EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-C-01, Rev. 0
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Incident Commander

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Incident Commander
B. Reports To:	Organizational President
1. **Direct Reports:**	• IMT Command Officers and General Staff Chiefs • Emergency Preparedness Specialist • IC Administrative Assistant
C. Position Duties and Responsibilities:	The Incident Commander (IC) is responsible for the overall management of an emergency event or incident and for establishing an Incident Management Team. Authority for the performance and direction of emergency actions is delegated to the Incident Commander by the President or Senior Leader of the applicable Eversource organization. Pursuant to this delegation, the IC has the authority to manage the overall emergency response for a specific geographic area and is expected to provide periodic updates to the President or Senior Leader of the respective organization. Ensure adequate and effective coordination among all functional areas involved in an event response.
D. Pre-Event Preparations:	• Monitor predicted events and collaborate with other organizational personnel and, using information and guidance provided in the Eversource All Hazards ERP and the applicable State ERP, assess the need to activate the IMT • Determine whether a potential, forecasted, or actual incident meets the criteria for activating an Incident Management Team and staffing an ICC and/or EOCs • Inform the leadership team of the potential or actual requirement to activate the IMT and what Command and General staff positions are initially required to be activated based upon the actual or anticipated Event Type • Activate Command and General Staff as needed • Once activated, confirm that the Command and General Staff have verified their staffing needs and the availability of required personnel • Oversee and ensure the potential resources required to respond to an event, oversee the efforts to obtain the required resources, and ensure the appropriate allotment of the available resources • Review and/or approve “leaning in” resource requests • Ensure appropriate notification and updates to external and internal stakeholders and partners

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Establish the Event Level and adjust the IMT staffing (ICC, EOCs, and RMTs) as needed • Support the development of the strategic objectives and provide centralized and coordinated leadership of the overall emergency restoration/ recovery processes • Collaborate with the Command and General staff to establish the objectives and priorities for each Operational Period • Review external resources/resource support plans • Verify the implementation of Operational Periods and shift schedules • Verify that the safety and health of all Eversource employees, contractors, and the public is incorporated into every aspect and decision pertaining to the restoration efforts • Review restoration/ recovery progress • Periodically brief the organizational President or Senior Leader on restoration/ recovery status and progress • Maintain communications with the IMT to ensure they understand current and future planned actions, strategies, and tactics • Oversee the activities being performed for the addition of resources, redeployment of resources, the release of resources for redeployment, and the preparation of an overall demobilization plan • Lead IMT Command and General Staff meetings and conference calls • Review and assess all Situation Reports and pass information on the Command and General Staff and the organizational President when necessary • Ensure the Planning Section develops an Incident Action Plan (IAP) for the next Operational Period, review, and approve the IAP • Collaborate with the Communications Officer to review and approve key communications and messaging • Receive policy input from the President of the organization and delegate responsibility and authority to members of the Command and General staffs • Review and approve the IMT Demobilization Plan
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Direct After Action Review Process with key IMT ICC personnel • Participate in an After Action Review(s) • Review and confirm time frame of the emergency event • Instruct IMT to perform Post Event Activities
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Computer • Phone **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training (Modeler) (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) Refresher (EP-604) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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Emergency Preparedness Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Emergency Preparedness Specialist
B. Reports To:	Incident Commander
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Emergency Preparedness Specialist maintains situational awareness of potential threats to system infrastructure, including weather. Responsible for coordinating the ICC opening and closing, provides status reports, and updates to the Incident Commander. Supports the Incident Commander and other lead roles within the IMT with advisory support to ensure the IMT is activated and actions executed are consistent with ERP requirements.
D. Pre-Event Preparations:	• Ensures contact list of internal resources and their ERP assignments is maintained • Monitors various weather services and other potential threats to the service territory and provides situational awareness to the Incident Commander • Under the direction of the Incident Commander initiates a notification to Command and General Staff to convene a call/meeting to discuss the potential threat or impact of an event • Facilitates ICC meetings • Follow and monitor the activation activities across all response sections • Initiates pre-event reports/ communications to state, municipal, and regulatory agencies consistent with the ERP • Prepare and provide situational reports and assist the IC as necessary • Ensure needed mutual assistance requests are being developed and requested • Ensure event preparations are in compliance with the emergency response plan • Deploy to the ICC as requested by the Incident Commander
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Schedule and facilitate the Incident Command Meetings • Ensure that the Incident Action Plan has been documented • Monitor, track and evaluate weather conditions and provide updates on statewide conditions • Assist the Incident Commander with situational reports and data as requested • Ensure restoration process is consistent with the emergency response plan • Initiates reports/ communications to state, municipal, and regulatory agencies consistent with the ERP • Ensure lines of communications are open between phone and third party attachment companies

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F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Coordinate After Action Review(s) • Collect event documentation from Planning Section
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Computer • Phone • GETS and WPS Account **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Electric Power (EE-MEA-ELEC-SAFETY-I/R-01 **Initial Training** • Resource Tracking Process and Tool Training (EP-804) • Resource Acquisition Process and Tool Training (EP-501) • Food and Lodging Process and Tool Training (EP-503) • Initial Damage Assessment Patroller Process Training (EP-803) • Initial EP OMS Training - Modeler (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • OUA eLearning Series (EP-OUA-1-11) • OMA Initial Training (EP-605) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-C-03, Rev. 0
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Administrative Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Administrative Specialist
B. Reports To:	ICS Functional Lead as assigned
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Administrative Specialist supports the assigned ICS functional lead.
D. Pre-Event Preparations:	Provide administrative support to the ICS functional lead and other team members as requested
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Provide administrative support to the ICS functional lead and other team members as requested • Arrange for meals/catering arrangements as needed, in coordination with the Food & Lodging Unit, if activated • Ensure ICC, EOC, or office area supplies are adequate, if needed • Any additional administrative duties as assigned
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition. • Participate in After Action Review(s) • Replenish ICC office supplies or any administrative duties as assigned
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in an office environment **Equipment and Supplies:** • Computer access **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or other locations, as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Various

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

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located in the Emergency Response Program Documentation Database.

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive or as needed

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-C-04, Rev. 0
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Emergency Operations Center Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Emergency Operations Center (EOC) Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	When activated, this positions serves as the EOC Officer, ensuring coordination and communication between the key functional organizations within the EOCs (Operations, Public Safety, Planning, Logistics, and Liaison). This position reports directly to the Incident Commander, however, to maintain chain of command and unity of command, serves as a coordinator of the functional leads located at the EOC. Each of the functional leads continues to report to their Section Chief or Officer. The overall operational period objectives and priorities are set by the Incident Commander, with the specific tactics developed by the Section Chiefs and Officers and communicated through the formal chain of command. The EOC Officer ensures that the stated objectives are being implemented effectively and formal communication between the EOC functional areas are taking place to achieve the overall objectives. The EOC Officer identifies areas of concern, problem-solves, and runs issues down to completion.

D. Pre-Event Preparations:	• Ensure knowledge and understanding of the All Hazards Emergency Response Plan (ERP), the State ERP, and relevant procedures
	• Once activated, verify staffing and schedules of the EOC leadership positions:
	  ○ Operations Branch Director
	  ○ Public Safety Unit Leader
	  ○ Planning Branch Director
	  ○ Logistics Support Unit Leader
	  ○ Liaison Unit Leader
	• In coordination with the Incident Command meetings, develop a schedule of formal EOC coordination meetings per operational period
	• Represent the Regional EOC on the Incident Command meetings
	• Obtain the Incident Action Plan (IAP) to ensure understanding of the approved objectives and priorities

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Represent the Regional EOC at the Incident Management Team (IMT) meetings
	• Schedule EOC Management meetings with the EOC leadership:
	  ○ Disseminate the IAP
	  ○ Facilitate and coordinate communications between the branches
	  ○ Ensure bonified priorities are being addressed, closed out, and communicated back to the originator
	  ○ Identify emerging issues and develop mitigation strategies
	• Provide updates to the Incident Commander
	• Escalate issues to the IMT that cannot be resolved with local resources and available information

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F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • OUA eLearning Series (EP-OUA) (1-11) • EOC Officer Training (EP-311) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OUA

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Customer Group Executive

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Customer Group Executive
B. Reports To:	Eversource Emergency Coordination Team (when required)
1. **Direct Reports:**	• Call Center Director • Message Delivery Director • Event Management Director • Assistant Communications Officer – Customer Group (ACOCG)
C. Position Duties and Responsibilities:	During declared emergency events, the Customer Group Executive (CG EXEC) oversees all emergency response activities in accordance with the Customer Group Emergency Response Plan (ERP). The CG EXEC ensures adequate and effective coordination among all functional areas involved in the event response. The CG EXEC coordinates with the other Corporate Communication officials to ensure the public is receiving the most up-to-date and timely restoration activity information. The Deputy CG EXEC assumes the role of the CG EXEC when the CG EXEC is called into the Eversource Emergency Coordination Team (ECT) and is occupied with enterprise related strategy activities.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Participate on conference calls and preparedness briefings • Initiate Customer Group preparedness activities in accordance with the ERP
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervision of your emergency job activation. Keep them informed of changes to your work schedule • Ensure Customer Group emergency response activities are established in accordance with the ERP • Develop incident objectives and strategies along with the CG ERP Staff • Provide overall direction, leadership, and strategy • Stay informed of key customer messaging • Inform executive leadership of the status of the event response and situations that could materially affect the company • Delegate responsibility and authority to the CG ERP staffs • Ensure adequate and effective coordination among all functional areas involved in the event response, all members of the Event Management Staffs participate in periodic planning meetings and conference calls • Remain fit for duty as described in Eversource Fitness for Work Policy

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located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

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Assistant Communications Officer-Customer Group

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Communications Officer-Customer Group
B. Reports To:	Customer Group Executive and the IMT Communications Officer
1. **Direct Reports:**	ACOCG Staff (as required)
C. Position Duties and Responsibilities:	During declared emergency events, the Assistant Communications Officer – Customer Group (ACOCG) has a direct link to the on-going emergency response activities for the respective Incident Management Teams (IMTs). The ACOCG coordinates with the Communication Officer to ensure the public is receiving the most up-to-date and timely restoration activity information. The ACOCG advocates for the "customer."
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Notify and confirm with the affected CG ERO members the ICC Activation Status • Participate in pre-event preparedness calls • CT Only – distribute Medical Customer lists for Town Liaisons
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Notify the Message Delivery and Event Management Director when the ICC activates or when the number of customer outages >40,000 (refer to the email and paging lists on the CG Emergency Response Call Agenda) • Ensure that the messages, typically in the form of answering customer questions, are consistent with all operating company messaging in terms of content, timeliness, accuracy and completeness • Introduce call center issues and C&I customer issues affecting the ability to satisfy customer needs for information and assistance to the attention of the Communications Officer • Collaborate with Strategic Communication officials to develop key messaging • Ensure key messaging regarding customer ETR updates is validated with the Outage Management System (OMS) before the messaging is sent to the Message Delivery Section. • Collaborate with the Liaison Officer Unit Leads (as necessary) • Inform the CG EXEC of emergent issues that could potentially affect the customer emergency event response • Inform the CC Director and Manager of identified rumor control issues (for example, different truck colors) • Participate in the daily Corporate Communication, CG incident management, and IMT Operational calls • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in Eversource Fitness for Work Policy

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

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Contact Center Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Director
B. Reports To:	Customer Group Executive
1. **Direct Reports:**	• Contact Center Managers • Contact Center Staffing Manager • Outsource Relationship Manager • Social Care/Resolution Manager • Contact Center Training/Concierge Manager
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Director provides oversight of the 24/7 Contact Center Operations. The Director is responsible for all activities affecting the Contact Center. This job position is activated during events that impact more than one Contact Center.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee key partners and localized direct reports execution of ERP Contact Center Event Checklist • Direct the Contact Center response in the Customer Group event calls • Run the Contact Center Storm Calls • Ensure that logistics and employee welfare needs are appropriate for the dynamics present in each of the Contact Centers • Ensure that safety & HR concerns relayed, are communicated to pertinent parties • Ensure storm related reporting detail is reviewed and shared as appropriate • Provide general oversight of staffing for each of the Contact Centers • Communicate with the Customer Group Executive • Direct event de-escalation and the resumption of regular business • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-05, Rev 1
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Contact Center Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Contact Center Manager
B. Reports To:	Contact Center Director
1. **Direct Reports:**	• Contact Center Leads • Concierge Contact Leads
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Manager is responsible for all operational activities affecting a single Contact Center.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee activated Contact Center teams, providing general supervision and coordination of all localized emergency assignments - Contact Center welfare, logistics, staffing, and concierge support needs • Monitor ICC storm calls (as necessary) • Participate in Customer Group Storm calls • Ensure localized HR, Safety, and Personnel situations are solved and communicated • Ensure staffing, logistics and support requirements are reviewed with floor leaders • Ensure support for customer escalations – adequate leader coverage • Communicate with the Contact Center Director • Share emerging issues, rumors, requests for more information for customers, and so on with the ACOCG so that appropriate resolution and responses can be developed and shared with the employees • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in the Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-06, Rev. 1
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Contact Center Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Contact Center Lead
B. Reports To:	Contact Center Manager
1. **Direct Reports:**	CC Reps
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Lead provides supervision of the Contact Center staff in a single state.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Provide assistance with the coordination of Contact Center welfare, staffing, and execution of operational needs • Ensure localized HR, Safety, and Personnel situations and proposed solutions are communicated to Contact Center Manager • Ensure staffing, logistics and support requirements are reviewed with those providing support for Customer Support Representatives (CSRs) • As situations arise, act as backup to the Contact Center Manager • Participate in Contact Center Storm Calls • Ensure support for customer escalations – adequate response times and follow-up • Ensure appropriate 24 x 7 exempt leadership coverage • Communicate with the Contact Center Manager • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition. • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

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H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-07, Rev. 1
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Concierge Contact Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Concierge Contact Lead
B. Reports To:	Social Care/Resolution Manager
1. **Direct Reports:**	CC Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Lead provides supervision of the Contact Center staff in a single state that oversees the concierge call services.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Support deployment of the concierge team; ensure tools and location are prepared • Oversee communication notifying CSRs and Contact Center Leadership of changes with technology/process to accommodate Concierge dynamics • Participate in Customer Group Event Calls as directed by the Contact Center Manager • Participate in Contact Center Storm Calls • Establish the teams to accommodate the concierge call campaigns and the handling of escalated customer calls • Ensure that applicable reporting associated with concierge volume is prepared and distributed as appropriate • Ensure that Concierge staffing coverage is appropriate for the event • Partner with Contact Center Manager, Staffing Manager, and Technology Team to formalize IVR by-pass, creating a live answer experience for customers in the affected operating companies • Provide general oversight of Concierge Team and related methods • Communicate with the Contact Center Manager anticipated Concierge plans and any modifications made throughout the event • Participates in the de-escalation of Concierge practices in the resumption of regular business • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-08, Rev 1
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Contact Center Staffing Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Contact Center Staffing Manager **Note**: This Job Description covers Contact Center Staffing and Contact Center Billing Managers at all locations.
B. Reports To:	Contact Center Director
1. **Direct Reports:**	Contact Center Staffing Leads
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Staffing Manager is responsible for all staffing activities for the 24/7 Contact Center Operations in all three Eversource Contact Centers.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Monitor the leaning-in activities in advance of the event, and be prepared to establish a 24/7 multiple shift Contact Center schedule
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee activated Contact Center Staffing Leads, providing general supervision and coordination of all staffing activities during ERP • Publish a 24/7 multiple shift Contact Center schedule when directed by the CC Director. • Participate in Customer Group event planning calls • Ensure that team specific HR, Safety, and Personnel situations and proposed solutions are communicated to CC Director • As time permits, communicate with reporting teams, providing staffing level design for duration of storm • Provide general oversight of leadership staffing for each center, confirming ratios are appropriate to frontline staff • Communicate with the Contact Center Manager • Direct the staffing de-escalation strategy once the event comes to a close • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-09, Rev 1
Effective Date: 7/13/16	**Approval Date:** 7/13/16

Contact Center Staffing Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Contact Center Staffing Lead
B. Reports To:	Contact Center Manager
1. **Direct Reports:**	Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Contact Center Staffing Lead provides the rosters and manages all staffing activities for the 24/7 Contact Center Operations in a single state.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Prepare a 24/7 multiple shift Contact Center schedule for a single state when directed by the Contact Center Staffing Manager • Make adjustments to the schedule based on the needs of the organization • Maintain the workforce command center in the Operations and Technology Area (OTA) • Provide general supervision to the front line workforce management employees • Participate in Customer Group event planning calls (as required) • Participate in Contact Center Storm Calls • Ensure that team specific HR, Safety, and Personnel situations and proposed solutions are communicated to Contact Center Staffing Manager • Communicate with the Contact Center Staffing Manager • Prepare a regular Contact Center schedule when directed by the Staffing Manager when the event is over, and the emergency team is being demobilized • Provide input on the staffing de-escalation strategy once the event comes to a close • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-10, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Message Delivery Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Message Delivery Director
B. Reports To:	Customer Group Executive
1. **Direct Reports:**	Message Delivery Manager
C. Position Duties and Responsibilities:	During emergency operations, the Message Delivery Director is responsible for managing and coordinating customer messaging including providing the message content to the required message delivery systems (web, inbound/outbound calling, text messaging, and email), and providing VOC commentary.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Participate in the operating company event calls in preparation of the event • Initiate event checklists and execute the CG ERP Event Workflow • Initiate and perform CG event calls as necessary • Determine resource availability and staffing plan
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Ensure that approved message content to the recommended customer segments is provided to the Message Delivery Manager • Ensure that the approved messages to the recommended customer segments are delivered by the appropriate delivery channel (outbound calling, text messaging, email) • Coordinate with the Digital Operations Director to ensure consistency of messaging across self-service channels, as needed • Escalate messaging systems issues, as needed • Review Voice of the Customer (VOC) commentary, provide insight and feedback, and deliver insights during CG event calls • Based on threshold, work with Strategic Communications on development of post-storm communications and survey as needed and communicate to Message Delivery Manager • Facilitate retrospective at the end of the event, develop and oversee execution of action plan • Execute the CG ERP Event Workflow • Communicate with the CG Executive as necessary • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in the Eversource Fitness for Work Policy

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-11, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Event Management Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Event Management Director
B. Reports To:	Customer Group Executive
1. **Direct Reports:**	Event Reporting Lead
C. Position Duties and Responsibilities:	During emergency operations, the Event Management Director is responsible for providing assistance to the CG Executive in overall event planning and management, and for providing the required event reports and event documentation.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Participate in the operating company event calls in preparation of the event • Initiate event checklists and execute the CG Message Delivery Plan • Initiate and perform CG event calls as necessary • Determine resource availability and staffing plan
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Initiate, perform, and lead CG Event Calls • Monitor the performance of the CG emergency response organization and provide reporting for internal stakeholders • Execute the Message Delivery Plan • Communicate with the CG EXEC as necessary • Coordinate any post-storm responses needed for Regulatory data requests or other data requests related to the CG performance during the storm • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-12, Rev 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Message Delivery Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Message Delivery Manager
B. Reports To:	Message Delivery Director
1. **Direct Reports:**	• List Pulls Lead • Email Lead • Text Lead • Phone Lead • Voice of the Customer (VOC)/Customer Sentiments Lead
C. Position Duties and Responsibilities:	During emergency operations, the Message Delivery Manager is responsible for coordinating the delivery of approved message content using the required message delivery systems and the VOC commentary.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Determine reporting locations for Message Delivery Team members
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Execute the CG ERP Workflow • Receive Corporate Communications approved customer messages for delivery • Oversee the delivery of the approved messages (campaigns) through the appropriate messaging systems and methods • Ensure that the approved messages to the recommended customer segments are delivered by the appropriate delivery channel (outbound calling, text messaging, or email) • Provide message delivery reporting for internal stakeholders • Ensure that the approved message campaigns are complete and provide feedback to the Message Delivery Director • Ensure that the approved event messages are stored electronically (for historical purposes) • Ensure campaign results are logged and stored electronically and event data is provided to the Event Reporting Leads in a timely manner • Ensure that applicable lists associated with concierge requests are prepared and distributed as appropriate • Ensure data is received by the VOC team for the timely delivery of VOC commentary; troubleshoot issues as needed • Notify and troubleshoot with third party messaging vendors as needed • Participate in Customer Group Event calls • Establish daily event call with support staff (as necessary) • Ensure delivery of communication and post-storm survey as needed

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located in the Emergency Preparedness & Business Continuity Documentation Database.

	• Participate in retrospective at the end of the event and work with the Director to deliver follow-up action items • Remain fit for duty as described in Eversource Fitness for Work Policy.
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-13, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Message Delivery Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Message Delivery Lead (Email, Text, or Phone)
B. Reports To:	Message Delivery Manager
1. **Direct Reports:**	Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Message Delivery Lead is responsible for the delivery of approved message content to customers by way of the required message delivery systems.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location. • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy. • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Execute the CG ERP Workflow • When directed by the Message Delivery Manager, create the requested customer message campaign • Ensure that the approved messages to the recommended customer segments are delivered using the appropriate delivery channel (outbound phone calling, text messaging, or email) • Monitor the performance of the CG emergency response organization and provide reporting for internal stakeholders • Obtain the requested customer lists from the Message Delivery List Pull Lead and match the lists to the appropriate message content (ensure quality check is performed) • Execute the requested customer message campaign and ensure the results are properly logged and feed campaign results back to the Manager • Notify the Message Delivery Manager in the event of any message system issues and assist in troubleshooting and resolution • Electronically store the approved event messages for future use • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition. • Participate in After Action Review(s) as required.

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-14, Rev. 2
Effective Date: 8/3/2022	**Approval Date:** 8/3/2022

List Pulls Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	List Pulls Lead
B. Reports To:	Message Delivery Manager
1. **Direct Reports:**	Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the List Pulls Lead is responsible for providing the lists of customers to the Message Delivery Manager in a format that aligns with the required message delivery systems.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location. • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy. • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • When directed by the Message Delivery Manager, research the customer databases to create the requested customer lists for the message campaigns • Execute the CG ERP Event Workflow • Provide the requested customer lists to key internal stakeholders • Provide support for on-demand data requests (such as, customers calling > 5 times, list of medical facilities, list of waste water treatment plants) • Ensure data files are in the correct format and align with the specific campaign requirements • Notify Message Delivery Manager in the event of any systems or data issues and assist in troubleshooting and resolution • Coordinate with appropriate IT resources as required to obtain customer lists that are not available through internal CG processes • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition. • Participate in After Action Review(s) as required.
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-15, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Event Reporting Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Event Reporting Lead
B. Reports To:	Event Management Director
1. **Direct Reports:**	Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Event Reporting Lead is responsible for compiling, analyzing, and issuing statistical and operational reports concerning the restoration and for delivering those reports to senior management by the appropriate systems and methods.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Ensure all reporting Information Contacts are available and ready to initiate reporting process • Ensure reporting templates are updated and ready for use
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee timely submission of statistical data from the information analysts • Participate in Customer Care storm briefings • Participate in review of statistical data to ensure accuracy • Ensure that data is submitted in a timely fashion by information analysts • Ensure that reports are issued to meet the operational needs of the Customer Group • As time permits, begin drafting overall Executive Summary of the emergency event, to be published after the event ends • Provide general oversight of the event reporting process • Communicate with the information contacts as necessary • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-16, Rev. 2
Effective Date: 8/3/2022	**Approval Date:** 8/3/2022

Telephony Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Telephony Lead
B. Reports To:	Digital Operations Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the Telephony Lead is responsible for maintaining and modifying the telephony systems during all phases of the emergency event.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Ensure all required systems are monitored, maintained, updated, and repaired as necessary • Monitor, maintain, and work with IT and third-party vendors to troubleshoot and resolve each of the self-service systems as required • Make adjustments to the upfront IVR messages or ACD routing of calls as the emergency event requires or as requested by the Digital Operations Manager or Call Center Manager/Director • Ensure the Manager is aware of self-service system status and provide status information and documentation as requested • Communicate the need for participation in incident bridge line for self-service troubleshooting event of issues and communicate to the support teams (IT, AT&T, Softel, Call Center, Incident Communications Lead, and so on) • Respond to requests and IT Tickets during the event and support Hypercare for CSRs • Work with the cross-functional team to troubleshoot issues if and when they occur • Manage each of the third-party vendors and direct reports on the execution of the ERP Event Checklists • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-17, Rev. 1
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

CC Rep (Contact Center Representative)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	CC Rep (Contact Center Representative)
B. Reports To:	Contact Center Lead
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Performs normal role
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Perform normal role or job description • Communicate with the Contact Center Lead(s) • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-22, Rev. 0
Effective Date: 12/15/2021	**Approval Date:** 10/6/2016

Outsource Relationship Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Outsource Relationship Manager
B. Reports To:	Contact Center Director
1. **Direct Reports:**	Outsourced Representatives (iQor, Alorica)
C. Position Duties and Responsibilities:	During emergency operations, the Outsource Relationship Manager acts as the liaison to the outsourced vendor(s). These vendors allow Eversource to supplement the normal internal outage call taking support.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Provide back up support contact information • Maintain up to date contact information for outsource vendors (identify vendor POC for emergencies)
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee communication notifying vendor representatives of changes with technology/ processes • Participate in Contact Center Storm Calls • Work with Workforce Management Team to ensure vendor staffing requirements are met • Communicate with vendor, staffing requirements and storm support expectations • Transition vendors from current duties to storm role • Participates in the deactivation of storm support and the resumption of regular business • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-23, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Digital Operations Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Digital Operations Director
B. Reports To:	Customer Group Executive (CG EXEC)
1. **Direct Reports:**	Digital Operations Manager
C. Position Duties and Responsibilities:	During emergency operations, the Digital Operations Director is responsible for ensuring the readiness and health of the team, third party vendors, and systems during the event, to assist customers in self-service of reporting or obtaining the status of their outage.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation. Keep them informed of changes to your work schedule • Oversee third-party vendors and direct reports on execution of ERP Event Checklist • Direct the Digital Operations response in Customer Group event calls • Ensure team, system, and third-party readiness are appropriate for the storm response • Report on the state of health of systems and ensure storm-related reporting detail is reviewed and shared as appropriate • Escalate issues within third-party vendor organizations and Eversource, as needed • Provide oversight and direction in the event of customer and/or systems issues • Ensure communication distribution lists are accurate and up-to-date • Develop communication protocol working with business and support partners • Facilitate retrospective at the end of the event, develop and oversee execution of the action plan • Create training exercise for the team and conduct annually • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in the Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-24, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Digital Operations Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Digital Operations Manager
B. Reports To:	Digital Operations Director
1. **Direct Reports:**	• Telephony Lead • Reporting Lead • Digital Self-Service Support Lead • Event Communication Lead
C. Position Duties and Responsibilities:	During emergency operations, the Digital Operations Manager is responsible for all operational activities affecting the customer self-service operations (web, mobile app, IVR, two-way text, outage map, automated alerts, municipal hub, and so on), the telephony system supporting the call center, the core systems (customer database, and similar), and communications and reporting on updates.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Manage each of the third-party vendors and direct-reports on the execution of the ERP Event Checklists • Review the Event Checklists for additional operational guidance • Manage the Digital Operations response in the Customer Group event calls • Create a schedule for each Digital Operations team and communicate with the team • Provide notifications to the team, system, and third-parties to ensure a schedule is created • Obtain state of health of systems and ensure storm-related reporting detail is reviewed and shared as appropriate • Notify, escalate, and troubleshoot issues within third-party vendor organizations and Eversource, as needed • Responsible for Business Incident Management in the event of customer/system issues • Partner with IT to troubleshoot and resolve systems issues • Review and ensure incident communications are being delivered to relevant parties • Participate in retrospective at the end of the event and work with the Digital Operations Director to deliver follow-up action items • Remain fit for duty as described in the Eversource Fitness for Work policy

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-25, Rev. 1
Effective Date: 8/31/2022	**Approval Date:** 8/31/2022

