS

6.1 General

When the electric system is in danger of feeling the effects of a severe storm, the following pre-storm plan will be implemented by the designated authority.

6.2 Staff Briefing

- 6.2.1 A pre-storm staff briefing will be held to review the Operations Plan, responsibilities, and assignments and initial work assignments will be made. Included in this meeting will be:

General Manager, Senior Managers, General Line Foreman, Materials Manager, Crew Chiefs, Control Room Operator Foreman, Electrician Supervisor, Customer Service Center Manager, and Gas/Water/Sewer Foremen.

6.3 Assignments

6.3.1 **Director of Emergency Operations will:**

- A. Contact City Manager, Fire Chief, Police Chief, Civil Preparedness Director, Public Works Director, to arrange a Department Head meeting.
- B. Monitor weather conditions and decide when to implement the Emergency Action Plan.
- C. Contact NEPPA Mutual Assistance Coordinator and contractors.

6.3.2 **Field Operations Coordinator will:**

- A. Activate the Emergency Operations Center.
- B. Alert the appropriate electric personnel for standby duty as assigned and/or as required.
- C. Insure there is an adequate supply of emergency materials on hand.
- D. Initiate the pre-determined outside help plan.
- E. Distribute damage survey guidelines and review survey assignments with crews.
- F. Review materials inventories and adjust.
- G. Report status to Director of Emergency Operations.
- H. Alert crews and ready vehicles and equipment, stock trucks.
- I. Alert fuel suppliers - Mobil, Public Works or others.
- J. Insure that all assigned personnel have proper equipment in serviceable condition, including rain gear.
- K. Have all assigned vehicles checked for an adequate supply of emergency equipment.
- L. Have all emergency generators started for test.
- M. Assign NPU contacts for contractors' crews.
- N. Ready drivers and spotters to assess damage as dispatched by Watch Engineers.

6.3.4 Support Personnel & Equipment Coordinator will:

- A. Alert Crews to be available to assist the Electric Division.
- B. Ready vehicles and equipment.
- C. Secure all loose stock in yard.

6.3.5 Electric Operations Coordinator will:

- A. Alert Control Room Operator and review Storm Plan.
- B. Initiate test of radio base, generator and backup base.
- C. Set all reclosures to the **OFF** position.
- D. Ready vehicles and equipment.
- E. Advise Control Room Operator that when the Emergency Plan is implemented, breakers are not to be closed after trip.

6.3.6 Materials Coordinator will:

- A. Arrange for immediate order of materials.
- B. Set up accounts as per section 5.2.5.
- C. Set up overnight accommodations.
- D. Set up restaurant accommodations and provide food at remote sites.

6.3.7 Customer Service Center Coordinator will:

- A. Establish staffing for telephone – Communications at 173 North Main Street or Building 1.
- B. Establish contact with Control Room Operator Foreman and Control Room Operators.

6.3.8 Public Relations Coordinator will:

- A. Establish contact with General Manager, Director of Emergency Operations, and provide radio and print medium with information.

6.3.9 Engineer Coordinator will:

- A. Insure that all projects under construction are secure to prevent damage to existing facilities.
- B. Assist the Director of Emergency Operations in the Operations Center.

7.0 ENHANCED READINESS PHASE

7.1 General

When it is apparent that the City of Norwich will be affected by an approaching storm, the following action will be taken:

7.2 Assignments

- 7.2.1 The Director of Emergency Operations will direct that this Emergency Action Plan be implemented.
- 7.2.2 The Command Center will be staffed, directed and supervised by the Director of Emergency Operations.
- 7.2.3 Field Operations Coordinator will call in contract crews to report at South Golden Street.
- 7.2.4 Field Operations Coordinator will inform crews to report and give assignments.
- 7.2.5 Communications Center at 173 N. Main Street or 16 S. Golden Street (storm dependent) will be staffed and contact with operations established.

8.0 DURING MAJOR STORMS AND OUTAGES

8.1 General

When a storm reaches our service area or a major electrical outage occurs affecting the system, the following procedures will be put into action:

In the interest of safety and service restoration, it is understood that in all cases these procedures will be administered with good judgement, initiative, and while at the same time maintaining a calm and professional focus.

8.1.1 Customer Service

- A. Staff the Customer Service Center or Building #1 and receive all incoming customer calls.
- B. Convey to customer information on restoration estimates provided by Director of Emergency Operations or Electric Operations Coordinator.
- C. Communicate damage reports via the technicians to the emergency operations center.

8.1.2 Director of Emergency Operations will:

- A. Keep the General Manager and Public Relations Coordinator advised, as appropriate, on the progress of the storm and its effects on our system.

8.1.3 Field Operations Coordinator and Electric Operations Coordinator will:

- A. Direct operations from Command Center.
- B. Assign Line Crews to respond to trouble calls.
- C. Receive recommendations from Electrical Engineers in operating and/or repairing system.
- D. Request assistance from other divisions such as transporting materials, road clearing, excavating, and traffic protection.
- E. As required, set up five (5) two-person patrols, to be made up of 1 qualified spotter and a driver. Each patrol will be assigned to an area according to the attached map. It will be the responsibility of each group to patrol its assigned area for damage and make safe, investigate damage reports, and advise the Emergency Control Center as to the extent of any damage. A patrol shall also be made to determine unreported damage after the storm. See Appendix D.

8.1.4 Engineering Coordinator will:

- A. From the Command Center, monitor the operation and/or repair requirements of the system, and make recommendations to the Director of Emergency Operations, Field Operations Coordinator, and Electric Operations Coordinator.
- B. Render technical assistance as required.

8.1.5 **Field Operations Coordinator will:**

- A. Supervise Line Department crews, including outside help, in restoration activity.
- B. Direct Line Crews, including outside help, to stand by at various sections of the service area as required.
- C. Determine work, rest, feeding schedules.
- D. Assign and supervise available Gas, Water & Sewer Department crews.
- E. Assign and supervise City and/or Town Highway Department crews.
- F. Assign and supervise contract tree service.

8.1.6 **Operations Integrity Manager will:**

- A. Have the designated substations manned as required.
- B. Assign and supervise crews in operation of substation system.
- C. As available, make crews available to Field Operations Coordinator for use in patrolling, troubleshooting, and restoration activity on the distribution system.
- D. Determine work, rest, feeding schedules.

8.1.7 **Gas Foreman & Maintenance will:**

- A. As requested, make crews available to Field Operations Coordinator for use in patrolling, troubleshooting, and restoration activity on the distribution system.
- B. Determine work, rest, feeding schedules.

8.1.8 **Radio Communications**

- A. When a crew has been assigned a call during an emergency, it will:
 - a. Notify Control Center upon arriving at the site.
 - b. Notify Control Center upon determining the damage and estimating the repair time, if possible.

- c. Notify Control Center when the damage has been repaired.
 - d. Adhere to proper radio procedures and suppress all unnecessary communications.
- B. Personnel will refrain from entering or communicating with the Emergency Command Center unless specifically required to do so to perform their immediate duties.

8.1.9 **E.O.C. Office of Civil Preparedness**

- A. The General Manager or Public Relations Coordinator or their designee will communicate with local Civil Preparedness officials who are located in the City's Emergency Operations Center. Local Civil Preparedness officials would then communicate directly with their counterparts at the State level.

The City's EOC is located at Norwich Public Utilities, 16 South Golden Street.

- B. A coordinator will be assigned to the EOC office as the NPU contact person.
- C. Extent of damage reports will be provided to the EOC by the Director of Emergency Operations or the Electric Operations Coordinator.

9.0 **AFTER STORM OR OUTAGE**

9.1 **General**

After a severe storm or outage has been declared over and restoration operations have been completed, the following shall be initiated:

9.2 **Assignments**

9.2.1 **Director of Emergency Operations will:**

- A. When the effects of any severe storm or outage have subsided and restoration operations are being completed, insure that all service has been safely restored and that all trouble calls have been satisfactorily answered before declaring the emergency over.
- B. Declare emergency over.
- C. Conduct review of storm actions.

- D. Coordinate filing of necessary FEMA reports.
- E. As soon as reasonably possible, tabulate the damage caused by the storm and the effects of such damage and file an appropriate report to higher level management in addition to any governmental agency as may be required.
- F. Create any internal reports. Review and revise Emergency Plan.

9.2.3 **Public Relations Coordinator will:**

- A. Make final media reports.

9.2.4 **Field Operations Coordinator and Materials Coordinator will:**

- A. Have all stock checked for adequate supply and make arrangements to replenish any low stock levels.
- B. Review the operations during the storm or outage with staff and others as is appropriate, seeking improvements in any of these procedures. Where changes are indicated, to submit recommendations to the Director of Emergency Operations.

9.2.5 **Crew Foremen will:**

- A. Have all equipment inspected for damage and have any damaged equipment repaired or replaced as is appropriate.
- B. Inspect and return to normal condition, tools, equipment, rain gear, etc.
- C. Clean and re-stock vehicles.

9.2.6 **Engineering Coordinator will:**

- A. Assist Operations with compilation of reports.

Appendix C

Contractors Under Bid:

Tree Removal:	Lindon Tree Service	Tel: 860-974-1833 Tel: 860-974-3493 Cell: 860-377-4603
Line Work:	McPhee Utility	Tel: 860-674-9124 Fax: 860-676-8032

Local Electrical Contractors for Services:

Services with buckets:

Prime Electric: Frank Blanchard, 889-0823
Bonner Electric: Joe Bonner, 848-8539
Maynard Electric: Mark Maynard, 376-5793

Services without buckets:

Barber Electric: Scott Barber, 887-9889
Beaver Electric: Bob Thayer, 887-3166

Appendix D

Qualified Spotters:

Peter Barber
Bill Blake
Gary Bohara
Rich Canova
Jeff Dewey
Debbie Duch
Chris Golas
Mark Greene

Rob Harris
Ed Juarbe
Jeremiah Kvasnik
Mike LaLima
Chris LaRose
Chris Lopes
Rich Martin
Mike Maguire

Wayne McLaughlin
Dave Poore
Eric Poore
Bob Pouch
Ed Shea
Rui Shu
Jon Wadja
Rick Walski
Paul Winslow

Spotters Needing Training:

Tina Boucher
Lance Kolada
Larry LePage

Changes 2/5/2010

Minor Outage
Field Operations Coordinator
Added Scott Smith

Moderate Outage
Public Relations Coordinator
Deleted Janine Saunders, External Affairs Manager

Major Outage
Public Relations Coordinator
Deleted Janine Saunders, External Affairs Manager

Major Outage
Civil Defense/City Agency Contact
Added Gene Arters and Civil Preparedness, deleted Janine Saunders, External Affairs Manager

6.2 Staff Briefing
Deleted External Affairs Manager

Changes 9/16/2011

- Updated Control Room Operators and Linemen (On Call) in Minor Outage Chart.
- Updated Materials Manager on Moderate Outage Chart
- Added Communications and Community Outreach Manager on Moderate Outage Chart
- Updated Materials Manager on Major Outage Chart
- Added Communications and Community Outreach Manager on Major Outage Chart

Section 8.1.9.A.

- Replaced “Greeneville Fire Station, North Main Street” with “Norwich Public Utilities, 16 South Golden Street”

Section 8.1.9.B.

- Removed “with a NPU radio” from section 8.1.9

Section 3.3

- Replace “Appendix B” with “Appendix A”

Section 3.4.1

- Replace “Appendix C” with “Appendix B”

Section 3.5.3

- Replace “Appendix A” with “Appendix C”

Section 8.1.3.E

- Add in “See Appendix D”

APPENDIX AG

**WALLINGFORD DEPARTMENT OF PUBLIC UTILITIES ELECTRIC DIVISION,
*EMERGENCY RESPONSE PLAN***

[FILED UNDER PROTECTIVE ORDER WITH PURA – NOT INCLUDED]

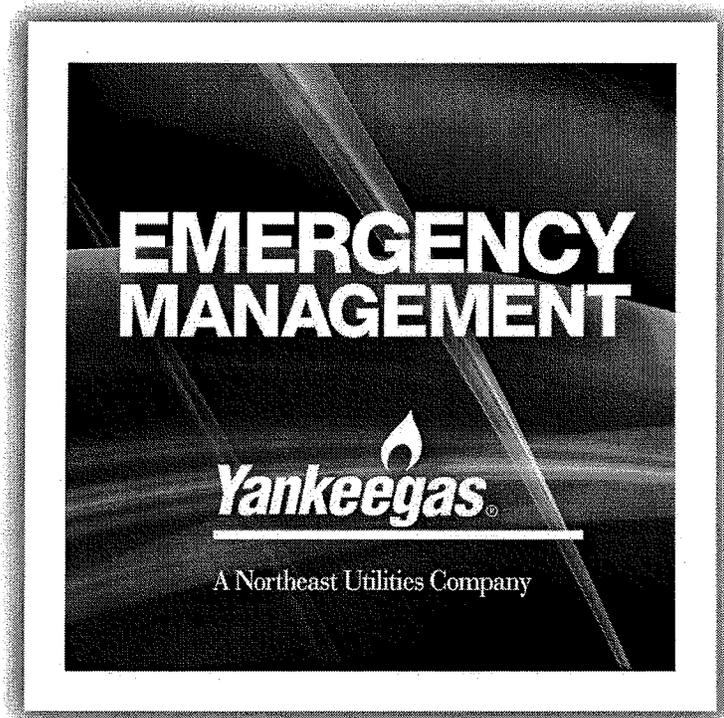
APPENDIX AH

YANKEE GAS SERVICES, *EMERGENCY PREPAREDNESS AND RESPONSE PLAN*

YANKEE GAS SERVICES COMPANY

Emergency Preparedness and Response Plan

July 20, 2012



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1.0 REVISION LOG

<i>Rev #</i>	<i>Date</i>	<i>Revision Summary</i>
0	7/2012	New Plan

2.0 OBJECTIVE

The Yankee Gas Emergency Preparedness and Response Plan details the actions and responsibilities of Yankee Gas employees in the preparation, as applicable, and emergency response to any number of natural gas events that threaten or impact employee or public safety, or the safe and reliable service to customers.

Critical company personnel should be alerted when an emergency or disaster involving Yankee Gas facilities occurs or is eminent. Emergencies or disasters may involve a hazard to persons or property, release of gas from the distribution system, interruption of service with less than 4 hours' notice or low pressure in the distribution system which is beyond the normal functions performed on a daily basis. This plan and the associated gas operating procedures assure that personnel are prepared to deal with emergency situations in an expeditious and safe manner. Supervisors are encouraged to adapt this plan to fit the circumstances.

Each qualified person responding to an emergency scene shall be mindful of the appropriate responses which will protect human life, such as evacuation of the premises, control of escaping gas by closing valves or other means and alerting and mobilizing other system forces.

On or before February 1 of each year, not to exceed fifteen months from the last review, this plan should be reviewed and updated where necessary, and filed with the Regulated Authority every two years from the original filing date of July 1, 2012.

2.1 APPLICABILITY

This plan, in conjunction with the Company's operating procedures; apply to Yankee Gas and supporting Northeast Utilities (NU) corporate staff organizations during an emergency.

This plan, and the Company's operating procedures, apply to all customer outages caused by, but not limited to, severe weather, flooding, civil disturbance, fire, explosion, or other major disruption of the Distribution System or gas supplies or any other instance for which the Incident Commander, Director – Gas Operations, or Regional Manager determines that additional assistance is needed to supplement local, regional, or system wide efforts and capabilities.

2.2 DEFINITIONS

Company – Yankee Gas Services Company

Curtailement – a response to a perceived or real reduction or elimination of gas supply to an area.

DEMHS – Department of Emergency Management and Homeland Security

Delegation of Authority – Only during an emergency can this occur to equal or greater positions of authority. If a Delegation of Authority occurred before the activation of the EOC then the responsibility shall remain in effect until it has been determined to be removed by the Vice President of Operations.

DHS – Department of Homeland Security

Distribution System – The Yankee Gas System of pipes, meters and equipment from the gate station to the inlet of the customers' piping.

EOC – Emergency Operations Center

FEMA – Federal Emergency Management Administration

GPSU– Gas Pipeline Safety Unit

IAP – Incident Action Plan

LDC – Local Distribution Company

NIMS – National Incident Management System

Regulated Authority – Connecticut Public Utilities Regulatory Authority (PURA)

Responding Company – another company other than Yankee Gas that has agreed to provide mutual aid assistance.

System Oversight – The team of executives charged with oversight of an event to support the efforts of the Incident Commander.

2.3 REFERENCES

- Northeast Utilities Incident Response Plan
- Employee Safety & Health Handbook
- GO-001, System Emergency Plan
- GO-004, Operations Emergency Plan
- GO-005, Gas Curtailment Plan
- GO-006, Administration of Emergency Plan
- GO-008, Gas Restoration Plan
- GO-011, LNG Emergency Response Plan
- Yankee Gas Operator Qualification Plan

3.0 INCIDENT COMMAND SYSTEM (ICS)

- 3.1 Purpose** – The Incident Command System (ICS) is the organizational system used by Yankee Gas to provide effective command and control of operations for responding to emergency situations in a well-coordinated, safe and efficient manner.
- 3.2 Scope** – The ICS organization has command responsibility and authority for emergency plan activities that occur during an emergency.
- 3.3 Concept of Operations** – The Yankee Gas Emergency Preparedness and Response Plan employs a multifunction operational structure that uses the principles of the ICS structure, a standard issued by FEMA, NIMS, and DHS, based on a model adopted by the fire and rescue community. ICS can be used in any size or type of emergency to provide for command, control, and response coordination during an emergency. Trained personnel are assigned accountability and responsibility for key functions within the ICS structure to manage a wide range of incidents from a simple utility outage to a major disaster, such as a major loss of gas supply or flooding. Regardless of the size of the incident or the number of departments or organizations involved, a coordinated effort ensures an effective response with efficient, safe use of resources.
- 3.4** Due to considerable internal flexibility, the ICS is effective for managing both emergency and non-emergency events, regardless of scope. By expanding and contracting to fit the specific situation, the ICS provides for a cost-effective and efficient management system.
- 3.5** The ICS organization is composed of the following five primary management activities:
- Command
 - Operations
 - Planning
 - Logistics
 - Finance and Administration
- 3.6** The five ICS primary management activities are the foundation for developing an ICS organization, which has the ability to adapt to a spectrum of issues, from handling a routine issue, preparing for a major event, or managing multiple responses to a widespread disaster.
- 3.6.1** The ICS uses a tiered approach placing authority and responsibility at the lowest possible organization level to efficiently respond to emergencies of varying magnitudes.

3.6.2 Routine issues are typically managed by a single person, the Incident Commander, who directly manages all aspects of the incident. Large incidents use the hierarchical command structure appropriate to the incident, with the top of the organization managing all activity until authority can be delegated.

3.6.3 Principles and features of the Incident Command System:

- The ICS structure ensures quick and effective resource commitment and minimizes disruption to the normal operating policies and procedures of the responding departments.
- Common terminology, which ensures that all employees use terms that are standard and consistent.
- Adaptable organization, which enables the ICS structure to expand or contract to meet the needs of the incident.
- Integrated communications, which establishes a common communications plan, standard operating procedures, clear text, common frequencies, and common terminology.
- Unity of command, where each person within an organization reports to only one designated person.
- Manageable span of control, which limits the ICS command structure to a reasonable span of control ranging from 3 – 7 direct reports.
- Designated incident facilities, which may include Satellites. Other incident facilities may be designated, depending on the requirements of the incident.
- Comprehensive resource management, which maximizes resource use, consolidates control of single resources, reduces the communications load, provides accountability, reduces self-dispatching, and ensures personnel safety.

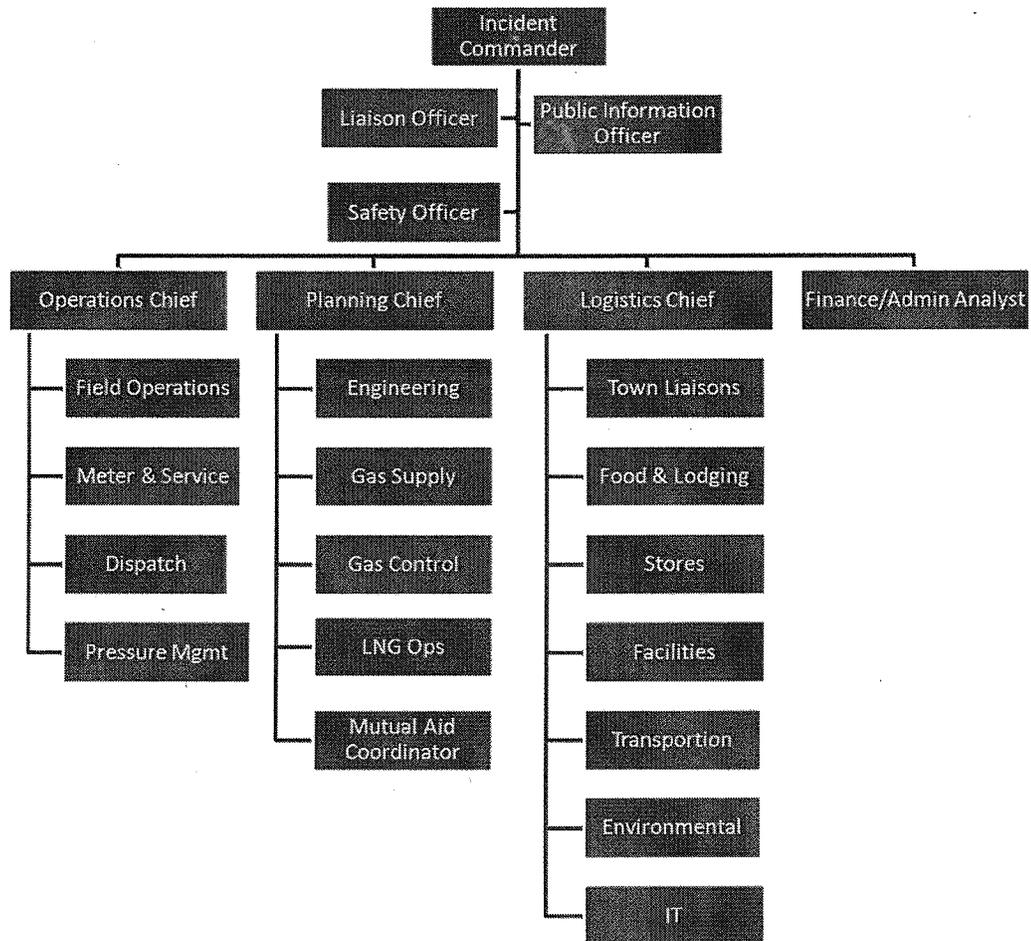
4.0 YANKEE GAS INCIDENT COMMAND

- 4.1** The Yankee Gas Emergency Preparedness and Response Plan employs a multifunctional operational structure utilizing the principles of the Incident Command System (ICS). The range of events may vary from a minor facility event to a major loss of facilities, equipment, personnel or information. Regardless of the size of the incident or the number of departments or organizations involved, a coordinated effort ensures an effective response with safe and efficient use of resources. ICS is also utilized by offsite response organizations that Yankee Gas will interface with during an incident thereby enhancing the coordination of all emergency responders.
- 4.2** The Yankee Gas Emergency Preparedness and Response Plan and associated operating procedures are designed to ensure that Yankee Gas is prepared to address emergency events. In particular, Yankee Gas shall:
- Ensure that this plan and associated documentation are developed, maintained, distributed and updated as necessary;
 - Coordinate with the DEHMS, GPSU, municipalities and other key stakeholders, as necessary prior to, during and after an emergency event;
 - Ensure necessary contractual agreements are in place to meet resource and facility requirements; and
 - Ensure that Yankee Gas' logistical and resource needs are satisfied including:
 - Maintaining rosters of personnel to perform emergency roles;
 - Ensuring personnel are trained and required qualifications are maintained;
 - Maintaining the Yankee Gas emergency contact numbers;
 - Conducting and evaluating periodic drills and exercises; and,
 - Participating in industry benchmarking and best practice evaluations.
- 4.3** In the event there are multiple NU operating companies involved in simultaneous incidents, regardless of whether there was a common cause for the incidents, NU may activate System Oversight to manage resources and objectives across multiple operating companies.

In that instance, the Yankee Gas President shall represent Yankee Gas to System Oversight once established. The Yankee Gas Incident Commander (IC) will still maintain authority to control the Yankee Gas incident and will coordinate with the Yankee Gas President to ensure Yankee Gas' incident objectives and resources are met.

4.4 YANKEE GAS INCIDENT COMMAND ORGANIZATION CHART

Fully deployed, the Yankee Gas Incident Command organization will have the following design. This organizational structure is scalable for incidents of a smaller nature that do not require this fully deployed organization.



4.5 ICS POSITIONS

The following positions are the core of the Yankee Gas ICS. Only those positions required for planning and control of the response to the anticipated events are filled at the discretion of the Incident Commander. Staffing continues until the Incident Commander determines that the staffing level should be increased or decreased, depending on the status of the event and response efforts.

- Incident Commander
- Safety Officer
- Public Information Officer
- Liaison Officer
- Operations Chief
- Planning Chief
- Logistics Chief
- Finance/Administrative Analyst

Incident Commander – The Incident Commander is responsible for the overall management of the emergency and establishes and directs the Incident Command once the decision to activate is made. Authority for the performance and direction of actions under this Emergency Preparedness and Response Plan is delegated by the President of Yankee Gas or his designee to the Incident Commander and other positions identified in this document. Key responsibilities of the Incident Commander include:

- Assumes control of incident operations at the YG EOC and remains in control until there is a transfer of command.
- Reviews pertinent intelligence and information from the field, and ensures appropriate ICS Communications support is in place and functioning.
- Makes essential operational decisions, to include preliminary staff assignments and deployment of manpower and resources.
- Directing overall restoration efforts of affected areas.
- Activating, staffing, and supervising Incident Command.
- Assessing the emergency situation and ensuring the Planning Chief has developed an Incident Action Plan in collaboration with core ICS positions.
- Coordinating activities for all Command and field staff, and providing overall direction to the core ICS position(s)
- Approving all internal and external communications, working with the Public Information Officer (PIO). Ensuring timely notifications to state and federal agencies.
- Responsible for ensuring the Liaison Officer manages contacts to all local, federal and other agencies.

- Periodically consults with the President of Yankee Gas or his designee to seek input on the overall direction, policy advice concerning objectives or any necessary authorization for specific exceptions to his authority.

Safety Officer –The Safety Officer, under the direction of the Incident Commander monitors safety conditions and develops measures for ensuring the safety of all personnel involved in the event. Key responsibilities of the Safety Officer include:

- Ensure the Yankee Gas Safety Department staff is assigned duties of a safety nature, during the work time period, in the affected area.
- Serve as primary point of contact for safety communications with field personnel and for dissemination of updates, handling of inquiries, and incident investigations.
- Ensure ongoing site inspections of emergency work practices are performed and that adequate equipment is assigned for the job.
- Participate in emergency planning and operational conference calls.
- Provide daily safety messages and updates and any other safety material to the Operations Chief for distribution to the restoration crew supervisors for safety sessions.
- Ensure those working on Yankee Gas' system that are from Responding Companies are briefed on Yankee Gas safety requirements prior to performing any work.

Public Information Officer – The Public Information Officer, reporting directly to the Incident Commander, is responsible for coordination of all internal and external communications and ensuring unity of message throughout the event and post event. All messages must be approved by the IC before release. To make certain that a consistent message is delivered this position should be the same person for the entire incident. Key responsibilities of the PIO include:

- Administering the ICS Communication Policy as described in this document.
- Create Key Messages document with IC approval.
- Responsible for all communications, coordinating the release of information to all media, including social media, and coordinating communications with local and state officials and customer contacts.

Liaison Officer – The Liaison Officer, under the direction of the Incident Commander is responsible for coordination of all information to NUSCO and other corporate affiliates, NU Customer Experience Department and State Department of Emergency Management and Homeland Security (DEMHS), affected municipalities, and other public service companies. Under direction of the Public Information Officer they maintain two-way communication with Incident Command and the Connecticut EOC (CT EOC) and is the primary contact for state agencies if the CT EOC is open. Upon request from Connecticut DEMHS, the Liaison

Officer is assigned to communicate with the CT EOC at the Hartford Armory or other designated location as appropriate. Key responsibilities of the State Liaison Officer include:

- Give periodic restoration updates to state officials.
- Act as the focal point between the State DEMHS and Incident Command.
- Provide information to state officials when requested by Connecticut DEMHS.
- Communicate to the Call Centers on predicted and actual events and Incident Command through the Customer Experience (CE) Liaison, provided by CE management. Will keep the CE Team informed of predicted and actual events.
- Communicate to the Call Centers and Gas Dispatch on predicted and actual events. With this information, the Gas Dispatch and CE Team can implement staffing strategies that ensure timely response to customer inquiries.
- Establish communications between Incident Command, Gas Dispatch and CE Call Centers to deal with inquiries about customer issues.
- Inform PIO of customer or other stakeholder issues.
- Monitor incident resolution activity and help ensure Gas Dispatch and CE has the latest verified information to pass on to customers.
- Coordinating with health and human services agencies such as Red Cross if our customers or other impacted parties need it.

Operations Chief – The Operations Chief is responsible for carrying out the IAP in the entire jurisdiction of the Incident Commander. Key responsibilities of the Operations Chief include:

- Works closely with the Planning Chief, Logistics Chief, Safety Officer, Public Information Officer and Liaison Officer to coordinate efforts and communications during the restoration.
- Develop operations portion of IAP.
- Brief and assign Operations Section personnel in accordance with the IAP.
- Supervise Operations Section. Determine need and request additional resources from the Planning Chief.
- Review suggested list of resources to be released and initiate recommendation for release of resources.
- Report information about special activities, events, and occurrences to the Incident Commander.

Planning Chief – The Planning Chief, under the direction of the Incident Commander, is responsible for the collection and dissemination of information during the event. Key responsibilities of the Planning Chief include:

- Prepare the Yankee Gas IAP for the next operational period with input and approval from the Operations Chief and create a strategy that supports implementation of the IAP.
- Analyze data from field indicating the amount of trouble, number of crews available and needed, and estimate restoration completion times; and accumulate data on a statewide basis.
- Estimate personnel requirements and request additional resources to support tactical operations as needed.
- Determine material and transportation requirements and communicate these needs to the Logistics Chief or the Incident Commander.
- Establish an accurate and timely reporting process.
- Consider the use of alternate patrol methods to accelerate the damage assessment intelligence.

Logistics Chief – The District Logistics Chief, under the direction of the Incident Commander supplies the support resources needed to respond to and recover from an event. Many of these resources can be obtained through NUSCO. Key responsibilities of the Logistics Chief include:

- Identify anticipated and known incident service and support requirements.
- Receive and document requests for additional resources.
- Coordinate requests for Food and Lodging, Stores, and Transportation functions.
- Ensure timely and efficient requests for all resources and services, from receipt of request to fulfillment including but not limited to physical and support personnel, food and lodging, materials and supplies, fuel, etc.
- Provide facilities management support functions to the emergency restoration organization, including in-house services, meals, lodging, etc.

Finance/Administrative Chief – The Finance/Administration Chief position is not routinely staffed. During most incidents (e.g. Level 1 and 2 events), an analyst reporting to the Planning Chief handles the cost accounting functions of the Finance/Administration Section. During larger emergencies, the position and section may be staffed as required to direct and manage the increased workload. Key responsibilities of these roles include:

- Provide support to the Planning Chief.
- Maintain the crew ratio spreadsheets.
- Estimate and track all restoration and incident costs (labor, contractor labor, materials, food & lodging, etc.) while restoration activity is under way and provide periodic reports to the Incident Commander.
- Estimate cost/benefit of proposed adjustments to the Incident Action Plan.
- Establish an accurate and timely reporting and communication process, and time-keeping account for all labor.
- Create incident work orders on request.