Self-Serve Apps Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Self-Serve Apps Lead
B. Reports To:	Digital Operations Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the Digital Self-Service Support Lead is responsible for monitoring the self-service capabilities (web, mobile app, IVR, two-way text, outage map, automated alerts, municipal hub, and so on) during all phases of the emergency event and partnering with the IT support team in resolving issues.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Monitor, maintain, and work with IT and third-party vendors to troubleshoot and resolve each of the self-service systems as required • Make adjustments to the self-service system messages or rules as the emergency event requires or as requested by the Digital Operations Manager • Ensure the Digital Operations Manager is aware of self-service system status and provide status information reports and documentation as requested • Communicate the need for participation in incident bridge line for self-service troubleshooting event issues and communicate to support teams (IT, Kubra, Call Center, Incident Communications, and so on) • Respond to requests and IT Tickets during the event and support Hypercare for Customer Support Representatives • Work with the cross-functional team to troubleshoot issues if and when they occur • Remain fit for duty as described in the Eversource Fitness for Work policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-26, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Digital Reporting Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Digital Reporting Lead
B. Reports To:	Digital Operations Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the Digital Reporting leads are responsible for retrieving information from the self-service systems, ensuring its accuracy, creating any customer insights from the channels, and providing it to the Event Reporting Lead at the stated intervals.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Provide timely daily reporting (twice daily) to the Event Reporting Lead • Extract data from various systems and review for accuracy • Create and maintain reporting templates • Populate data into the reporting templates • Develop highlights from the data for the Digital Operations Director • Using analytics tools, monitor data throughout the day to ensure the health of the system and customer experience • Conduct analyses as requested to understand customer use or issues in the journey • Remain fit for duty as described in the Eversource Fitness for Work policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-27, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Incident Communications Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Incident Communications Lead
B. Reports To:	Digital Operations Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the Incident Communications lead is responsible for collaborating directly with IT and the Digital Operations Leads to ensure approved communications are delivered to Customer Group employees and key partners on a timely basis.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Join Storm Bridge calls with business and IT partners to hear the issues as they are being identified and managed • Use the Bridge Call to confirm the accuracy of communication details as well as recipients (if different from normal distribution) • Act as a liaison between business and IT to confirm the scope or affected users/applications • Draft initial communication within the first half hour after notification • Communicate updates every two hours, unless updates are available sooner • Remain fit for duty as described in the Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-28, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

CG ERP Call Recorder

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	CG ERP Call Recorder
B. Reports To:	Event Management Director
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the CG ERP Call Recorder is responsible for recording CG ERP Call meeting minutes, to include all updates provided by team members and log actionable items for team members that require follow up by the action item assignee team member during the event.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties • Participate in the operating company event calls in preparation of the event • Initiate and perform CG event calls as necessary • Determine resource availability and staffing plan
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Record all updates provided by all parties specified in the CG ERP Call Agenda during each Specific Event call • Ensure the meeting minutes are sent by email to all parties that were invited to the CG ERP Call., with subject line "*CG ERP Event<xx/xxxxxx (date)> - <Time> Call Minutes*" after the close of the call • Upload the meeting minutes to the specified shared Eversource location within 45 minutes of the close of the call • Communicate with the Event Management Director and other CG ERP Team members as needed between calls • Review the Event Checklists for additional operational guidance • Remain fit for duty as described in the Eversource Fitness for Work policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Virtual
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Plan Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-29, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Social Care/Resolution Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Social Care/Resolution Manager
B. Reports To:	Call Center Director
1. **Direct Reports:**	Social Care and Resolution Teams
C. Position Duties and Responsibilities:	Manages resources to resolve customer issues and provide social media and sentiment reporting as needed during an ERP event. All responsibilities from Blue Sky remain in place, with emergency elements added (for example, if a customer calls with an issue related to the ERP event, the resolution team works to resolve the issue).
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Communicate with the Contact Center Lead(s) • Perform normal role or job description • Participate in Contact Center Storm Calls • Remain fit for duty as described in the Eversource Fitness for Work policy • Prompt and guide the Concierge Call Lead in the activation and de-escalation of Concierge practices and in the resumption of regular business
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Call Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-30, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Contact Center Training/Concierge Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Contact Center (CC) Training/Concierge Manager
B. Reports To:	Contact Center Director
1. **Direct Reports:**	• Concierge Team • Training Coordinator Resources
C. Position Duties and Responsibilities:	Manages resources to either provide updates and communications to the Contact Center Representatives as the ERP event evolves or coordinate information and scripts that are needed for concierge calls to customers.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location. • Ensure your emergency team has your contact information • Remain fit for duty as described in Eversource Fitness for Work Policy. • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to the emergency response duties.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Perform normal role or job description • Communicate with the Contact Center Leads • Participate in Contact Center Storm Calls • Remain fit for duty as described in the Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-31, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

VOC/Customer Sentiments Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Voice of the Customer (VOC)/Customer Sentiments Lead
B. Reports To:	Message Delivery Director
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The VOC/Customer Sentiments Lead is responsible for monitoring customer listening posts before, during, and after an event to gather customer sentiments and to report trends at the Customer Group (CG) ERP Event calls. The VOC Lead is also responsible for determining if and when VOC Customer Satisfaction surveys should be paused before the event, if the event meets the eligibility for a post-storm survey.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages to ensure their security and safety while you are committed to your emergency response duties • Determine reporting locations for Message Delivery team members.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Perform normal, blue sky role or emergency position job • Communicate with the Call Center Lead(s) • Gather sentiments generated from news media, VOC Surveys, social media, and email communications • Provide any insights found during the CG ERP Event Calls • Ensure daily VOC Customer Satisfaction Surveys are paused each day • Remain fit for duty as described in Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Customer Group Curriculum Advisory Committee (CAC) for disposition • Participate in After Action Review(s) • Analyze survey results and provide summary communication
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

H. Position Work Location:	Call Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-32, Rev. 0
Effective Date: 12/23/2021	**Approval Date:** 12/23/2021

Crew Welfare

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Crew Welfare
B. Reports To:	Contact Center Manager
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Performs emergency duties assigned by the Contact Center Management Team, specifically assisting in acquiring food and lodging for Contact Center personnel as needed.
D. Pre-Event Preparations:	• Remain within two hours of your emergency response reporting location • Ensure your emergency team has your contact information • Remain fit for duty as described in the Eversource Fitness for Work Policy • Make the necessary provisions for the challenges that your family could face during prolonged outages, to ensure their security and safety while you are committed to the emergency response duties.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify your immediate supervisor of your emergency job position activation; keep them informed of changes to your work schedule • Perform emergency duties as assigned by a member of the Contact Center Management Team (for example, assist in acquiring food and lodging for the Contact Center personnel • Remain fit for duty as described in the Eversource Fitness for Work Policy
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A • **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Contact Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-COM-01 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Communications Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Communications Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Executive Spokesperson • Communications Specialist
C. Position Duties and Responsibilities:	The Communications Officer is a key Command Staff position that reports to the IC and is responsible for overseeing the collection, development, and dissemination of information exchanged with the public, customers, the media, the customer care center, executive leadership, and employees. The Communications Officer is also responsible for unity of messaging and communications processes before, during, and after an event to ensure the messages are timely and accurate across all channels of delivery. As a member of the Command Staff, the Communications Officer ensures all communications are in alignment with the IAP and approved by the IC.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Communications Officer's staff positions are up to date and ready to be used
	• The position ensures annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Oversees pre-event notifications to stakeholders as needed
	• Upon activation of the Incident Management Team, activate Communications Section personnel as needed
	• As needed, oversee issuance of a Company statement concerning the activation of the Incident Management Team and the necessity to release employees so that they can perform their emergency positions
	• Oversee proactive communications such as morning, noon, and evening drive times and television news periods

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Collaborates with the Liaison Officer on specific incident conditions that the Liaison organization may assist with • Collaborates with the Regulatory Officer on specific incident conditions that the Regulatory organization may assist with • Provides overall direction to the IMT Communications staff and Corporate Communications Group regarding messaging for key stakeholders • Develops daily Communications messages and provides same to the Planning Section Chief for inclusion in the IAP • Conducts initial and routine briefings with the activated Assistant Communications Officer(s) • Ensures unity of messaging to all stakeholders • Ensures applicable web pages are updated as the event progresses • Prepares and issues a Communications Briefing Sheet that can be used as a response to media inquiries and as a public statement for all other audiences • Provides initial and follow-up information to be included in the Eversource TODAY notification • Ensures voice mail messages are used as needed to provide employee updates • Ensures all news releases are reviewed and approved by the Incident Commander • Ensures the Assistant Communications Officer – Customer Group is acting as a conduit to ensure customer concerns are being brought to the Communications Officer and escalated as needed • Develops accurate and timely information for use during press/media briefings • Oversees media and VIP briefings • Monitors and forwards media information that could be useful to the Planning Section • Maintains current information, summaries, and/or displays on the incident • Supports the demobilization process to return to normal business operation
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section • Conduct debrief with Communications Section • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if located in the ICC **Equipment and Supplies:** • Computer • Phone **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • *eLearning: Introduction to Emergency Preparedness at Eversource (EP-303)* • *eLearning: Introduction to the Incident Command System (EP-304)* • *eLearning: ARCOS and You (EP-103)* • *eLearning: Introduction to Business Continuity (EP-201)* **Initial Training** • Initial Gas Emergency Preparedness Training (EP-301) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-COM-06 , Rev. 0
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Executive Spokesperson

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Executive Spokesperson
B. Reports To:	Communications Officer
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Executive Spokesperson is responsible for representing the company during emergency conditions at governmental and regulatory meetings, including state level unified command meetings and media press briefings. Provides company status, goals, and objectives consistent with the current Incident Action Plan.
D. Pre-Event Preparations:	• Oversee proactive communications such as morning, noon, and evening drive times and television news periods
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Conduct briefings with the Assistant Communications Officer – Media, including the following topics: o news releases o condition of significant media & government interest • Monitor and be familiar with Communications Briefing Sheets that can be used as a response to media inquiries and as a public statement for all other audiences • Monitor and be familiar with news releases • Collaborate with the Liaison Officer on specific incident conditions that are of significant government or media interest • Receive overall direction from the IMT Communications staff and Corporate Communications Group regarding messaging for key stakeholders • Receive accurate and timely information from the Communications Section for use during press/media briefings
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section • Conduct debrief with Communications Section • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-COM-07, Rev. 1
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Communications Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Communications Specialist
B. Reports To:	Communications Officer
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Prepares emergency event communications, ensuring unity of messaging consistent with the event and stakeholder needs: interface with the press, manage news opportunities (interviews) and written materials (press releases), manage photo and video opportunities and public service announcements, manage the Company's social media presence, and ensure the Communications management strategy is executed and monitored successfully.
D. Pre-Event Preparations:	• Maintain situational awareness of impending event • Inform customers and employees, through media, social media, and other means, of preparedness steps the company is taking along with recommendations on preparing for possible outages
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Maintain situational awareness of event and stakeholder needs and concerns • Execute the Media Relations strategy for event-related activities • Coordinate Internal and External communications for unity of message • Provide updates to appropriate television, radio and print media contacts • Monitor, update, and respond to social media sites as needed or when new information is available • Coordinate interviews with company personnel, as needed • Photograph key locations during restoration for use in social media and company publications • Monitor news reports and social media, taking corrective actions as needed • Share emerging issues with the Communications Officer to ensure provision of timely and accurate communications • Prepare emergency event communications, ensuring unity of messaging consistent with the event and stakeholder needs • Ensure accurate media coverage through media channels including radio, television, web news sites, and social media • Support the Executive Spokesperson in preparing for public comments • Maintain file of all released communications • Coordinate media interviews with company personnel as needed
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness &Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or Strategic Field Locations as needed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System/Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-01, Rev. 0
Effective Date: 8/29/2023	**Approval Date:** 1/4/2022
ERSG Director	

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Eversource Resource Support Group (ERSG) Director
B. Reports To:	Emergency Coordination Team (ECT)
1. **Direct Reports:**	• ERSG Resource Ordering Unit Leader • ERSG Resource Tracking Unit Leader • ERSG Roster Management Unit Leader • ERSG Resource Finance Unit Leader
C. Position Duties and Responsibilities:	The ERSG Director oversees the activation, operations, and demobilization of the ERSG to ensure it is ordering/hiring external resources as requested by the ECT and in doing so: • tracks external resources by State or Business Unit (such as Gas) • communicates with external resources until received by the State or Business Unit • manages movement of rosters to the appropriate State or Business Unit in the resource tracking system • provides support to contract procurement/accounts payable as needed
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as needed • Ensure the staffing rosters for the ERSG staff positions are up to date and ready to be used • Maintain roster of non-affiliated external resources and mutual aid assistance contracts, review lists with State and Gas Business Unit Resource Acquisition, when necessary, and check on availability • Collaborate with State and Gas Resource Acquisition, as needed • Conduct an initial briefing and routine update meetings and briefings with personnel • Maintain and update ERSG tools • Have access to and proficient use of the Resource Allocation Management Program for Utility Personnel (RAMP-UP) • Fully charge all portable devices • Build and maintain relationships with Eversource Vendor Network • Work with Emergency Preparedness (EP) Logistics personnel to update and maintain policies and procedures for resources • Monitor weather updates that could impact Eversource territory • Create and update template messaging for storm hiring, demobilization, and reporting for use during incidents/events • Ensure ERSG team members have access to tools to support events

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Create initial incident briefing for ERSG Team and ERSG Incident Action Plan (IAP) for incident response • Activate ERSG Team members • Supervise operations of the ERSG during events • Aid in and oversee acquisition of non-affiliated external resources and mutual aid resources, as requested by the ECT • Coordinate formal and informal communications between the ERSG, ECT, Northeast Gas Association (NGA), Edison Electric Institute (EEI), and North Atlantic Mutual Assistance Group (NAMAG) during incident response • Participate in all NAMAG, NGA, and EEI mutual assistance calls • Ensure resource requests are entered into the NAMAG RAMP-UP tool on behalf of Eversource • Following activation of the ERSG by the ECT, activate ERSG support personnel as appropriate • Develop an ERSG staffing schedule for the next 48 hours • Ensure the ERSG Resource Tracking Unit keeps acquired external resource counts accurate, up-to-date, and reconciled with State and Business Unit counts • Ensure the ERSG Resource Tracking Unit maintains contact with inbound acquired external resources and obtains their status at least every four hours until received by State or Business Unit resource tracking • Ensure the ERSG Roster Management Unit receives rosters from all acquired external resources and forwards them to the appropriate audience • Ensure the ERSG Finance Unit is supported during incident response and Desktop Requisitions are completed in a timely manner, as needed • Participate in NAMAG calls • Support the development of a Demobilization Plan to return to normal business operations • Ensure Food and Lodging requirements have been communicated
F. Post- Emergency Event Responsibilities and Reports:	• Aid vendors in the invoicing and payment process • Provide mutual aid information for after action reports to regulating bodies • Lead after action reviews for the ERSG • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) and lead after action improvement for the ERSG
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG **Equipment and Supplies:** • Phone • Computer • Two monitors • Vendor phone book **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) • RAMP-UP training **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • Maximo • UConn Outage Prediction Model (OPM) • Weather Services (DTN, StormGEO, Utiliweather) • Group email boxes (for example, ERSG Roster)

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-02, Rev. 0
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ERSG Resource Ordering Unit Leader (ERSG ROUL)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Eversource Resource Support Group Resource Ordering Unit Leader (ERSG ROUL)
B. Reports To:	ERSG Director
1. **Direct Reports:**	ERSG Resource Ordering Specialist
C. Position Duties and Responsibilities:	Primarily responsible for procuring external mutual aid resources (personnel, equipment, and support) requested by the Emergency Coordination Team (ECT) during an incident or event. The ERSG ROUL is also responsible for Coordination between ERSG Resource Trackers and the ERSG Director to ensure resource requests are being tracked and updated appropriately to ensure ECT resource needs are being addressed during an event.
D. Pre-Event Preparations:	• Review common and leadership responsibilities • Assist the ERSG Director in maintaining a listing of non-affiliated external mutual aid resources. Review lists with State and Gas Business Unit Resource Acquisition; check resource availability as directed • Collaborate with State and Gas Business Unit Resource Acquisition (RA) as needed • Coordinate ERSG activation with the ERSG Director • Fully charge all portable devices • Ensure training and tools needed to execute response tasks are up to date.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Receive and respond to requests for personnel, supplies, and equipment from authorized personnel • Work with the ERSG Finance Unit and Procurement if resources are not yet in Ariba and/or require a Purchase Order (P.O.) • Maintain hiring email template • Order, receive, aid in the distribution external mutual aid resources, working with State and Gas Business Unit Resource Acquisition groups • Participate in ERSG as well as Logistics Section/Support Branch planning activities • Address informal resource requests • Record the type and amount of supplies, tactical resources, and personnel ordered and enroute to destinations, including report of status and location • Assist in the maintenance and inventory of Eversource resources • Communicate with state RA, ERSG Resource Tracking Unit Leader, ERSG Roster Management Unit Leader, and ERSG Resource Communication Unit Leader, regarding resource movements • Assist in the ERSG Demobilization Plan
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG **Equipment and Supplies:** • Phone • Computer • Two monitors **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) • RAMP-UP training **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • ERSG Request Tool • RAMP-UP • Group email boxes (for example, ERSG Roster) • TBD

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-03, Rev. 0
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ERSG Resource Tracking Unit Leader (ERSG RTUL)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Tracking Unit Leader
B. Reports To:	ERSG Director
1. **Direct Reports:**	ERSG Resource Tracking Specialist
C. Position Duties and Responsibilities:	The ERSG RTUL ensures accurate tracking of external resources working during an emergency event to provide accurate and timely updates to the Emergency Coordination Team (ECT).
D. Pre-Event Preparations:	• Assist the ERSG Director with RT Unit personnel availability; activation, and deployment as needed • Assist in setup of the ERSG Room (for example, monitors, time card (t-card) board and Situation Report (SitRep) displays, standard trackers, and so on) • Fully charge all portable devices • Ensure inclusion of distribution mailing list of each State Resource Acquisition Report (and any applicable Gas Business Unit Resource Acquisition Reports)

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate with each state RA Director to gather counts of on-system and off-system contract line and service resources acquired by the ERSG for the event
	• Coordinate with the ERSG Resource Ordering Unit Leader (ERSG ROUL) to gather counts of off-system contract line and service resources acquired by the ERSG for the event
	• Gather counts of off-system contract resources to be tracked, including:
	  ○ Tree crews
	  ○ Damage assessors
	  ○ Wire guards
	  ○ Gas resources
	• Establish and maintain an event-specific T-Card display
	• Create and maintain an event-specific ERSG Resource Tracking Report; ensure the report is accurate and up-to-date
	• Provide the ERSG Resource Tracking Report in a timely manner to the ECT, State RA, and others, as requested
	• Ensure each State/Business Unit RA Report is included in the ERSG Resource Tracking Report and the appropriate Business Unit contact is on the distribution list
	• Participate in the Resource Acquisition Working Group (CT) call
	• Participate in other meetings and calls as requested by the ERSG Director
	• Coordinate with the ERSG Resource Ordering Unit Leader (ERSG ROUL) to gather counts of external mutual aid resources acquired by the ERSG for the event
	• Gather counts of external mutual aid resources to be tracked, including, but not limited to:
	  ○ Tree Crews
	  ○ Damage Assessors
	  ○ Wire Guards
	  ○ Gas resources

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

	• Reconcile the ERSG Tracking Report with other resource tracking sources, such as State RA Reports, ARCOS, RA Working Group (CT); address and attempt to resolve any discrepancies between the ERSG Resource Tracking Report and other sources • Communicate with State RA, the ERSG ROUL, the ERSG Roster Management Unit Leader (ERSG RMUL), and the ERSG Resource Communication Unit Leader (ERSG RCUL) regarding resource movements and demobilization • Assist in the development of the ERSG Demobilization Plan
F. Post- Emergency Event Responsibilities and Reports:	• In coordination with the ERSG Director, determine the final ERSG Resource Tracking Report and notify all recipients • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer • Two monitors **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, State or Gas Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) • ERSG Tracking Unit training **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • TBD

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-05, Rev. 0
Effective Date: 1/4/2022	**Approval Date:** 1/4/2022

ERSG Roster Management Unit Leader (ERSG RMUL)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Eversource Resource Support Group (ERSG) Roster Management Unit Leader (ERSG RMUL)
B. Reports To:	ERSG Director
1. **Direct Reports:**	ERSG Roster Management Specialist
C. Position Duties and Responsibilities:	The ERSG Roster Management Unit Leader is responsible for coordination communication and of crew rosters between the ERSG and contracted, and among the separate Incident Management Teams (IMT). The ERSG RMUL manages and administers the ERSG email boxand communicates the confirmed number of resources that are inbound to the Eversource service territory to the ERSG Resource Trackers.
D. Pre-Event Preparations:	• Assist the ERSG Director with availability, activate and deploy unit personnel as needed • Assist in ERSG Room set-up (for example, monitors, time card (t-card) board, Situation Report (SitRep) displays, and Standard Trackers • Ensure proper functioning of the ERSG email box • Ensure any response email templates are formatted and operational • Fully charge all portable devices • Ensure inclusion of distribution mailing list of each State Resource Acquisition (RA) Report (and any applicable Gas Resource Acquisition Report)

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Receive the current Incident Management Team (IMT) Incident Action Plan (IAP) briefing from the ERSG Director
	• Monitor incoming rosters from the ERSG Rosters email box
	  ○ Reject rosters that do not meet Eversource standards
	  ○ Capture summary roster information for rosters (# of buckets, diggers, full time equivalents (FTE), and so on)
	  ○ Forward rosters to appropriate resource acquisition IMT members for scrubbing (CT RA, MA RA, NH RA, Gas RA)
	• Record “handoff” of resource rosters to and from the ERSG
	• Coordinate with the ERSG Resource Ordering Unit Leader (ROUL) to stay informed of hired or incoming resources and expected rosters
	• Assist in the maintenance of an event-specific T-Card display
	• Update event-specific ERSG Resource Tracking Report for roster completion by company
	• Participate in other meetings and calls as requested by the ERSG Director
	• Communicate with State RA, ERSG ROUL, ERST Resource Tracking Unit Leader (RTUL), and ERSG Resource Communications Unit Leader (RCUL) regarding resource movements and demobilization
	• Assist in the ERSG Demobilization Plan

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer • Two monitors **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, State or Gas Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • ERSG Roster Email box • ERSG SharePoint site • ERSG Request Tool (Realtime Systems) • TBD

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-06, Rev. 0
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ERSG Resource Acquisition Liaison (ERSG RAL)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Eversource Resource Support Group Resource Acquisition Liaison (ERSG RAL)
B. Reports To:	Resource Acquisition Branch Director
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The ERSG Resource Acquisition Liaison provides support to the Logistics Resource Acquisition Unit Leader for organizing and responding to external and internal resource requests from all areas of the Emergency Response Organization by serving as the RA Liaison to the ERSG.
D. Pre-Event Preparations:	• Review the process for acquisition, activation, de-activation, and check-in of external resources for both the centralized and de-centralized model • Fully charge all portable devices • Establish communications with the ERSG; ensure contact information is up to date • Ensure the ERSG is part of the distribution mailing for the State Resource Acquisition (RA) Report
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a briefing from the Logistics RA Branch Director on the status of the ERP event and resource strategy • Communicate with RA Unit Leaders on additions, releases, and redeployments • Communicate with the ERSG on state additions or releases; reconcile the state RA report with the ERSG Resource Tracking Report • Communicate the movement of external resources to/ from another state to the ERSG • TBD – ARCOS Role • Track demobilization plan as requested and communicate it to the ERSG
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, the State or Gas Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • TBD

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-ERSG-07, Rev. 0
Effective Date: 1/4/2022	**Approval Date:** 1/4/2022

ERSG Resource Finance Unit Leader (ERSG RFUL)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Eversource Resource Support Group Resource Finance Unit Leader (ERSG RFUL)
B. Reports To:	ERSG Director
1. **Direct Reports:**	ERSG Finance Specialist
C. Position Duties and Responsibilities:	The ERSG Resource Finance Unit Leader is responsible for administering all financial matters pertaining to vendor contracts, leases, and fiscal agreements. The ERSG RFUL executes all procurements in accordance with Eversource policies and procedures.
D. Pre-Event Preparations:	• Ensure access to company financial software • Understand and complete training necessary to execute all procurement activity during an event in accordance with Eversource policies and procedures • Maintain a current list of vendors with Purchase Orders (P.O.) • Assist the ERSG Director with Financial Unit personnel availability, activation, and deployment as needed • Fully charge all portable devices
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain the Incident Procurement Plan • Ensure procurement procedures are compliant with the incident finance guidelines • Prepare and authorize contracts • Draft memoranda of understand (MOU) as needed • Provide for coordination between the ERSG Resources Units and the ERSG Director and all other procurement organizations supporting the incident • Ensure that financial systems (such as, Maximo and Ariba) are in place to meet the organization's vendor needs • Publish P.O.s • Ensure ERSG personnel complete Desktop Requisitions (DR) as needed • Establish contracts and agreements with new vendors hired during emergencies • Coordinate the E-SPIL and ERSG to ensure all obligations are entered into financial recording software and all costs are reconciled prior to demobilization • Complete final processing of contracts and send documents for payment • Brief the ERSG Director and Finance Section Chief on current problems and recommendations, outstanding issues, and follow-up requirements • Interpret contracts and agreements; resolve disputes within delegated authority • Assist in the ERSG Demobilization Plan • Maintain individual log and forward to the ERSG Director for disposition
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ERSG **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ERSG
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan, State or Gas Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Training – Initial • Eversource Resource Support Group – Initial (TBD) • RAMP-UP training **Refresher Training** • Resource Acquisition Training – Refresher • Eversource Resource Support Group – Refresher (TBD)
4. Required System/Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • Maximo/Ariba • TBD (other financial tools)

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-FA-01 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Finance & Administration Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Finance and Administration Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	Finance Unit
C. Position Duties and Responsibilities:	The Finance and Administration Section Chief is responsible for oversight and reporting of expenditures associated with response and recovery activities. Additionally, the Finance and Administration Section Chief is responsible for overseeing the unvouchered liability (UVL) entries for response activities.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Finance & Administration Chief's staff positions are up to date and ready to be used
	• Ensure annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Deploy to ICC as directed, report to the Incident Commander, and obtain a briefing
	• Following activation of the Incident Management Team, activate the required Finance and Administration Section personnel as needed
	• Consider making petty cash available to cover necessary funds
	• Ensure company credit cards are active and established with appropriate spending limits
	• Prepare and communicate the necessary emergency accounting and work orders for the emergency event

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Track and report all financial aspects of the emergency event • Accumulate and analyze resource cost data to support restoration and recovery activities • Provide periodic updates on the event's cost (current and projected) to the IMT • Ensure compensation claims are being recorded and assembled • Distribute company credit cards and petty cash as needed • Track and analyze personnel time records for timeliness and accuracy • Brief personnel on event-related financial issues needing attention or follow-up • Support the development of the overall strategy for release of resources and the Demobilization process

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located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section • Reconcile all expenses and provide cost model, cost projection and completed UVL entries • Conduct a debriefing with the Finance and Administration Section • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-HR-01 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Human Resources Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Human Resources Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	Assistant Human Resources Officer
C. Position Duties and Responsibilities:	The Human Resources (HR) Officer provides support and advises the Incident Commander on contractual and policy obligations regarding represented and non-represented employees. The HR Officer serves as the primary resource to field questions regarding concerns on staffing functions, compensation, labor relations, and personnel issues. The HR Officer is responsible for ensuring adequate support services for employees, including direction regarding: payroll, family benefit issues, and employee assistance programs for related concerns.