- Create Private Work (PW) work order for out-of-state deployments.
- Accumulate all incident charges after incident work order is closed out and compile report.
- Create Material Requests as needed.
- Verify charges to incident work order.
- Provide post-storm financial expenditure report by resources.

5.0 THE PLANNING PROCESS AND THE INCIDENT ACTION PLAN (IAP)

The planning process of the emergency should provide the following:

- Current information that accurately describes the incident situation and resource status.
- Predictions of the probable course of events.
- Alternative strategies to attain critical incident objectives.
- An accurate, realistic IAP for the next operational period.
- An evaluation as to the need to pre-stage resources.

The IAP evolution should follow the five phases of planning:

Understand the Situation – The first phase includes gathering, recording, analyzing, identifying at-risk and vulnerable customers and displaying situation, resource, and incident-potential information in a manner that will facilitate:

- Increased situational awareness of the magnitude, complexity, and potential impact of the incident.
- The ability to determine the resources required to develop and implement an effective IAP.

Establish Incident Objectives and Strategy – The second phase includes formulating and prioritizing measurable incident objectives and identifying an appropriate strategy. The incident objectives and strategy must conform to the legal obligations and management objectives of all affected agencies, and may need to include specific issues relevant to critical infrastructure.

Reasonable alternative strategies that will accomplish overall incident objectives are identified, analyzed, and evaluated to determine the most appropriate strategy for the situation at hand. Evaluation criteria include public health and safety factors, estimated costs, and various environmental, legal, and political considerations.

Develop the Plan – The third phase involves determining the tactical direction and the specific resources, reserves, and support requirements for implementing the selected strategies and tactics for the operational period.

Before formal planning meetings, each member of the Command and General Staffs is responsible for gathering certain information to support the proposed plan.

Prepare and Disseminate the Plan – The fourth phase involves preparing the plan in a format that is appropriate for the level of complexity of the incident. For the initial response, the format is a well-prepared outline for an oral briefing. For most incidents that will span multiple operational periods, the plan will be developed in writing according to ICS.

Execute, Evaluate, and Revise the Plan – The planning process includes the requirement to execute and evaluate planned activities and check the accuracy of information to be used in planning for subsequent operational periods.

The General Staff should regularly compare planned progress with actual progress. When deviations occur and when new information emerges, it should be included in the first step of the process used for modifying the current plan or developing the plan for the subsequent operational period.

5.1 REQUESTS FOR ASSISTANCE

5.1.1. The Logistics Chief shall request, as needed, support from Northeast Utilities corporate services through the Manager – System Restoration & Emergency Preparedness based on the needs as requested by the Operations Chief.

5.1.2. REQUESTS FOR MUTUAL AID

- The need for mutual aid assistance shall be determined by the Operations Chief.
- The Planning Chief, based on the needs of the Operations Chief, shall determine the number and type of resources and skills required for mutual aid assistance.
- Once all company resources are allocated, the Planning Chief shall request resource assistance in the following order:
 - Yankee Gas contractors
 - Affiliate resources (NSTAR Gas)
 - Local distribution companies (CNG/SCG)
 - Northeast Gas Association Mutual Assistance
 - American Gas Association Mutual Assistance

5.1.3 Resource requests from affiliate companies and other local distribution companies may be concurrent based on the number of resources required and their timely response.

5.1.4 For incidents involving the need for mutual assistance:

- The Planning Chief shall confirm union work rules, labor rate, etc., that are to be followed by Responding Company personnel.

- Yankee Gas shall provide all materials necessary to restore gas service, unless specifically requested otherwise by the Company.
- Responding Company will use its own tools.
- Yankee Gas will provide a guide with communications capability or portable radio/cellular telephones to assist responding resources.
- Yankee Gas will provide all food, lodging and incident support needed by Responding Company unless both companies agree that the Responding Company will provide logistic support of its resources.

6.0 ICS ACTIVATION PROCESS

6.1 AUTHORITY TO INITIATE

The Director Gas Operations, Regional Manager or System On Call Personnel are authorized to activate the Incident Command System and establish an EOC to handle emergency management and begin forming the Local ICS structure for Level 1 and 2 incident events or the preparation for them.

If the event requires ICS to be broadened requiring corporate and/or mutual aid support the Yankee Gas President, Vice President, or the Director Gas Operations are authorized to activate the Incident Command System and establish an EOC to handle emergency management and begin forming the local ICS structure for Level 3 through 5 incident events or the preparation for them.

This chart is to be used when developing the ICS Structure and approval for ICS activation.

Level	Emergency Event	Number of Customers affected	ICS and Activation
5	Loss of a pipeline or gate station(s)	> 100,000 total customers served	All
4	Third party damage/gas supply event	>50,000 to 100,000	All
3	Third party damage/equipment failure/gas supply curtailment	> 5,000 to 50,000	All
2	Third party damage/over-odorization/pipeline liquids event	> 250 to 5,000	General Staff/PIO
1	Third party damage or operator error	<= 250	IC/Operations

1 = Lowest severity event and 5 is the highest severity event

For large scale incidents, Level 3 - 5 in nature, Yankee Gas may opt to incorporate the Northeast Utilities Incident Response Plan, IRP-EPIP-100, as appropriate to provide additional resources to manage the event.

7.0 EMERGENCY OPERATIONS CENTER (EOC)

7.1 PURPOSE

The Yankee Gas EOC will be located in an area designated by the ICS personnel. The Yankee Gas EOC is a location that is designed to assist management in taking prompt and effective actions to mitigate the consequences of either a natural or man-made disaster. The Yankee Gas EOC should contain communications, audio and video equipment. Additionally, the Yankee Gas EOC fulfills the following requirements:

- Provides a base of operations for damage assessment, overall management and recovery activities.
- Acts as a focal point for receipt and dissemination of information.
- Provides conferencing capabilities for a coordinated system wide response.
- Obtains and coordinates mutual aid and outside resources.
- Coordinates assistance to state and local emergency response personnel.

7.2 SCOPE

Incident Command activates the EOC when an incident's size and complexity requires representation in an EOC by all organizations to support expanded operations or in preparation of an event. The activation occurs when a danger to persons or property exists, with or without warning. Action will be taken immediately to evaluate the emergency, protect the public, and make use of all available personnel, equipment and resources to minimize the effects of the emergency on the public.

7.3 EOC ACTIVATION

The activation of the Yankee Gas EOC is initiated by telephone and page to affected staff personnel. Assigned management staff report to the EOC location that has been selected. Selection of personnel and organizations required to support the operation are determined. The required support staff is alerted to report to the Yankee Gas EOC to initiate staffing of their assigned functional areas.

When the Yankee Gas EOC is activated, the Incident Commander will be identified and ICS Team will notify the following people and agencies:

- Yankee Gas Executive Management
- Regulated Authority – Gas Pipeline Safety Unit
- Local Area Management impacted
- Gas Control

- NU Emergency Management personnel if circumstances warrant
- Connecticut DEMHS if the situation warrants
- Federal, State, and Local government as warranted

7.3.1 EOC ACTIVATION IN PREPARATION FOR AN EVENT

Depending on the emergency, prior notification may be possible. The concept of operations is divided into three phases;

- Increased Readiness Phase
- Emergency Phase
- Recovery Phase

These phases are described in GO-001, System Emergency Plan.

The EOC supports Yankee Gas operations in preparation and response to an emergency. Representatives from support organizations assemble in the EOC to coordinate response with overall operations. The EOC operation is based on use of the ICS and is designed to function at a level consistent with the size and complexity of an event.

7.3.2 PHASED ACTIVATION

Staffing of the Yankee Gas EOC is dictated by the size and complexity of the event. The level of activity, the number, and skills of staff required to carry out those activities will vary. The actions and functions carried out follow the concepts of the ICS.

7.3.3 EOC DE-ACTIVATION

Once the Incident Commander determines that the incident has been successfully closed out then they can close the EOC. The following areas will be notified of EOC closure:

- Yankee Gas Executive Management
- Regulated Authority – Gas Pipeline Safety Unit
- Local Area Management impacted
- Gas Control
- NU Emergency Management personnel
- Connecticut DEMHS if the situation warrants
- Federal, State, and Local governments as warranted

8.0 COMMUNICATIONS POLICY

- 8.1 During emergency events, it is critical to ensure effective communications among and between the public, Yankee Gas customers, employees, and municipal and state officials and agencies to provide timely and consistent information about incident severity, safety concerns, incident management, restoration planning, and restoration status and projections. Corporate Communications personnel and personnel assigned to manage and/or serve in Liaison roles coordinate with Yankee Gas officials serving in Incident Command roles and establish communications with the media and local and state officials to disseminate information and respond to information requests. Collectively, the personnel engaged in these activities, along with the Public Information Officer work on internal and external communications. When Incident Command is activated, the Public Information Officer is responsible for all communications, coordinates the release of information to employees, the media, and coordinates communications with local and state officials and liaison personnel. This establishes the channels of communication necessary to keep customers and the news media informed of emergency response. The Liaison Officer interfaces with state, federal, and other agencies.
- 8.2 **Media** - The Public Information Officer is responsible for developing communications strategies and messages and coordinates activities of Corporate Communications personnel engaged in media contacts and media relations, social media, and employee communications.
- 8.3 Working with the Public Information Officer, the Liaison Officer shall channel information between municipal & state officials and Yankee Gas dealing with road closures, debris removal and coordination of resources to expedite the restoration process.

9.0 EMERGENCY RESOURCES

- 9.1** Minimum staffing and equipment levels are based on the number of customers served, and are outlined in Yankee Gas operating procedures. The Planning Chief will work with the Operations Chief to determine the necessary staffing levels required to achieve a safe, orderly, and timely restoration.
- 9.2** Targets for recovery and restoration of service in emergencies, based upon the classification levels of such emergencies, are outlined in Yankee Gas operating procedures and are the responsibility of the Planning Chief during emergency events working in conjunction with the Operations Chief.
- 9.3** Safety standards for Yankee Gas employees, mutual aid crews and private contractors are outlined in the Northeast Utilities Safety and Health Handbook. The Safety Officer is responsible for ensuring that all mutual aid crews and contractors are briefed on Yankee Gas safety requirements before those resources are deployed.
- 9.4** Restoration for natural gas outages are a complex process where, for safety reasons, each individual customer must be shut off, the system purged back into service then each customer revisited in order to relight their appliances. Yankee Gas has outlined this process in the Company's operating procedure GO-008, Gas Restoration Plan. Specific guidance on estimating the resources required, how to organize the field resources and proper documentation are all outlined in this operating procedure.

10.0 TRAINING AND EXERCISE DRILLS

10.1. Training

Yankee Gas coordinates training with the assistance of the NU Training Department. Training, drills, and exercises are used to ensure the knowledge and skills of personnel assigned emergency response activities meet regulatory obligations, and are current and sufficient to safely and efficiently complete all required actions.

Training includes ICS protocols for those Yankee Gas employees charged with managing emergency response activities. Training documentation is maintained by the NU Training Department, including the type of training and training dates for each employee.

10.2. Yankee Gas Exercises

The goal of conducting exercises is to train, familiarize, assess, and practice, in a risk-free environment, all aspects of emergency preparedness and response in order to continuously improve the Company's performance and capabilities to be ready to respond.

Exercises are specifically used for:

- Improving individual and overall organizational performance;
- Improving coordination and communications;
- Testing and validating policies, plans, procedures, training, and equipment;
- Identifying gaps in resources (both personnel and equipment);
- Exercising the ICS principles and protocols; and,
- Identifying opportunities for improvement.

The Company shall conduct an exercise each year commencing in 2012.

Additionally, the Company shall participate in training exercises as directed by the Connecticut Commissioner of Emergency Services and Public Protection.

10.2.1. Table-Top Exercises

Table-Top Exercises are used to familiarize employees with current plans, policies, procedures and guidelines.

A Tabletop Exercise involves key personnel discussing simulated scenarios in an informal setting. These exercises can be used for evaluating response at a local or regional level as well as an emergency response for larger events reaching statewide level.

10.2.2. Operational Drills

Operational Drills validate current plans, policies, procedures, guidelines, clarify roles and responsibilities, and identify resource gaps in an operational environment.

These exercises are usually limited to emergency response at a local level to test the knowledge and capabilities of local emergency response.

10.2.3. Post Drill Evaluation

An evaluation shall be completed as soon as practical upon the completion of the exercise.

The evaluation shall identify any deficiencies in the plan, deficiencies in training or execution of the plan.

The areas identified for improvement shall be used to develop what follow-up actions, if any, would be necessary to address the identified deficiencies.

11.0 POST INCIDENT RECOVERY ACTIVITIES

11.1 The Incident Commander will lead an after action review with leadership of the ICS and complete a written After Action Review (AAR) soliciting the input of management and workers involved in the incident response.

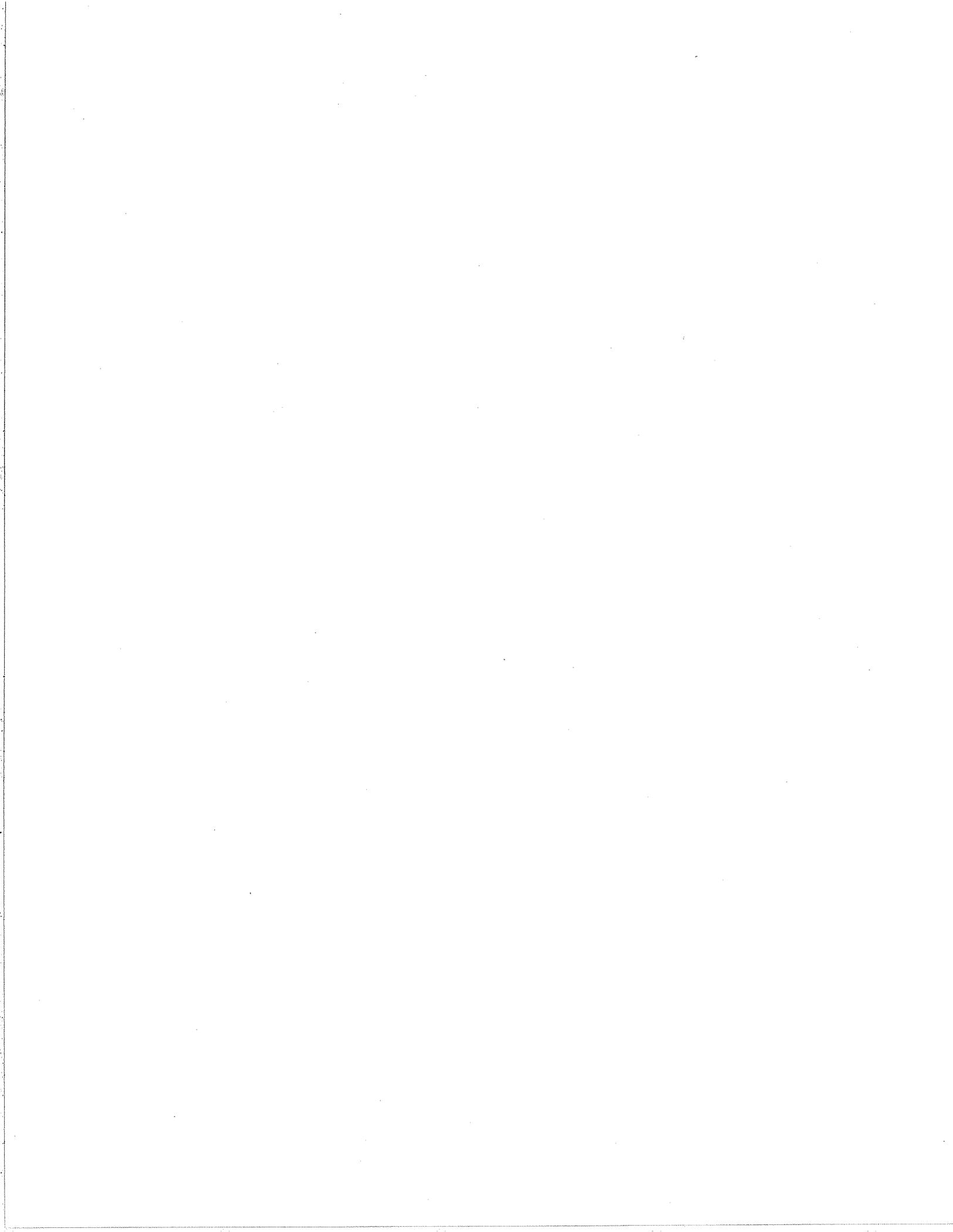
11.2 The AAR will include a review of:

- Incident preparedness
- Incident Action Plans
- Each area of the response organization
- Recovery performance
- Lessons Learned

11.3 The AAR shall be completed within 30 days of the resumption of normal operations.

NOTES

NOTES



APPENDIX AI

**CONNECTICUT NATURAL GAS AND SOUTHERN CONNECTICUT GAS,
*EMERGENCY PREPAREDNESS PLAN***

[FILED UNDER PROTECTIVE ORDER WITH PURA – NOT INCLUDED]

APPENDIX AJ

NORWICH PUBLIC UTILITIES, *EMERGENCY PLAN-GAS*



GAS

EMERGENCY PLAN

NORWICH PUBLIC UTILITIES

GAS

EMERGENCY PLAN

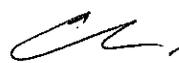
Title	Reviewed by	Date	Initials
Assistant General Manager	Christopher LaRose	9-28-11	
General Foreman	William Dewey	9/28/11	
General Foreman	Ed Shea	9/28/11	

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I. GENERAL

A. Requirements

The Code of Federal Regulations, Part 192.615 requires that each Gas Utility establish written procedures to minimize hazards resulting from a gas pipeline emergency, and that:

1. Supervisory and responsible employees are furnished current copies of the plan; be trained according to their function and verify that the training is effective; and have their activities reviewed to determine whether the procedures are followed.
2. A liaison be established with the appropriate public officials, including Fire and Police officers to learn their responsibility and their resources, and to acquaint them with those of the Operator. This liaison shall include the identification of the types of emergencies for which to notify each group of officials and the planning of mutual assistance programs.
3. A continuing education program be established to enable customers, the public, appropriate government organizations, and persons engaged in excavation to recognize an emergency for the purpose of reporting it properly. The program and the media must be comprehensive enough to reach all areas in which the operator transports gas, and must be in English as well as in every other language used by a significant portion of the population in that area.
4. Listings of the available personnel, tools, and equipment as will be necessary on site. Written instructions for gas curtailment control at the site, as well as for restoration of services and an accident investigation after the event.

I. Continued

B. Declaration

An emergency condition exists upon being declared by the General Manager or designee. His declaration will classify the emergency as one of the following types:

1. Loss of gas pressure
2. Overpressure
3. Leaks – gas detected inside or near a building
4. Fire located near, or directly involving a pipeline facility
5. Explosion occurring near, or directly involving a pipeline facility
6. Natural disaster
7. Civil disturbance

It is important that this declaration be made in unmistakably clear language to all company personnel.

C. Objectives

It is the objective of this plan to:

1. Assure immediate classification and reporting of an emergency.
2. Assure immediate and appropriate action in order to protect the public, employees and company facilities; to prevent or minimize property damage; to maintain continuity of supply and to re-establish gas supply promptly if interrupted.

II. PERSONNEL TITLES

Throughout this manual, reference to the Emergency Plan Organization Title, shall imply the specific personnel listed below.

Director, Emergency Operations / Operations Coordinator:

General Manager
Assistant General Manager

Coordinator/Communication Coordinator/Public Relations:

General Manager
Assistant General Manager

II. Continued

General Foreman:

Distribution
Field Services

Material Coordinator/Records & Accounting Coordinator:

Materials Manager

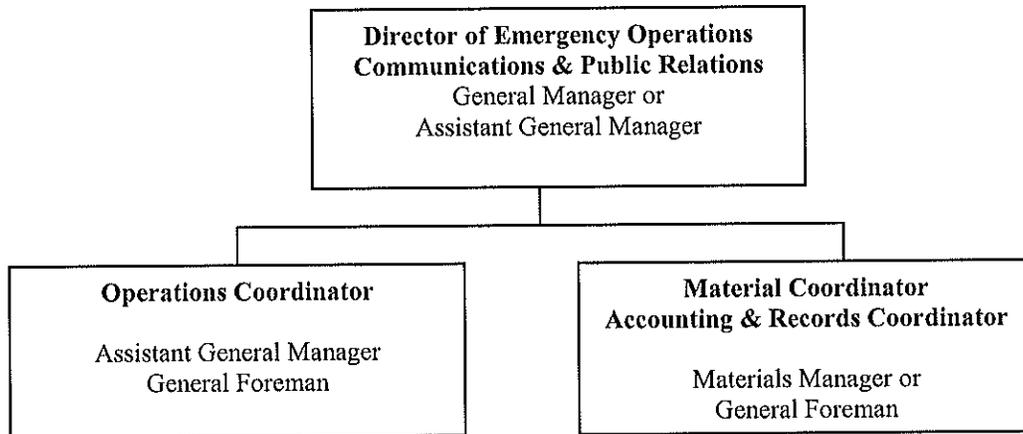
Manager of Transportation:

Senior Maintenance Mechanic

III. PREPARATION

A. Organization

The following organizational chart, together with carefully defined responsibilities is set forth to help with the many decisions at the time of an emergency.



B. Duties of Preparation

1. Director of Emergency Operations
 - a. Review the "Duties of Preparation" and responsibilities with each coordinator periodically.
 - b. Assign certain responsibilities to key people.
 - c. Designate their alternatives.
 - d. Supply Emergency Plan to key people and review.

III.B. Continued

- e. Attend meetings and seminars to enhance emergency methods and coordination with other utilities and other emergency agencies.
- f. Coordinate plans with civil preparedness and other government agencies concerned with emergency planning.
- g. Select and train an alternate for performing these duties in his absence.
- h. Review the performance of the staff after an emergency.

2. Communications & Public Relations Coordinator

- a. Establish and maintain adequate means of communication with fire and police officials and other public officials.
- b. Keep Section VI of the Emergency List up-to-date with names, addresses, and telephone numbers for:
 - NPU Phone List
 - DPUC Phone List
 - City of Norwich Phone List
 - Spectra Energy Phone List
 - Distrigas Phone List
 - Newspapers / Radio Stations
- c. Establish an educational/publicity program to enable the public to recognize and report a gas emergency to the proper officials. Techniques include odor “folder” issues, newsletters, and radio or television spots concerning detection of gas. The primary language used is English, alternate print languages will be used as needed based on City demographics.
- d. Train the person who is to be responsible for these duties in his/her absence.

3. Operations Coordinator

- a. Maintain an up-to-date list of the location of all emergency valves, regulators, relief valves, emergency gas supply sources, and other equipment. Direct all personnel to fuel and leave emergency vehicles at the end of each workday so they are prepared for immediate use.

III.B.3 Continued

- b. Periodically check the operation of all emergency distribution valves, regulators, relief valves, and emergency equipment.
 - c. Periodically review distribution system changes to determine if the area affected by emergency distribution valves, regulators, or reliefs have been changed.
 - d. Prepare a load curtailment list consisting of the name of the company, address, telephone number, contact person, and approximate load. Order these entries in ascending order by criticality of load. See Appendix C.
 - e. Train the person who is to perform these duties in his absence.
4. Material and Records & Accounting Coordinator
- a. Maintain an up-to-date list and inventory (with locations) of all emergency supplies and equipment required for all emergency plans, including:
 - Emergency repair parts and street materials
 - Lights, pumps, and generators
 - First aid supplies
 - A supply of tags for service turn-off/on
 - Fire extinguishers
 - Combustible gas indicator
 - b. Have arrangements with local suppliers to provide emergency tools and materials.
 - c. Develop an accounting system to include all expenses for labor, supplies, and equipment used during an emergency.
 - d. Maintain system for automatic reordering of material. Work with Field Services and Gas General Foreman to insure reorder points and quantities are accurate.
 - e. Train the person selected to perform these duties in his/her absence.

III.C. Continued

C. System Preparation

1. The Norwich Gas Distribution System is sectionalized. The main line valves and their locations are located in the GIS system so that isolation of specific sections of the gas distribution system can be accomplished. The Operations Coordinator is responsible for the operation of the system. Appendix B contains a list of Emergency valves.

IV. RESPONSIBILITIES DURING EMERGENCIES

The following are the duties at the time of an emergency.

It is of utmost importance that the first employee on the site of an emergency condition notifies his supervisor immediately. The supervisor, in turn, will communicate with the Director of Emergency Operations. The Director will take charge, and issue orders in accordance with the following:

A. Director of Emergency Operations

1. Take complete charge of the operation. No responsibilities can be delegated to others without his authorization.
2. Verify the existence of an emergency and check for false alarms.
3. Declare an Emergency.
4. Classify the emergency type per Section I, subsection B, and its scope: Number of customers affected; Area affected; Probable duration of the emergency.
5. Set up headquarters and a communications center for the emergency.
6. Implement the expeditious and safe repair of the failure.
7. Review and release all news reports to the radio, television, and newspaper agencies.
8. Order the Telephonic Notice to the Connecticut Department of Public Utility Control (DPUC) and the federal Department of Transportation (Washington) as necessary (see Appendix D).
9. Order written notifications as necessary to the DPUC and federal DOT (see Appendix D).

IV.A. Continued

10. Coordinate activities with civil defense and other government agencies concerned with emergencies of the type.
11. Approve requests for outside assistance.
12. Determine if load curtailment is necessary and order its implementation (see Appendix C).
13. Supervise the work assignment of personnel from mutual assistance agreement companies (see Appendix J).

B. Communications & Public Relations Coordinator

1. Communicate all directives from the Director of Emergency Operations to all news and public agencies.
2. Maintain a complete running log of events during the emergency.
3. Write all news releases for review and release by the Director of Emergency Operations.
4. News releases should be issued:
 - a. At the beginning of the emergency to alert the public in the affected area. This report should be short and specific, stating only the known facts.
 - b. Interim progress reports for public relations purposes. These reports should be more descriptive but devoid of any speculations.
 - c. Final report. This should emphasize the positive aspects of the incident exclusively, i.e., quick, efficient response of the crews, the quality of repairs, etc.

C. Operations Coordinator

1. Implement all directives of the Director of Emergency Operations.
2. Periodically report progress and changes in events to the Director.
3. Make recommendations for the Director's consideration.
4. Request personnel (from the Control Room Operator) and materials (through Material Coordinator), as needed to meet the emergency. This includes medical and first aid services.

IV.C. Continued

5. Assume responsibility for activities of all operating personnel, including:
 - a. Construction and maintenance personnel.
 - b. Field Service Personnel
 - c. Personnel from other cooperating companies, departments, or agencies.
6. Begin the investigation of the failure (per D.O.T. 192.617) as soon after the end of the emergency as possible.

D. Material and Records & Accounting Coordinator

1. Secure all emergency supplies and equipment required during an emergency.
2. Maintain a complete written account of all expenses, time, personnel, supplies, and equipment used during the emergency (General Foreman).
3. Secure any required Security personnel as requested by the Director of Emergency Operations.

E. Field Service Technician

Each Field Service Technician will carry an EMERGENCY KIT in his vehicle. This kit will include a combination CURB VALVE and LINE OR GATE VALVE KEY. A Combustible Gas Indicator or FI unit shall be included amongst other items.

1. General Duties
 - a. Being dispatched to the scene by the Director of Emergency Operation, the Field Service Technician will report back to his supervisor. He will include other information concerning the exact location, the extent of the emergency, the number and size of the dwellings, damage, etc.

IV.E.1. Continued

- b. The technician will evaluate the extent of the leak, and consider the possibility of multiple leaks by checking for leak migration and by checking nearby structures and buildings.
 - c. Immediately after investigation, classify the leak.
 - d. Assign a priority level for repairing the leak and request assistance as needed.
 - e. Locate the curb cock and / or meter valves using the GIS system or service information provided by the control room.
 - f. The technician will call the Director of Emergency Operation at periodic intervals for further information and instructions until supervision arrive at the scene. If possible, another employee will be made available for radio communication duties.
 - g. For major leaks that require a distribution crew to repair, the technician shall continually patrol the area with an CGI inside and CGI or FI sensor outside until the leak is under control, and all of the nearby buildings and structures are free from gas.
2. Duties at Fires
- a. NOTIFY THE FIRE INCIDENT COMMANDER! Ask any firefighter at the scene who is the Incident Commander. If the Incident Commander is not available, report to another fire officer. Identify yourself as from the Gas Company and ask to be of service.
 - b. If so requested, immediately shut off gas at the curb cock or meter valve. If it is not possible to shut off the outside curb cock or meter valve, notify the Incident Commander. DO NOT ENTER THE BUILDING WITHOUT PERMISSION OF THE INCIDENT COMMANDER, AND ONLY THEN IF ACCOMPANIED BY A FIREFIGHTER.
 - c. After gas is shut off, report to the Incident Commander and inform him that the gas is shut off and you are available for further instructions.
 - h. Call the Director of Emergency Operations and the control room and notify them of the steps taken.

IV.E.2. Continued

- i. If gas CANNOT be shut off at the curb cock or meter valve, or has not been shut off inside the building, notify the Incident Commander. If he requests that gas be cut off, notify the Director of Emergency Operations to notify the General Foreman, who will determine if a crew should be dispatched.

3. Duties at Emergencies other than Fire

- a. Take all safety precautions such as ventilation, shut off gas, spark-proof tools, etc., to eliminate the hazard.
- b. If underground facilities are involved, check the buildings in the immediate vicinity to make sure they are not affected.
- c. Advise the Director of Emergency Operations of the exact nature of the emergency, and what steps you plan to take or have taken. Request instructions or assistance as necessary.
- d. Obtain all information available and wait for instructions. Do not leave the site until released by the Director of Emergency Operations, or cleared by the Control Room

F. Communications Office at S. Golden Street

1. The Control Room Operator center is designated the Center of Communications. Upon receipt of notice of an emergency, the Director of Emergency Operations will notify all appropriate supervisors, and will maintain communications with the personnel on site until ordered to do otherwise.
2. The Control Room will relay all orders and will call in and dispatch personnel as directed.
3. Upon notification of an emergency, the Dispatcher will call the following in order:
 - a. Assistant General Manager
 - b. General Manager
 - c. General Foreman
 - d. Materials Manager

IV. Continued

G. Distribution Department

1. The Assistant General Manager, or in his absence the General Foreman, shall be responsible for directing the activities of the Distribution department, coordinating the field activities with other departments, and keeping the Operations Coordinator informed (if it's someone other than himself).
2. The Assistant General Manager may designate a foreman to be the immediate field officer in charge of operations designated the "Field Operations Chief."
3. The "Field Operations Chief" shall direct all gas department activities locally, e.g. turn off/on of services or valve operations etc. He shall also coordinate his activities with Gas Supply and the Operations Coordinator.
4. The Distribution department activities shall be to take those steps necessary to repair the failure and return service to normal operation. Specific steps will vary depending on the circumstances, but generally they will include:
 - a. Stop and control the escape of gas by closing valves feeding district regulators in the affected areas, or cutting and/or bagging (stopping off) low pressure mains.
 - b. Confine the outage area or the area of low pressure to as small an area as possible.
 - c. Obtain additional gas supply to the distribution system to the fullest extent possible as required, coordinating with the supplier if necessary.
 - d. Reduce the load as needed in the affected area if possible, to maintain adequate pressure.
 - e. Turn off individual customers in the outage area and then restore services in any section of the area possible (see Appendix F.)
 - f. Repair the damaged facility.
 - g. Restore service to the remaining sections, giving priority utilizing the GIS critical customer list database.