D. Pre-Event Preparations:	• Deploy to the ICC as directed, report to the Incident Commander, and obtain a briefing
	• Ensure employee assistance information is readily available
	• Ensure a retiree list of available resources is updated
	• Ensure annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Following activation of the IMT, activate subordinate staff, as needed • Interpret the Company's policies and procedures and provide advice and guidance to the Incident Commander • Ensure that the Incident Commander is aware of any potential high-risk employee issues • Coordinate with employees and their families regarding personnel issues related to the event. • Coordinate briefings between Incident Command and union leadership, as needed • Monitor labor issues during event and keep union leadership appraised • Communicate to union leadership on demobilization activities
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Follow up on all Human Resource and employee incidents • Participate in an After Action Review(s)

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located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-IT-01, Rev. 0
Effective Date: 4/21/2023	**Approval Date:** 4/21/2023

IT Incident Commander

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Information Technology (IT) Incident Commander
B. Reports To:	Emergency Coordination Team (ECT)
1. **Direct Reports:**	• IT Operations Section Chief • IT Communications Section Chief • IT Liaison Section Chief • IT Planning Section Chief
C. Position Duties and Responsibilities:	Oversight of all IT ERP Activities
D. Pre-Event Preparations:	• Provide communication of state ERP events to Communications team for notification to IT • Communicate with IT ERP Communications to start roster and pre-storm checklist activities • Ensure all IT ERP roles are staffed • Declare IT storm response mode activation • Declare IT environment Storm Moratorium timeframe and level
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Adjust and approve IT response plans in coordination with state Incident Management Team (IMT) plans • Ensure any IT issues are addressed and resolved • Ensure appropriate communications to ECT and/or State IMTs occur through Liaisons
F. Post- Emergency Event Responsibilities and Reports:	• Communicate closure of IT ERP and direct demobilization activities to commence • Provide After Action items • Suggest IT ERP efficiencies • Participate in After Action Review(s) • Monitor the completion of After Action items • Approve submittals of IT related items to any required state regulatory event reports • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Remote or in-person

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located in the Emergency Preparedness & Business Continuity Documentation Database.

I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Declaration of ERP in NH, MA, or CT

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan, IT Annex
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-IT-04, Rev. 0
Effective Date: 4/26/2023	**Approval Date:** 4/26/2023

IT Liaison Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Information Technology (IT) Liaison Section Chief
B. Reports To:	IT Incident Commander
1. **Direct Reports:**	IT Liaison Unit Leader
C. Position Duties and Responsibilities:	Provide communication between State IMT and Information Technology

D. Pre-Event Preparations:	• Attend State IMT calls
	  ○ Provide update on IT preparations (system checks, rosters, change moratorium, and so on)
	• Forward event awareness message to IT
	• Attend IT Pre-ERP Planning calls
	  ○ Ensure Liaison Unit Leader roster is complete
	  ○ Communicate individual state ERP declarations to IT ERP organization
	  ○ Communicate technology and staffing requirements to IT ERP organization

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Attend State IMT calls
	  ○ Provide IT Major Incident status to State IMT
	• Send state ERP status update to IT
	• Attend IT ERP calls
	  ○ Communicate individual state ERP declarations to IT ERP organization
	  ○ Communicate technology and staffing requirements to IT ERP organization

F. Post- Emergency Event Responsibilities and Reports:	• Communicate closure of state ERP event • Notify IT Resource Managers (Field Techs, Network, and similar) when IT support resources can be released • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer • Personal: • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Remote or in-person as requested by the Incident Commander
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan, IT Annex
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-01 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Logistics Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Logistics Services Branch Director • Food Services Branch Director • Lodging Branch Director • Gas Deputy Logistics Section Chief (when both Electric and Gas IMTs are activated in one state at the same time)
C. Position Duties and Responsibilities:	The Logistics Section Chief ensures that all incident resources needed to support the strategic and tactical execution of incident objectives are made available. The Logistics Section Chief oversees the Logistics Section, which is organized into three Branches: Lodging Services, Food Services, and Lodging Services.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Logistics Section positions are up to date and ready to be used
	• The position ensures annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Ensure contact lists of vendors, suppliers, contractors, hotels, caterers, and others that provide materials and support services are maintained for the Logistics Section
	• Following activation of the IMT, activate the required Logistics Branch Directors and any other needed Logistics Section Staff
	• Deploy to ICC as directed, report to the Incident Commander and obtain a briefing
	• Conduct a briefing with Logistics Branch Directors
	• Confirm applicable checklists have been completed
	• Identify anticipated and known emergency event service and support needs in conjunction with the Incident Commander and the Planning and Operations Chiefs and initiate procurement and mobilization

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Identify anticipated and known internal and external resource requirements • Ensure all requests for resources, support, supplies, and equipment are assigned and tracked • Ensure all external resources are tracked until they are checked-in if the ERSG is not activated • Ensure adequate logistics support for the EOCs and RMTs • Obtain periodic updates from the Logistics Branch Directors on the status of logistics requests and requirements • Periodically update the Command and General Staffs on actions and progress • Ensure that the positions within the Logistics Section execute their specific duties and responsibilities • Support the development of a Demobilization Plan and implement to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure outside contractor timesheets are forwarded appropriately • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • *eLearning: Introduction to Emergency Preparedness at Eversource (EP-303)* • *eLearning: Introduction to the Incident Command System (EP-304)* • *eLearning: ARCOS and You (EP-103)* • *eLearning: Introduction to Business Continuity (EP-201)* **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Initial Staging Area Training (EP-505)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-02 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Logistics Services Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Services Branch Director
B. Reports To:	Logistics Section Chief
1. **Direct Reports:**	• Material Logistics Services Unit Leader • Fleet Services Unit Leader • Staging Area Services Unit Leader • IT/Telecom Services Unit Leader • Environmental Services Unit Leader • Security Services Unit Leader • Property Management (Facilities) Services Unit Leader • Procurement Services Unit Leader
C. Position Duties and Responsibilities:	The Logistics Services Branch Director has the overall responsibility for the preparedness, planning, and coordination of a variety of logistical services including facilities, environmental response, procurement, transportation, materials, IT/ Telecom, staging areas, and crew Check-in. The Logistics Services Branch Director oversees and supports the Services Branch Unit Leaders
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Logistics Services Branch Unit Leader positions are up to date and ready to be used • Support the Logistics Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Identify and evaluate potential Staging Areas, conduct evaluation and re-evaluation process • Provide information about the readiness status of each Staging Area to the EP Manager and the Logistics Section Chief periodically throughout the year • When necessary, activate the applicable Logistics Services Branch Unit Leaders and ensure the activation of their Annex • Conduct a briefing with the Service Branch Unit Leaders as they arrive at their assigned work location(s) • Direct each Unit Leader to initiate any applicable checklists, including but not limited to facility backup generators; vehicles (fleet/ rental availability); fuel availability; material inventory, distribution, and re-supply availability; IT/ Telecom systems status, and the readiness of all related suppliers and vendors

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assemble, brief, and assign preliminary tasks to Unit Leaders • Coordinate activities of each of the Service Branch Units • Oversee the tracking and assigning of requests for the various services provided by the Branch Unit Leaders • Collaborate with the Enterprise Resource Support Group to procure special items or specific supplies • Ensure all fixed and temporary facilities are adequately staffed and operational • Provide all communications equipment necessary to provide effective, interoperable voice communications by and between all incident personnel, including push-to-talk radios, cell phones, and so on • Ensure all IT data and Telecom systems (infrastructure and applications) are functioning effectively • Ensure the Transportation Unit is providing vehicles (fleet and/ or rental) to support restoration and the meeting the necessary fueling requirements for both gasoline and diesel vehicles and equipment • Ensure effective environmental response to hazardous materials spill incidents • If site security is required at a fixed or temporary facility, ensure it is provided. • Obtain periodic reports from the Services Branch Unit Leaders • Provide periodic reports and briefings to Logistics Section Chief regarding activities, resource status, and actual or anticipated difficulties/resource gaps • Identify current and/or predicted gaps in resources and make recommendations regarding solutions/options to fill those gaps • Support the development of a Demobilization Plan to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all receipts for any purchases are gathered, along with related documentation • Ensure all P-cards, extra laptops, extra cell phones, satellite phones, tools, and so on are returned and inventoried • Ensure that all forms and documentation are properly completed and scanned/ saved in the designated shared folder and/ or forwarded to the Planning Section • Conduct and supervise invoice reconciliation for all executed vendor/supplier contracts and/ or purchase orders • Conduct debriefings with contracted services/ suppliers/vendors and collect information for development of After Action Review/Improvement Plan • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center or other location as designated by Section Chief
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, text, phone, or email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • *eLearning: Introduction to Emergency Preparedness at Eversource (EP-303)* • *eLearning: Introduction to the Incident Command System (EP-304)* • *eLearning: ARCOS and You (EP-103)* • *eLearning: Introduction to Business Continuity (EP-201)* **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Initial Staging Area Training (EP-505) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-03, Rev 3
Effective Date:	**Approval Date:**

Food Support Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Food Support Unit Leader
B. Reports To:	Food Support Branch Director
1. Direct Reports:	Food Support Coordinator
C. Position Duties and Responsibilities:	Coordinates and manages the functions and staffing of the Food Support Unit, including providing food for all internal and external crews and staff. Ensures that the positions within the unit execute their specific duties and responsibilities.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Proficiency with Food Support Request and Tracking Tool (FSRTT) ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed
D. Pre-Event Preparations:	• Activate Food Support Unit personnel, as needed • Ensure restaurants and caterers are notified of an impending event with an estimated magnitude of the duration for inventory and scheduling needs • Ensure contact information is updated for all contracted caterers • Coordinate with Resource Section staff, regarding projected internal and external staffing who might require Food Support • Participate in Food Support Branch briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure all internal/external crews and staff are fed effectively and efficiently • Meet with caterers to let them into facilities, as required • Ensure set-up and clean-up meals of meals are completed, as needed • Donate unused food when possible, in consultation with Corporate Citizenship/Community Relations • Ensure caterers are continually updated with estimated magnitude duration for inventory and scheduling needs • Provide timely reports to the Food Support Branch Director • Oversee donations of unused food when possible, in consultation with Corporate Citizenship/Community Relations • Participate in Food Support Branch briefings

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Participate in invoice reconciliation and approval • Demobilization and coordination of disposition of any remaining food resources
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm PCard **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, email, Teams, text

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Food Support Training (EP-503T) **Refresher Training** • Food Support Request and Tracking Tool Training (EP-503T)
4. Required System / Drives Access:	Teams, SharePoint, FSRTT, Resource Management Dashboard

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-04, Rev. 3
Effective Date:	**Approval Date:**

Food Support Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Food Support Coordinator
B. Reports To:	Food Support Unit Leader
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	Executes the functions of the Food Support Unit, including receiving catered meals, informing site personnel that meals have arrived, area cleanup up after meals, and information on the meal service to the Food Support Unit Leader.
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ❑ Performing manual dexterity ☒ Ability to lift up to 10 lbs. ☒ Standing for long periods ❑ Exposed to extremes in temperature/humidity ☒ Walking ☒ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Good communication skills ☒ Competent computer skills ☒ Proficiency with Food Support Request and Tracking Tool (FSRTT) ☒ Good interpersonal /phone skills ☒ Excellent time management skills
D. Pre-Event Preparations:	• Contact restaurants and caterers to communicate estimated need based on magnitude and duration • Update the Food Service Request & Tracking Tool (FSRTT) as required • Participate in Food Support Branch briefings

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate meals (numbers) and scheduling with the Food Support Unit Leader and update the FSRTT, as needed
	• Communicate feeding plan to the Food Support Unit Leader
	• Provide timely reports/updates to the Food Support Unit Leader, including:
	  ○ Confirmation that meals were delivered on time
	  ○ Quality of meals delivered
	  ○ The number of meals that were used or leftover, so future orders can be adjusted as necessary
	• Meet with caterers to let them into facilities, as required
	• Set up and clean up meals, as needed
	• Donate unused food when possible, in consultation with Corporate Citizenship/Community Relations
	• Participate in Food Support Branch briefing

F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Support invoice reconciliation

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm PCard **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	Incident Command Center, Area Work Center, or other area as directed, if not working remotely
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, email, Teams, text

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Food Support Training (EP-503T) **Refresher Training** • Food Support Request and Tracking Tool Training (EP-503T)
4. Required System / Drives Access:	Teams, SharePoint, FSRTT, Outlook, texting

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-06 , Rev 0
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Material Logistics Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Material Logistics Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Material Logistics Unit
C. Position Duties and Responsibilities:	Coordinates materials logistics activities in support of the emergency, including receiving, storing and issuing inventory and non-inventory materials, equipment, and supplies. Ensures that the positions within the Unit execute their specific duties and responsibilities consistent with EP-ALL-ANX-1000 F, Supply Chain Procurement Annex.
D. Pre-Event Preparations:	• Coordinate Material Logistics Unit activation with the Director, Material Logistics • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Project/ensure adequate materials based on predicted/actual conditions and coordinate with Procurement as needed • Ensure pre-staged material is deployed, as needed • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Act as the central point of contact for material logistics issues for the IMT • Coordinate material logistics needs with the Logistics Support Unit Leader and Staging Area Services Unit Leader as needed • Project/ensure adequate materials based on predicted/actual conditions • Ensure Food and Lodging requirements have been communicated • Participate in Logistics briefings • Provide timely reports to Branch Director
F. Post- Emergency Event Responsibilities and Reports:	• Notify Director, Material Logistics of company return to normal operations • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A in ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-07, Rev 0
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Fleet Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Fleet Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Fleet Services Unit
C. Position Duties and Responsibilities:	Coordinate fleet service issues in support of the emergency, including fleet availability, rental vehicle procurement and assignment, fleet maintenance and repairs, and emote fueling of all fleet and contractor vehicles. Ensures that the positions within the Unit execute their specific duties and responsibilities consistent with Fleet Services Annex.
D. Pre-Event Preparations:	• Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Coordinate Fleet Services Unit activation with the Vice President, Operation Services and initiate actions to support expected needs, including: o Determining the availability of Fleet vehicles o Updating contact information for rental vehicle vendors o Determining projected requirements for fleet and rental vehicles o Determining projected fueling needs and remote fueling locations and notify vendor(s) o Verifying adequate inventory of fleet parts and requesting procurement to fill gaps
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate fleet service activities, including: o Procurement and assignment of rental vehicles o Maintenance and repairs of fleet vehicles o Remote fueling activities at Staging Areas, hotels, and so on o Ensuring availability of vehicle maintenance personnel o Ensuring availability of vehicle repair parts o Movement of vehicle maintenance personnel to areas with large fleet concentration • Ensure Food and Lodging requirements have been communicated • Participate in Logistics briefings • Provide timely reports to Logistics Services Branch Director
F. Post- Emergency Event Responsibilities and Reports:	• Notify Vice President, Operation Services of company return to normal operation • Ensure return of rental vehicles • Ensure deactivation of remote fueling contractors • Direct relevant documentation to the Planning Section for disposition. • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-08, Rev 0
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Staging Area Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Staging Area Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Staging Area Supervisors
C. Position Duties and Responsibilities:	The Staging Area Unit Leader is responsible for organizing, coordinating, and supporting staging areas.
D. Pre-Event Preparations:	• Collaborate with Logistics Services Branch Director and determine the locations, size, and anticipated functions of staging areas • Request the Property Management Services verify that pre-designated Staging Area agreements are current, and sites are ready for use • If a Logistic Contractor is anticipated to be used to support the Staging Areas, confirm that the Contractor(s) has been notified and activated • Determine resource staffing requirements for the staging areas • Notify/activate Staging Area Supervisors and Specialists • Notify and coordinate Logistics Services Section Unit Leaders needed to support staging area operations. For example, food and lodging, material logistics, security, fleet services, IT/ telecommunications, property management, environmental, and so on • Communicate staging area readiness to the Logistics Services Branch Director
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate staging area needs with the Staging Area Supervisors • Gather information from Logistics Section Branch Director pertaining to the proposed number of crews and vehicles expected to use each Staging Area and their proposed working schedules • Coordinate with the Staging Area Supervisors to determine each staging area's resource staffing requirements, and estimate activation and deployment response timelines • Ensure the layout and set up of staging area is available and workable and that the staging area can support the desired restoration crew work schedules • Reviews each day's Incident Action Plan (IAP) for the next operational period and maintain awareness of the numbers and assigned work locations of all crews • Brief Staging Area Supervisor as needed • Conduct daily conference calls with Staging Area Supervisors to gather information about ongoing operations, rosters, unusual situations, and anticipated requirements during next Operational Period • Provide routine summary reports to the Logistics Section Services Branch Director • Coordinate with the Logistics Services Branch Director and develop and implement the overall Demobilization (DMOB) Plan as it relates to staging areas • Coordinate redeployment or release of the Staging Area personnel with Staging Area Supervisors and the applicable Logistics Section Unit Leaders • Notify the Logistics Contractor of demobilization plans

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Coordinate with the Property Management Services Unit Leader any site remediation or cleanup requirements that are necessary to return the Staging Area to its original condition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan • EP-ALL-PD-2200B, Staging Area Process Description • EP-ALL-JA-2200B-1, Staging Unit Leader Job Aid • EP-ALL-GDL-1000-STG-1, Staging Area Guidelines for a Pandemic
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: Staging Area Basics (EP-505P) • Initial Staging Area Training (EP-505) **Refresher Training** •
4. Required System / Drives Access:	N:\ Drive; The Hub

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-09 , Rev. 0
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Staging Area Supervisor

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Staging Area Supervisor
B. Reports To:	Staging Area Unit Leader
1. **Direct Reports:**	Staging Area Specialists
C. Position Duties and Responsibilities:	The Staging Area Supervisor is responsible for managing the day-to-day operations of a staging area and its supporting staff.
D. Pre-Event Preparations:	• Participate in Staging Area related emergency preparedness exercises and provide feedback about possible opportunities for improvement • Verify, and print copies if needed, of most current versions of process documents, maps, forms, phone numbers, contact sheets, and so on • Assess potential Staging Area locations to determine the viability of the sites in cooperation with the Staging Area Unit Leader, Logistics Contractor, and Property Management Unit Leader

E. Duties, Responsibilities, and Actions During an Emergency Event:	• When activated:
	  ○ obtain a briefing from Staging Area Unit Leader including the initial and maximum number of crews and vehicles expected at the Staging Area
	  ○ report to the designated Staging Area location
	  ○ determine potential resource requirements for the Staging Area Specialists and request the Staging Area Unit Leader provide additional resources at desired reporting time
	• Ensure that the Staging Area Signs have been delivered
	• Ensure all assigned Staging Area Specialists are checked-in, briefed, and assigned their respective duties upon arrival (for example, Busing, Food & Lodging, Traffic Control, Fueling, Security, Parking, and so on)
	• Refer to the site layout map and coordinate the Staging Area Specialists, Eversource staff, and Logistics contractors/vendors to layout and set up the Staging Area as shown on the Site map
	• Develop and maintain a Staging Area Roster and ensure a copy is sent to the Staging Area Unit Leader (or placed in the appropriate Eversource Emergency Events N:/Drive folder)
	• Notify the Staging Area Unit Leader when the Staging Area is ready to receive crews
	• Participate in the Staging Area conference call hosted by the Staging Area Unit Leader.
	• Schedule and conduct briefings for the Staging Area Specialists as needed, including Staging Area actions and anticipated activities, status of restoration response, and so on
	• Brief the next shift relief on current, unusual, and expected actions during next operational period
	• Participate in the development and implementation of the Demobilization (DMOB) Plan as it relates to the Staging Area
	• Discontinue Staging Area operations when authorized by Staging Area Unit Leader and/or Logistics Section Chief and prepare for redeployment to new location or demobilization

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition. • Participate in After Action Review(s) • Begin the demobilization process when notified by the Staging Area Unit Leader and coordinate site demobilization activities with the Logistics Contractor and other vendors • Coordinate with the Staging Area Unit Leader and Property Management Unit Leader regarding any site remediation or cleanup requirements that are necessary to return the Staging Area to its original or better condition
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat, gloves **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Staging area (TBD)
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	• State or Business Unit Emergency Response Plan • EP-ALL-PD-2200B, Staging Area Process Description • EP-ALL-JA-2200B-2A, Staging Area Supervisor Job Aid • EP-ALL-JA-2200B-2B, Staging Area Supervisor Shift Briefing Job Aid • EP-ALL-FRM-1000 A-203C, Staging Area Team / Check-In Team Roster • EP-ALL-GDL-1000-STG-1, Staging Area Guidelines for a Pandemic
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • **Initial Training** • eLearning: Staging Area Basics (EP-505P) • Initial Staging Area Training (EP-505) • **Refresher Training** •
4. Required System / Drives Access:	• N:\ drive; The Hub

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-10 , Rev. 0
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Staging Area Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Staging Area Specialist
B. Reports To:	Staging Area Supervisor
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Staging Area Specialist is responsible for the day to day operations of a staging area including Feeding, Bussing, Fueling, Traffic Control, and Lodging Support.
D. Pre-Event Preparations:	• Obtain, assemble, and maintain information and materials needed for the emergency event position kit • Participate in Company, local, and state emergency preparedness exercises and drills and provide feedback to the Company about actions that can be taken to ensure continuous improvement • Verify your emergency event position kit is ready • If needed, verify/print copies of most current versions of process documents, maps, forms, phone numbers, contact sheets, and so on

E. Duties, Responsibilities, and Actions During an Emergency Event:	• When activated:
	  ○ report to designated Staging Area location and Check In
	  ○ obtain a briefing from Staging Area Supervisor including a clear understanding of the assigned roles and responsibilities and working hour requirements
	• Refer to the site layout map and coordinate with the Staging Area Supervisor and Logistics Contractor to set up and activate the Staging Area
	• Perform duties as assigned by the Staging Area Supervisor
	• Obtain necessary information regarding meal times, lodging requirements, hotel bussing requirements, from the Staging Area Supervisor and Logistics Contractor
	• Monitor the effectiveness of the Staging Area logistics operation and report any required modifications to improve the performance to the Staging Area Supervisor

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Participate in the development and implementation of the Demobilization (DMOB) plan as it relates to the Staging Area • Support the demobilization process when notified by the Staging Area Supervisor and coordinate site demobilization activities with the Logistics Contractor • Continue to support logistic functions until Staging or Receiving Area operations are completed. • When notified by the Staging Area Supervisor, stand down and, as directed, either report to the next emergency event location or to your Blue Sky role

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Staging areas (TBD)
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	• State or Business Unit Emergency Response Plan • EP-ALL-PD-2200B, Staging Area Process Description • EP-ALL-JA-2200B-3, Staging Area Specialist Job Aid • EP-ALL-GDL-1000-STG-1, Staging Area Guidelines for a Pandemic
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: Staging Area Basics (EP-505P) • Initial Staging Area Training (EP-505) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive; The Hub

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-14 , Rev 0
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IT/ Telecom Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	IT/ Telecom Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	IT Services Unit
C. Position Duties and Responsibilities:	Coordinate IT/ Telecomm issues in support of the emergency, including computer and network systems, services, applications, OMS, and end-user desktops, laptops, and so on, plus all voice communications systems (desk phone system, cell phones). Ensure that the positions within the Unit execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Coordinate IT/Telecom Unit activation with the Director, IT • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Take actions to ensure readiness and availability of IT systems commensurate with the expected event • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate IT/Telecomm Service Unit, as needed, to ensure reliable operation and adequate response time of IT application systems and associated infrastructure used to support emergency activities • Ensure Food and Lodging requirements have been communicated • Participate in Logistics briefings • Provide timely reports to Branch Director
F. Post- Emergency Event Responsibilities and Reports:	• Notify Director, IT and Telecom Department of company return to normal operations • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center or other location as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-15 , Rev 0
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Environmental Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Environmental Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Environmental Service Unit
C. Position Duties and Responsibilities:	Coordinates environmental issues in support of the emergency, including receiving and responding to oil & other hazardous material (OHM) spill events, environmental compliance support at staging areas including temporary remote fueling (wet-fueling), preparation of staging area compliance plans, and providing staging area compliance support and inspections. The Unit also receives and documents calls pertaining to oil-filled devices that are on the ground as a direct result of an emergency event or restoration activities that are not leaking but require pickup and disposition as soon as possible. Ensures positions within the Unit execute their specific duties and responsibilities, consistent with the Environmental Affairs Annex.

D. Pre-Event Preparations:	• Coordinate Environmental Services Unit activation with the Director, Environmental Affairs
	• Participate in Logistics briefings
	• Ensure environmental support contractors are notified and placed on standby
	• Initiate actions to support staging area activities, including:
	  ○ contacting OHM Spill Cleanup & Licensed Site Professional (LSP) Contractors – update contact info and place them on standby
	  ○ advising the local fire department of wet fueling staging area
	  ○ notifying State DEP of the emergency status
	  ○ communicating staging area wet fueling spill prevention procedures
	• inspecting staging areas & documenting appearance

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate, within the Logistics Services Branch, anticipated openings of staging areas
	• Coordinate environmental needs with the Environmental Service Unit, including:
	  ○ staging area "Wet-Fueling" with local authorities, as required
	  ○ spill contractor standby and response
	  ○ LSP standby and response
	  ○ repair work in/near wetland areas
	  ○ environmental compliance inspections during operations
	  ○ pickup and disposition oil & equipment
	  ○ spill cleanups
	  ○ staging area environmental condition appearance inspections
	• Ensure food and lodging requirements have been communicated.
	• Participate in Logistics Services briefings
	• Provide timely reports to Branch Director

F. Post- Emergency Event Responsibilities and Reports:	• Notify Director, Environmental Affairs to return to normal operations • Ensure event-related documentation, reports, and notifications have been completed • Ensure each Staging Area is inspected and conditions documented

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-16 , Rev 0
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Security Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Security Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Security Unit
C. Position Duties and Responsibilities:	Coordinates site security at permanent and temporary facilities to ensure the security of all resources, equipment, and commodities. Ensures that the positions within the unit execute their specific duties and responsibilities consistent with the Security Annex.
D. Pre-Event Preparations:	• Coordinate Security Services Unit activation with the Manager, Security • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Verify availability of contract personnel as needed • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate security needs as necessary. • Ensure Food and Lodging requirements have been communicated • Provide timely reports to the Logistics Services Branch Director • Participate in Logistics briefings
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-17 , Rev 0
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Property Management Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Property Management Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	• Property Management Unit • Real Estate Unit
C. Position Duties and Responsibilities:	Coordinates Property Management related activities in support of emergency events. Ensures that all permanent facilities are fully operational and prepared to sustain extended operational hours. Ensures that the positions within the Unit execute their specific duties and responsibilities consistent with the Property Management Annex.
D. Pre-Event Preparations:	• Coordinate Property Management Services Unit activation with the Director, Real Estate & Property Management • Determine requirements for each permanent/fixed facility including, sanitation, sleeping, site security, exterior lighting, snow removal, and so on • Ensure facility generators are operational and fully fueled • Verify that pre-designated staging area agreements are current and sites are ready for use • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Ensure outdoor equipment and/ or furniture at all facilities has been tied down or brought indoors • Ensure vendors have been contracted for needed outside services including sanding, salting, and snow removal, as applicable; update contact info for each vendor • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate Property Management needs • Ensure Food and Lodging requirements have been communicated • Provide timely reports to Logistics Services Branch Director • Participate in Logistics briefings
F. Post- Emergency Event Responsibilities and Reports:	• Notify Director, Real Estate and Property Management of company return to normal operations • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if I ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-18 , Rev 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Procurement Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Procurement Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Procurement Unit
C. Position Duties and Responsibilities:	Coordinates procurement activities in support of the emergency. Ensures that the positions within the Unit execute their specific duties and responsibilities consistent with the Supply Chain – Procurement Annex.
D. Pre-Event Preparations:	• Coordinate Procurement Services Unit activation with the Director, Procurement • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate procuring of necessary materials and services with Materials Logistics Unit Leader, as needed • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Participate in Logistics briefings • Ensure Food and Lodging requirements have been communicated • Provide timely reports to the Logistics Services Branch Director
F. Post- Emergency Event Responsibilities and Reports:	• Notify the Director, Procurement of company return to normal operations • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A in ICC or office **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-19, Rev. 2
Effective Date:	**Approval Date:**

Food Support Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Food Support Branch Director
B. Reports To:	Logistics Section Chief
1. Direct Reports:	Food Support Unit Leader
C. Position Duties and Responsibilities:	The Food Support Branch Director coordinates the activities of the Food Support Unit Leaders to ensure that all food needs are met.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Proficiency with Food Support Request and Tracking Tool (FSRTT) ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed
D. Pre-Event Preparations:	• Coordinate with the Logistics Section Chief regarding projected food needs during the emergency event • Coordinate activation of the Food Support Branch • Coordinate development of appropriate shift schedules/rosters, identifying and managing any support gaps • Ensure that Food Support Branch staff are prepared and trained to carry out their Emergency Positions, including use of the Food Service Request and Tracking Tool (FSRTT) • Ensure Data Analyst and Financial Analyst are prepared & ready to work • Participate in Logistics Section briefings • Coordinate with the Lodging Branch Director regarding projected on-system resources' meal needs at lodging facilities • Ensure that the Food Support Branch personnel have Storm P-Cards that are activated and have appropriate set limits • Work with the Procurement Unit to manage any food Purchase Order (PO) contracts

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor any food gaps • Participate in Logistics Section briefings • Conduct briefings with Food Support Branch personnel • Manage staff and adjust work hours/shift coverage for each location as required • Provide status updates throughout the event to Logistics Section Chief • Create the Catering Plan • Support the development of a Demobilization Plan to return to normal business operations • Notify the Food Support Branch of demobilization plan
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Coordinate food invoice reconciliation and approval
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm PCard **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, text, email, or Teams message

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Food Support Training (EP-503T) **Refresher Training** • Food Support Request and Tracking Tool Training (EP-503T)
4. Required System / Drives Access:	FSRTT, Teams, SharePoint, Resource Management Dashboard

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-20 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Logistics Support Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Support Unit Leader
B. Reports To:	Logistics Support Branch Director
1. **Direct Reports:**	Logistics Support Specialist
C. Position Duties and Responsibilities:	Coordinates all logistics support activities at their assigned EOC or AWC, and provides supervision and support for the Logistics Support Specialists assigned to an EOC or AWC. Works in a cross-functional logistics team at the assigned facility, providing support for fleet services, facilities, security, materials, environmental affairs, lodging and feeding, procurement, and IT/ Telecommunications. Ensures that the Specialist positions within the Unit execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Participate in Logistics Support Branch briefings • Assess availability, activate, and deploy unit personnel as directed • Coordinate with Food & Lodging Unit Leader • Obtain Storm Card and confirm spending limits • Provide support to Fleet Services Unit as requested • Provide support to Materials Unit regarding Storm stock, kits, general stock, and so on • Support operation of emergency generators at EOC, as needed • Deploy to assigned location, as directed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Participate in Logistics Support Branch briefings • Ensure Food and Lodging requirements have been communicated • Manage and assist the Logistics Support Specialists in their role of supporting various functions at their assigned facilities including fleet operations, facility set up for feeding, materials, IT/ Telecomm, support staff lodging, and so on • Provide support to/and coordinate with all Logistics Units • Provide timely reports to Branch Director • Identify current and/ or potential resource gaps and solutions
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • NA if in the EOC or AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

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located in the Emergency Response Program Documentation Database.