IV.G. Continued

5. Extreme care and judgment must be used in directing the action and the SEQUENCE of the action to be taken in the event of a major failure of the distribution system.
6. If at all possible, do not obstruct the feed of principal high pressure mains through the affected area to unaffected areas beyond. Individual laterals to regulators in the affected area may be shut.
7. In the event of a break in the major feed line, the lateral lines and the main valve on the side opposite from the direction of the principal feed should be closed first. The main valve on the side of the direction of the principal feed can then be closed. (If the valve on the direction of the principal feed is closed first, the weaker feeds will feed gas into the break, which may cause outages over a wide territory.)
8. In the event the escaping gas is burning, the fire should be kept under control and left burning until a positive shut-off can be made on the principal feed line. If the fire is extinguished before the gas supply line has been closed, it may be re-ignited with a resulting hazardous condition.
9. Care must be taken with broken or cut lines, to seal off the ends in order to prevent air from entering the openings and forming an explosive mixture. If air DOES enter the line, it should be purged in accordance with Standard Operating Procedures before restoring service (see Appendix F).

H. Stores Department

1. Under the direction of the Material Manager (who will be the Material Coordinator) the Stores Department shall:
 - a. Keep in touch with the Operations and Communications Coordinators and the Field Operations Chief, and be able to supply the anticipated materials and tools needed in the field.
 - b. Secure materials, tools and equipment as required. Issue them and assist in truck loading the same.
 - c. Receive and recover material and equipment returned from the field.

IV.H. Continued

- d. Assist the Transportation Department in the securing of additional vehicles and mobile equipment on a rental or loan basis.
- e. Provide material, equipment, and lodging for people assigned from other utilities when they have been forwarded for emergency assistance.

I. Transportation Department

1. Under the Manager of Transportation, this department shall provide special services such as:
 - a. Service motor vehicles and construction power equipment as required for fieldwork.
 - b. Obtain (loan or rental) additional vehicles as required (Stores Dept. will assist).
 - c. Provide vehicle maintenance personnel for fieldwork as the field supervisor requests.
 - d. Supply transportation services as required. Meter readers and collectors may be used as well.

V. FIELD PROCEDURES

A. Guidelines for Action

1. In an emergency, a number of factors, which vary in importance in each situation, must be considered when determining the appropriate action. Included in these factors are:
 - Public Safety (ALWAYS FOREMOST)
 - Employee Safety
 - Potential Property Damage
 - Inconvenience to Customers
 - Public Relations
 - Availability of Material and Equipment
 - Time Available
 - Timing of the Actions Necessary

V.A.1. Continued

In making this determination, weigh all factors and take the action that is most appropriate under the circumstances. A diary of these decisions and reasons is advisable.

2. The safety of personnel is of major concern. It is a policy of the Department to perform all work even under emergency conditions, with as near maximum regard for the safety of all concerned as the nature of the work reasonably permits.
3. Department employees are at times necessarily more exposed to danger than people in certain other occupations. Therefore it is particularly important that risks above and beyond those reasonably necessary should not be taken except when justified by imminent danger to customers or the public. Where the public is in imminent danger of death or serious injury, this may call for and justify the acceptance of risk, which would not otherwise be considered.

B. Procedures by Class of Emergency

Once the emergency classification has been declared, actions will be as follows:

1. Loss of Pressure

a. Abrupt Pressure Loss.

Isolate the affected area by turning off the appropriate emergency distribution valves. Shut down procedures should be followed concerning all customers of the area per Appendix F. After the malfunction is repaired, the procedure for restoring service shall be followed per Appendix F.

b. Pressure Loss Warning.

Determine the reduction in load required to maintain minimum pressures in the system, if possible, and notify industrial and large commercial customers to curtail use of gas until further notice. See Appendix C for curtailment priorities.

V.B Continued

2. Overpressure

- a. The malfunctioning regulator will be identified and shut down. Distribution pressure will be maintained by adjustment of pressures of surrounding regulators, or by-pass as decided.
- b. Determine if gas burners or pilots have been extinguished by the overpressure. If so, either turn off the individual curb or meter valves, if few in number, or isolate the affected section as decided by the Operations Coordinator.
- c. Conduct a leak survey of the affected area immediately after normal service has been restored.

3. Large Leaks

- a. Immediately notify the supervisor and the Fire Department.
- b. After the emergency is declared, check all buildings and structures in the immediate area for gas, and evacuate all occupants as required.
- c. Take appropriate procedures to protect the people involved and their property.
- d. Continue to monitor the buildings and structures in the immediate area for gas, until the leak is located and the escape of gas is stopped.
- e. Stop the flow of gas to the leak by:
 - Turning off curb valves and/or meter valves.
 - Turning off main valves supplying the affected area.
 - Dispatching distribution crew to excavate and stop the flow of gas and or repair the leak.

4. Explosion

- a. After the emergency is declared, check all buildings and structures in the immediate area for gas, and evacuate all occupants as required.
- b. Take appropriate procedures to protect the people involved and their property.

V.B.4. Continued

- c. Continue to monitor the buildings and structures in the immediate area for gas, until the leak is located and the escape of gas is stopped.

5. Natural Disaster

- a. Cooperate with the government authorities involved in the control of the disaster. Establish a Control Center, and appoint a person to be in contact with local and/or state officials for the duration.

6. Civil Disorder

- a. After the emergency has been declared, hire or appoint security guards to protect vulnerable valves, regulators, and other facilities. Evaluate the need to isolate any parts of the city where rioting and fires may be set.

VI. TELEPHONE CALL LIST

Telephone numbers for the following are provided:

- A. NPU Critical Personnel
- B. DPUC Phone List
- C. City of Norwich Phone List
- D. Spectra Energy Phone List
- E. Distrigas Phone List
- F. Local Media

NPU Critical Personnel Phone List

Organization Title		Department Title	Employee Name
Director of Emergency Operations,		General Manager	John Bilda
	<i>Alternate</i>	<i>Assistant General Manager</i>	<i>Chris LaRose</i>
	<i>Alternate</i>	Division Manager	Steve Sinko
Operations Coordinator		General Foreman	William Dewey
	<i>Alternate</i>	<i>General Foreman</i>	<i>Ed Shea</i>
Materials Coordinator		Materials Manager	Tammy Peterson
	<i>Alternate</i>	<i>Division Manager</i>	<i>Kerri Kemp</i>
	<i>Alternate</i>	<i>Storekeeper</i>	<i>Arthur Dean</i>
Records & Accounting Coordinator		General Foreman	William Dewey
	<i>Alternate</i>	<i>F.S. General Foreman</i>	<i>Ed Shea</i>
Public Relations Coordinator		General Manager	John Bilda
	<i>Alternate</i>	<i>Communications & Community Outreach Manager</i>	<i>Mike Hughes</i>
Manager of Transportation		Senior Maintenance Mechanic	Tom Gaudreau



STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC UTILITY CONTROL

Gas Pipeline Safety Unit Emergency Notification List

Home and Cell Phone Numbers are
Personal and Confidential

**Numbers not to be given out except to authorized
company personnel**

In case of an emergency, please notify the following, in the order listed until contact has been made. Please contact office or home number first, depending on hour of day, then attempt notification by cell-phone number.

<i>Person:</i>	<i>Office:</i>	<i>Home:</i>	<i>Cell:</i>	<i>Email Address</i>
Karl Baker	860-827-2661	860-432-8188	860-463-5047	karl.baker@po.state.ct.us
Bruce Benson	860-827-2641	860-626-2703	860-729-9571	bruce.benson@po.state.ct.us
Daniel Nivison	860-827-2780	860-378-0056	860-729-9934	daniel.nivison@po.state.ct.us
Edward Fabrycki Jr.	860-827-2877	860-426-0011	860-331-1618	edward.fabrycki@po.state.ct.us
John DePaolo	860-827-2604	860-347-7365	860-770-2653	john.depaolo@po.state.ct.us

Thank you for your cooperation.

Very truly yours,

Gas Pipeline Safety Unit

Karl H. Baker

Home and Cell Numbers are Personal and Confidential

Revised: 9/7/2011

Ten Franklin Square • New Britain, Connecticut 06051 • Phone: 860-827-1553 • Fax: 860-827-2613
Email: dpuc.executive@po.state.ct.us • Internet: www.state.ct.us/dpuc

Affirmative Action/Equal Opportunity Employer

City of Norwich Phone List
 Norwich
 16 South Golden Street
 Norwich, CT 06360

Area Phone Number: 860-887-2555
 Emergency Phone Number: 860-823-4158

Customer Service Phone Number: 860-887-2555
 Customer Gas Leak Phone Number: 860-887-7207

Last	Title	First	MI	Title	Personal	Cellular	Beeper	Pin Number	Home	Fax
Bilda email: johnbild@npumail.com	Mr. John			General Manager	860-823-4192	860-608-5986			860-892-4962	860-823-4540
Brining email: jeffbrining@npumail.com	Mr. Jeffrey			Energy Efficiency Program Director	860-823-4522	860-213-3120			860-873-9081	860-823-4172
Dewey email: jeffdewey@npumail.com	Mr. Jeff			Utility Engineer	860-823-4516	860-204-2415			860-204-2415	860-823-4172
Dewey email: billdewey@npumail.com	Mr. Bill			Gas Water Sewer General Foreman	860-823-4150	860-213-1245			860-822-6506	860-823-4145
Gaudreau email: tomgaudreau@npumail.com	Mr. Tom			Senior Maintenance Mechanic	860-823-4139	860-608-0759			860-564-5338	860-823-4511
Hughes email: mikehughes@npumail.com	Mr. Mike			Communications & Community Outreach Manager	860-823-4125	860-949-2947			815-222-8020	860-823-4172
Kukich email: milanukukich@npumail.com	Mr. Milan			Maintenance Mechanic, Gas Operations	860-823-4551	860-917-5834			860-917-5834	860-823-4561
Kvasnik email: jeremiahkvasnik@npumail.com	Mr. Jeremiah			Utility Engineer	860-823-4154	860-213-3121			860-822-6212	860-823-4172
LaRose email: chrislarose@npumail.com	Mr. Christopher			Assistant General Manager	860-823-4173	860-213-2046			860-823-1368	860-823-4172
Lopes email: chrislopes@npumail.com	Ms. Christine			Utility Records & Inspections Supervisor	860-823-4520	860-213-2074			860-536-5927	860-823-4172

Petersen email: tammy.peterson@npumail.com	Ms. Tammy	Material Manager	860-823-4503	860-710-8108	860-859-3133	860-823-4179
Poore email: davidpoore@npumail.com	Mr. David	GIS Supervisor	860-823-4195	860-213-0726	860-887-3836	860-823-4172
Shea email: edshea@npumail.com	Mr. Edward	Field Services General Foreman	860-823-4505	860-213-0118	860-887-8592	860-823-4145
Sinko email: stevesinko@npumail.com	Mr. Stephen	Energy Supply Manager	860-823-4102	860-213-2047	860-887-3557	860-823-4172
Whitesell email: davewhitesell@npumail.com	Mr. David	Maintenance Mechanic, Gas Operations	860-823-4141	860-367-2849	860-889-6900	860-823-4561

Spectra Energy Phone List

Emergency Number

1-800-726-8383

DISTRIGAS PHONE LIST

Emergency Number

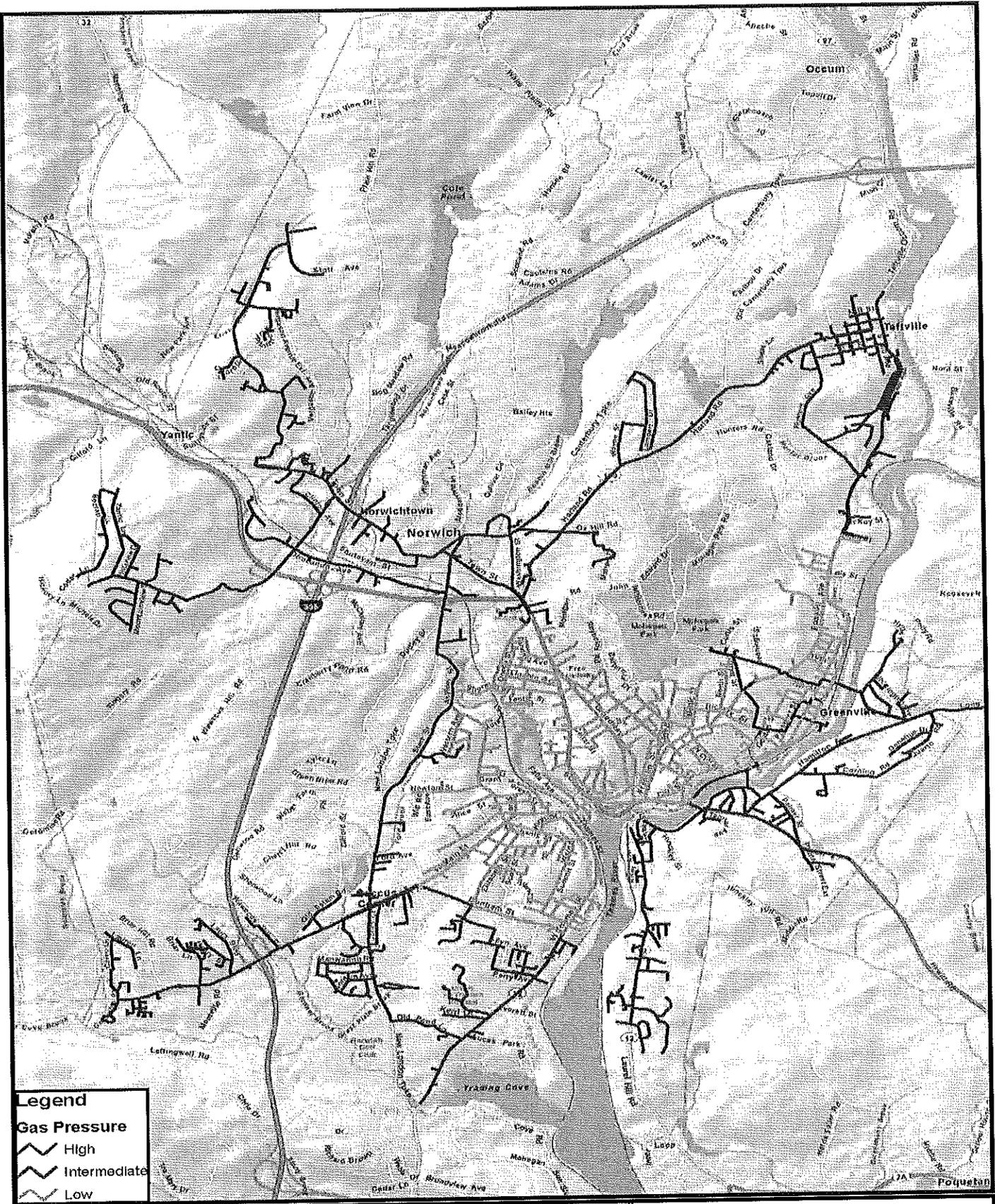
617-381-854

Media Phone List

Norwich Bulletin 860-425-4200 - News Room
news@norwichbulletin.com

New London Day 860-440-1000 - News Room
860-442-5599 - FAX
cityeditor@theday.com
policereporter@theday.com

WICH 860-887-3511
news@wich.com



Legend

Gas Pressure

- High
- Intermediate
- Low

Prepared By
 Norwich Public Utilities
 16 South Golden Street
 Norwich CT, 06350



Norwich Public Utilities

Drawn By: DOP
 DATE: June, 2011



COORDINATES BASED ON
 G.T.S.P.C.S, N.A.D -1983
 Not to Scale

Gas Distribution

APPENDIX B: EMERGENCY VALVES

The following is a list of emergencies that may require shut down of certain valves in the distribution system:

- 1) Loss of pressure
- 2) Overpressure
- 3) Large leaks
- 4) Explosion
- 5) Natural disaster
- 6) Civil disorder

In the event of an emergency, such as the above, the safety of NPU personnel and the public is of major concern. Closing certain valves may eliminate the danger of death, serious injury, or loss of property.