H. Position Work Location:	EOC or AWC (NH)
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: Logistics Support • Initial Logistics Support ILT **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-21, Rev. 0
Effective Date: 10/13/2016	**Approval Date:** 10/13/2016

Logistics Support Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Support Specialist
B. Reports To:	Logistics Support Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Supports logistics activities at their assigned EOC or AWC. Works in a cross functional logistics team at the assigned facility, providing support for transportation, property management, security, materials, environmental affairs, food & lodging, procurement, and IT Telecommunications. Ensures that the Specialist positions within the Unit execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Participate in Logistics Support Unit briefings • Request list of activated hotels and caterers from Logistics Services Branch • Obtain PCard and confirm spending limits (as needed) • Coordinate with the following groups regarding facility issues: transportation, property management, security, environmental affairs, food & lodging, procurement, and IT Telecommunications • Ensure mobile devices are charged and ready • Deploy to assigned location as directed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Participate in Logistics Support Branch briefings • Maintain awareness of personnel movements to/from assigned facilities • Support various functions at their assigned facilities including transportation, facility set up for feeding, materials, IT/Telecomm, support staff lodging, and so on • Identify current and/or potential resource gaps and potential solutions • Provide timely reports to Unit Leader
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC or AWC
I. Work Period:	8-16 hour work period per day

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located in the Emergency Response Program Documentation Database.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: Logistics Support • Initial Logistics Support ILT **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-30, Rev. 1
Effective Date:	**Approval Date:**

Lodging Support Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Lodging Support Branch Director
B. Reports To:	Logistics Section Chief
1. Direct Reports:	Lodging Support Group Manager
C. Position Duties and Responsibilities:	Responsible for the coordination and management of the tasks and staffing of the Lodging Support Branch.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment ❑
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Proficiency with Maximo ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed ☒ Proficiency with ARCOS application
D. Pre-Event Preparations:	• Coordinate with the Logistics Section Chief regarding projected on-system resource needs • Coordinate activation of the Lodging Support Branch, as needed • Ensure F&L Support Data Analyst and F&L Support Financial Analyst are prepared and ready to work • Develop appropriate shift schedules/rosters, identifying and managing any support gaps • Coordinate with Resource Section staff regarding projected internal and external staffing that might require lodging • Ensure contact information is updated in the resource tracking tool for all contracted and non-contracted hotels • Coordinate with the Food Support Branch Director regarding projected food needs at lodging facilities, as needed • Participate in Logistics Section briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Create and disseminate a staffing schedule for the event, mitigating any gaps in shift schedules • Work with Group Managers and Unit Leaders to ensure event objectives are communicated and understood • Work with the Procurement Unit if any purchase order issues need to be resolved • Coordinate with Resource Section staff regarding projected internal and external staffing that might require lodging • Confirm with the Procurement Unit Leader to raise PCard limits, as needed • Ensure all resources are lodged in support of safe and efficient restoration activities

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located in the Emergency Preparedness Documentation Database.

	• Oversee monitoring of the Lodging Support Hotline voicemail/email box for lodging requests • Participate in Logistics Section briefings • Support the development of a demobilization plan to return to normal business operations • Notify the Lodging team of demobilization
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Coordinate lodging invoice reconciliation and approval • Ensure ARCOS system is returned to its original state following an event
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm Pcard **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As assigned or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, text, email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Lodging Support Process and Tool Initial Training (EP-503) **Refresher Training** • Lodging Support Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, ARCOS Production, Resource Management Dashboard, shared Regional Lodging email boxes, Maximo

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-31, Rev. 1
Effective Date:	**Approval Date:**

Lodging Support Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Lodging Support Group Manager
B. Reports To:	Lodging Support Branch Director
1. Direct Reports:	Lodging Support Regional Unit Leader
C. Position Duties and Responsibilities:	Coordinates and manages the functions and staffing of the Lodging Support Group, including providing lodging for all internal and external crews and staff. Ensures that the positions within the group execute their specific duties and responsibilities
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Proficiency with ARCOS application ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed
D. Pre-Event Preparations:	• Coordinate with the Lodging Support Branch Director regarding lodging needs • Using the Lodging Support Branch Director's staffing plan, create a Lodging Support Group staffing plan and activate the Lodging Support Group as needed • Ensure the Lodging Support Group is coordinating with the Food Support Branch regarding food requests • Ensure event folder is set up properly in SharePoint • Coordinate update of contact information for all contracted and non-contracted hotels • Coordinate with Resource Section staff regarding projected internal and external staffing that might require lodging • Oversee management of the Lodging Support Coordinators (by the Lodging Support Regional Unit Leaders) to meet lodging needs by checking for hotel availability, booking, and assigning rooms based on projected needs, using the resource tracking tool • Participate in Logistics Section calls

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Provide timely updates to the Lodging Support Branch Director • Manage the Regional Lodging Support Unit Leaders to ensure the group is working effectively • Ensure all internal and external crews and staff are lodged to support a safe, efficient restoration • Coordinate with Resource Section staff regarding projected internal and external staffing that might require lodging • Ensure that when hotels require external catering services, details are entered into the Food Service Request and Tracking Tool (FSRTT) and that the orders are cancelled if no longer needed • Oversee monitoring of the Lodging Support Hotline voicemail/email box for lodging requests • Coordinate cancellation of hotel reservations as needs diminish • Oversee the preparation and execution of the Demobilization Plan when directed and return the organization to normal business operations • Participate in Logistics Section calls
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Coordinate invoice reconciliation and approval
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, email, text, or phone

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Lodging Support Process and Tool Training (EP-503) **Refresher Training** • Lodging Support Process and Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, ARCOS Production, FSRTT, shared Lodging Support Regional email boxes

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-32, Rev. 1
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Lodging Support Regional Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Lodging Support Regional Unit Leader
B. Reports To:	Lodging Support Group Manager
1. Direct Reports:	Lodging Support Coordinator Lodging Support Administrative Specialist
C. Position Duties and Responsibilities:	Coordinates with the Lodging Support Group Manager regarding projected resource counts.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Competent analytical & problem-solving skills ☒ Good interpersonal /phone skills ☒ Ability to prioritize & delegate as needed ☒ Proficiency with ARCOS application

D. Pre-Event Preparations:	• Coordinate with the Lodging Support Group Manager
	• Verify the Lodging Support Coordinator Team and make sure they know when and where to report to work
	• Understand and maintain staffing schedules for coordinators
	• Ensure that the Lodging Support Coordinators and Reporting and Admin Teams are prepared and ready to work
	  ○ Storm cards are activated
	  ○ All team members have access to Lodging Support mailboxes, folders, and SharePoint site
	  ○ Ensure Teams chats are set up
	• Ensure contact information is updated for all contracted hotels
	• Coordinate with the Lodging Support Group Manager or Branch Director regarding projected resource counts
	• Participate in Lodging Support Branch Teams meetings

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure all resources are lodged
	• Oversee the Lodging Support Coordinators to meet lodging needs by:
	  ○ checking for hotel availability
	  ○ booking and assigning rooms based on projected resource needs
	  ○ entering all information updated in the system of record
	  ○ assessing parking and bussing needs to report to Fleet Services
	• Ensure contact information is updated for all contracted hotels

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	• Monitor the Lodging Support Hotline voicemail/email box for lodging requests • Coordinate with the Food Support team and ensure use of the Food Service Request and Tracking Tool (FSRTT) to meet food requirements • As lodging needs diminish throughout the event, confirm hotel reservations are canceled per the lodging contracts • Provide timely updates to the Lodging Support Group Manager • Participate in Lodging Support Branch demobilization calls
F. Post- Emergency Event Responsibilities and Reports:	• Participate in invoice reconciliation and approval, as needed • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm PCard **Personal:** • Any personal needs for multiple days away from home, if needed
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, email, text, phone

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Lodging Process & Tool Training (EP-503) **Refresher Training** • Lodging Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, ARCOS Production, shared regional Lodging email boxes, FSRTT

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-33, Rev. 1
Effective Date:	**Approval Date:**

Lodging Support Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Lodging Support Coordinator
B. Reports To:	Regional Lodging Support Unit Leader
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	Executes the functions of the Lodging Support Unit, including contacting hotels; acquiring, assigning, and tracking accommodations; and communicating lodging assignments for all resources.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities	☒ Good communication skills ☒ Strong computer skills – Excel ☒ Proficiency with Food Services Request and Tracking Tool (FSRTT) ☒ Good interpersonal /phone skills ☒ Proficiency with the ARCOS application
D. Pre-Event Preparations:	• Support the activation of the Lodging Support Unit • Check for lodging availability prior to the start of restoration and update the system of record, when directed • Participate in lodging briefings/meetings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Participate in lodging briefings/meetings • Determine and update lodging availability • Monitor the system of record for lodging needs • Based on resource needs and the system of record, book and assign lodging to resources • Re-assign, track, and cancel lodging based on event status and resource needs • Communicate lodging status to resources or to appropriate Resource Acquisition (RA) teams for coordination • Monitor the Lodging Support Hotline voicemail/email box for lodging requests • Use the Food Service Request and Tracking Tool (FSRTT) when assigning resources at hotels that cannot provide food services • Ensure food services are scheduled/provided for all hotels with resources that are lodged • Communicate any issues to the Regional Unit Leader • Participate in Lodging Support Branch Teams meetings • Provide timely reports/updates as needed

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located in the Emergency Preparedness Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Participate in invoice reconciliation, as needed
G. Equipment Required:	**Personal Protective Equipment (PPE):** • If not working remotely, anti-slip footwear and appropriate clothing as needed **Equipment and Supplies:** • Phone • Computer • MiFi, if needed • Storm PCard **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, Teams, email, phone

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Lodging Support Process and Tool Training (EP-503) **Refresher Training** • Lodging Support Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, ARCOS Production, shared Regional Lodging Support mailboxes, FSRTT

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-34, Rev. 1
Effective Date:	**Approval Date:**

Food & Lodging Support Financial Analyst

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Food & Lodging Support Financial Analyst
B. Reports To:	Lodging Support Branch Director
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	The F&L Support Financial Analyst coordinates, manages, and supports all aspects of invoicing and reconciliation of invoices for all hotels (contracted or non-contracted) that are used for lodging and feeding purposes during an emergency event.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Proficiency with ARCOS application ☒ Proficiency with Maximo
D. Pre-Event Preparations:	• Collaborate to organize a folder system for new event invoices to be stored under the F&L Storm SharePoint site for the named event; folders are broken down by: ▪ Regions ▪ Hotel names ▪ Hotel details (contract/non-contract) • Ensure contact information is updated for all hotels and caterers for prompt communication • Ensure folders are created in SharePoint/Teams for Purchase Orders (PO) • Work with the Lodging Administrative Support Specialist to create Desktop Requisitions (DR) and associated POs, when needed • Update any Finance Tracking document per event/per date to ensure contact and hotel information is relevant to the event • Ensure Regional Lodging Support Coordinators have communicated with hotels to remind them of the process that is put in place and ask them to copy the regional email address with all details of reservations and catering transactions per date (a job aid is available for each region's Lodging Support Unit Leaders and Coordinators with details)
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor Regional mailboxes to remain aware of hotels/catering being used during the event • Monitor the tracking system of record when needed to ensure notes and reporting are accurately reflecting details per hotel on a daily basis • Ensure hotel contact person has a clear understanding of the finance team's needs in terms of final invoicing, to allow a faster processing time on invoices • Initiate any relevant reporting

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Organize backup documentation from regional mailboxes • Coordinate with Lodging Support Coordinators to debrief on any lodging or catering information relevant to invoicing • Coordinate invoice reconciliation and approval • Reconcile open hotel invoices, working in the JP Morgan Chase website and with hotels, coordinators, Finance Administration, and Accounts Payable • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, email, text

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Lodging Support Process and Tool Training (EP-503) • Maximo Training • SharePoint Training • JP Morgan Chase Database training **Refresher Training** • Lodging Support Process and Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, F&L SharePoint site, ARCOS Production, JP Morgan Chase Website, Maximo, Regional Lodging Support mailboxes

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-35, Rev. 1
Effective Date:	**Approval Date:**

Food & Lodging Support Data Analyst

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Food and Lodging Support Data Analyst
B. Reports To:	Lodging Support Branch Director
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	Track hotel availability, identify gaps in availability, initiate automated notifications for lodging assignments, and report out to the Lodging Support Branch Director on same.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities	☒ Excellent computer skills – Excel ☒ Strong analytical skills ☒ Proficiency with Power BI ☒ Excellent time management skills ☒ Proficiency with ARCOS application
D. Pre-Event Preparations:	• Work with Emergency Preparedness to email availability notification form to hotels • Verify that each regional perspective in ARCOS has all hotels properly formatted and available for usage during the event • Attend pre-event storm calls and review emails from the Lodging Support Branch Director in preparation of ad-hoc requests during the event
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor and review hotel availability form responses in SharePoint • Summarize results on a continuing basis and provide same to the F&L team during check-in calls • Identify potential Lodging gaps and report them to the Lodging Support Branch Director • Update the Lodging Summary Report and provide to the Emergency Preparedness and Financial Managers • Provide the F&L Support Financial Analyst with daily hotel reconciliation reports • Work with the F&L Support team to capture a list of hotels that can provide lodging but are without power and need generation; provide this list to the Lodging Support Branch Director • Create a report of hotels and locations where crews are lodging and provide it to Fleet Services for overnight vehicle fueling
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Review and provide final Lodging Summary Report to Lodging Branch Director • Ensure that all data analysis before and during the event is archived appropriately in SharePoint • Participate in After Action Review(s)

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located in the Emergency Preparedness Documentation Database.

G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi, if needed **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements	**Personal Protective Equipment (PPE):** • If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	As directed or remote
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, phone, email, text

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Lodging Support Process and Tool Training (EP-503) **Refresher Training** • Lodging Support Process and Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	SharePoint, Teams, Food & Lodging SharePoint, Lodging Support shared email box, ARCOS Production, Power BI

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-36, Rev. 1
Effective Date:	**Approval Date:**

Lodging Support Administrative Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics: Lodging Support Administrative Specialist
B. Reports To:	Regional Lodging Support Unit Leader
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	Supports Lodging Support Team clerical tasks, such as answering phones and responding to emails.
1. Physical Requirements:	❑ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ❑ Standing for long periods ❑ Exposed to extremes in temperature/humidity ❑ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ❑ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Good communication skills ☒ Strong computer skills – Excel ☒ Proficiency with Food Services Request and Tracking Tool (FSRTT) ☒ Strong interpersonal /phone skills ☒ Proficiency with Maximo
D. Pre-Event Preparations:	• Create Desktop Requisitions (DR) for lodging Purchase Orders (PO) • Support activation of the Lodging Support Unit • Ensure state Lodging Support Hotlines are activated • Participate in Lodging briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Communicate Lodging status to resources as needed, using the Lodging Support Hotline • Monitor the Lodging Support Hotline, document all issues/concerns, and relay them to the Lodging Support Regional Unit Leader to potentially escalate to the Lodging Support Branch Manager • Answer all Lodging Support Hotline questions in a timely manner • Use the Food Service Request and Tracking Tool (FSRTT) if hotels require food resources • Complete and return credit card authorizations to lodging vendors • Participate in Lodging briefings • Monitor appropriate shared mailboxes for any invoices or authorizations
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Assist the Lodging Support Financial team with any data needed for reconciliation

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC If not working remotely, appropriate clothing for weather conditions, including anti-slip footwear as needed
H. Position Work Location:	Remote or as assigned
I. Work Period:	8-16+ hour work period per day
J. Activation Notification:	Call Out, email, Teams, phone

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Food Services Request and Tracking Tool (EP-503T) **Refresher Training** • Food Services Request and Tracking Tool (EP-503T)
4. Required System / Drives Access:	SharePoint, Teams, Shared Lodging Support email box, Maximo (for DRs), FSRTT

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-01 , Rev. 1
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Liaison Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Liaison Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Community Liaison Unit Leader • Government Affairs Liaison • Assistant Liaison Officer – Escalation
C. Position Duties and Responsibilities:	The Liaison Officer is responsible for maintaining an information exchange and related coordination with the Incident Management Team (IMT) and, municipal officials, and government and non-government organizations, as required

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Liaison Officer's staff positions are up to date and ready to be used
	• The position ensures annual meetings are held by the Government Affairs Liaison or Community Liaison Unit Leader for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Deploy to ICC as directed, report to Incident Commander, and obtain a briefing
	• Implement pre-event notifications to key stakeholders, including emergency planning officials, municipal officials, government and non-government organizations, and others as required, in coordination with the Communications Officer
	• Disseminate information to the Liaison organization
	• Ensure all required tools and technology are operating and available for use
	• Participate in monthly and pre-storm refresher skills training, as needed

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Following activation of the IMT, notify and activate required Liaison support staff • Arrange and communicate staffing requirements and shift rotation for Liaison positions • Ensure Liaisons are briefed on incident conditions and provide overall direction to regarding messaging for key stakeholders • Collaborate with the Communications Officer to oversee the development of communication materials for use by the Liaison organization • Ensure the Liaison organization works with municipal officials to share information, including identification of community priorities as needed • Schedule update meetings or conference calls with the Liaison organization as needed • Inform the Incident Commander (IC) and General Staff of areas of concern and opportunities for coordination • Communicate and coordinate the applicable portions of the Demobilization Plan with stakeholders

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section • Conduct debrief with Liaison Section • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Community Liaison Training (EP-402) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • Initial Gas Emergency Preparedness Training (EP-301) • Community Liaison Unit Leader Training (EP-403) • NGA Natural Gas Safety Training Certification (EP-302) • OUA Role Based Dashboards for Community Relations (EP-DET-OUA-12) • eLearning: Municipal Hub (EP-407) • Gas Outage Portal Training (EP-313) • Initial Training Electric Supply Deficiency/Controlled Outages for Gas IMT (EP 308) **Refresher Training** • Refresher Training Electric Supply Deficiency/Controlled Outages for Gas IMT (EP 308R) • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, and PowerBI, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-03, Rev. 0
Effective Date: 12/16/2022	**Approval Date:** 6/25/2021

Community Liaison Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Community Liaison Unit Leader
B. Reports To:	Liaison Officer
1. **Direct Reports:**	Community Liaison
C. Position Duties and Responsibilities:	The Community Liaison Unit Leader coordinates with the Community Liaisons and the Liaison officer to provide a conduit for bi-directional information, support, notification, and communications with community officials.
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as directed • Review lists of contact information for municipal officials and update as necessary • Initiate pre-event communications to municipal officials, in coordination with the Communications Officer
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Work with the Liaison Officer to ensure that key messages and information are being communicated on an on-going basis to the designated points of contact for their assigned communities • Direct the work of the Community Liaisons located in the Regional Emergency Operations Centers (EOC), including overseeing the outreach and communications efforts of the Community Liaisons with their assigned communities • Acts as the central point for Community Liaisons to receive guidance, track down specific information, or engage the Operations Branch Director or others to resolve issues raised by community officials • Work with the Government Affairs Liaison if requested to research local restoration issues raised by governmental personnel • Work closely with the Operations Branch Directors in the Regional EOC to ensure consistent and accurate information is being released to community officials in the towns the Region serves • Arrange and communicate staffing assignments for the Community Liaisons in their regions • Participate with the Operations Branch Director in the Regional EOC in regularly scheduled conference calls and incident briefings • Provide periodic briefings to the Community Liaisons each day to ensure up-to-date information flow • Participate in monthly and pre-storm refresher skills training, as needed
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Ensure that event records are finalized and stored in the designated shared folder and/or forwarded to the Liaison Officer • Conduct demobilization process to return to normal business operations • Provide debrief of Community Relations and municipal official outreach efforts for their Regions to improve responsiveness and effectiveness during future incidents

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Community Liaison Training (EP-402) • Community Liaison Unit Leader Training (EP-403) • NGA Natural Gas Safety Training Certification (EP-302) • eLearning: Municipal Hub (EP-407) • OUA Role Based Dashboards for Community Relations (EP-DET-OUA-12) • Gas Outage Portal Training (EP-313) **Refresher Training** • EP 402 Community Liaison Refresher Training (EP-402R) – Annual
4. Required System / Drives Access:	Eversource N:\ Drive, Pulse Secure VPN Access, SharePoint, Teams, Power BI, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-05, Rev. 0
Effective Date: 12/16/2022	**Approval Date:** 6/25/2021

Community Liaison

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Community Liaison
B. Reports To:	Community Liaison Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Community Liaison is the interface with towns and municipalities, providing the conduit for real-time information, support, notification, coordination, and communications between municipal officials and the Company for system restoration, including communication of mutual assistance activities. The Community Liaison is responsible for identifying critical information and issues to be relayed to the Community Liaison Unit Leader, and ultimately to the Liaison Officer, including issues such as damage assessment data, blocked roads, and requests to address emergent priorities that need to be relayed.
D. Pre-Event Preparations:	• Provide availability schedule to the Community Liaison Unit leader • Initiate "pre-event" phone calls to Emergency Managers in each town, and log results of phone calls on the Municipal Log • Participate in Pre-Job Refresher briefings • Participate in monthly and pre-storm refresher skills training, as needed

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Call town officials to provide Eversource Point of Contact (PoC) information and to determine primary point of contact in the town for the event
	• Share town PoC information with Community Liaison Unit Leader
	• Keep call logs by town, each day of the event
	• Participate on conference calls with the Community Liaison Unit Leader
	• At shift change, reach out to impacted towns to provide the name of the Eversource contact and provide any status update
	• Answer Community Liaison telephone line and provide support to callers, including:
	  o Research issues as needed
	  o Escalate issues to the Community Liaison Unit Leader
	  o Transfer callers to the E911 customer
	  o Help towns prioritize events escalated through the Liaison telephone line
	• Work with the Community Liaison Unit Leader to share restoration information with the Operations Branch Director in their assigned communities
	• Interface with the Operations Branch Director at the Emergency Operations Center (EOC) and response personnel to understand the focus and progress of restoration in their assigned communities and share back to the EOC team critical issues raised by a town's representative
	• Coordinate communications and messaging of municipal officials with the Community Liaison Unit Leader to ensure consistency and timeliness of information
	• Provide email and telephone updates to municipal emergency incident commanders in their towns
	• Research restoration-related issues with representatives of the EOC response team to address questions raised by municipal officials
	• Research the status of restoration for highly escalated customer calls
	• Coordinate messaging and outreach efforts with other Community Liaisons in the Region (and other Regional Restoration Management Teams (RMT), if serving the same community) through the Community Liaison Unit Leader
	• Participate in regularly scheduled conference calls and incident briefings arranged by the Liaison Officer
	• Coordinate with the Public Safety Specialist on the road-clearing process

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Call towns where outages may still exist and communicate expected ETRs and staffing strategies to get remaining customers online • Scan call logs to PDF documents and forward to the Community Liaison Unit Leader • Provide input to debrief process following a storm
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC/AWC • Reflective vest, safety shoes, safety glasses, hard hat if in the field **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC or AWC, as directed

I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Community Liaison Training (EP-402) • NGA Natural Gas Safety Training Certification (EP-302) • Gas ERP Training for External Affairs (Liaison & Regulatory) (EP-406) • eLearning: Municipal Hub (EP-407) • OUA Role Based Dashboards for Community Relations (EP-DET-OUA-12) **Refresher Training** • Community Liaison Refresher Training (EP-402R) – Annual
4. Required System / Drives Access:	Eversource N:\ Drive, Pulse Secure VPN Access, SharePoint, Teams, Power BI, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-07, Rev. 0
Effective Date: 12/16/2022	**Approval Date:** 4/27/2020

Government Affairs Liaison

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Government Affairs Liaison
B. Reports To:	Liaison Officer
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Communicates with and provides reports to state agencies and legislators.
D. Pre-Event Preparations:	• Coordinate communication with state agencies and legislators regarding the Company's ERP actions • Maintain up-to-date contact information for state agencies and legislators prior to activation, and reach out periodically to remain current • Respond to requests for information from state agencies and legislators • Provide the Liaison Officer with periodic updates • Coordinate with the Communications Officer to ensure the alignment of public information messaging and talking points • Participate in monthly and pre-storm refresher skills training, as needed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Notify state agencies and legislators of an emergency event, as needed • Coordinate communication and information sharing with state agencies and legislators • Respond to requests from state agencies and legislators • Provide the Liaison Officer with periodic updates
F. Post- Emergency Event Responsibilities and Reports:	• Collect information for development of After Action Review, and provide to Liaison Officer • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Preparedness & Business Continutiy Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Community Liaison Training (EP-402) • NGA Natural Gas Safety Training Certification (EP-302) • OUA Role Based Dashboards for Community Relations (EP-DET-OUA-12) **Refresher Training** • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, The Hub

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-10, Rev. 0
Effective Date: 3/30/2023	**Approval Date:** 11/18/2022

Municipal Hub Support Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Municipal Hub Support Unit Leader
B. Reports To:	Liaison Support Lead
1. **Direct Reports:**	Municipal Hub Support Specialist
C. Position Duties and Responsibilities:	The Muni Hub Support Unit Leader directs and manages the functions of the Muni Hub Support Specialists in coordinating and communicating with municipal officials and the Community Liaisons to ensure efficient operation of the Muni Hub. Preparedness activities include the maintenance and testing of Muni Hub system components through the usage of various internal and vendor technical resources. The Muni Hub Support Unit Leader ensures the positions within the unit execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as directed by the Liaison Officer • Coordinate Muni Hub Support Unit activation with the Liaison Officer • Review Muni Hub system readiness • Support Community Liaison Unit Leaders' efforts to review lists of contact information for municipal officials and the Community Liaisons and update lists as necessary • Support Community Liaison Unit Leaders' efforts to communicate Muni Hub information to the municipal officials and Community Liaisons
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Activate the Muni Hub • Coordinate to ensure the Muni Hub supports communication and information sharing with municipal officials • Respond to requests for assistance from all Muni Hub users • Provide the Liaison Officer with updates about the status of the Muni Hub and resolution of any issues • Provide advance notification and establish a dedicated single point of contact for communication providing frequent and timely status reports to the Liaison Officer • Schedule Muni Hub Specialist staffing • Notify the Liaison Officer when staff is in place • Conduct regularly scheduled phone conferences with the team • Participate in regularly scheduled Liaison Organization phone conferences

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Ensure that event records are stored in designated shared folders and/or submitted to the Liaison Officer • Ensure the transition back to Blue Sky operations includes demobilizing Muni Hub Support for external users is transitioned back to the Community Relations group, as assigned • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC or remote environment **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Assigned work location (ICC) or remote with VPN access
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Muni Hub Eversource Admin Training (Training number TBD) **Refresher Training** • Muni Hub Eversource Admin Training (Training number TBD)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Muni Hub Support Teams Site

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-11, Rev. 0
Effective Date: 11/18/2022	**Approval Date:** 11/18/2022

Municipal Hub Support Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Municipal Hub Support Specialist
B. Reports To:	Municipal Hub Support Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Muni Hub Support Specialist provides first-level user support (login/application usage) of the Municipal Hub for internal users (Community Liaisons) and external users (municipal representatives, public safety dispatchers, and similar) to facilitate effective operation of the Eversource Muni Hub.
D. Pre-Event Preparations:	• Provide availability schedule to Muni Hub Support Unit Leader • Perform Muni Hub system prechecks
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor the shared mailbox, MuniHubSupport@Eversource.com, and respond to email requests for assistance from all internal and external Muni Hub users as required • Provide login process support • Research issues • Document issue resolution and create help guides • Escalate issues to the Muni Hub Support Unit Leader • Facilitate communication and information sharing with municipal officials • Maintain Muni Hub user security • Monitor Muni Hub operations and user interactions and report any issues to the Muni Hub Support Unit Leader • At shift change, provide a briefing regarding resolution status and open issue information to the Muni Hub Support Specialists beginning their shift
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all resolved issues are fully documented • Communicate any open issues to the Muni Hub Support Unit Leader • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC or remote environment **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Assigned work location (ICC) or remote with VPN access
I. Work Period:	8-16 hour work period per day

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Muni Hub Eversource Admin Training (Training will be provided by the Unit Leader, Team Leader, or designee) **Refresher Training** • Muni Hub Eversource Admin Training (Refresher training will be provided following any change in the job description or support requirements by the Unit Leader, Team Leader, or designee)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Muni Hub Support Teams Site

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-12, Rev. 0
Effective Date: 3/31/2023	**Approval Date:**

Liaison Support Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Liaison Support Lead
B. Reports To:	Vice President, Government Affairs, Community Relations (ECT member)
1. **Direct Reports:**	Enter Title
C. Position Duties and Responsibilities:	Leads preparation efforts within the Liaison Organization prior to a storm, to report out relevant data on communications and outreach efforts within the Liaison Organization across the service territory during an event, and provides a post-event survey to all affected municipalities, conducting after action meetings with municipalities when requested.
D. Pre-Event Preparations:	• Assesses availability, activates, and deploys Municipal Hub Support staff as needed • Coordinates and holds Just In Time Training for all members of the Liaison Organization prior to the first scheduled Liaison Shift • Creates State Emergency Events in the Customer Relationship Management (CRM) system to ensure proper documentation of all communication that takes place throughout the event • Assesses Liaison capacity across each state, including tracking Liaisons on approved vacations or family/medical leave
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Reports usage data in the Municipal Hub, including the number of municipalities accessing the system, the total number, and total percentage of service tickets entered through the Municipal Hub throughout the duration of an event • Tracks and reports out on communications between Liaisons and municipal officials, ensuring proper documentation in the CRM, including the tracking of community priorities and life support customers (MA/CT only) • Ensures that Liaisons are properly entered into ARCOS to track activations and shifts, as well as to provide lodging when needed
F. Post- Emergency Event Responsibilities and Reports:	• Directs relevant documentation to the Planning Section for disposition • Distributes post-event ERP survey to all municipalities that experienced an outage or blocked road during the event • Participates in After Action Review(s) with Liaison Officers in each state • Conducts After Action Review(s) with municipal officials when requested • Provides final data sets on Municipal Hub use, documentation and communication, and other relevant information based on the type of event, to the Planning Section
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

Ensure you are using the current revision by verifying it against the controlled electronic copy
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H. Position Work Location:	ICC
I. Work Period:	12-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Liaison Training (EP-402) • Community Liaison Unit Leader Training (EP-403) **Refresher Training** • Community Liaison Training Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Customer Relationship Management (CRM) software

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-13, Rev. 0
Effective Date: 4/17/2024	**Approval Date:** 4/16/2024

Assistant Liaison Officer – Escalation

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Liaison Officer – Escalation
B. Reports To:	Liaison Officer
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	• The Assistant Liaison Officer – Escalation works closely with the Liaison Officer to maintain the exchange of information between the Company and municipal organizations and de-escalate community issues that cannot be resolved by the assigned community liaison. • This role is designed to provide an additional leadership presence for the Liaison Organization focused on community priorities and escalated issues. • The role allows the Liaison Officer to focus on effectively managing the Liaison Organization, including building rosters, coordinating with the Unit Leaders, and preparing Incident Management Team (IMT) report outs. • The Assistant Liaison Officer – Escalation stays aligned with the Communications, Government Affairs, and Regulatory Affairs Teams, as well as other external-facing sections of the IMT to develop and execute de-escalation strategies.
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ❑ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ☒ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Excellent communication skills ❑ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ❑ Proficiency with Outage Management System (OMS) software
D. Pre-Event Preparations:	• Work closely with Liaison Officers, Communications Officer, Community Relations, and others to understand ERP messaging strategy • Work closely with the Business Unit Incident Management Team Communications Officer(s) and Chief Communications Officer to understand all briefing sheets and other external messaging documents • Ensure that all messaging developed for the purpose of de-escalation aligns with the IMT Incident Commander's (IC) approved messaging and is synchronized with communications to legislators, regulators, and other external entities.

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Lead a coordinated response to escalated community issues that require senior leadership engagement to resolve • Report directly to communities that have significant escalated community priorities, such as blocked roads, impacted critical facilities, or numerous outage events • Work in conjunction with the IC senior executives and liaison officers in each state to provide a leadership presence in hard hit communities during the preparedness, response, and restoration phases of an incident to address any issues that may cause reputational harm to Eversource • Coordinate with and provide updates to Liaison Officer(s) to support Liaison Officer report-outs on IMT calls • Represent the Liaison Organization on the following meetings and calls: EOC Officer Check Ins, Tri-state Comms Alignment Check Ins, Unit Leader Check Ins led by Liaison Officers; other calls as deemed necessary • When not deployed into impacted communities, attend IMT calls where Liaison Officer(s) report out • Serve as primary contact to develop and execute strategies to address escalated government and regulatory issues reported to the Liaison Organization by working closely with the IC(s), Regulatory Affairs Officer(s), Government Affairs Liaison(s), EOC Officer(s), Legal, Liaison Officers and others • Coordinate with Liaison Officers and the Operations Section to develop and employ temporary restoration strategies, when possible, for communities experiencing severe outages that impact the ability to open shelter sites or maintain critical public safety services • Assist the Liaison Officer(s) on emergent issues impacting planned restoration, work plans, shifting priorities, and political concerns.
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat if in the field
H. Position Work Location:	ICC, Field, Community EOC, or Remote, as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Initial Liaison Training (EP-402) • OUA Role Based Dashboards for Community Relations (EP-DET-OUA-12) • Initial Gas Emergency Preparedness Training (EP-301) • Gas Emergency Preparedness Training for Community Liaisons (EP-406) • Gas Outage Portal Training (EP-313) • NGA Natural Gas Training Certification (EP-302) **Refresher Training** • Liaison Refresher Training (EP-402R) – Annual • Gas IMT Annual Training Refresher
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, ARCOS Production, OMS, GOP, Gas IMT SharePoint, Power BI, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-01A, Rev. 2
Effective Date: 5/2/2023	**Approval Date:** 5/2/2023

Wire Guard & Services Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard & Services Branch Director
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	Wire Guard & Services Unit Group Managers Operations Analyst
C. Position Duties and Responsibilities:	The Wire Guard & Services Branch Director is responsible for overseeing the conversion of the Incident Action Plan's strategic goals into executable tactical plans that implement the company's restoration priorities. The Wire Guard & Services Branch Director monitors the overall effectiveness of the field restoration activities for the Wire Guard and Service Crew (WG & SC) Branches to accomplish the stated Incident Action Plan goals. The Wire Guard & Services Branch Director collects and disseminates information pertaining to the overall operational progress and direction among the WG and SC Unit Leaders in the Incident Command Center (ICC) and the Regional Emergency Operations Centers (EOCs). The Wire Guard & Services Branch Director, working under the direction of the Operation Section Chief, closely collaborates with the Planning and Logistics Section Chiefs to ensure that the required WG and SC resources are being effectively obtained, allotted, tracked, and appropriately cared for.
D. Pre-Event Preparations:	• Participate in Operations and other applicable preparedness conference calls • Ensure the staffing rosters for the Wire Guard and Service Unit positions are up to date and ready to be used • Following activation of the Incident Management Team, activate the appropriate Wire Guard and Service Unit personnel, as needed • Understand the provisions of the company union agreements as they are interpreted under emergency conditions • Deploy to the ICC as requested, report to the Operations Section Chief, and obtain a briefing • Review the prediction of the number of customers that might be affected and trouble locations for the projected event; based on the prediction, and under the direction of the Operations Section Chief, collaborate with the Resource, Planning, and Logistics Section Chiefs to prepare a Resource Request for the number and type of resources that are potentially required • Work with Logistics and Planning Sections to determine geographical locations within the territory for pre-deployment of personnel based on the threat • Determine the initial shift schedules for all WG and SC Unit resources based upon weather, road conditions, and other potential situations that could affect productivity • Verify with the WG and SC Group Managers that all Operations positions are sufficiently staffed with arrangements for 24-hour coverage, and status of all internal and external WG and SC resources are accurately reflected in the Resource Tracking System • Verify with Group Managers whether any Supply Chain/warehouse Wire Guard Kits and Service Crew Kits are available. Discuss any requirements to modify quantities. • Inform the Operations Section Chief when WG and SC Units are operational

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Participate in Operations Section Briefings and Conference Calls • Obtain a preliminary assessment of the number of customers affected and trouble locations to assist in the development of restoration plans • Conduct regular briefings and meetings with Resource, Operations, and Planning Sections personnel to review restoration progress and resource status • Work with the Resource and Finance & Administration Section Chiefs to ensure accurate accounting for all WG & SC Branch resources • Collaborate with the Resource Section Chief to determine the initial allotment of all Wire Guard and Service Branch internal and external restoration resources among the Regional EOCs and notify the EOC Operations Branch Directors • Collaborate with the Planning Section and Resource Section to ensure support of WG and SC Unit decisions, such as crew movement, Logistics Support (Food and Lodging), Resource Management, and so on • Participate under the direction of the Operations Section Chief, in the creation of the necessary IAP Regional tactical plans needed for WG and SCs. Ensure WG and SC Group Managers are executing those plans accurately and are updating OMS to reflect any changes in ETA, repair, or restoration times. • Work with the Planning Section Chief to determine the Estimated Times to Restoration (ETRs) for service work in specific geographic areas and the state as a whole • Monitor outage information, assess restoration progress, and collaborate with the Planning and Resource sections, as necessary, to re-allocate WG and SC resources within the state for maximum effectiveness • Ensure Resource Management accurately reflects current resource status and all re-allocations • Verify that the performance of the WG and SC Unit activities are aligned with IAP goals • Request/Receive regular reports from the Liaison Officer regarding community priorities, issues, and conditions • Provide updates and new situation reports received from the field to the Operations Section Chief • Ensure the Operation Section Chief is aware of the WG and SC Unit requirements, and any requests forwarded to the Logistics and Planning Section Chiefs; follow up as necessary to ensure requests have been made • Working with the Operations Section Chief to provide input to the IAP objectives based on emergent operational issues • Collect and disseminate information pertaining to the overall operational progress and direction among the WG and SC Unit Leaders in the ICC and the Regional EOCs. When there are other Eversource business unit or state WG and SC branches activated to assist, ensure the metrics and progress for all WG and SC Units is captured by the requesting state or business unit's Operations Analyst to produce a single integrated report • Ensure that the positions within the WG and SC Units execute their specific duties and responsibilities in accordance with the Emergency Response Plan • Ensure that Temporary Repairs and repairs that require the involvement of or follow-up by Third Parties (CATV, TELCo, and so on) are appropriately noted in OMS • Support the development and implementation of a Demobilization plan to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section Chief for disposition • Ensure outside contractor time sheets are signed and forwarded to appropriate financial personnel • Participate in After Action Review(s)

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial EP OMS Training – Modeler (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • Initial Wire Guard Instructor-Led Training (EP-701) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-01, Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Operations Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Operations Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Assistant Operations Section Chief • Operations Branch Director • Substation Group Manager • Vegetation Management Unit Leader • Transmission Branch Director (CT & MA) "(When the Transmission Section is activated, the Transmission Branch Director –is not an active position and all branch members are moved to the Transmission Section)"
C. Position Duties and Responsibilities:	The Operations Section Chief is responsible for overseeing the conversion of the Incident Action Plan's strategic goals into executable tactical plans that implement the company's restoration priorities. The Operations Section Chief monitors the overall effectiveness of the field restoration activities to accomplish the stated Incident Action Plan goals. The Operation Section Chief collects and disseminates information pertaining to the overall operational progress and direction among the Operations Section Branch Directors in the Incident Command Center (ICC) and the Regional Emergency Operations Centers (EOCs) and closely collaborates with the Planning and Logistics Section Chiefs to ensure that the required resources are being effectively obtained, allotted, and appropriately cared for.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Operations Section positions are up to date and ready to be used
	• Ensure annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Following activation of the Incident Management Team (IMT), activate the appropriate Operations Section personnel, as needed
	• Deploy to ICC as requested, report to the Incident Commander, and obtain a briefing
	• Review the prediction of the number of customers that might be affected by the projected event and, based on the prediction, collaborate with the Planning and Logistics Section Chiefs to prepare a Resource Request for the number and type of resources that are potentially required
	• Determine the initial shift schedules for all operational resources based upon weather, road conditions, and other potential situations that could affect productivity
	• Verify with the Operations Branch Directors that all Operations positions are sufficiently staffed and that arrangements are made for 24-hour coverage
	• Inform the Incident Commander and IC staff when EOCs and RMTs are operational

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a preliminary assessment of the number of customers affected and assist in development of restoration plans • Conduct regular briefings and meetings with Operations and Planning Section personnel to review restoration progress and resource status • Work with the Planning and Finance & Administration Section Chiefs to ensure accurate accounting for all resources • Collaborate with the Planning and Logistics Section Chiefs to determine the initial allotment of all internal and external restoration resources among the Regional EOCs and notify the EOC Operations Branch Directors • Collaborate with the Planning Section and Logistics Section to ensure support of the operational decision, such as crew movement, logistics, and so on • Participate in the creation of the necessary IAP Regional tactical plans needed to restore power considering pre-established restoration priorities • Work with the Planning Section Chief to determine the Estimated Times to Restoration (ETRs) for specific geographic areas and the state as a whole • Monitor outage information, assess restoration progress, and collaborate with the Planning and Logistics section, as necessary, to re-allocate resources within the state for maximum effectiveness • Verify that the performance of the restoration activities is aligned with IAP goals • Request regular reports from the Regulatory/ESF-12 Liaison regarding state priorities, issues, and conditions • Provide updates to Incident Commander • Provide new situation reports received from the field to the Incident Commander • Ensure the Planning and Logistics Sections are aware of the operational resource requirements and are requesting and obtaining the necessary additional resources • Working with the IC and the other Section Chiefs, approve changes to the IAP objectives based on emergent operational issues • Collect and disseminate information pertaining to the overall operational progress and direction among the Operations Section Branch Directors in the ICC and the Regional EOCs • Ensure that the positions within the Operations Section execute their specific duties and responsibilities in accordance with the Emergency Response Plan • Support the development and implementation of a Demobilization plan to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • OMS Initial Training – Modeler (EP-603) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-02 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Operations Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Operations Branch Director
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	Operations Group Manager
C. Position Duties and Responsibilities:	The Operations Branch Director oversees the overall readiness and operational capability of the Regional EOC, including coordination and communication with all functional areas that support the Regional EOC and other RMT locations. In partnership with the Community Liaison Unit, ensures that community priorities and critical care customer issues are being addressed.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Operations Branch Director's staff positions are up to date and ready to be used • Support the Operations Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Ensure the provisions of Eversource union agreements are observed • Collaborate with the Logistics Section to determine logistic services and support activities • Ensure the necessary equipment for the EOC and associated RMT locations is operational, and OMS users login to validate credentials • Brief the EOC and RMT staff on the impending threat and level of response • Prepare an EOC Operation Section staffing plan and schedule, and provide initial staffing plans to Operations Section Chief and Planning Section Chief • Confirm with the EOC Community Liaison personnel the status and contact information for the Community Liaisons assigned to the EOCs geographic area and review the communications process for supplying community information to the Community Liaisons • Collaborate with Vegetation Management, Wire Guard and Service Crew Unit Leaders, and Operations Group Manager, if activated, for the status and contact information required for crew coordination and assistance

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Oversee the tactical operations in the EOC • Notify the Operations Section Chief if additional operational resources are needed • Ensure safety procedures and protocols are being followed and exercise authority to stop or prevent any unsafe acts if noted • Monitor FPS Calls and response; ensure they are being dispositioned expediently and documented accurately • Ensure crew movements are communicated with Planning and Logistics Sections • Maintain an awareness of the number of customers affected • Support the Planning Section in the development of the EOC portion of the IAP • Ensure each RMT executes their work plan to achieve the IAP Operational Period goals, while managing emergent priorities • Ensure RMT personnel are maintaining and updating the OMS • Ensure the Operations Group Managers are coordinating community priorities, tracking crew performance, and managing ETRs for all active restoration jobs • Collaborate with the Planning Branch on the allocation of restoration crews among the RMTs based on the estimated restoration time for each RMT within the region, and keep the Operations Section Chief updated accordingly • Ensure that community priorities and critical care customer issues are being addressed, in partnership with the Community Liaison • Collaborate with the EOC Planning Section personnel to ensure work packages are prepared and ready, as needed • Monitor ETRs; develop and execute plans for any missed ETRs • Prepare and present EOC and RMT status updates on Operations calls and communicate restoration activities to regional EOC staff • Notify the Operations Section Chief when it is known that restoration crews are being readied to be demobilized and redeployed if necessary • Ensure the RMTs have identified abnormal configurations (off-schedule conditions) and the information has been disseminated back to System Operations • Support the development and implementation of the demobilization plan
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure outside contractor time sheets are forwarded to the Logistics Resource Acquisition Branch • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Emergency Operations Center
I. Work Period:	One 8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning – Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning – Introduction to the Incident Command System at Eversource (EP-304) • eLearning – ARCOS & You (EP-103) • eLearning – Introduction to Business Continuity (EP-201) **Initial Training** • eLearning OMS Customer Outage Communications (ETRs) (EP-604) • OMS Initial Training – Modeler (EP-603C) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-03 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Operations Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Operations Group Manager
B. Reports To:	Operations Branch Director

1. **Direct Reports:**	• Restoration Management Teams (RMTs)
	  ○ RMT Operations Coordinator
	  ○ RMT System Operator
	  ○ Operations Coordination Support Specialist
	• Dispatch Supervisor (if assigned)
	• OMS Support Specialist

C. Position Duties and Responsibilities:	The Operations Group Manager has direct management responsibilities to aid in developing restoration strategy and oversight of the RMTs assigned to the Emergency Operations Center (EOC) to execute their specific duties and responsibilities. Oversees switching, tagging, clearance, and permissions. Manages (pre-activation, during activation, and post-activation) the overall readiness and operation of the assigned RMTs, including coordination and communication with Community Liaison Unit and the Public Safety Section. Responsible for ensuring that all communications and restoration processes are being implemented consistent with the ERP. Ensures equipment is set up and operational, shift schedules for all RMT resources are developed, and the process is operating efficiently. Ensures vegetation management issues are coordinated with RMTs. In partnership with the Community Liaison Unit Leader, ensures that community priorities are being addressed and that the RMTs are coordinating and prioritizing with municipal restoration efforts accordingly. Ensures that RMT personnel are keeping the Outage Management System (OMS) up to date, including crew status, Estimated Times to Restoration (ETR), and assignments. Ensures switching to restore philosophy for restoration; executes triage plans for missed ETRs as necessary.
D. Pre-Event Preparations:	• Activate the RMTs and ensure EOC and equipment are operational • As directed, notify RMT and Group personnel of the impending threat and level of response required • Understand the provisions of Union Agreements as they are interpreted under emergency operations. • Prepare staffing plan and schedules as dictated for the duration level in the response matrix and approved by the Director • Confirm with the Community Liaison Unit Leader coordination protocols. Review the communications process for supplying community information to the Community Liaisons • Confirm coordination protocols with the Community Liaison Unit Leader, Vegetation Management Unit Leader, and Public Safety Section

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety procedures and protocols are being adhered, including the authority to stop or prevent any unsafe acts • Ensure that the positions within each RMT execute their specific duties and responsibilities • Obtain a preliminary assessment of the number of customers affected • Monitor and support Fire Police Standby priority (FPS) calls and safety event assignments in coordination with the Public Safety Branch • Direct and manage tactical operations in the EOC • Monitor restoration status and direct response in accordance with the Incident Action Plan (IAP) • Ensure that RMT personnel are maintaining the OMS up to date, including that ETRs in OMS and OMS Event statuses are up to date • Monitor tools and situational awareness dashboards that ensure that resources assigned are engaged and productive • Identify staff and coordinate transition to one or more Remote Restoration Management Teams (RRMT), as requested • Work directly with the Community Liaison Unit Leader to prioritize and establish ETAs to community priorities. • Ensure the RMTs are managing community and customer communications, tracking crew performance (Active Job Report), and managing ETAs for FPS1 and FPS2 calls and ETRs for all active restoration jobs. • Provide input to the Branch Director on the allocation/distribution of crews among AWCs based on the estimated time of restoration for each AWC • Communicate the arrival of restoration resources to RMTs • Ensure work packages are ready from Planning to ensure contract resources' work assignments are not delayed • Provide continual assessment of restoration progress and request resource reallocation where necessary • Monitor ETRs; develop and execute triage plans for any missed ETRs and/or nested outages, as required • Communicate immediately to the Branch Director any significant events or issues impacting restoration or safety

F. Post- Emergency Event Responsibilities and Reports:	• As directed by the Branch Director release crews as necessary to the External Resource Field Coordinator for demobilization or redeployment
	• Ensure the RMTs have identified all off-schedule conditions and have been demobilized back to normal System Operations positions
	• Conduct Demobilization process to return to normal business operations:
	  o Begin shut-down of EOC and transfer of control back to System Operations
	  o Develop resource release schedule
	• Direct relevant documentation to the Planning Section for disposition
	• Participate in an After Action Review(s)

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

H. Position Work Location:	EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training – Modeler (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-05, Rev 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

OMS Support Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	OMS Support Specialist
B. Reports To:	Operations Group Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The OMS Support Specialist assists the RMT in the maintenance and update of the Outage Management System (OMS).
D. Pre-Event Preparations:	• Participate in pre-event planning and operational conference calls and meetings, as requested. • Assist Operations Coordinator to build line crews in the OMS.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Group events together that roll up to a specific device and acknowledge the event in the OMS • Forward needed model changes to a Modeler • Maintain ETRs and OMS event status up-to-date – enroute, ETA, onsite, or complete with restoration remarks, when appropriate • Coordinate with Vegetation Management, Wire Guard & Service Crew Unit Leaders as needed, and assign events using the OMS referral queue • Complete events in the OMS • Ensure mapping errors discovered in the OMS are identified by e-mail to the GIS Mapping Group • When needed, support planning functions with data entry and system maintenance
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • OMS Initial Training – Modeler (EP-603C) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-06 , Rev 0
Effective Date: 06/25/2021	**Approval Date:** 10/3/2016

RMT Operations Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	RMT Operations Coordinator
B. Reports To:	Operations Branch Director or Group Manager
1. **Direct Reports:**	Field Supervisors and External Resource Field Coordinator (ERFC) as assigned
C. Position Duties and Responsibilities:	The RMT Operations Coordinator executes the restoration strategy by working with the Operations Coordination Support Specialist and System Operator to assign and deploy line resources. The RMT collectively assesses where to send crews, and the Operations Coordinator facilitates crew movement. They are responsible for the prioritization and dispatch of jobs based on the type of emergency and coordinate with other disciplines as needed. They have overall responsibility to ensure the OMS is maintained up-to-date by the RMT.
D. Pre-Event Preparations:	• Participate in pre-event planning and operational conference calls and meetings, as requested • Discuss availability, and prepare line resource rosters • Share resource rosters with Resource Tracking Unit Leader • Ensure Overhead Line (OHL) crews are entered in the Outage Management System (OMS) to receive assignments
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor and support Fire Police Standby priority (FPS) calls and safety event assignments in coordination with the Public Safety Branch • Work with System Operator to dispatch and assign FPS priority public safety events in coordination with the Public Safety Section • Establish restoration priorities and tactics for the RMT • Provide insight concerning restoration projections in the assigned geographic area and current capabilities of on-hand line resources • Communicate with and provide direction to Field Supervisors and assigned ERFCs • Dispatch field resources to perform restoration activities • Support and collaborate with all other RMT members to set restoration priorities • Coordinate with the Safety Specialist to ensure resources are working safely • Responsible to ensure Estimated Times to Restoration (ETR) in OMS and OMS event status are up-to-date • Manage line crew work and rest hours, in coordination with the Operations Branch Director and Section Chief to achieve overall restoration strategy goals • Escalate resource needs to the Operations Branch Director • Maintain situational awareness of crews working in proximity to each other to ensure field crews are working within proper limits for a zone of protection • Coordinate priorities with Vegetation Management, Wire Guards, and Service Crews • Provide regular reports and updates to the Operations Group Manager or Operations Branch Director, as appropriate • Ensure mapping errors discovered in OMS are communicated by e-mail to the GIS Mapping Group

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located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC/AWC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial EP OMS Training – Modeler (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** •
4. Required System/Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-07 , Rev 1
Effective Date: 08/19/2022	**Approval Date:** 8/19/2022

Operations Coordination Support Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Operations Coordination Support Specialist
B. Reports To:	Operations Group Manager/Operations Branch Director
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Operations Coordination Support Specialist works collaboratively as part of the RMT with the Operations Coordinator and RMT System Operator to identify call patterns in the Outage Management System (OMS) to model and group related outage/non-outage events, refer events to proper Work Queues, and validate/confirm outage locations. The Operations Coordination Support Specialist helps ensure Estimated Times to Restoration (ETR), Cause Codes, scope of work, Estimated Times of Arrival (ETA), and job statuses are being accurately maintained. They assist with event close-out as directed by the Operations Coordinator and System Operator. In addition, they assist with ensuring the next high priority crew assignment aligns with the overall restoration strategy. On overnight shifts, they assist in prioritizing, packaging work assignments, and pre-assigning work under the direction of the Operations Branch Director, Operations Group Manager, or Operations Coordinator.
D. Pre-Event Preparations:	• Participate in pre-event planning and operational conference calls and meetings, as requested • Assist the Operations Coordinator to build line crews in OMS
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Analyze, group, and relate dispatched Fire Police Standby priority (FPS) events to the associated outage within the RMT • Work collaboratively as part of the RMT with the Operations Coordinator and System Operator to identify call patterns in the OMS, model and group related outage/non-outage events, and validate/confirm outage locations. • Use clue codes, customer comments, phone calls, and the OMS viewer to help identify the pattern of calls to validate and confirm outage locations • Group events together that roll up to a specific device and acknowledge the event in OMS • Assign crews to events • Refer events to the proper Work Queues (Damage Assessment, Vegetation Management, Wire Guards, or Service Crews) • Work with the RMT Operations Coordinator and System Operator to manage dispatch priorities in the OMS Work Agenda based on emergency type, including downed wires, blocked roads, primary circuits, critical customers, customer count, and emergent requests • Help ensure ETRs, Cause Codes, scope of work, ETAs, and job status are being accurately maintained in the OMS • Assist with event close-out as directed by the RMT Operations Coordinator and System Operator • Help identify the next high priority crew assignments aligning with the overall restoration strategy • On overnight shifts, assist in prioritizing, packaging work assignments, and pre-assigning work, under the direction of the Operations Branch Director, Group Manager, or Operations Coordinator • Ensure mapping errors discovered in OMS are communicated by e-mail to the GIS Mapping Group