In order to avoid mishaps from occurring, the General Manager, Operations Manager, , or the General Foreman must be notified when valves are to be closed or operated.

The emergency valves are to be maintained; for example, valve boxes require cleaning and need to be greased and operated at intervals not exceeding 15 months. This work is performed by the distribution and gas production crew.

Carry out the following for each valve.

- a. Check that the location is correctly recorded and that the valve box is readily accessible.
- b. Test that the valve key can be installed in the valve stem.
- c. Check that the valve is operative by partially closing the valve (about 1/16th turn for valves without gears; and the equivalent rotation of the plug for geared valves).
- d. Lubricate the valve (if applicable).
- e. Check for gas leakage.

Important: Do not open closed valves until approval is obtained from the general manager, operations manager, or the gas general foreman.

Check all service valves to public buildings at the time the leak survey of public buildings is carried out. Check all other valves in services larger than 2" diameter to insure that:

- a. The valve box is readily accessible in an emergency
- b. The valve key can be installed in the valve stem.
- c. All necessary repairs or replacements are carried-out to rectify any unsatisfactory condition found in this inspection.

APPENDIX C: CURTAILMENT PROCEDURES:

GAS DISTRIBUTION CURTAILMENT BASED ON RESERVE SUPPLY OF SUPPLEMENTAL SUPPLIES

Stage 1 Curtailment

1. Make public request via radio and newspaper for conservation of natural gas by the following means:
 - a) Reduce the setting of thermostats to 63° or less and close off all unused rooms.
 - b) Turn off all gas hot water heaters, or minimize hot water use.
 - c) Plan your cooking to use as little gas as possible. i.e.; stove top rather than oven use, no baking, etc).
 - d) If you use gas for commercial or industrial purposes; reduce gas consumption to a minimum.

Stage 2 Curtailment

1. Make public request via radio and phone follow up, for all public buildings heated by gas, to lower thermostats to 60° and shorten business day or close. Call dual fuels users to switch to alternate fuel.
 - a) NPU office buildings
 - b) All municipal office buildings
 - c) All Board of Education & NFA buildings
2. By Phone: Make personal request for all key customers to reduced use and have and heater thermostats lowered to 60°.

Stage 3 Curtailment:

1. By radio notify: All business and public buildings: turn heat to lowest level and close
2. By phone: Make personal request for all process gas to be turned off and only plant protection heaters left on for heat.
3. Make preparations to valve off sections of the distribution system.

APPENDIX C: CURTAILMENT PROCEDURES cont'd.

CURTAILMENT

1. PRIORITIES: Customer groups are listed in order of curtailment priority. Lowest priority shall be industrial interruptible, highest shall be essential services (i.e., hospitals). The lowest priority customer group shall be curtailed first. Complete shutdown of all customers in a priority group before beginning curtailment of customers in the next group.
 - a. Norwich Public Utilities office buildings
 - b. All municipal office buildings
 - c. Churches, library, and downtown office buildings
 - d. All shopping centers and downtown stores
 - e. Industrial process gas use and commercial customers
 - f. Residential customers

APPENDIX D: NOTIFICATION TO AGENCIES

2.0 OPERATING PROCEDURES

2.1 NOTIFICATION TO AUTHORITIES

Notification is required for leaks as described below.

2.1.1 REPORTS TO THE D.O.T. AND THE CONNECTICUT D.P.U.C.A.

The following notices are required by Regulation 192.

2.1.1.1 TELEPHONIC NOTICE OF CERTAIN LEAKS

As soon as practical after discover, report by telephone to the D.O.T. (800-424-8802) and the D.P.U.C. (1-860-827-2604 or 827-1553) information concerning any release of gas from a pipeline, or LNG facility that:

- a. Caused a death or personal injury requiring in-patient hospitalization.
- b. Caused estimated damage to property of the operator or to other, or both, of a total of \$50,000 or more.
- c. Required the emergency shut-down of an LNG plant.
- d. In the judgment of the Operations Manager, was significant enough, although it did not meet the limits of a-d above.

2.1.1.1.A REPORTING SAFETY-RELATED CONDITIONS (Per 192.23) (Unsafe Conditions)

- (1) In the case of a pipeline (other than an LNG facility) that operates at a hoop stress of 20 percent or more of its specified minimum yield strength, general corrosion that has reduced the wall thickness to less than that required for the MAOP, and localized corrosion pitting to a degree where leakage might result.
- (2) Unintended movement or abnormal loading by environmental causes, such as earthquake, landslide, or flood, that impairs the serviceability of a pipeline or the structural integrity or reliability of an LNG facility that contains, controls, or processes gas or LNG.
- (3) Any crack or other material defect that impairs the structural integrity or reliability of an LNG facility that contains, controls, or processes gas or LNG.
- (4) Any material defect or physical damage that impairs the serviceability of a pipeline that operates at a hoop stress of 20 percent or more of its specified minimum yield strength.
- (5) Any malfunction or operating error that causes the pressure of a pipeline or LNG facility that contains or processes gas or LNG to rise above its MAOP (or working pressure for LNG facilities) plus the build-up allowed for operation of pressure limiting or control devices.
- (6) A leak in a pipeline or LNG facility that contains or processes gas or LNG that constitutes an emergency.

APPENDIX D: NOTIFICATION TO AGENCIES (Cont'd)

- (7) Inner tank leakage, ineffective insulation, or frost heave that impairs the structural integrity of an LNG storage tank.
- (8) Any safety-related condition that could lead to an imminent hazard and causes, for purposes other than abandonment, a 20 percent or more reduction in operating pressure or shutdown of operation of a pipeline or an LNG facility that contains or processes gas or LNG.

2.1.1.1.B FILING SAFETY-RELATED CONDITION REPORTS (PER 191.25)

- (a) Each report of a safety related condition under 191.23 must be filed (received by the Associate Administrator OPS) in writing within 5 working days (not including Saturday, Sunday, or Federal holidays) after the day a representative of the operator first determines that the condition exists, but not later than 10 working days after the day a representative of the operator discovers the condition. Separate conditions may be described in a single report if they are closely related. Reports may be transmitted by facsimile at (202) 366-7128.
- (b) The report must be headed "Safety-Related Condition Report" and provide the following information:
 - (1) Name and principal address of operator.
 - (2) Date of report
 - (3) Name, job title, and business telephone number of person submitting the report.
 - (4) Name, job title, and business telephone number of person who determined that the condition exists.
 - (5) Date condition was discovered and date condition was first determined to exist.
 - (6) Location of condition, with reference to nearest street address, offshore platform, survey station number, milepost, landmark, or name of pipeline, as appropriate.
 - (7) Description of the condition, including circumstances leading to its discovery and any significant effects of the condition on safety.
 - (8) The corrective action taken (including reduction of pressure or shutdown) before the report is submitted and the planned follow-up future correction action, including the anticipated schedule for starting and concluding such action.
 - (9) All reports will be turned in to the General Foreman or Operations Manager then routed to the operations manager within 24 hours of the time the unsafe condition is discovered.
 - (10) Manager will mail reports to:
State of Connecticut

Department of Public Utility Control
10 Franklin Square
New Britain, Connecticut 06051

APPENDIX D: NOTIFICATION TO AGENCIES (Cont'd)

2.1.1.2 INCIDENT INFORMATION TO BE REPORTED

- a. Names of the Operator and person making the report as well as their telephone number.
- b. The LOCATION of the incident.
- c. The TIME of the incident.
- d. The NUMBER of FATALITIES and personal INJURIES.
- e. All other significant facts that are known to the operator and relevant to the cause of the incident or the extent of the damages.

If reporting an unscheduled service interruption, include the following:

- f. The approximate number of customers involved in a single incident.
- g. The geographic area affected; i.e. county, township, subdivision.
- h. The reason for the interruption.
- i. The projected time for service restoration.

2.1.1.3 RECORD OF THE REPORT

A record should be made of the telephone contact.

Include:

- a. Date and time call was made.
- b. Name of person to whom the call was made.
- c. Summary or substance of the call.

2.1.1.4 TIPS TO IMPROVE CALL PROCEDURES

- a. Report as early as possible, even if the report is sketchy and limited. The authorities need to know the occurrence more urgently than the details. If necessary call back later with changed or new information.
- b. Report accurately, the facts only. No assumptions, no drawn conclusions.
- c. Use 24 hour clock (military time). (avoids errors).
- d. Only the responsible person should make this contact.

2.1.1.5 WRITTEN REPORTS

- a. Prepare a report on FORM DOT.RSPA F7100.1 in each case of an incident. An incident as defined in 2.1.1.1 as soon as practicable but not more than 30 days after detection of an incident required as defined by 2.1.1.1.
- b. When additional relevant information is obtained after the report is submitted under paragraph (a) of this section, a supplementary report shall be sent with a clear reference by date and subject to the original report.
- c. The incident report need not be submitted with respect to master meter systems or LNG facilities

APPENDIX E: SAMPLE NEWS RELEASES

1. Cold Weather Gas Shortage:

“The following is an emergency announcement from the Norwich Public Utilities. The continued cold wave is resulting in abnormally high consumption of gas, even though the large industrial customers have been shut off. All commercial and residential users of gas are urged to reduce the amount of gas used by turning down your thermostats as much as possible, until the emergency passes.

We repeat, please use as little gas as possible until the emergency is over. You will be advised by radio of any changes.”

2. Interruption Due to Excessive Use or a Line Break:

“The following is an emergency announcement from the Norwich Public Utilities. Please listen carefully.

There has been an interruption in natural gas service in the _____ section of the city of Norwich, due to:

- High gas consumption during the extreme weather;
- Or
- A break in one of the pipelines bringing gas into town.

Customers in the _____ section of the city of Norwich are urgently requested to **TURN OFF YOUR GAS APPLIANCES** and make no attempt to use them again until a serviceman from the Gas Division arrives to restore your gas service.

If you smell gas, **DO NOT STRIKE A MATCH**, or turn on any electric appliances. Leave the house immediately and call NPU from a neighbor’s house. **DO NOT OPEN WINDOWS OR DOORS TO VENT THE HOUSE.**

Every effort is being made to restore gas service as quickly as possible. You will be advised by radio immediately once the emergency is over.”

APPENDIX F: SHUTOFF AND RELIGHT PROCEDURES

Sections 2.7.1 – 2.8.9 of the OPERATING & MAINTENANCE Procedures are attached for reference.

2.7.1 MOMENTARY PRESSURE CHANGES

If the gas pressure should increase or decrease abruptly, without a complete interruption of supply, check all houses in the immediate area for pilot outage. If the main is a dead-end check all houses at end of main first.

2.7.2 COMPLETE INTERRUPTION OF GAS SUPPLY

2.7.2.1 GENERAL

1. Whenever the gas supply is completely interrupted it is necessary to shut off the meters, or curb valves, supplying EACH customer in the affected area BEFORE the gas piping system is re-pressurized. If necessary cut off the service(s) and install a curb valve(s) to houses where entrance cannot be made.
2. Fill in a GAS "TROUBLE" Order for each customer in the affected area, indicating the shut-off and turn-on times and all work performed on the premises.

2.7.2.2 TURN OFF PROCEDURES: PLANNED INTERRUPTION

1. If it is necessary to de-pressurize the piping system on a planned basis, attempt to notify each customer in the affected area at least one day before the work is to be performed.
2. If the customer will be out during the shut off period, be sure the curb valve is available and operating. Turn off at the curb valve and leave a "No-one Home", tag on the outside door.
3. If the customer is at home, enter the premises, and explain the reason for the visit. Turn off gas valves to all appliances as well as all pilot valves.
4. Make sure the meter being shut off is in fact the one scheduled for shut off, and that the meter is clearly marked.
5. Check for leakage by performing a "Meter Registration Test" and a "House Piping Tightness Test". If no leak is indicated, lock out and install appropriate TAG. If the meter cannot be locked out, then disconnect it and cap or plug the outlet of the meter.

APPENDIX F: SHUTOFF AND RELIGHT PROCEDURES (Cont'd)

6. Use Gas Leak Detector to check that the shut off valves do not leak. If leakage is found, repair, or remove meter and cap or plug the header outlet.
7. Describe all work and tests performed in the WORK REPORT.
8. When the shut-off is a temporary condition, arrange the work to minimize the shut down period. Follow the turn on procedure of 2.8.

2.7.2.3 UNPLANNED INTERRUPTIONS

1. If the gas supply is unexpectedly interrupted.
 - a. Completely de-pressurize the gas piping system in the affected area.
 - b. Check every building in the affected area to verify the existence of all gas customers.
 - c. Shut off the meter or curb box to each customer in the affected area. Complete order (Form) for each customer.
 - d. Where locked out, leave "No-one Home" tag on customer's door.
 - e. Repair the damages.
 - f. Re-pressurize the mains.
 - g. Follow the turn on procedure of section 2.8, for each customer.

2.7.2.4. CUSTOMER METER LOCATION

1. Minimum Clearance:
Each gas meter installed after July 1, 1989 shall have at least three foot clearance for minimum clearance between meter and source of ignition.
2. Training:
Training shall be provided to all employees who visit customer premises on a regular basis i.e. (meter readers, meter installers, service personnel, electrical inspectors, etc.). This training will provide direction regarding visual inspection of gas facilities for potentially hazardous conditions and compliance with department standards, and a reporting procedure to report such conditions in an expeditious manner.
3. Reporting Procedures:
All suspected noncompliance gas meter installation shall be reported immediately to the Field Services Foreman.
4. Remedial Measures:
 - a. Each report shall be investigated no later than 5 working days after report has been received.
 - b. Corrective action shall be taken within 10 working days after investigating report has been completed, not to exceed 15 working days from initial report.

APPENDIX F: SHUTOFF AND RELIGHT PROCEDURES (Cont'd)

2.8. TURN ON PROCEDURE

- 2.8.1. Determine the number of meters connected to the gas service.
- 2.8.2. Determine the number of buildings supplied by the service.
- 2.8.3. Before turning on the meter:
 1. Access each customer premises; explain the reason for the visit.
 2. Check that all burners and pilots are OFF, and turn off if not. Include any pilot valves that may be on the upstream side of the gas valve supplied by the meter.
 3. Determine that all other openings in the house are capped or plugged.
 4. Check that the appliances are properly installed. Visually inspect the venting systems for size and horizontal pitch, and that there is no blockage or leakage.
- 2.8.4. Conduct a "HOUSE PIPING TIGHTNESS TEST" as described:
 1. Be sure burner valves and pilot of all appliances are OFF.
 2. Check that the meter is not by-passed.
 3. Conduct a "REGISTRATION TEST OF THE METER"
 - a. Light a convenient burner or pilot to a low flame.
 - b. Watch the test hand of the meter for five minutes.
 - c. If motion is noticed, the meter is registering OK.
 - d. If no motion is observed, replace the meter.
 4. Turn off all burners and pilots, and mark the dial of the meter at the tip of the test hand by pasting the edge of a small piece of wetted paper directly over the centerline of the hand as soon as the gas is turned on.
 5. Watch this test hand with the house piping pressurized, and the meter valve turned off, for a 5 minute time interval: - if no movement is observed, the piping can be considered satisfactory. Any movement indicates a leak: - see below.
 6. If the capacity of the test hand is larger than 5 cu. ft. use a "U" gauge on a convenient appliance or outlet, to test the tightness of the house piping. Turn the meter first on, then off, and watch the trapped pressure in the "U" gauge for at least 2 minutes. If no movement (pressure drop) occurs, the piping can be considered tight.
 7. If a leak is indicated, all appliances or outlets supplied, shall be re-examined to see that they are shut off and do not leak. If they are found tight, there is a leak in the piping. Check all valves that were operated for leakage using a gas leak detector. If possible, repair the valve(s). If a leak remains, leave the gas supply shut off and RED TAGGED, and notify the supervisor.

APPENDIX F: SHUTOFF AND RELIGHT PROCEDURES (Cont'd)

- 2.8.5. If 2.8.4. indicates a tight system, purge out piping and appliances by turning on each. Purging is complete when the burners all burn with a normal stable flame. Do not purge lines in confined spaces, such as ovens, compartments, etc.
- 2.8.6. Relight automatic appliances in accordance with the instruction tag attached thereto. Visually determine that the main burner is burning properly; i.e. no floating, lifting or flashback. If any of these problems occur, or instructions are missing, or misunderstood, leave in off condition and RED TAG, and report to supervisor.
- 2.8.7. Show the customer, whenever necessary, how each RED TAGGED appliance operates, and impress on him that should any problem arise with the gas installation, to call the Field Services Department.
- 2.8.8. Describe on the WORK REPORT, all work and tests performed.
- 2.8.9. RESETTING GAS METERS
1. Shut off the gas valves and pilots per 2.7.2.2.
2. Reset the meter.
3. Turn on the system per 2.8.

APPENDIX G: IMMEDIATE AND CATASTROPHIC LOSS OF SUPPLY

In the event of an immediate and catastrophic loss of supply, the following steps are to be taken:

A. Loss of Supply

Immediately determine what areas are affected, and the necessary emergency valves that are required to shut off and isolate area of outage (See Appendix B for important valves).

B. Peak Shaving Facility

Immediately start the LNG facility located at the Industrial Park to maintain system supply

C. Curtailments

Curtail all nonessential industrial, commercial, and dual fuel customers, etc., that are located in the area of the outage (see Appendix C for curtailment priorities).

D. Customer Information

Review customer data and service records located at the gas office.

E. Hardship

Identify all public and private facilities that will have severe hardship to inhabitants, due to an interruption of gas supply (see Appendix G).

F. Alternate Fuel

Determine and notify customer of probable duration of outage and provide alternate fuel should outage cause severe hardship.

G. Loss of Gas Supply

See Appendix C: Curtailment Priorities

H. Communications

See Chapter 4, Section F: Communications Office at South Golden St.

ANALYSIS

NORWICH PUBLIC UTILITIES

JULY 13, 2006

CUSTOMER OUTAGE: IMMEDIATE AND CATASTROPHIC LOSS OF SUPPLY

DUKE E LATERAL:

IN THE EVENT THAT THE DUKE E LATERAL GAS SUPPLY WAS INTERRUPTED, THE RESULT WOULD BE THE POSSIBILITY OF LOSS OF GAS SUPPLY TO NORWICH'S ENTIRE GAS DISTRIBUTION SYSTEM, PENDING WHERE THE SUPPLY WAS INTERRUPTED ON THE E LATERAL. SUCH A LOSS WOULD EFFECT APPROXIMATELY 9,000 CUSTOMERS, PLUS/MINUS.

GATE STATIONS:

IN THE EVENT THAT THERE WAS AN INTERRUPTION OF GAS SUPPLY AT ANY ONE OF NORWICH'S FIVE GATE STATIONS, THE RESULT MAY BE THE LOSS OF LESS THAN 1,000 CUSTOMERS, IF ANY, PENDING WHICH GATE STATION IS INVOLVED.

DISTRICT REGULATOR STATIONS:

IN THE EVENT THAT THERE WAS AN INTERRUPTION OF GAS SUPPLY AT ANY ONE OF NORWICH'S DISTRICT REGULATOR STATIONS, THE RESULT MAY BE THE LOSS OF LESS THAN 1,000 CUSTOMERS, IF ANY, PENDING WHICH REGULATOR STATION IS INVOLVED.

DEAD END SYSTEMS:

IN THE EVENT THAT THERE WAS AN INTERRUPTION OF GAS SUPPLY AT ANY ONE OF NORWICH'S DEAD END SYSTEMS, THE RESULT MAY BE THE LOSS OF LESS THAN 1,000 CUSTOMERS, IF ANY, PENDING WHICH DEAD END SYSTEM IS INVOLVED.

SYSTEM VULNERABILITY OF 5,000 CUSTOMERS OR MORE:

WITH THE EXCEPTION OF A COMPLETE DUKE E LATERAL FAILURE, THERE ARE NO AREAS IN THE NORWICH'S DISTRIBUTION SYSTEM THAT COULD EXCEED 5,000 CUSTOMERS.

APPENDIX H

CONTROL ROOM PROCEDURES: EMERGENCIES, TROUBLE CALLS, CBYD

NPU RESPONSIBILITY: NPU is responsible for the gas line up to and including the meter (includes meter spuds and adapters). The remainder is the customer's responsibility.

NPU is not responsible for propane gas customers, however NPU will respond to propane gas emergencies if customer is unable to contact service personnel. Propane gas companies are listed in the yellow pages under "gas - liquefied petroleum – bottled and bulk". Ask the customer who they buy gas from, and see if they have emergency service before sending out the troubleman.

SAFETY: NPU will respond to any gas type emergency or safety related call, which includes but is not limited to the following:

- Odor of gas or gas leak
- Leaking rental water heaters (gas or electric)
- Leaking gas water heater or boiler
- Gas appliance will not shut off
- Unusual noise from a gas appliance
- Flooded gas appliance
- Faulty flue discharging into building
- Carbon monoxide detector alarming
- No gas pressure/excessive gas pressure

If there is any question regarding safety, call the gas serviceman. There is no charge for a safety related call.

Gas serviceman is to be dispatched to safety related calls prior to responding to any other calls. If more than one safety related call is received requiring immediate attention, contact the gas serviceman to see if additional help is needed.

MULTIPLE CALLS: Service calls should be dispatched according to priority, however a customer should not be put on hold indefinitely, and if a customer has to leave by a certain time, this should be taken into consideration. If calls are piling up, contact the serviceman to see if additional help is needed.

FLOODED BASEMENT AND/OR APPLIANCE: Most boilers and water heaters have a pilot safety, which will not allow main burner gas to come on if the pilot is out. If a customer calls concerning safety of a flooded gas appliance, inform them we will send the serviceman at no charge to shut off the appliance and make it safe. If the customer is worried about gas leaking out, tell them they can turn the gas control to off, or shut off the emergency switch. If the appliance has a separate gas shutoff valve, it will not hurt the appliance to shut off the valve even if there is still power to the appliance.

If the customer has had the basement pumped out and wants us to work on an appliance, there is a charge.

APPENDIX H: cont'd.

GAS EMERGENCIES

GAS ODORS:

1. All foreign odor complaints must be responded to immediately.
2. Record time call received, time dispatched, and time of arrival.
3. Record customer's name, address, and phone number. If it is a business, record the street address of the business and the name of the person calling.
4. If the customer wants to delay the serviceman for any reason, explain to the customer that you must dispatch a serviceman immediately for all foreign odor complaints.

NOTE: IF THE CUSTOMER IS REPORTING A MAJOR GAS LEAK (i.e. STRONG ODOR AND GETTING WORSE, BROKEN GAS LINE, ETC.)

1. Inform the customer to put down the phone without hanging up, do nothing that might create a spark, evacuate the building and go to a neighbor's house until emergency crews arrive.
2. Call the fire department in addition to the serviceman. Let the serviceman know the fire department is on the way.
3. Notify the Gas Department Manager

CARBON MONOXIDE ALARMS:

1. All carbon monoxide complaints must be responded to immediately.
2. Dispatch the fire department and gas serviceman.
3. Record time call received, time dispatched, and time of arrival.
4. Record customer's name, address, and phone number. If it is a business, record the street address of the business and the name of the person calling.
5. If the customer wants to delay the serviceman for any reason, explain to the customer that you must dispatch a serviceman immediately for all carbon monoxide complaints.
6. Ask the customer if they feel ill.
7. Inform the customer to go outside and wait for the serviceman.

NOTE: IF THE CUSTOMER SEEMS DISORIENTED OR CLAIMS TO FEEL ILL:

1. Inform fire department and gas serviceman of customer's condition.
2. Tell the customer to evacuate the building.
3. Notify the Field Services General Foreman.
4. If the call involves more than one household or is large scale in nature, or if someone requires transportation to the hospital, notify the Field Services General Foreman. If unable to reach the foreman, notify the Operations Manager.

APPENDIX H: cont'd.

GAS EMERGENCIES

Gas SCADA ALARMS:

1. All gas alarms must be responded to immediately, by Control Room Operator
2. Gas Production Maintenance Mechanic (see call list) will be dispatched for all High and Low alarms.
3. Gas Production Maintenance Mechanic (see call list) and the Operations Manager, Operations Manager, or GWS General Foreman will be dispatched for all High High and Low Low alarms.
4. Any alarm that is not active, or working improperly, will be recorded in the WE turnover sheet, and on the gas log.
5. Duke Energy Gas Control 800-726-8383 will also be notified immediately of any alarms at the following stations:
 - Mohegan Park Gate Station
 - Greeneville Gate Station
 - Norwichtown Gate Station
 - Yantic Gate Station
 - Salem Tpk Gate Station

**CONTROL ROOM OPERATOR RECEIVING AN EMERGENCY CBYD
REQUEST AFTER HOURS FROM AN OUTSIDE AGENCY:**

Request the following information:

1. The eleven digit CBYD number
2. The street address and location of the work
3. The type of work to be performed. Verify that the markout is of an emergency nature (see Part A below) before dispatching NPU personnel after hours. If not, wait until next working day to dispatch.

Notify the following with the above information:

ELECTRIC: Troubleman on duty
GAS: William Dewey or acting foreman (if not available, go down the gas crew list until you get someone)
WATER: William Dewey or acting foreman (if not available, go down the gas crew list until you get someone)
SEWER: Troubleman on duty

APPENDIX H: Cont'd

ALL EMERGENCY CBYD INITIATED BY NPU:

- A. (The caller is informed that there may be penalties imposed if the emergency markout does not meet one of the emergency criteria as follows):
1. Endangerment to life
 2. Endangerment to health
 3. Endangerment to property
 4. The interruption of a major plant or business.
 5. A situation that would assure continuity of public utility service.
- B.
1. Obtain the necessary information;
 - o Street address and nearest cross street.
 - o Type of work.
 - o Any special remarks.
 - o Start date and time.
 - o Contractor doing the work.
 2. Call CBYD at 1-800-922-4455. Provide the necessary information and obtain the eleven digit CBYD number (NPU Contractor number is 0075).
 3. Notify the NPU personnel listed above.
 4. Notify SNET (On Target) 1-800-598-0628
 5. The law requires that we notify any other agency requested by CBYD, even if they receive CBYD requests. After hours numbers are listed below:

D.O.T.	1-860-594-3447
AT&T	1-800-252-1133
ADELPHIA CABLE	889-6996
DUKE ENERGY	1-800-726-8383
CL&P	1-800-286-2000
SPICER GAS CO.	445-2436
SNET	1-203-420-3262

APPENDIX I: EMERGENCY RESPONSE VEHICLE INVENTORY

Vehicle Inventory will be inspected annually and documented when the emergency response plan is updated or when a major emergency has depleted supplies whichever comes first.

Gas Distribution

2 Way Radio	
Air Systems Forced Air Breathing Box with Escape Bottles & Masks	2
CGI	
Compressor	
Cotton Rags	
Curb Wrench	
Drill & Steels	
Duckseal	
Electrical Tape	
Emergency Plan	
Fire Extinguisher	
First Aid Kit	
First Aid Kits	
Generator	
Grease Tape	
Ladder	
Leak Detector Fluid	
Lights	
Main Books	
Miscellaneous Hand Tools	
O&M Plan	
Probe	
Safety Control Signs	2
Traffic Cones	6
Traffic Control Signs	2
Valve Wrench	

Field Services

FI	
CGI	
Probe	
Curb Wrench	
Valve Wrench	
Duckseal	
Grease Tape	
Electrical Tape	
Leak Detector Fluid	
Cotton Rags	
Miscellaneous Hand Tools	
First Aid Kit	
Fire Extinguisher	

2 Way Radio
Miscellaneous Hand Tools
O&M Plan
Emergency Plan

Appendix J

NGA MUTUAL AID LIST						
Company Name	24 Hour Emergency Dispatch or Control Center	Primary Contact	Phone Number	Cell Phone	Home Phone	
Northeast Gas Association		Jose Costa	(781) 455-6800 x109	(617) 733-8524	(508) 478-4863	
		Tom Kiley	(781) 455-6800 x110	(617) 733-8445	(508) 429-6387	
		Steve Leahy	(781) 455-6800 x111	(617) 899-0748	(617) 489-7744	
		Dan Dessanti	(973) 265-1900 x216	(551) 486-8416	(201) 836-1072	
Norwich Public Utilities	(860) 887-7207 (860) 823-4158	Chris LaRose John Bilda Bill Dewey	(860) 823-4173 (860) 823-4192 (860) 823-4150	(860) 213-2046 (860) 608-5986 (860) 213-1245	(860) 823-1368 (860) 892-4962 (860) 887-4665	
Algonquin Gas Transmission Co.	(800) 231-7794 or (800) 726-8383	Bill Whaley Tom Wooden Bill Penney	(713) 627-6199 (617) 560-1345 (617) 560-1383	(713) 516-4008 (617) 833-3215 (617) 694-1305	(713) 956-1413 (508) 359-9292 (978) 664-4166	
Columbia Gas of Massachusetts	(800) 572-0038 or (800) 842-6847	Frank Davis Michael Laghetto	(508) 836-7306 (508) 580-0100 x1451	(614) 348-6934 (508) 649-9342	(978) 739-8079	
Bath Electric, Gas & Water Systems		Matthew Benesh	(607) 776-3072	(607) 765-9533	(607) 776-7842	

Bangor Gas Company	877-427-7991	Jerry Livengood Mike Hussey	(207) 941-9595 (207) 941-9595		
Berkshire Gas Company	(800) 292-5012	David Grande Rick Nasman	(413) 445-0265 (413) 445-0303	(413) 281-6668 (413) 822-3784	
Blackstone Gas Company	(508) 883-9516	James Wojcik Stephen Jolicoeur	(508) 883-9516 (508) 883-9516	(508) 326-5551 (508) 326-5552	
Central Hudson G & E Corp.	(845) 486-5600 or (845) 486-5604	Tim Hayes David Merte	(845) 486-5517 (845) 486-5521	(845) 464-5607 (845) 518-7537	(845) 266-0306 (845) 298-1832
Connecticut Natural Gas Corp.	(860) 246-5325	Chris Malone	(203) 795-7800 or (860)-727-3151	(860) 205-2130	860-432-1140
Consolidated Edison	(718) 319-2310	Glenn Meyers Edward Olsen	(718) 319-2350 (718) 321-4705	(845) 629-0579 (845) 721-7896	
Corning Natural Gas Corp.	(800) 834-2134	Matt Cook Robert Bush Al Horning Kevin Fink	(607) 936-3755 x206 (607) 936-3755 x249 (607) 936-3755 x236 (607) 936-3755 x276	(607) 542-0034 (607) 769-2182 (607) 769-9601 (607) 769-0625	(607) 748-7488 (607) 739-9945 (607) 523-8186 (607) 776-9104