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located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC/AWC, RMT/Remote RMT, as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial EP OMS Training – Modeler (EP-603C) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-08 , Rev 0
Effective Date: 06/25/2021	**Approval Date:** 10/3/2016

RMT System Operator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	RMT System Operator
B. Reports To:	Operations Branch Director or Operations Group Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The System Operator performs all the normal duties in their job specification, which include assigning work to all types of field resources, operating and maintaining the Outage Management System (OMS) in support of the Restoration Management Team (RMT), and preparing switching and issuing clearances/permission as needed to support restoration efforts and public safety for a designated geographic area. As part of an RMT, they model the OMS to match the actual distribution system configuration related to switching evolutions, and enter and update information in the OMS, working closely with the Operations Coordinator and Operations Coordination Support Specialist to manage the work and field resources to execute the overall restoration strategy. In addition, supports the process of delegated controllership as needed.
D. Pre-Event Preparations:	• Participate in pre-event planning and operational conference calls and meetings, as requested • Ensure system conditions and abnormal configurations are understood • When applicable, Log in, and test local DSCADA • Review the applicable Switching and Tagging Procedure
E. Duties, Responsibilities, and Actions During an Emergency Event:	Within their assigned zone of authority: • Support Fire Police Standby priority (FPS) calls and safety event assignments in coordination with the Public Safety Branch • With the Operations Coordinator, assign work to all types of field resources, operating and maintaining OMS in support of the RMT, including documentation of scope of work, job status, and event close-out in conjunction with the core RMT members • Perform SCADA switching in the RMT and coordinate with the Emergency Operations Center (EOC)/System Operations Center (SOC) as needed • Write, check, and perform switching to support field activities • Issue Clearances and Permissions and transfer controllership to qualified field personnel in coordination with the Operations Group Manager and RMT Operations Coordinator • Support field personnel with controllership boundaries and appropriate tagging • Adhere to all company switching and tagging procedures and requirements • Maintain situational awareness of crew working in proximity to each other to ensure field crews are working within proper limits for a zone of protection • Maintain situational awareness of field crew locations when energizing circuits or equipment, which includes a review of OMS assigned crews within the area to be energized • Ensure mapping errors discovered in the OMS are communicated by e-mail to the GIS Mapping Group
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC/AWC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) *** Note: This position receives OMS training through their Blue Sky (SOC) position.** **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-10 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Substations Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Substations Group Manager
B. Reports To:	• Operations Section Chief
1. **Direct Reports:**	Field Supervisors
C. Position Duties and Responsibilities:	The Substation Group Manager has the overall responsibility to support the safe and reliable operation and restoration of the substations and communications equipment.
D. Pre-Event Preparations:	• Ensure adequate substation staffing is available to respond to the expected event • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Obtain a situational awareness and strategy briefing • Work with the Operations Section Chief to determine geographical locations within the territory for pre-deployment of personnel based on threat • Ensure checks and repairs on radio repeater locations, back-up generators, and fuel, and vehicles have been performed • Ensure Satellite phones have been activated, tested, and assigned to key personnel (CT & MA) • Ensure inspections and preparedness actions of key substations have been performed pre-event
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety procedures and protocols are being adhered to and exercise authority to stop or prevent any unsafe acts • Obtain a preliminary assessment of the number of customers affected and substations or circuits impacted • Ensure the Substation Group coordinates with the applicable Authorized Switching Authority for required switching and tagging or access to substations • Coordinate with Transmission (Branch Director) to support to Transmission repairs that require switching and tagging or access to substations • Assess restoration progress and allocate resources where necessary • Monitor Estimated Time to Restoration (ETR) and develop and execute triage plans for any ETRs that are at risk • Prepare status updates and provide them to the Operations Section Chief • Ensure that the positions within the Group execute their specific duties and responsibilities effectively
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Ensure outside contractor time sheets are forwarded to appropriate financial personnel

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC • Reflective vest, safety shoes, hard hat (field) **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-11 , Rev. 0
Effective Date: 10/13/2016	**Approval Date:** 10/13/2016

Vegetation Management Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Vegetation Management Unit Leader
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	Vegetation Management Coordinator
C. Position Duties and Responsibilities:	The Vegetation Management Unit Leader is responsible for coordination of the vegetation management crews in their assigned region
D. Pre-Event Preparations:	• Ensure knowledge and understanding of OMS, including the assessment and referral process • Ensure rosters are up to date • Assess availability, activate, and deploy personnel as needed • Develop shift schedules for the unit
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure that Vegetation Management Coordinators are dispatching priority jobs and maintaining and updating OMS • Oversee the distribution of vegetation management crews among the AWCs based on the estimated workload for each AWC; redeploy resources to optimize the restoration • Prepare and present ICC status updates • Notify the EOC Logistics Section personnel when it is known that vegetation management crews are being readied to be demobilized and redeployed if necessary • Support the development and implementation of the demobilization plan • Can assume the role of the Vegetation Management Coordinators
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Ensure outside contractor timesheets are forwarded to appropriate financial personnel
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
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SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial EP OMS Training – Coordinators (EP-603A) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-12 , Rev. 0
Effective Date: 10/13/2016	**Approval Date:** 10/13/2016

Vegetation Management Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Vegetation Management Coordinator
B. Reports To:	Vegetation Management Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Vegetation Management Coordinator is the link between the tree crews in the field and the Restoration Management Team. The Vegetation Management Coordinator: • Reviews and dispositions tree-related events in the OMS work queue, working in coordination with the RMT Operations Coordination Support Specialist and Operations Coordinator on the RMT • Communicates with crews working in the field, and updates events in the OMS with work progress, and estimated times for completion • Communicates with the RMT regarding work status
D. Pre-Event Preparations:	• Ensure knowledge and understanding of OMS, including the damage assessment and referral processes • Participate on Operations Branch Director pre-event conference calls and discuss availability with Operations Group Manager • Log in to OMS and review training materials and other job aids, addressing any technology issues
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure crew rosters have been provided to the Logistics Resource Acquisition Branch Director and all crews have been properly received • Ensure crews are in OMS • Monitor OMS for work requiring tree crews • Communicate and collaborate with RMT Operations Coordinator and Operations Coordination Support Specialist to ensure efficient use of crews and resources • Assign work to crews in OMS • Communicate with tree crews in the field and provide assignment details • Refer events when work is completed by tree crews, if line or service resources are needed • Add event details, and close tickets as work is completed

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F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Emergency Operations Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial EP OMS Training - Coordinators (EP-603A) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-14 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Wire Guard Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard Group Manager
B. Reports To:	Assistant Operations Section Chief
1. **Direct Reports:**	Wire Guard Unit Leaders
C. Position Duties and Responsibilities:	The Wire Guard Group Manager manages and oversees the Wire Guard process by ensuring a Wire Guard is sent to damage locations that require someone to be present to stand by potential electrical hazards.
D. Pre-Event Preparations:	• Ensure the staffing rosters for all Wire Guard positions are up to date and ready to be used • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Deploy to the ICC or specific reporting location as directed, report to the Assistant Operations Section Chief, and obtain a situational awareness and strategy briefing • Following activation of the Incident Management Team (IMT), activate the required Wire Guard personnel, develop staffing schedules, and provide initial staffing plans to Operations Section and Logistics Section Chiefs • Conduct an initial briefing and routine update meetings and briefings with Wire Guard personnel • Inform the Assistant Operations Section Chief of additional Wire Guard resource requirements • Work with the Logistics and Planning Sections to determine geographical locations within the territory for pre-deployment of personnel based on threat

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located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate with Restoration Management Teams to ensure that high priority wire down situations are responded to and have a Wire Guard assigned as necessary • Ensure the Wire Guard Unit Leaders have established a schedule and are able to provide relief and breaks for Wire Guards stationed at field locations • Coordinate with the Logistics Section to provide food and lodging, if necessary, for Wire Guards • Provide periodic status reports and updates to the Assistant Operations Section Chief • Support the development of a Demobilization Plan to return to normal business operations • Develop resource release schedule and release personnel as necessary to the Logistics Section for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or other office location **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Wire Guard (EP-701P) **Initial Training** • Initial Wire Guard Instructor-Led Training (EP-701) • Initial EP OMS Training (EP-603) • Initial OMS Training – Coordinators (EP-603A) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-16 , Rev. 0
Effective Date: 7/8/16	**Approval Date:** 7/8/16

Wire Guard Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard Unit Leader
B. Reports To:	Wire Guard Group Manager
1. **Direct Reports:**	Wire Guard Coordinator Wire Guard Field Coordinator
C. Position Duties and Responsibilities:	The Wire Guard Unit Leader is responsible for managing and overseeing the response of Wire Guards to damage locations that require personnel to stand by potential electrical hazards
D. Pre-Event Preparations:	• Ensure knowledge and understanding of the Outage Management System (OMS) including the damage assessment and referral processes • Assess availability, activate, and deploy unit personnel as directed • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Ensure technology and equipment at assigned work locations is tested and operational • Make notifications and activate personnel within unit: • Provide situational briefing on event to Wire Guard Group Manager and Wire Guard Coordinators • Develop shift schedules for the unit • Work with the Wire Guard Group Manager to secure external contractor resources • Contact Logistics Transportation Services Unit for required rental vehicles, if necessary
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Develop and maintain an accurate work plan for wire guard jobs; ensure arrival and release times are accurately recorded in OMS • Coordinate with Restoration Management Teams to ensure that high priority wire downs have been responded to and have wire guard support if required • Ensure that Wire Guard Unit has schedule and system in place to provide relief and breaks to guards at damage locations • Ensure food and lodging requirements have been communicated to Logistics • Coordinate field support required for wire guard work as necessary • Ensure events are being referred to the appropriate resource group in the OMS work queue • Provide periodic updates to the Wire Guard Group Manager and participate in scheduled situational briefings and calls • Communicate to direct reports tactics specific to the unit as developed in the IAP
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in EOC or other office location **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Wire Guard (EP-701P) **Initial Training** • Initial Wire Guard Instructor-Led Training (EP-701) • Initial EP OMS Training - Coordinators (EP-603A) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-17A , Rev. 0
Effective Date: 8/18/2016	**Approval Date:** 8/18/2016

Wire Guard Field Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard Field Coordinator
B. Reports To:	Wire Guard Unit Leader
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Wire Guard Field Coordinator is responsible for coordinating and overseeing the response of Wire Guards dispatched to damage locations that require personnel to stand by potential electrical hazards.
D. Pre-Event Preparations:	• Ensure all required PPE is in order • Fully charge all portable devices • Ensure knowledge and understanding of the Outage Management System (OMS) including the damage assessment and referral processes • Assess availability, activate, and deploy unit personnel as directed • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Provide situational briefing on the event • Work with the Wire Guard Coordinator to review external contractor resources available
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure Wire Guards dispatched to the field arrive in a timely manner • Resolve issues that arise at wire guard field locations • Provide periodic updates to the Wire Guard Coordinator and participate in scheduled situational briefings and calls • Ensure Wire Guards receive bio breaks, food and water, and relief at the end of their shift, consistent with the schedule • Coordinate with the Wire Guard Coordinator, as required
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field location, as directed
I. Work Period:	8-16 hour work period per day

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Wire Guard (EP-701P) **Initial Training** • Initial Wire Guard Instructor-Led Training (EP-701) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-17 , Rev. 0
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Wire Guard Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard Coordinator
B. Reports To:	Wire Guard Unit Leader
1. **Direct Reports:**	Wire Guard
C. Position Duties and Responsibilities:	The Wire Guard Coordinator is responsible to assign and dispatch Wire Guards to damage locations, within an assigned region, where downed wires have created a potential electrical hazard.
D. Pre-Event Preparations:	• Ensure knowledge and understanding of the Outage Management System (OMS) including the damage assessment and referral processes • Discuss availability with Wire Guard Unit Leader • Log in to OMS to validate credentials and ensure technology is up to date • Build Wire Guard crews in OMS • Verify availability of any needed Wire Guard Kits
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor priority calls and referrals in the OMS Work Agenda • Monitor work queue for referrals to Wire Guard • Assign Wire Guards to events in OMS • Coordinate with Wire Guard Field Coordinators and communicate with Wire Guards on assignments • Ensure necessary information for priority calls is captured, including when resource is assigned and arrives onsite, in event details • Add any relevant event comments in the OMS, based on field conditions reported by Wire Guards • Escalate any logistical issues to the Wire Guard Unit Leader • Coordinate with the Damage Assessment Coordinator to deploy Wire Guard resources as a result of conditions identified during damage assessment patrolling • Collaborate with the System Operator or Operations Coordinator when an emergency request is made for a Line Crew • Following the assignment and dispatch of a Wire Guard to an event, refer the event to the next appropriate group • Track all wire guard personnel within the respective area assigned • Create a rotational shift to allow breaks for people out in the field • Ensure that the guards provide public protection by directing public a safe distance away. • If DA has not been performed, document OMS remarks whether conductor is primary or secondary voltage, or if it is telecommunications wire • Forecast the next location
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

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located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Area Work Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Wire Guard (EP-701P) **Initial Training** • Initial Wire Guard Instructor-Led Training (EP-701) • Initial EP OMS Training - Coordinators (EP-603A) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-18 , Rev. 0
Effective Date: 7/26/16	**Approval Date:** 7/26/16

Wire Guard

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Wire Guard
B. Reports To:	Wire Guard Coordinator
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Wire Guards are responsible for responding to public safety issues, as identified. Wire Guards are assigned and dispatched to damage locations, as directed by the Wire Guard Coordinator, where electric infrastructure has created a potential electrical hazard.
D. Pre-Event Preparations:	• Discuss availability with Wire Guard Coordinator • Check all personal protective equipment (PPE), supplies, and wire guard kit
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Report to Wire Guard Coordinator for assignments • Report to assigned electric infrastructure location • Provide company presence at electrical infrastructure until made safe by qualified personnel • Warn the public of electrical hazards by use of cones, tape, and/or Wire Guard presence from a safe distance of 25 feet • Report unexpected field conditions back to Wire Guard Coordinator • Escalate any logistical issues to the Wire Guard Coordinator
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Wire Guard Kit • Phone **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field Location
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Wire Guard (EP-701P) **Initial Training** • Initial Wire Guard Instructor-Led Training (EP-701) **Refresher Training** • eLearning: Wire Guard (EP-701R)
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-19 , Rev. 1
Effective Date: 8/12/2022	**Approval Date:** 11/9/2016

Service Crew Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Service Crew Group Manager
B. Reports To:	Assistant Operations Section Chief
1. **Direct Reports:**	Service Crew Unit Leaders
C. Position Duties and Responsibilities:	The Service Crew Group Manager oversees the management, coordination, and deployment of service crews to restore residential electrical services.
D. Pre-Event Preparations:	• Ensure the staffing rosters for Service Crew Branch positions are up to date and ready to be used • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Deploy to ICC or specific reporting location as directed, report to the Assistant Operations Section Chief, and obtain a situational awareness and strategy briefing • Following activation of the Incident Management Team, activate the required Service Crew Branch personnel, develop staffing schedules, and provide initial staffing plans to the Operations and Logistics Section Chiefs • Conduct an initial briefing and routine update meetings and briefings with Service Crew Branch personnel • Inform the Assistant Operations Section Chief of additional Wire Guard Branch resource requirements • Ensure that access to storehouse service kits is available
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure the Service Crew Unit Leaders have developed and are maintaining an accurate work plan for house service work and that any updates in arrival, repair, or restoration times are being entered in the OMS • Ensure the Service Crew Unit Leader is coordinating with the applicable RMT Operations Coordinator if required for house service restoration work • Ensure Food and Lodging requirements have been communicated • Ensure service crews make every effort to notify customers, as appropriate, regarding follow-up work • Ensure temporary repairs that require known follow-up work by customer electricians and/ or municipal inspections are documented in the OMS before closing out the event • Ensure damage locations that involve telephone or third party equipment have been documented in the OMS before closing out the event • Ensure events are being referred to the appropriate resource group in the OMS work queue • Provide periodic status reports and updates to the Assistant Operations Section Chief • Develop resource release schedule and release crews as necessary to the Logistics Section for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

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located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or other office location **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training – Coordinators (EP-603A) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	**EP-ALL-EPJD-OP-20 , Rev. 1**
Effective Date: 8/12/2022	**Approval Date:** 11/9/2016

Service Crew Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Service Crew Unit Leader
B. Reports To:	Service Crew Group Manager
1. **Direct Reports:**	• Service Crew Field Coordinator • Service Crew Supervisor
C. Position Duties and Responsibilities:	The Service Crew Unit Leader is responsible for management and coordination of the service crews that perform restoration of pole to house services in a geographical area.

D. Pre-Event Preparations:	• Ensure knowledge and understanding of the Outage Management System (OMS) including the assessment and referral process
	• Ensure knowledge of the electrical system, available resources, resource abilities, and resource needs
	• Maintain rosters and ensure staff is trained and in a state of readiness to respond and activate
	• Assess availability, activate, and deploy unit personnel as directed
	• Ensure technology and equipment at assigned work locations are tested and operational
	• Understand the provisions of union agreements as they are interpreted under emergency operations
	• Provides situational briefing and updates to the Group Manager and to Service Crew Coordinators
	• Develop Shift schedules for the unit
	• Work with Procurement Unit Leaders and/ or External Resource Acquisition Unit Leaders to secure contract resources:
	  ○ Electricians and low voltage line crews
	  ○ Fleet services, including spare or rented line trucks
	• Confirm availability of service kits and have restocked as necessary
	• Ensure house service kits are distributed as necessary to field personnel.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Develop and maintain an accurate work plan for house service jobs. Ensure changes in arrival, repair, and restoration times are reflected in the OMS • Ensure food and lodging requirements have been communicated • Ensure service crews make every effort to notify customers as appropriate regarding follow-up work • Ensure events are being referred to the appropriate resource group in the OMS queue • Ensure temporary repairs that require follow-up work by customer electricians for repair and municipal inspections are documented in OMS before closing the job • Ensure damage locations that involve telephone or third party equipment have been documented in OMS • Provide periodic updates to the Service Crew Group Manager and participate in scheduled situational briefings and calls • Communicate to direct reports tactics specific to the unit as developed in the IAP

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Ensure contractor time sheets are forwarded to appropriate financial personnel • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC or other office location **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC or specific reporting area as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training – Coordinators (EP-603A) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-21 , Rev. 1
Effective Date: 12/2/2022	**Approval Date:** 11/9/2016

Service Crew Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Service Crew Coordinator
B. Reports To:	Service Crew Unit Leader
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Service Crew Coordinator is responsible to assign and dispatch service crews within an assigned area to restore house services.
D. Pre-Event Preparations:	• Discuss availability with Service Crew Unit Leader • Ensure knowledge and understanding of the Outage Management System (OMS) including the damage assessment and referral processes • Log in to OMS to validate credentials and to ensure technology is up-to-date • Make notifications and activate personnel within branch • Update Service Crew Unit Leader on mobilization activities
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Develop and maintain an accurate work plan for house service jobs and ensure changes in arrival, repair, and restoration times made in the field are reflected in the OMS • Record in OMS temporary repairs that require work by customer electricians for repair and municipal inspections before completing the event with follow-up required in the OMS • Ensure damage locations that involve telephone or third party equipment have been documented in OMS and have been effectively communicated to other utilities before closing out the job • Provide periodic updates to the Unit Leader and participate in scheduled situational briefings and calls
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Area Work Center or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training - Veg, Service, Wire Guard, RMT, and Public Safety Coordinators (EP-603A) **Refresher Training** • eLearning: OMS Customer Outage Communications (ETRs) Refresher (EP-604)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-22 , Rev. 0
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Service Crew Supervisor

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Service Crew Supervisor
B. Reports To:	Service Crew Unit Leader
1. **Direct Reports:**	Service Crew
C. Position Duties and Responsibilities:	The Service Crew Supervisor is responsible for supervising the service crews that perform restoration of pole-to-house services in a geographical area.
D. Pre-Event Preparations:	• Ensure all required PPE is in order • Fully charge all portable devices • Assess availability, activate, and deploy unit personnel as directed • Ensure technology and equipment at assigned work locations is tested and operational • Understand the provisions of Union Agreements as they are interpreted under emergency operations • Ensure house service kits are distributed as necessary to field personnel. Confirm materials and have restocked as necessary
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure pre-job safety briefings are being conducted • Take action to prevent/stop unsafe acts • Execute work plan for house service jobs; ensure changes in arrival, repair, and restoration times are reflected in the OMS • Ensure service crews make every effort to notify customers as appropriate regarding follow-up work or leave a door hanger indicating such • Ensure temporary repairs that require follow-up work by customer electricians for repair and municipal inspections are communicated and documented in OMS before closing the job • Ensure damage locations that involve telephone or third party equipment have been documented in OMS • Provide periodic updates to the Service Crew Unit Leader
F. Post- Emergency Event Responsibilities and Reports:	• Ensure contractor time sheets are forwarded to appropriate financial personnel • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

H. Position Work Location:	Assigned Field Location
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-31 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Transmission Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Branch Director (CT and MA position only)
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	• Field Group Manager • Dispatch Group Manager
C. Position Duties and Responsibilities:	The Transmission Branch Director coordinates and manages the damage assessment and restoration activities associated with the Transmission System during an emergency event. The Transmission Branch manages field restoration personnel including coordination and communication with the System Operator and the Operations Branch Directors.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Transmission Branch positions are up-to-date and ready to be used • Support the Operations Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Following activation of the IMT, activate any required Transmission Branch personnel, develop staffing schedule, and provide initial staffing plans to Operations Section Chief and the Planning Section • Conduct an initial briefing and routine update meetings and briefings with Transmission Branch personnel • Ensure the Transmission Branch staff has a dedicated area to set up in the ICC/EOC or nearby location and has all of the necessary equipment, supplies, and support • Inform the Operations Section Chief of any Transmission Branch resource requirements • Ensure the provisions of Eversource union agreements are observed • Collaborate with the Vegetation Management Unit Leader and gather contact information required for tree crew coordination and assistance • Verify and arrange for helicopter availability • Notify the Operations Section Chief when the Branch is operational

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located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety of tactical operations and exercise emergency authority to stop and prevent unsafe acts • Ensure the necessary actions are implemented to achieve the IAP goals • Inform the Operations Section Chief if additional Transmission Branch resources are required and coordinate with Logistics Resource Acquisition • Develop a preliminary assessment of Transmission circuits and lines that are impacted • Develop damage assessment strategy and priority and collaborate with the Planning Section to assign DA Patrol Team (using helicopter and foot patrols as necessary) are assigned to patrol the required areas • Coordinate with the applicable Dispatch Authority to perform the necessary switching and tagging • Ensure the appropriate and effective distribution of transmission restoration crews among the damage locations based on priorities and IAP restoration objectives • Provide continual assessment of restoration progress and allocate resources as necessary • Ensure that the positions within the Transmission Branch execute their specific duties and responsibilities • Support the development of a Demobilization Plan to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition. • Ensure outside contractor time sheets are forwarded to appropriate financial personnel. • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-32 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Field Group Manager (CT & MA)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Field Group Manager (CT & MA)
B. Reports To:	Transmission Branch Director
1. **Direct Reports:**	Field Supervisors
C. Position Duties and Responsibilities:	The Field Group Manager coordinates and manages Damage Assessment (DA) and field activities associated with repairs to the transmission system.
D. Pre-Event Preparations:	• Ensure adequate field personnel are available for the expected duration of the event • Following activation of the IMT, activate any required Field Group personnel, develop a staffing schedule, and provide initial staffing plans to the Operations Section Chief and the Logistics Section • Conduct an initial briefing and routine update meetings and briefings with Field Group personnel • Ensure the provisions of Eversource union agreements are observed • Ensure all of the Field Group equipment is ready for use and operational (that is, bucket trucks, lifts, off road vehicles, test equipment, cranes, and other rental equipment) • Collaborate with the Vegetation Management Unit Leader and gather contact information required for tree crew coordination and assistance • Verify with the Logistics Services Branch Director, as needed, that there are an adequate number of vehicles (including possible rentals), whether vehicle wheel chains are necessary, if there is an adequate stock of poles, cross arms, and conductor, and so on, and that the stock is reasonably distributed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety of tactical operations and exercise emergency authority to stop and prevent unsafe acts • Oversee repairs and restoration of transmission lines and equipment consistent with the work plan • Inform the Transmission Branch Director if additional resources are required • Coordinate with the applicable Dispatch Authority to perform the necessary switching and tagging and requirements • Ensure the appropriate and effective distribution of the Transmission restoration crews among the damage locations based on the estimated time to restore each line • Provide continual assessment of restoration progress and allocate resources as necessary
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Ensure outside contractor time sheets are forwarded to appropriate financial personnel

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located in the Emergency Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-34 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Dispatch Group Manager (CT & MA)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Dispatch Group Manager (CT & MA)
B. Reports To:	Transmission Branch Director
1. **Direct Reports:**	Dispatch Supervisor
C. Position Duties and Responsibilities:	The Dispatch Group Manager position during emergencies is the same as the Manager, Operations CONVEX for CT and Bulk Power operations for MA. Responsible for ensuring that all transmission-related operations are implemented as described in procedures and other applicable documentation.
D. Pre-Event Preparations:	• Ensure adequate staffing is available for the expected duration of the event • Ensure the provisions of Eversource union agreements are observed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety of tactical operations and exercise emergency authority to stop and prevent unsafe acts • Ensure the necessary actions are implemented to achieve the IAP strategy and goals • Coordinate with the applicable RMT System Operator to perform the necessary distribution switching and tagging and requirements
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the Control Center **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Transmission Operations Center (TOC)
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Lotus Notes Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-43, Rev. 0
Effective Date: 8/11/2022	**Approval Date:** 5/15/2019

Operations Analyst

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Operations Analyst
B. Reports To:	Assistant Operations Section Chief
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Operations Analyst assists the assigned Branch/Group (Wire Guard (WG) and Service Crew (SC) units) in compiling relevant data to support the mission, including reporting.
D. Pre-Event Preparations:	• Participate in pre-event planning, as requested. • Assist with pre-event statistics and reporting for assigned area.
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor/maintain data streams & dashboards for assigned process(es) • Monitor the Outage Management System (OMS) data and forward needed model changes to a Modeler or Coordinator • Develop reporting to accurately reflect process progress and identify areas requiring management attention • Provide reports, work plans, & analysis of the process work queue • Provide advisory support for optimizing process efficiency • When necessary, provide support to other Eversource state or business unit WG and SC branches. Ensure any reporting for or from the responding state or business unit WG/SC personnel is channeled through the requesting state or business unit's Operations Analyst
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in office location **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Designated office locations
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	NA
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial OMS Training – Coordinators (EP-603A) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-44, Rev. 0
Effective Date: 9/28/2022	**Approval Date:** 9/28/2022

Substation Branch Director (CT/MA only)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Substation Branch Director
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	• Substation Group Manager • Group Manager Field Communications and Engineering
C. Position Duties and Responsibilities:	The Substation Branch Director has the overall responsibility to support the safe and reliable operation and restoration of the substations and communications equipment in Connecticut and Massachusetts.
D. Pre-Event Preparations:	• Ensure the staffing rosters for all Substation Branch positions are up-to-date and ready to be used • Understand the provisions of the company union agreements as they are interpreted under emergency operations • Deploy to the Incident Command Center (ICC) as directed, report to the Operations Section Chief, and obtain a situational awareness and strategy briefing • Following activation of the Incident Management Team (IMT), activate the required Substation Branch personnel as requested, develop staffing schedules, and provide initial staffing plans to the Operations Section Chief and the Resource Section • Conduct an initial briefing and routine update meetings and briefings with Substation Branch personnel • Ensure the Substation Branch personnel have a dedicated area to set up in the ICC or Emergency Operations Center (EOC) with all the necessary equipment, supplies, and support • Inform the Operations Section Chief of additional Substation Branch resource requirements • Ensure checks and repairs on radio repeater locations, back-up generators and fuel, and vehicles have been performed • Ensure Satellite phones have been activated, tested and assigned to key personnel (MA) • Ensure inspections of key substations have been performed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure the Substation Branch executes the work plan to achieve the Incident Action Plan (IAP) Operational Period goals • Request additional resources to support the Substation Branch tactical operations as required • Ensure safety procedures and protocols are being adhered to and exercise authority to stop or prevent any unsafe acts • Obtain a preliminary assessment of the number of customers affected and substations or circuits impacted • Ensure the Substation Branch coordinates with the applicable EOC Restoration Management Team (RMT) for requested switching and tagging • Coordinate with the Transmission Section to support transmission repairs that require switching and tagging or access to substations

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located in the Emergency Preparedness & Business Continuity Documentation Database.

	• Provide continual assessment of restoration progress and allocate resources where necessary • Prepare status updates and provide to the Operations Section Chief • Ensure that the positions within the Branch execute their specific duties and responsibilities effectively • Support the development of a demobilization plan to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or EOC as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-45, Rev. 0
Effective Date: 9/23/2024	**Approval Date: 9/23/2024**

Pole Setting Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Pole Setting Branch Director
B. Reports To:	Operations Section Chief
1. Direct Reports:	Pole Setting Coordinator Dig Safe Coordinator
C. Position Duties and Responsibilities:	The Pole Setting Branch Director ensures that the positions within the Branch execute their specific duties and responsibilities consistent with the Pole Setting Service Plan. The Pole Setting Branch Director is responsible for overseeing the conversion of the Incident Action Plan's strategic goals into executable tactical plans that implement the company's restoration priorities. The Pole Setting Branch Director monitors the overall effectiveness of the field restoration activities for the Pole Setting Crews to accomplish the stated Incident Action Plan goals. The Pole Setting Branch Director collects and disseminates information pertaining to the overall operational progress and direction among the Pole Setting Coordinators, Dig Safe Coordinators, the Incident Management Team (IMT), and the Restoration Management Teams (RMT). The Pole Setting Branch Director, working under the direction of the Operations Section Chief, closely collaborates with the Planning and Logistics Section Chiefs to ensure that the required Pole Setting resources are being effectively obtained, allotted, tracked, and appropriately cared for.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ❑ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application ❑ Excellent interpersonal/phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System software

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located in the Emergency Preparedness Documentation Database.

D. Pre-Event Preparations:	• Assess availability, activate, and deploy Branch personnel as needed • Coordinate Pole Setting Branch activation with the Operations Section Chief • Coordinate, within the Pole Setting Branch, anticipated Pole Setting Resource needs • Set up Broken Pole Tracker for event • Work with Logistics Section Procurement Unit to identify material laydown sites, material needs, and so on • Ensure all required PPE is in order • Fully charge all portable devices • Ensure knowledge and understanding of the OMS including the damage assessment and the referral processes
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure Food and Lodging requirements for the unit have been communicated • Oversee the preparation of the Pole Setting Service Plan to include developing a strategy for setting poles throughout the Eversource Service Territory • Monitor and redeploy Branch resources to areas of need as required or directed by the Operations Section Chief • Notify Resource Acquisition/Tracking Branch of any authorized resource movement • Notify the Operations Section Chief if additional resources are needed to support the Pole Setting effort • Ensure positions within the Branch execute their specific duties and responsibilities • When notified that demobilization is being considered, develop overall strategy for final release of Branch resources in the most efficient and cost effective manner • Release any contract personnel to the Resource Acquisition/Tracking Branch for demobilization or redeployment •
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Direct relevant documentation to Emergency Preparedness for Regulatory reporting • Ensure all models and data are saved for post-event analysis • Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • Workstation set up (Dual monitors, docking station, and so on) • Satellite Phone **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Area Work Center or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Pole Setting Service Plan (EP-ALL-PD-1000-POLE) Broken Pole Tracker Spreadsheet (available from the State or Business Unit EP Manager)
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11) **Refresher Training** • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-46, Rev. 0
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Pole Setting Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Pole Setting Coordinator
B. Reports To:	Pole Setting Branch Director
1. Direct Reports:	Digger Crew Lead
C. Position Duties and Responsibilities:	• Reviews and dispositions Pole Setting Restoration Management Team (RMT) Operations Coordination Support Specialist, and Operations Coordinator on the RMT • Communicates with Digger Crew Leads working in the field, and updates events in the OMS with work progress, and estimated times for completion • Communicates with the RMT regarding work status
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ❑ Standing for long periods ☒Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System software
D. Pre-Event Preparations:	• Ensure all required PPE is in order • Fully charge all portable devices • Ensure knowledge and understanding of OMS, including the damage assessment and referral processes • Participate on Pole Setting Branch Director pre-event conference calls and discuss availability with Branch Director • Log in to OMS and review training materials and other job aids, address any technology issues

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure crew rosters have been provided to the Resource Acquisition/Tracking Branch Director and all crews have been properly received • Ensure crews are in OMS • Monitor OMS for work requiring Pole Setting crews • Document Pole Setting data in Pole Set Tracking Excel Sheet • Communicate and collaborate with RMT Operations Coordinator and Operations Coordination Support Specialist to ensure efficient use of crews and resources • Assign work to crews in OMS • Communicate with Digger Crew Lead in the field and provide assignment details • Refer events when work is completed by Pole Setting crews, if line or service resources are needed • Add event details and close tickets as work is completed
F. Post- Emergency Event Responsibilities and Reports:	• Capture the number of Poles set by the pole owner • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** Phone Computer **Personal:** Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** N/A – If in the EOC or AWC Reflective vest, safety shoes, hard hat
H. Position Work Location:	Area Work Center or specific field reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Pole Setting Service Plan [insert document number here] Broken Pole Tracker Spreadsheet, available from the State or Business Unit EP Manager
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Annual Pole Setting Branch Training (EP 705) • OMS Pole Replacement Coordination (SOT-OMS-11) **Refresher Training** • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-47, Rev. 0
Effective Date: 9/23/2024	**Approval Date: 9/23/2024**

Digger Crew Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Digger Crew Lead	
B. Reports To:	Pole Setting Coordinator	
1. Direct Reports:	Pole Setting Crew	
C. Position Duties and Responsibilities:	The Digger Crew Lead coordinates the activities of the crews assigned to them. They communicate the restoration strategy to the crews and provide them with logistical details concerning food and lodging. They provide two-way communications regarding damage, resources, and materials needed with the Pole Setting Coordinator. Additionally, they contact the External Resource Field Unit Leader to locate ESOP-1000 APL (Authorized Persons List) qualified personnel for switching and tagging for assigned contractors.	
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity	☒ Walking ❑ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ☒ Kneeling ☒ Traveling ☒ Working with hazardous equipment ❑
2. Skills/Abilities:	☒ Excellent communication skills ❑ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application	❑ Excellent interpersonal /phone skills ❑ Excellent time management skills ❑ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ❑ Proficiency with Outage Management System software ❑
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment is in order • Fully charge all portable devices • Coordinate/conduct required check-in activities for external crews	

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Lead crews to work assignments and food/lodging accommodations • Contact designated ESOP-100 APL qualified personnel to coordinate switching and hold tagging clearances for contractors • Facilitate delivery of or deliver daily safety briefings to all contract Pole Setting crews under their supervision • Act as field liaison between Pole Setting contractors and Pole Setting Coordinator, should questions or issues arise • Ensure work assignments are provided to contractor crews • Ensure contractors are providing timely updates to be communicated to the Pole Setting Coordinator regarding work status (enroute, onsite, etc.) and scope of work regarding assigned outage/non outage events • Perform a general assessment of the next job assignment and work with the crew lead and Pole Setting Coordinator to arrange all necessary material, traffic control, etc, are arranged prior to crew arrival • Ensure that each crew has been provided required materials in coordination with material logistics and secure any additional required material as needed • Track contractor work and rest hours and ensure contractors properly complete time sheets, material lists, and equipment lists at the start and end of each shift; validate and authorize timesheets and ensure they are submitted per existing practice • Obtain primary maps if available from the appropriate Area Work Center (AWC) • Ensure Food and Lodging requirements for the unit have been communicated
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure contractors return materials to designated locations • Turn in signed contractor time sheets and completed contractor evaluation forms to the Resource Acquisition/Tracking Group Manager • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat, work gloves, safety glasses, FR Clothing as needed
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Pole Setting Process Description (EP-ALL-PD-1000-POLE) Broken Pole Tracker Spreadsheet, available from the State or Business Unit EP Manager
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Annual Pole Setting Branch Training (EP-705) • External Resource Field Coordinator Training (EP-506) **Refresher Training** • Annual Pole Setting Branch Training (EP-705) • eLearning: External Resource Field Coordinator Refresher (EP-506R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-48, Rev. 0
Effective Date: 9/23/2024	**Approval Date: 9/23/2024**

Dig Safe Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Dig Safe Coordinator
B. Reports To:	Pole Setting Branch Director
1. Direct Reports:	Dig Safe Administrator
C. Position Duties and Responsibilities:	Ensures that the Dig Safe Administrators and/or Utility Liaisons execute their specific duties and responsibilities consistent with Pole Setting Service Plan. Reviews Pole Set related events and coordinates Dig Safe activities, including obtaining Dig Safe numbers for individual pole sets and records information in OMS and Pole Set Tracking Spreadsheet. Work with Dig Safe representatives to answer any questions or clarify any operations.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ❑ Standing for long periods ☒Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System software
D. Pre-Event Preparations:	• Discuss availability with the Pole Setting Branch Director • Ensure knowledge and understanding of the Outage Management System (OMS) including the assessment and referral process • Ensure access to event specific Pole Setting Tracker Spreadsheet • Ensure ID number for state specific Dig Safe is valid • Develop shift schedules for Dig Safe team
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure Food and Lodging requirements for the team have been communicated • Review OMS for POL referrals and contact Dig Safe (state-specific) for Dig Safe numbers • Ensure Pole Set Dig Safe data is entered into the Pole Setting Tracker Spreadsheet and OMS
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Pole Setting Branch Director for disposition • Ensure Dig Safe data has been entered for all relevant Pole Sets within OMS and the Pole Setting Tracker Spreadsheet • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in an AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Area Work Center or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Pole Setting Process Description (EP-ALL-PD-1000-POLE) Broken Pole Tracker Spreadsheet, available from the State or Business Unit EP Manager
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11) **Refresher Training** • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-49, Rev. 0
Effective Date: 9/23/2024	**Approval Date: 9/23/2024**

Dig Safe Administrator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Dig Safe Administrator
B. Reports To:	Dig Safe Coordinator
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	Reviews Pole Set related events and coordinates Dig Safe activities, including obtaining Dig Safe numbers for individual pole sets and records information in OMS and Pole Set Tracking Spreadsheet. Work with Dig Safe representatives to answer any questions or clarify any operations.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ❑ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ❑ Standing for long periods ☒Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ❑ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System software
D. Pre-Event Preparations:	• Discuss availability with the Dig Safe Coordinator • Ensure knowledge and understanding of the Outage Management System (OMS) including the assessment and referral process • Ensure access to event specific Pole Setting Tracker Spreadsheet • Ensure ID number for state specific Dig Safe is valid
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Review OMS for POL referrals and contact Dig Safe (state-specific) for Dig Safe numbers • Ensure Pole Set Dig Safe data is entered into the Pole Setting Tracker Spreadsheet and OMS
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Dig Safe Coordinator for disposition • Ensure Dig Safe data has been entered for all relevant Pole Sets within OMS and the Pole Setting Tracker Spreadsheet • Participate in After Action Review(s)

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in an AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Area Work Center or specific reporting location as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Pole Setting Process Description (EP-ALL-PD-1000-POLE) Broken Pole Tracker Spreadsheet, available from the State or Business Unit EP Manager
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11) • State-specific Dig Safe training **Refresher Training** • Annual Pole Setting Branch Training (EP-705) • OMS Pole Replacement Coordination (SOT-OMS-11)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-01 , Rev. 0
Effective Date: 4/27/2016	**Approval Date:** 4/27/2016

Planning Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Planning Branch Director - Forecasting • Planning Branch Director - Tactical • Planning Branch Director – Transmission* (When the Transmission Section is activated, the Planning Branch Director – Transmission is not an active position and all branch members are moved to the Transmission Section)
C. Position Duties and Responsibilities:	The Planning Section Chief, in collaboration with the Incident Commander and other Command and General staff personnel, is responsible for developing and recommending the overall restoration strategy, including Estimated Times to Restoration (ETR) based on current resources available, damage assessment data, and current and forecasted weather conditions. Oversees the execution of the damage assessment process and the development of situation and resource status information. Collaborates with the Operations and Logistics Section Chiefs to determine resource requirements, and develops each operational period's Incident Action Plan (IAP). Ensures the OMS ETRs and RTS Global Restoration Messaging are maintained, up to date and accurate, and ensures reporting to regulators is completed as required.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Planning Section positions are up to date and ready to be used
	• Ensure annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Ensure availability of technology (that is, OUA, OMS, and so on)
	• Ensure technology users validate credentials and access
	• Deploy to the ICC when requested, report to the Incident Commander, and obtain a situational awareness and strategy briefing
	• Following activation of the Incident Management Team (IMT), activate the required Planning Branch Directors and other needed Planning Section personnel
	• Ensure each Planning Branch has a dedicated area to set up in the ICC, EOC, or nearby location and has all of the necessary equipment, supplies, and support
	• Conduct an initial briefing and routine update meetings and briefings with Planning Branch Directors
	• Assess potential system impact and possible outages based upon current system conditions as well as event predictions and historical system information

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	• Ensure the ICC, EOC, and AWC IMT Rosters are developed, maintained, and up to date • Inform the Logistics Section of any potential need for additional resources • Instruct the Planning Branch Director - Forecasting to begin development of the first operational period IAP • Prepare routine updates, reports, and information to the Incident Commander and Command and General Staffs as required or requested
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Conduct initial and follow-up Planning Section meetings or conference calls with Planning Section • Establish information requirements and reporting schedules for the various Planning Section Branches. • Oversee the damage assessment process, strategies, and the specific time constraints for the preparation of ETRs. Communicate this information as necessary, and monitor the overall progress • Oversee the collecting, analyzing, and managing of all emergency event status information, including damage assessment in OMA, outage calls in OMS, resource needs and allocation, and so on, and ensure it is compiled and displayed as necessary • Ensure accurate and timely regulatory reporting is completed in accordance with requirements • Collaborate with the Operations Section Chief and IC to develop appropriate ETRs • Collaborate with the Communications Officer and IC to determine the applicable Global Restoration Messaging to ensure consistency with the global ETRs, and ensure both are maintained and up to date • Oversee the allotment, movement within the IMTs geographic area of responsibility, and tracking of the on-boarded emergency response resources • Prepare regular reports and information for the IC as required or requested • Inform the Logistics Section of additional resource requirements (including the need for specialized resources) or when resources will soon become available for redeployment • Ensure that all damage assessment data is being entered and updated in OMA in a timely fashion • Ensure the development of the IAP in collaboration with the Incident Commander and the General and Command staffs • Recognize and report significant changes in incident status to the Incident Commander and provide situational awareness concerning other regional utilities, their performance, and any issues that could impact the company's restoration efforts • Ensure that the positions within the Section execute their specific duties and responsibilities • Oversee the preparation of the Demobilization Plan to include developing a strategy for releasing external crews in the most cost effective manner and return the organization to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Ensure that all forms and documentation are properly completed and provided to the Manager of Emergency Preparedness • Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-02 , Rev. 0
Effective Date: 4/27/2016	Approval Date: 4/27/2016

Planning Branch Director - Forecasting

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Branch Director - Forecasting
B. Reports To:	Planning Section Chief
1. **Direct Reports:**	• Planning & ETR Specialist • Event Statistician Specialist • GIS Specialist
C. Position Duties and Responsibilities:	The Planning Branch Director - Forecasting oversees the collection, analysis, estimating and reporting of pre- and post-impact system data to provide situational awareness to the Planning Section Chief, Incident Commander, and other members of the Incident Management Team (IMT). The Planning Branch Director - Forecasting is responsible for ensuring the timely updating of models and dashboards and for analyzing, determining, and maintaining current Estimated Times to Restoration (ETR) for the overall State, Regions, RMTs, and Towns within the IMT's area of responsibility. Along with determining ETRs, collaborates with the Planning Branch Director Tactical on priorities and with the Communications Officer to develop and publish the Global Restoration Messages, once they are approved.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Planning Branch Forecasting's staff positions are up to date and ready to be used • Support the Planning Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Ensure the Planning Branch Forecasting staff has a dedicated area to set up in the ICC or nearby location and has all of the necessary equipment, supplies, and support • Deploy to the ICC as directed, report to the Planning Section Chief, and obtain a situational awareness and strategy briefing • Following activation of the IMT, activate the required Planning Branch - Forecasting personnel and provide initial staffing plans to the Planning Section Chief and Resource Tracking Branch • Conduct an initial briefing and routine update meetings and briefings with Planning Branch - Forecasting personnel • Instruct the Branch staff to monitor weather forecasts and damage that has occurred to neighboring utilities • Review data from weather-based Damage Prediction Models • Assess potential system impact and the possible number of outage events based upon event predictions and historical system information • Prepare routine updates, reports, and information for the Planning Section Chief as required or requested • Verify that the required ICC, EOC, and AWC IMT Rosters are being developed as part of the IAP • Develop the first Operational Period IAP

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located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Collect and compile outage and damage data to predict and report damage impact • Formulate an overall response and recovery strategy in collaboration with others and develop an IAP including providing recommendations of movement, addition, or releases of resources as appropriate • Inform the Planning Section Chief of additional Planning Branch Forecasting resources required • Collaborate with the Liaison Officer to develop and validate reporting to regulators, as required • In collaboration with Operations, use the Outage Management System (OMS) Storm Management module and other data and considerations to determine the Global ETR; ensure entry into (override) the OMS ETRs at the various zones (State, Region, AWC, Town, Circuit) within the IMTs geographical jurisdiction • Collaborate with the Communications Officer to develop global restoration messages for the various zones (Region and AWC) within the IMT's geographical jurisdiction and ensure update of the RTS Global Restoration Messaging tool • Collaborate with the Planning Branch Director - Tactical on a DA strategy and associated time constraints • Monitor restoration progress against communicated ETRs, identify at risk ETRs, and adjust as necessary • Oversee development of "what if scenarios" to determine optimum staffing levels • Ensure positions within the Branch execute their specific duties and responsibilities effectively • Support the development of a Demobilization Plan, including resource schedule, and release resources as necessary to the Planning Section Chief for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all models and data are saved for post event analysis • Ensure that all forms and documentation are properly completed and provided to the Planning Section Chief • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-03 , Rev. 0
Effective Date: 4/27/2016	**Approval Date:** 4/27/2016

Planning Branch Director - Transmission

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Branch Director - Transmission
B. Reports To:	Planning Section Chief
1. **Direct Reports:**	Transmission Support Specialist
C. Position Duties and Responsibilities:	The Planning Branch Director - Transmission, in collaboration with the Incident Commander and other Command and General staff personnel, is responsible for developing and recommending the overall transmission system restoration strategy, including estimated restoration times based on resources available, damage assessment data, and current and forecasted weather conditions. Coordinates engineering and technical support needed to support transmission repair activities.
D. Pre-Event Preparations:	• Assess availability, activate, and deploy branch personnel, as needed • Support the Planning Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Review system equipment out-of-service and SCLLs, and recall work, as needed • Participate in the development of the first Operational Period Incident Action Plan (IAP), as needed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Processes information and data for input into Operational Period's Incident Action Plan. • Determine the damage assessment process for the transmission system • Oversee the collecting, analyzing, and managing of transmission event status information, including damage assessment, resource needs, allocation, and so on, and ensure it is compiled and displayed as necessary • Coordinate with the Planning Branch Director – Forecasting and other IMT leadership positions to develop a mutually agreed upon strategy and sequence of priorities • Ensure the development, updating, and communication times of the required Estimated Restoration Times (ETR) for transmission system repairs • Prepare regular reports and information for the Planning Section Chief as required or requested • Inform the Logistics Section of additional resource requirements (including the need for specialized resources) or when resources will soon become available for redeployment • Ensure that all damage assessment data is being compiled in a timely fashion • Participate in the development of the IAP in collaboration with the Incident Commander and the General and Command staffs • Coordinate engineering and technical support needed to support transmission repair activities • Recognize and report significant changes in incident status to the Planning Section Chief/Incident Commander • Ensure that the positions within the Branch execute their specific duties and responsibilities • Oversee the preparation of the Demobilization Plan to include developing a strategy for releasing external crews in the most cost effective manner and return the organization to normal business operations

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located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Ensure outside contractor time sheets are forwarded to appropriate financial personnel
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-04 , Rev 0
Effective Date: 6/13/2016	**Approval Date:** 6/13/2016

Transmission Support Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Support Specialist
B. Reports To:	Planning Branch Director - Transmission
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Transmission Support Specialist supports the Planning Branch Director – Transmission in the assessment of transmission system damage and the development of an integrated restoration strategy in coordination with the Planning Forecasting Branch.
D. Pre-Event Preparations:	• Support the Planning Branch Director – Transmission • Maintain Situational awareness
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Support the compilation of transmission system damage • Support the development of a prioritized transmission restoration strategy and coordinate with the Planning Forecasting Branch to ensure an integrated plan • Provide an interface with engineering/technical support, as needed
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Response Program Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-06 , Rev. 1
Effective Date: 8/16/2022	**Approval Date:** 1/13/2021

Planning & ETR Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning & ETR Specialist
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Planning & ETR Specialist is responsible for monitoring weather and road conditions, crew resources, trouble spot to crew ratios, developing and recommending global Estimated Times to Restoration (ETR), messaging, and monitoring ETRs against restoration progress. Advises the Planning Branch Director - Forecasting of strategic considerations/recommendations based on conditions and parameters monitored.
D. Pre-Event Preparations:	• Monitor weather forecasts in the region and damage to other utilities • Review data from available damage prediction models
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Collect and compile data from the OMS, System Operations, and Resource Tracking Branch in order to predict and report damage and customer impact; and recommended movement, addition, or releases of resources as appropriate • Develop and recommend Global ETRs by system, region, AWC, and town; and messaging to Planning Branch Director - Forecasting • Update system OMS and messaging tool with approved ETR messages • Monitor restoration progress against communicated ETRs and report at-risk ETRs
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section Chief for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning OMS Customer Outage Communications (ETRs) (EP-604) • OMS Initial Training – Modeler (EP-603C) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-08 , Rev. 0
Effective Date: 4/26/2016	**Approval Date:** 4/26/2016

Event Statistician Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Event Statistician Specialist
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Event Statistician Specialist compiles key decision-making data such as resource counts, outage data, damage assessment data, and restoration progress. Provides input and validates other inputs into the IAP in coordination with the Planning Branch Directors. Provides reports to the ECT as requested.
D. Pre-Event Preparations:	• Discuss availability with Planning Branch Director - Forecasting
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Compile key data and restoration progress • Provide insights and advice during development of the global ETR(s) based on the DA data collected & compiled • Monitor & record key metrics for Electric or Gas IMTs, as applicable including # of crews and types, trouble spot to crew ratios, % DA complete, customers out and restored, % customers with ETRs, ETR type (global or event), and so on
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section Chief for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-10 , Rev. 0
Effective Date: 4/27/2016	**Approval Date:** 4/27/2016

Planning Branch Director - Tactical

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Branch Director - Tactical
B. Reports To:	Planning Section Chief
1. **Direct Reports:**	Planning Unit Leader - Tactical
C. Position Duties and Responsibilities:	The Planning Branch Director – Tactical is responsible for overseeing the Region's Rapid and Detailed damage assessment (DA) processes. The Planning Branch Director – Tactical collaborates and verifies with the Operations Branch Director that the resources that have been allotted are distributed appropriately among the Restoration Management Teams and develops high level tactical plans to be implemented. As the restoration event nears completion, is responsible for developing a strategy for releasing external resources, internal resources, and support staff, in the most efficient and cost effective manner.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Planning Branch Tactical staff positions are up to date and ready to be used • Support the Planning Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Deploy to EOC as directed, report to the Planning Section Chief, and obtain a situational awareness and strategy briefing • Following activation of the IMT, activate Planning Tactical personnel, develop staffing schedule, and provide initial staffing plans to the Resource Tracking Branch • Conduct an initial briefing, and routine update meetings and briefings with personnel • Ensure the Branch staff has all of the necessary equipment, supplies, and support • Collaborate with the Forecasting Branch and assess potential system impact/number of outage events • Collaborate with other Planning Branch Directors on preparedness activities and expectations for timeliness and accuracy of DA • Prepare routine updates, reports, and information for the Planning Section Chief as required or requested • Collaborate with the Planning Branch Director - Forecasting and support the development of the first Operational Period Incident Action Plan (IAP) • Notify the Planning Section Chief of Logistics requirements to support the Damage Assessment efforts • Inform the Planning Section Chief when the Planning Tactical Branch personnel are set up and operational

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E. Duties, Responsibilities, and Actions During an Emergency Event:	• Oversee and ensure the effective performance of the damage assessment to support, develop, and disseminate an accurate global ETR within required timeframes • Notify the Planning Section Chief if additional resources are needed to support the damage assessment effort • Ensure positions within the Branch execute their specific duties and responsibilities • Provide any necessary support to developing the IAP, including the Regional Operation Plans • Monitor and redeploy the Branch resources to areas of need as required or directed by the Planning Section Chief. Notify Resource Tracking Branch of any authorized resource movement • When notified that demobilization is being considered, develop overall strategy for final release of the Branch resources in the most efficient and cost effective manner • Release any contract personnel to the Logistics Resource Acquisition Branch for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all models and data are saved for post event analysis • Ensure that all forms and documentation are properly completed and provided to the Planning Section Chief • Ensure outside contractor time sheets are forwarded to appropriate financial personnel. • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center or one of the activated EOCs as directed by the Planning Section Chief
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-11 , Rev. 0
Effective Date: 4/27/2016	**Approval Date:** 4/27/2016

Planning Unit Leader - Tactical

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Unit Leader - Tactical
B. Reports To:	Planning Branch Director - Tactical
1. **Direct Reports:**	• Damage Assessment Coordinator • Planning Modeler
C. Position Duties and Responsibilities:	The Planning Unit Leader - Tactical executes the strategy for the damage assessment (DA). Ensures the OMS is updated with DA details, and the system is modeled to accurately reflect conditions in the field. Feedback from the Planning Unit Leader is used in the development of the Incident Action Plan (IAP) Regional Allocation Plan.
D. Pre-Event Preparations:	• Discuss availability with Planning Branch Director - Tactical • Assess availability, activate, and deploy unit personnel as directed • Prepare rosters for Planning Unit in the assigned region • When Damage Assessment Unit is activated, ensure Damage Assessment Patrol crews are built in OMS • Ensure availability of DA Mobile technology • Ensure technology users validate credentials and access
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Execute the damage assessment process to support timely ETRs, as required to aid operations • Monitor Damage assessment progress and update Planning Branch Director - Tactical • Escalate requests for additional Damage Assessment resources as needed • Ensure Food and Lodging requirements have been communicated • Address any logistical issues with Logistics Support Specialist • Ensure damage information is entered in the OMS and is modeled to reflect field conditions
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the EOC or AWC **Equipment and Supplies:** • Phone **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC or AWC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • OMA for Damage Assessment Patrollers (EP-OMA-01) • OMA Lifecycle of an Outage Event (EP-OMA-02) • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • Initial OMA Training (EP-605) • Initial OMS for Damage Assessment Coordinators (EP-603B) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-13 , Rev. 1
Effective Date: 10/31/2022	**Approval Date:** 8/19/2022