Distrigas Of Massachusetts LLC	(617) 381-8536	Lou DePrizio	(617) 381-8516	(617) 592-8606	(617) 387-7603				
Iroquois Pipeline Operating Co.	1-800-888-3982	Tom Bashaw	(203) 925-7259	(203) 257-5853	(860) 584-5115				
		Glenn Mastmann	(518) 945-2685	(518) 669-9746	(518) 444-4372				
Maritimes & Northeast Pipeline	(800) 726-8383	Bill Whaley Tom Wooden	(713) 627-6199 (617) 560-1345	(713) 516-4008 (617) 833-3215	(713) 956-1413 (508) 359-9292				
Middleborough G&E Dept.	(508) 947-1535	Bernard Gosson	(508) 946-3730	(508) 726-4510	(508) 946-0529				
		Rick Labossiere	(508) 946-3736	(508) 326-8519	(508) 763-2353				
National Fuel Gas	(800) 526-2608	James Ramsell	(716) 857-7575	(716) 867-8440	(716) 648-3424				
		Craig Sweich	(716) 827-5551	(716) 863-3481	(716) 568-0628				
		Thomas Komosinski	(716) 827-5500	(716) 480-5003	(716) 668-0099				
		Jay Lesch	(716) 827-2327	(716) 472-9999	(716) 648-4047				
		Ann Wegrzyn	(716) 857-7897	(716) 479-4991	(716) 667-3229				
National Grid (NYC)	(718) 403-3100	Rick Verderame	(718) 403-3347	(516) 523-7278	(516) 248-1699				
National Grid (LI)	(516) 545-4047	Jim Finnerty	(516) 545-2524	(917) 295-3071	(631) 758-0485				
National Grid (NE)	(877) 304-1203	Bill Mycroft	(508) 421-7450	(401) 230-7884	(401) 789-0565				

National Grid - (Syracuse)	(315) 460-2001	Deb DeBergalis	(315) 460-2615	(315) 440-5997	(315) 652-7661
National Grid - (RI)	(401) 525-5560	Bill Mycroft	(508) 421-7450	(401) 528-7102	(401) 943-2697
New England Gas Company		J. Mason Sweeney	(508) 730-1049	(508) 817-6351	(508) 761-7564
		James F. Kern Jr.	(508) 689-1170	(508) 817-6024	(508) 679-4735
		Robert M. Hines	(508) 689-1155	(508) 525-0734	(401) 949-5021
NYS Electric and Gas	(607) 762-4291	Mike Eastman	(585) 724-8253	(607) 761-1026	(607) 748-5446
		Alan Matthews	(585) 771-4070	(585) 975-9861	(585) 571-4181
NSTAR Gas Company	(781) 441-8000 or (781) 441-8406	Bill McCabe	(508) 305-6950	(339) 987-7643	(508) 836-4403
		Jim Devereaux	(781) 441-8953	(339) 987-7989	(781) 581-1465
Orange & Rockland Utilities	(845) 577-3094	Kevin Waldron	(845) 577-3129	(914) 447-3497	
		Flannan Hehir	(845) 577-3014	(914) 760-5591	
		Tony Adinolfi	(845) 577-3515	(646) 879-5792	
		Rich Diloreto	(845) 577-3176	(917) 567-5401	
Portland Natural Gas Transmission System		Cynthia Armstrong Wayne Oosterman	(603) 559-5527 (207) 892-0781	(603) 498-0782 (207) 838-8512	(603) 431-3391 (207) 985-7647

Public Service Electric & Gas Company, NJ	(973) 430-5075	Richard Lewis	(973) 430-7049	(609) 472-0963	
		Kevin Powers	(973) 430-8010	(732) 803-2672	
		Paul Pirro	(973) 912-3239	(973) 703-0614	
Rochester Gas and Electric	(607) 762-4291	Alan Matthews	(585) 771-4070	(585) 975-9861	(585) 571-4181
		Mike Eastman	(585) 724-8253	(607) 761-1026	(607) 748-5446
Southern CT Gas Co.	(800) 513-8898	Chris Malone	(203) 795-7800 or (860)-727-3151	(860) 205-2130	860-432-1140
		Jeff Curley	(203) 795-7667	(203) 410-1388	
South Jersey Gas	(800) 624-3307	Ed Unger	(609) 561-9000 x4387	(609) 602-1044	(609) 465-6099
		Robert Fatzinger	(609) 561-9000 x4193	(609) 204-0542	(609) 646-3920
St. Lawrence Gas Company	(800) 673-3301	Bernard Carvel	(315) 842-3603	(315) 250-0628	
		Rick Campbell	(315) 842-3601	(315) 250-1250	
Tennessee Gas Pipeline Company / El Paso Corporation	(800) 231-2800	Al Garcia Jim Sinclair	(413) 786-1933 x2022 (860) 763-6028	(860) 883-7717 (802) 999-1993	(860) 749-5441 (802) 257-4269

Uniti/Northern Utilities NH	(603) 294-5158	Mel Ciula	(603) 294-5148	(603) 818-2374					
Uniti/Northern Utilities Maine	(603) 294-5158	Bill Hobart	(207) 541-2507	(207) 450-4088					
Uniti/Fitchburg	(978) 342-5056	Daniel Golden	(978) 353-3245	(978) 833-1227					
Uniti/Director Gas Operations	(603) 294-5158	Chris LeBlanc	(603) 294-5166	(978)-833-1225					
Vermont Gas Systems, Inc.	(802) 863-4511 or (800) 639-2112	Jean-Marc Teixeira Tim Lyons	(802) 863-4511 x387 (802) 863-4511 x342	(802) 881-8381 (802) 598-7995				(802) 862-8189	
Wakefield Municipal Gas and Light Department	781-246-6363	Ken Luciana	(781) 246-6370						
Westfield Gas & Electric	(413) 572-0000	Daniel Howard	(413) 572-0270	(413) 246-3520				(413) 568-8245	
		Aaron Bean	(413) 572-0114	(413) 246-3757				(413) 734-0149	
		Tony Contrino	(413) 572-0123	(413) 246-1762				(413) 596-9079	
Yankee Gas Services Co.	(203) 236-9100 or (800) 989-0900	Marc Andrukiewicz Eric Gerstel	(860) 665-6215 (860) 665-2583	(203) 915-8133 (860) 878-9221				(860) 349-2173	

APPENDIX X - Revisions

Revision 11/30/00

Revision 02/04/01

Revision 02/24/02

Revision 04/14/05

Revision 07/13/06

Revision 11/06/06

Revision 05/10/07

Revision 05/02/08

Revision 10/05/09

- On title page
 - Make it look exactly like O&M Cover
 - Remove revision dates move to revision appendix
 - Remove Docket Number
- Remove revision date in footer
- Change all references from Watch Engineer to Control Room Operator, Customer Serviceman to Field Service Personnel, Fireman to Firefighter
- Remove references and emergency valve pages to Salem Propane Plant
- Change all references of emergency and critical valves to XXXXXXXXX
- Table of Contents changes
 - Added phone list headings for NPU, DPUC, City of Norwich, Spectra Energy, Distrigas, Newspapers / Radio Stations
 - Changed order of appendices
 - Removed life support list
- Section II. Added
 - Cell phone numbers
 - Field service general foreman
- Section III.B.2
 - B changed list to match appendix
 - C added primary language used is English, alternate print languages will be used as needed based on City demographics
- Section IV.G.4.f.
 - Add restore services to the remaining sections, giving priority utilizing the GIS critical customer priority database.

Revision 03/15/10

- Reviewed and modified Emergency & Critical valve pages Appendix X
- Table of Contents changes
 - Section VI.F - Replace “Newspaper/Radio Stations” with “Local Media”
- Section III.C.1
 - Replace “critical” with “main line”
 - Replace “identified in the records” with “located in the GIS system”
 - Add “Emergency”
- Section IV.A
 - 4. Replace “Subsection E” with “Subsection B”

- 8. Replace "Appendix C" with "Appendix H"
- 9. Replace "Appendix C" with "Appendix H"
- 12. Replace "Appendix A" with "Appendix C"
- 13. Replace "Appendix G" with "Appendix J"
- Section IV.C.5
 - a. Replace "men" with "personnel"
 - b. Replace "customer servicemen" with "Field Service Personnel"
- Section IV.E.
 - Replace "Servicemen" with "Field Service Technician"
- Section IV.E.1
 - A. Replace "serviceman" with "Field Service Technician"
 - B. Replace "serviceman" with "technician"
 - E. Replace with "Locate the curb cock and/or meter valves using the GIS system or service information provided by the control room."
 - F. Replace "serviceman" with "technician" and "superiors" with "supervision"
 - G. Replace "serviceman" with "technician"
- Section IV.E.2
 - A. Replace "fireman" with "firefighter"
 - B. Replace "fireman" with "firefighter"
 - H. Add "the control room and notify them"
- Section IV.E.3
 - D. Replace "a person in charge" with "the Director of Emergency Operations"
 - Replace "Dispatcher" with "Control Room"
- Section IV.F
 - 2. Replace "This center" with "The Control Room"
 - 3a. Replace "Integrity" with "Operations"
- Section IV.G
 - 2. Add "operations designated the"
 - 4.e. Replace "Appendix F" with "Appendix E"
 - 4.g. Replace with "restore service to the remaining sections, giving priority utilizing the GIS Critical customer list database"
 - 4.9. Remove (S.O.P.) and replace "Appendix D" with "Appendix E"
- Section V
 - A.1. Remove "situation"
 - A.2. Remove "to the Gas Division"
 - B.1.a. Replace "Appendix F" with "Appendix E"
 - B.1.b. Replace "Appendix A" with "Appendix C"
- Section VI.
 - Remove "in this plan"
 - Add
 - A. NPU Critical Personnel
 - B. DPUC Phone List
 - C. City of Norwich Phone List
 - D. Spectra Energy Phone List
 - E. Distrigas Phone List

- Remove
 - Company Employees
 - City Officials
 - Police Department
 - Hospital
 - Ambulance Service
 - Fire Department
 - Other City Utilities
 - Mutual Assistance - New England Utilities
 - Industrial and Large Commercial Customers (These are arranged in order of load shedding priority, i.e., the first to be curtailed will be the dual fuel customers.)
 - Duke Energy (supplier)
 - Civil Defense Coordinator
 - Newspapers, Radio Stations, TV Stations
 - Vendors of Emergency Supplies and Equipment
 - Connecticut Department of Public Utility Control (DPUC)
 - Federal Department of Transportation (DOT)
 - Attorneys and Consultants
 - Telemeter Circuit Numbers
- Replace “Gas Emergency Response” with “NPU Critical Personnel Phone List”
- Remove “Communication & Public Relations”
- Add “Alternate, Division Manager, Steve Sinko”
- Add “Alternate, Division Manager, Kerri Kemp”
- Replace “External Affairs Manager, Lindsay Williams” with “Operations Manager, Chris LaRose”
- Add “Connecticut DPUC Phone List”
- Add “City of Norwich Phone List”
- Add “Spectra Energy Phone List”
- Add “Distrigas Phone List”
- Add “Media Phone List”
- Add Appendix A “Map of Gas Distribution System”
- Remove Appendix List

- Remove Appendix A Curtailment Procedures

- In Appendix B
 - 3rd paragraph, add “General Manager” and remove “Operations Integrity Manager”
 - 4th paragraph, add “gas”
 - 5th paragraph, letter d. add “(if applicable)”
 - 6th paragraph, add “general manager,” and remove “operations integrity manager”
 - 7th paragraph, remove “2” diameter or” and add “than 2” diameter”
- Add Emergency Valve Pages

Revision 02/14/11

- Replace “Connecticut DPUC Phone List” with updated version

Revision 03/09/11

- Throughout document, update Material Manager to Tammy Peterson and change “External Affairs Manager, Lindsay Williams” to “Communications and Community Outreach Manager, Mike Hughes”
- Appendix J - change “Dispatch Procedures” to “Control Room Procedures”
- Appendix J Gas Emergencies - Change water notification from “Troubleman on duty” to “William Dewey or acting foreman (if not available, go down the gas crew list until you get someone”

Revision 05/18/11

- Remove Emergency Valve Pages
- Throughout document, update Operations Manager to Assistant General Manager.
- Add in additional information to Appendix D
- Add “Senior Maintenance Mechanic, Tom Gaudreau” to NPU Critical Personnel Phone List
- Update City of Norwich Phone List
- In IIIB3 replace “to priority; that is, those having dual fuel first, hospitals, etc. last” with “by criticality of load”
- Change Appendix D from “immediate and Catastrophic Loss of Supply” to “Notification to Agencies”
- Change Appendix E from “Shutoff and Relight Procedures” to “News Release Examples”
- Change Appendix F from “Control Room Procedures - Emergencies, Trouble Calls, CBYD” to “Shutoff and Relight Procedures”
- Change Appendix G from “Emergency Response Vehicle Inventory” to “Immediate and Catastrophic Loss of Supply”
- Change Appendix H from “Notification to Agencies” to “Control Room Procedures - Emergencies, Trouble Calls, CBYD”
- Change Appendix I from “News Release Examples” to Emergency Response Vehicle Inventory”
- Update references to Appendices throughout the document
- Add in map for Appendix A
- Appendix C 1a., remove “Call dual-fuel customers to switch to alternate fuel”
- Appendix G, f. remove “(see Appendix F, page 22, titled: LNG Tanker Trailers).”

Revision 9/12/11

- Replaced Gas Pipeline Safety Unit Emergency Notification List with updated version

APPENDIX AK

**LIST OF PUBLIC UTILITY REGULATORY AUTHORITY DOCKETS RELEVANT TO
ENERGY ASSURANCE**

Public Utility Regulatory Authority Dockets Related to Energy Assurance¹

- A. Docket No. 12-06-11: PURA Review of Connecticut Public Service Company Plans for Restoration of Service that is Interrupted as a Result of an Emergency
- B. Docket No. 12-06-10: PURA Establishment of Industry Performance Standards for Telecommunications Companies
- C. Docket No. 12-06-09: PURA Establishment of Industry Performance Standards for Electric and Gas Companies
- D. Docket No. 12-05-13: Application for Approval of Renewable Power Purchase Agreements Totaling 10 Megawatts Resulting from Department of Energy and Environmental Protection's December 2011 Requests for Proposals Pursuant to Section 127 of P.A. 11-80
- E. Docket No. 12-04-10: PURA 2012 Annual Report to the General Assembly on Electric Distribution Company System Reliability
- F. Docket No. 12-02-01: PURA Review of the Connecticut Energy Efficiency Fund's Electric Conservation and Load Management Plan for 2012
- G. Docket No. 12-01-10: PURA Investigation into the Tree Trimming Practices of Connecticut's Utility Companies
- H. Docket No. 11-12-13: PURA Review of Electric Companies' and Electric Distribution Companies' Plans for Maintenance of Transmission and Distribution Overhead and Underground Lines
- I. Docket No. 11-09-09: PURA Investigation of Public Service Companies' Response to 2011 Storms
- J. Docket No. 11-09-03: Annual Review of Connecticut Electric Suppliers' and Electric Distribution Companies' Compliance with Connecticut's Renewable Energy Portfolio Standards in the Year 2010
- K. Docket No. 11-05-22: DPUC Review of Updated Emergency Plans
- L. Docket No. 10-11-08: DPUC Determination of a Public Service Company-Specific Cyber Security Policy

¹ Accessible on the Authority's Web Filings System at <http://www.dpuc.state.ct.us/SearchDB.nsf/MenuForm?Openform>.

M. Docket No. 10-10-09: DPUC Review of the Connecticut Gas Utilities Forecasts of Demand and Supply 2011-2015

APPENDIX AL

**LIST OF BUREAU OF ENERGY & TECHNOLOGY POLICY FILINGS RELEVANT
TO ENERGY ASSURANCE**

Bureau of Energy and Technology Policy Filings Related to Energy Assurance¹

- A. Public Act 11-80 - Section 97 - Forecast of Loads and Resources
- B. Public Act 11-80 - Section 88 & 89 - Integrated Resource Planning
- C. Public Act 11-80 - Section 51 - Comprehensive Energy Strategy
- D. Public Act 11-80 - Section 35 - ISO Market Study
- E. Public Act 11-80 - Section 33 - Conservation and Load Management - Expanded Plan
- F. Public Act 11-80 - Section 33 - Conservation and Load Management - Base Plan
- G. Public Act 11-80 - Section 127 - 30 MW Class 1 Renewable Generation Program
- H. Public Act 11-80 - Section 116 - Combined Heat and Power
- I. Public Act 11-80 - Section 112 - Low Income Discount Rate

¹ Accessible on the Bureau's Energy Filings System at [http://www.dpuc.state.ct.us/DEEPEnergy.nsf/\\$EnergyView](http://www.dpuc.state.ct.us/DEEPEnergy.nsf/$EnergyView).