Damage Assessment Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Damage Assessment Coordinator
B. Reports To:	Planning Unit Leader -Tactical
1. **Direct Reports:**	Damage Assessment Patroller
C. Position Duties and Responsibilities:	The Damage Assessment (DA) Coordinator is responsible to execute the damage assessment process within the assigned Region or AWC. Additionally, they assign and communicate regularly with the Damage Assessment Patrollers in the field, ensure the OMS is updated with damage assessment details, and provide status updates to the Planning Unit Leader - Tactical.
D. Pre-Event Preparations:	• Discuss availability with Planning Unit Leader - Tactical • Build DA Patrol crews in OMS • Reach out to DA Patrollers to ensure all pre-event equipment checks, including technology updates, are completed
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Execute the tactics consistent with the damage assessment strategy provided by the Branch Directors • Prioritize DA and assign DA Patrollers in the OMS • Ensure damage information is entered in the OMS DA form • Provide logistical details to DA Patrollers concerning feeding and lodging • Escalate any issues to the Planning Unit Leader • Provide updates on DA status to Planning Unit Leader Tactical • Coordinate with the Wire Guard Coordinator to deploy needed Wire Guard resources identified as a result of damage assessment patrolling
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Branch Director for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Area Work Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: OMS Customer Outage Communication (ETRs) Refresher (EP-604) • Initial OMS Training – Damage Assessment Coordinators (EP-603B) • eLearning: OMA for Damage Assessment Patrollers (EP-OMA-01) • eLearning: OMA Lifecycle of an Outage Event(EP-OMA-02) • Initial OMA Training (EP-605) **Refresher Training** • EP OMA - Refresher (EP-605R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS, OMA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-15 , Rev. 1
Effective Date: 9/1/2022	**Approval Date:** 9/1/2022

Damage Assessment Patroller

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Damage Assessment Patroller
B. Reports To:	Damage Assessment Coordinator
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Damage Assessment Patroller is responsible for conducting damage assessment patrols during emergency events to determine the extent and/or type of damage to the system.
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment is in order • Fully charge all portable devices • Perform any related pre-event equipment checks, including technology updates
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Perform the damage assessment and document the required information using the technology tool or manual process as instructed • Guard downed electrical wires until relieved by a Wire Guard or line crew or until the hazard has been eliminated
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Branch Director for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • DA Patroller Kit **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: Damage Assessment Patroller (EP-803P) • eLearning: Hazard ID and Reporting (EP-803F) • eLearning: Personal Protective Equipment (PPE) (EE-GENL-PPE-I/R-03) • eLearning: MEA ELEC-08302 Electric Power (EE-MEA-ELECSAFETY-I/R-01) • eLearning: Circuit Maps and Symbols (EP-803D) • eLearning: Fault Indicators (803A) • eLearning: Job Safety Briefing (EE-GENL-JSB-I-02) • Overhead Line Equipment Recognition (MEA ELEC-02301-I/R-01) • eLearning Damage Assessment Patroller Training (EP-803P) • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • eLearning: V-Watch (EP-803G) • Initial OMA Training (EP-605) • eLearning: OMA for Damage Assessment Patrollers (EP-OMA 01) • eLearning: OMA Lifecycle of an Outage Event (EP-OMA 02) **Refresher Training** • eLearning: Damage Assessment Patroller (EP-803R)
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-17 , Rev 0
Effective Date: 4/27/16	**Approval Date:** 4/27/16

Planning Modeler

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Modeler
B. Reports To:	Planning Unit Leader - Tactical
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Planning Modeler analyzes events and uses OMS clue codes, customer comments, and the OMS to help identify outage locations, and refers the events to the appropriate work queue. The Modeler works closely with the Damage Assessment (DA) Coordinator to use information gathered during the damage assessment process to model the electrical system within the OMS to reflect field conditions.
D. Pre-Event Preparations:	• Log in to OMS to validate credentials and test equipment • Ensure patrol crews are in OMS
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assist Damage Assessment Coordinator • Coordinate with RMT Operations Coordination Support Specialist, as needed • Monitor damage assessment work queues for completed patrols • Analyze data returned from the damage assessment process • Open and close devices within the OMS to reflect field conditions • Refer work in the OMS to other work groups • Group events in the OMS • Perform customer call-backs when additional information is needed
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Branch Director for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the AWC **Equipment and Supplies:** • Phone • Computer with access to OMS **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Area Work Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • eLearning OMS Customer Outage Communications (ETRs) (EP-604) • OMS Initial Training – Modeler (EP-603C) • Initial OMA Training (EP-605) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-22, Rev. 1
Effective Date: 8/16/2022	**Approval Date:** 3/17/2022

GIS Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	GIS Specialist
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The GIS Specialist assists the Planning Branch Director – Forecasting in the analysis of events using GIS to help identify outage locations, define customer impact, identify potential critical facilities, and determine the overall impact area. GIS Specialists work closely with Damage Assessment (DA) to gather information during the DA process to model field conditions, update the GIS system; and at the direction of the Planning Branch Director – Forecasting, distribute all required maps to the ICC, EOC(s), and field locations
D. Pre-Event Preparations:	• Assist the Planning Branch Director – Forecasting • Confirm access to the GIS program, associated maps, and charts
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assist Damage Assessment team with identifying areas of impact • Develop, print, and deliver necessary maps and drawings to the ICC, EOCs, and/or field locations • Analyze data returned from the DA process • Coordinate with DA to identify customer impact • Coordinate with Planning Branch Director – Forecasting to determine if an ETR can be established • Assist in the identification of any critical facilities within the impacted area • Coordinate with the Planning Unit – Tactical on the development of the Incident Action Plan (IAP) • Coordinate with the Planning Branch Director – Forecasting to maintain current outage/restoration status • Monitor restoration status
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section Chief for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day

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located in the Emergency Preparedness & Business Continuity Documentation Database.

J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, GIS program

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-23, Rev. 0
Effective Date:	**Approval Date:**
Drone Branch Director	

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning: Drone Branch Director
B. Reports To:	Planning Section Chief
1. **Direct Reports:**	Drone Unit Leader
C. Position Duties and Responsibilities:	Ensures that the positions within the Drone Branch execute their specific duties and responsibilities, consistent with TD450, Eversource Drone Protocol, 0_DRONE-ERP-05_ERP: *Drone Patrol Guidelines*, and all FAA requirements. The Drone Branch Director is needed for any declared major storm or if there are multiple Drone Units. If other drone units are created (for example, as part of Eversource's Media team), the Drone Branch Director assumes responsibility for those as well.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ☒ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidi ☒ Walking ☒ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ☒ Kneeling ☒ Traveling ❑ Working with hazardous equipment ❑
2. Skills/Abilities	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Proficiency with the Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System software ❑
D. Pre-Event Preparations:	• Assess crew count needs with assistance from Planning Section Chief • Notify Resource Management Branch Director of activation of crews, shifts, and locations • Ensure communication is in place between the Drone Branch and Local Control Centers (LCC) so that the LCC is aware of where the crews and drones will be working • Drone ERP Task List - Designate Subject Matter Experts (SME) and ensure training is fulfilled for each task • Coordinate, within the Logistics Services Branch, anticipated openings of staging areas • Ensure all required PPE is in order for team • Fully charge all portable devices • Ensure knowledge and understanding of the Outage Management System (OMS), as applicable including the damage assessment and the referral processes • Ensure knowledge, access, and understanding of all other Drone specific ERP software • Complete equipment readiness evaluation

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assess availability, activate, and deploy branch personnel as needed • Coordinate Unit activation with the Planning Section Chief • Develop, manage, and submit rosters to Resource Planning Group • Conduct start of shift tailboard for every shift, emphasizing safety • Drone ERP Task List (0_DRONE-ERP-05_ERP: *Drone Patrol Guidelines)* – ensure tasks are completed by the team • Ensure Food and Lodging requirements have been communicated • Ensure communication channels are in place between all Drone team members according to latest Drone ERP Standard Operating Procedures • Ensure all Drone Unit Leaders and/or Coordinators have clear understanding of assignments • Communicate critical findings to leadership and Media personnel • Oversee the preparation of the Demobilization Plan to include developing a strategy for releasing external crews in the most cost effective manner and return the organization to normal business operations • Approve the use of, review of, and submission of Special Government Interest (SGI) waivers
F. Post- Emergency Event Responsibilities and Reports:	• Deactivate crews and Branch personnel accordingly • Direct relevant documentation to the Planning Section for disposition • Direct any remaining patrols (non-outage related, and after 24 hours post Planning Section demobilization) to Drone Engineering team for completion • Update drone patrol log for future storms • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) and team debrief
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat if in the field or working from a Mobile Command Center (MCC) **Equipment and Supplies:** • Phone • Computer/Tablet **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	MCC, hardest hit AWC, or remote
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, phone, email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Eversource Visual Observer Training • GoCanvas Training • OMS Training **Refresher Training** • Eversource Flight School completion • Yearly mock inspection training conducted by Drone Engineering
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Epoch Field, OMS, GoCanvas, Google Earth, ArcGIS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-24, Rev. 0
Effective Date:	**Approval Date:**

Drone Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning: Drone Unit Leader
B. Reports To:	Drone Branch Director (or Planning Section Chief)
1. Direct Reports:	Drone DA Coordinator
C. Position Duties and Responsibilities:	The Drone Unit Leader (UL) is responsible to ensure that all drone coordinators have a clear understanding of patrols needed and that clear communication of issues and/or conflicts are addressed effectively. The Drone UL assigns and communicates regularly with the Drone DA Coordinators and ensures all activities assigned to the Coordinators are completed in a safe and effective manner. The Drone UL assumes the role of Drone Branch Director if no Drone Branch Director is assigned for the event. The Drone UL may act as Drone Coordinator and/or VO, depending on the magnitude of damage from the event.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ☒ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ☒ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ☒ Kneeling ☒ Traveling ❑ Working with hazardous equipment ❑
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ☒ Proficiency with Outage Management System (OMS) software ❑
D. Pre-Event Preparations:	• Ensure all equipment transfers are executed • Notify Resource Management Branch of activation of crews, shifts, and locations, if instructed by Branch Director • Ensure communication is in place between the Drone Branch and Local Control Centers (LCC) so that the LCC is aware of where the crews and drones will be working • Create Drone Teams and place on proper shifts to reflect in the OMS, if required • Create Communication Pathways (such as Microsoft Teams chats) • Reach out to Drone Pilots and Visual Observers (VO) to ensure all pre-event equipment checks, including technology updates, are completed • Execute Just In Time refresher trainings pre-event and/or throughout the e3vent as needed for any software, workflow, or technical training, as required

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assign Drone Coordinators and Drone Crews to circuit patrols • Send Drone Aerial Notification email to state-specific distribution list, according to Drone Engineering SOPs • Communicate major outage-related damage to the Drone Branch Director, or Planning Section Chief, as applicable • Assist in uploading of photos to SharePoint and renaming of photos using Drone Engineering Tools • Provide logistical details to DA Coordinators concerning feeding and lodging • Escalate any major outage-related issues to the Branch Director • Approve the use, submission, and review of Special Governmental Issues (SGI) waivers
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Update the Drone Patrol Log for future events • Participate in After Action Review(s) or debrief
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat - if in the field or working from a Mobile Command Center (MCC)
H. Position Work Location:	Area Work Center (AWC), MCC, or remote
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Part 107, FAA License on hand • Eversource Visual Observer Training • GoCanvas Training **Refresher Training** • Eversource Flight School completion • Yearly mock inspection training conducted by Drone Engineering
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Epoch Field, OMS, GoCanvas, Google Earth, ArcGIS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-25, Rev. 0
Effective Date:	**Approval Date:**

Drone Damage Assessment Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning: Drone Damage Assessment Coordinator
B. Reports To:	Drone Planning Unit Leader
1. Direct Reports:	Drone Remote Pilot-in-Charge (RPIC)/Drone Visual Observer (VO)
C. Position Duties and Responsibilities:	The Drone Damage Assessment (DA) Coordinator is responsible for reviewing the damage assessments for crews within the three states and creating reports to send to Operations. Additionally, they assign and communicate regularly with the Drone RPIC/VO in the field, and ensure the video and pictures are reviewed and detailed damage information is entered in the Outage Management System (OMS), or that similar software is updated with DA details. Provides status updates to the Drone Planning Unit Leader. The Drone DA Coordinator may act as a VO in the field, if needed and qualified.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ☒ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ☒ Stair climbing ☒ Prolonged hours sitting ☒ Working at heights ❑ Operating heavy equipment ☒ Kneeling ☒ Traveling ❑ Working with hazardous equipment ❑
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ❑ Proficiency with Outage Management System software ❑
D. Pre-Event Preparations:	• Discuss availability with the Drone or Planning Unit Leader • Create Drone teams and proper shifts and submit to Drone Unit Leader or Branch Director • Reach out to the Drone Pilot and VO to ensure all pre-event equipment checks, including technology updates, are completed • Complete equipment readiness evaluation • Participate in Just in Time job-specific training during pre-storm activities and/or throughout the life of the event.

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E. Duties, Responsibilities, and Actions During an Emergency Event:	• Execute the tactics consistent with the DA strategy provided by the Drone and Planning Branch Directors • Prioritize DA and assign Drone teams • Assist in uploading of photos to SharePoint and renaming of photos using Drone Engineering Tools • Create maps of photos using provided tools • Review photos and create/issue reports of damage found • Provided logistical details to RPIC and VO concerning feeding and lodging • Escalate any major outage-related issues to the Drone Unit Leader • Assist in creating and reviewing Special Governmental Interest (SGI) waivers • Aid in Air Traffic Communication • Provide updates on DA status to Planning Unit Leader – Tactical • Coordinate with the Wire Guard (WG) Coordinator, if needed, to deploy WG resources identified as a result of DA patrolling
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Update the Drone Patrol Log for future events • Participate in After Action Review(s) or debrief
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat - if in the field or working from a Mobile Command Center (MCC)
H. Position Work Location:	Remote or Field area closest to damage locations
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Initial Eversource VO Training (EP-XXX) • Part 107 FAA License on hand • GoCanvas Training **Refresher Training** • Eversource Flight School completion • Yearly mock inspection training conducted by Drone Engineering
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Epoch Field, OMS, GoCanvas, Google Earth, Arc GIS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-26, Rev. 0
Effective Date:	**Approval Date:**

Drone Remote Pilot-in-Command/Visual Observer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning: Drone Remote Pilot-in-Command (RPIC)/Visual Observer (VO)
B. Reports To:	Drone Damage Assessment (DA) Coordinator
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	The Drone RPIC and VO work in a team of two to assist the Damage Assessment Patroller responsible for conducting DA patrols during emergency events. The RPIC is an approved contractor or trained Eversource Drone Pilot. The VO is responsible for checking for nearby aircraft and assisting the RPIC with specific tasks, as needed.
1. Physical Requirements:	☒ Driving ☒ Reaching above shoulder ☒ Lifting, pushing/pulling, carrying ☒ Bending ☒ Balancing ☒ Performing manual dexterity ☒ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ☒ Stair climbing ☒ Prolonged hours sitting ❑ Working at heights ☒ Operating heavy equipment ☒ Kneeling ☒ Traveling ❑ Working with hazardous equipment ☒ Ability to visibly see and hear nearby aircraft
2. Skills/Abilities:	☒ Excellent communication skills ☒ Excellent computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Proficiency with e Operations Mobile Application (OMA) application ☒ Excellent interpersonal /phone skills ☒ Excellent time management skills ☒ Ability to prioritize & delegate as needed ❑ Proficiency with ARCOS application ❑ Proficiency with Outage Management System (OMS) software ☒ Ability to pass Eversource Skills Training specific to ERP
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as needed • Ensure all required PPE is in order • Fully charge all portable devices • Ensure knowledge and understanding of the OMS including the damage assessment and referral processes • Complete equipment readiness evaluation • Participate in Just in Time job-specific training during pre-event activities and/or throughout the life of the event

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Perform rapid patrols of a circuit or specific location that is inaccessible by conventional means • Perform DA and document as required using the technology tool or manual process, as instructed • Assist in the review of Special Governmental Interest (SGI) waivers • Guard downed electrical wires until relieved by a Wire Guard or line crew or until the hazard has been eliminated • Communicate critical outage-related damage effectively, as required in Drone Standard Operating Procedures (SOP) • Communicate location details to the Drone DA Coordinator using the prescribed method • Upload photos to the designated location in a timely manner for review by the Drone DA Coordinator • Monitor air traffic in the area to avoid manned aircraft
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Update the Drone Patrol Log for future events • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer/tablet • Done and all drone-related equipment • Two-way radio • Common Traffic Advisory Frequency (CTAF) radio • Fire extinguisher • Equipment required by FAA waivers, if applicable • First aid kit • Roadside Signage/cones • Drone license • Digital or hard copy of FAA waiver, if applicable **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Field, Area Work Center (AWC)
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, Phone, Text, or Email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Part 107 FAA License on hand • Eversource Visual Observer Training • GoCanvas Training **Refresher Training** • Eversource Flight School completion • Yearly mock inspection training conducted by Drone Engineering
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Epoch Field, OMS, GoCanvas, Google Earth, ArcGIS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-01, Rev. 0
Effective Date: 8/12/2022	**Approval Date:** 4/14/2021

Public Safety Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Public Safety Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	Public Safety Unit Leader
C. Position Duties and Responsibilities:	The Public Safety (PS) Section Chief has the overall responsibility to assemble, prepare, and deploy resources to address hazards impacting communities caused by electrical equipment. The Section Chief works closely with other members of the Command and General staffs, particularly the Liaison Officer, Planning Section Chief, and Operations Section Chief to ensure that public safety events are being mitigated in a safe and efficient manner. During widespread damage, there can be a high volume of public safety events across the Eversource service territory. The PS Section Chief ensures that the Public Safety team is addressing the highest priorities in the following order: 1. Life Threatening/Imminent Danger (Fire Police Standby first priority – FPS1) calls 2. Hindering Emergency Operations (FPS2) calls 3. Non-Life Threatening Electrical Hazard (FPS3) calls 4. The restoration of critical facilities in coordination and collaboration with the Operations Section

D. Pre-Event Preparations:	• Ensure the staffing rosters for all Public Safety Section positions are up to date and ready to be used
	• Ensure annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Understand the provisions of the company union agreements as they are interpreted under emergency operations
	• Deploy to the Incident Command Center (ICC) as directed, report to the Incident Commander (IC), and obtain a situational awareness and strategy briefing
	• Following activation of the Incident Management Team (IMT), activate the required Public Safety Section personnel as requested, develop staffing schedules, provide initial staffing plans to the IC, and ensure with the Planning Chief that the Resource Tracking Tool is updated and accurate
	• Conduct an initial briefing and routine update meetings and briefings with Section personnel
	• Ensure Public Safety Section personnel have a dedicated area to set up in the ICC or Emergency Operations Center (EOC) and all of the necessary equipment, supplies, and support

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	• Ensure the Outage Management System (OMS) is used to assign and status all public safety events the team is working on • Work with the Logistics and Planning Sections to determine geographical locations within the territory for pre-deployment of personnel based on the threat • Ensure Satellite phones, when required, have been activated, tested, and assigned to key personnel
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure the Section executes the work plan to achieve the Incident Action Plan (IAP) Operational Period goals • Request additional resources to support the Public Safety tactical operations as required • Ensure safety procedures and protocols are being adhered to and exercise authority to stop or prevent any unsafe acts • Obtain a preliminary assessment of the number of public safety FPS locations impacted, by community, and coordinate with Planning and Liaison Sections to allocate resources to the highest impacted communities • Ensure that all hazard mitigation activities are being recorded appropriately in OMS, including updating and closing out FPS events and properly documenting mitigation actions in outage events. • Ensure the field personnel coordinate with the applicable EOC or RMT for required switching and tagging • Provide continual assessment of restoration progress and allocate resources where necessary • Prepare status updates and provide to the IC as required or requested • Ensure that the positions within the Section execute their specific duties and responsibilities effectively • Support the development of a Demobilization Plan to return to normal business operations • Develop resource release schedule and release crews as necessary to the Operations Section for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-02, Rev. 0
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Public Safety Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Public Safety Unit Leader
B. Reports To:	Public Safety Section Chief
1. **Direct Reports:**	• Public Safety Specialist Coordinator • Response Specialist Organization (RSO) Public Safety Supervisor
C. Position Duties and Responsibilities:	The Public Safety Section utilizes the Electric System Operations Response Organization, as well as substation and underground employees, to be deployed to communities that have experienced significant damage during an emergency event to assist in addressing the highest priorities in the following order: 1. Life Threatening/Imminent Danger (Fire Police Standby first priority – FPS1) calls 2. Hindering Emergency Operations (FPS2) calls 3. Non-Life Threatening Electrical Hazard (FPS3) calls 4. The restoration of critical facilities in coordination and collaboration with the Operations Section These employees are sent to communities with qualified line and forestry crews to perform the necessary tasks to open roads and perform some restoration activities. The Unit Leader (UL) is responsible for coordinating the deployment of Public Safety resources to communities and monitoring progress. The Public Safety UL works closely with the Liaison Unit Leader to ensure that the resources are addressing the highest priority public safety events and that work is being assigned and updated accurately in the Outage Management System (OMS). Other duties include: • Ensure safety of tactical operations • Exercise emergency authority to stop and prevent unsafe acts • Execute and supervise the operations portion of the Incident Action Plan (IAP) • Participate in scheduled ERP training sessions • Be knowledgeable about the Eversource ERP with a focus on the Public Safety Section and interdependencies with other ERP Sections. • Ensure that all hazard mitigation activities are being recorded appropriately in OMS, including updating and closing out FPS events and properly documenting mitigation actions in outage events. • Maintain a staffing roster of qualified and capable employees to perform the duties of Public Safety Coordinator, Public Safety Supervisor, and response resources. Ensure employees have attended training, have necessary equipment, and are in a state of readiness • Understand the provisions of company union agreements as they are interpreted under emergency operations • Ensure that the positions within the Public Safety Section execute their specific duties and responsibilities • Understand the process for on-boarding and managing external (Mutual Aid/Contractor Line) restoration personnel

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D. Pre-Event Preparations:	• Notify and activate personnel of an impending threat to the system • Work with the Public Safety Coordinators and Supervisors to prepare and record in the Resource Tracking Tool a staffing plan and schedules as dictated for the duration of the event in the response matrix (approved by the Public Safety Section Chief) • Work with the Operations and Planning Sections and the Liaison Unit Leader to develop areas of pre-deployment of personnel to geographic locations within the territory based on the threat to the area
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety procedures and protocols are being adhered to • Exercise authority to stop or prevent any unsafe acts • Deploy Public Safety Teams, monitor restoration status, and direct the response in accordance with the IAP • Monitor reports to ensure that assigned resources are engaged and productive • Coordinate with the Public Safety Section Chief for direction on deployment of resources to the hardest impacted communities • Ensure the OMS is used to assign and status all public safety events the team is working on, including restoration remarks when the hazard has been mitigated and how mitigation was accomplished • Escalate field response issues to the Public Safety Section Chief and/or Liaison Unit Leader as necessary • Coordinate with System Operations or Local EOCs on required switching, tagging, and clearances • Coordinate with the Operations and Planning Section Chiefs and the Liaison Officer for direction on deployment of Public Safety Specialists to hard hit communities • Provide continual assessment of restoration progress and allocate resources where necessary • Prepare for and present status updates on the operations • As directed, release crews as necessary to the Resource Coordinator for demobilization or redeployment • Conduct Demobilization process to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • OMS Initial Training – Coordinator (EP-603A) • Public Safety Coordinator Training (EP-410A) • Public Safety Specialist Training (EP-410) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-03, Rev. 2
Effective Date: 1/24/2023	**Approval Date:** 1/24/2023

Public Safety Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Public Safety Coordinator
B. Reports To:	Public Safety Unit Leader
1. **Direct Reports:**	• Public Safety Specialist (CT Only)
C. Position Duties and Responsibilities:	The Public Safety Section utilizes the Electric System Operations Response Organization, as well as substation and underground employees, to be deployed to communities that have experienced significant damage during an emergency event to assist in: 1. Life Threatening/Imminent Danger (Fire Police Standby first priority – FPS1) calls 2. Hindering Emergency Operations (FPS2) calls 3. Non-Life Threatening Electrical Hazard (FPS3) calls 4. The restoration of critical facilities in coordination and collaboration with the Operations Section These employees are sent to communities with qualified line and forestry crews to perform the necessary tasks to open roads and perform some restoration activities. The Unit Leader (UL) is responsible for coordinating the deployment of Public Safety resources to communities and monitoring progress. The Public Safety UL works closely with the Liaison Unit Leader to ensure that the resources are addressing the highest priority public safety events and that work is being assigned and updated accurately in the Outage Management System (OMS). Other duties include: • Assure safety of tactical operations • Exercise emergency authority to stop and prevent unsafe acts • Participate in scheduled ERP training sessions • Remain trained on the operation of the OMS • Be knowledgeable about the Eversource ERP with a focus on the Public Safety Section and interdependencies with other ERP Sections. • Ensure that all cut and clear activities are being recorded appropriately in OMS, including updating and closing out FPS events and properly documenting mitigation actions in outage events. • Ensure that the positions within the Public Safety Section execute their specific duties and responsibilities
D. Pre-Event Preparations:	• Notify and activate personnel of an impending threat to the system • Work with the Public Safety Unit Leader to prepare and record in the Resource Tracking Tool, ARCOS, a staffing plan and schedules as dictated for the duration of the event in the response matrix (approved by the Public Safety Section Chief) • Work with the Public Safety Unit Leader to develop areas of pre-deployment of personnel to geographic locations within the territory based on the threat to the area; assign personnel in OMS

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located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety procedures and protocols are being adhered to • Exercise authority to stop or prevent any unsafe acts • Monitor the OMS for FPS calls that impact blocked roads and Public Safety issues. Develop and send priorities to specialists and field resources, monitor status, and direct response in accordance with the Incident Action Plan (IAP) • Coordinate with the Public Safety Unit Leader for direction on deployment of resources to the hardest impacted communities • Monitor reports to ensure that assigned resources are engaged and productive • Coordinate with System Operations or Local Emergency Operations Centers (EOCs) on required switching, tagging, and clearances • Ensure the OMS is used to assign and status all public safety events the team is working on, including restoration remarks when the hazard has been mitigated and how mitigation was accomplished • Provide continual assessment of restoration progress and allocate resources where necessary • Prepare for and present status updates on the operations • Escalate field response issues to the Public Safety Unit Leader and/or Liaison Unit Leader as necessary • Conduct Demobilization process to return to normal business operations • Develop resource release schedule
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	EOC or AWC as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • OMS Initial Training – Coordinator (EP-603A) • Public Safety Coordinator Training (EP-410A) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-04, Rev. 2
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RSO Public Safety Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Response Specialist Organization (RSO) Public Safety Coordinator
B. Reports To:	Public Safety Unit Leader
1. **Direct Reports:**	Troubleshooter
C. Position Duties and Responsibilities:	The RSO Public Safety Coordinator is responsible for overseeing the line resources deployed to communities to assist in: 1. Life Threatening/Imminent Danger (Fire Police Standby first priority – FPS1) calls 2. Hindering Emergency Operations (FPS2) calls 3. Non-Life Threatening Electrical Hazard (FPS3) calls 4. The restoration of critical facilities in coordination and collaboration with the Operations Section If trained, qualified, and equipped with proper personal protective equipment (PPE), the Coordinator can perform make safe operations by testing and clearing downed wires. The Coordinator is responsible to ensure the safety of line and tree crews working to mitigate the public safety hazards. The Coordinator needs to understand the operations of the Public Safety Section, participate in scheduled ERP training sessions, and be knowledgeable of interdependencies with other ERP Sections.
D. Pre-Event Preparations:	• Report to assigned location to be briefed on status • Pick up assignment: assigned area (community, AWC, or similar), crews assigned, points of contact • Ensure communications equipment is available and tested • If trained and qualified to perform Cut and Clear operations, ensure proper PPE is available and in order
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure safety procedures and protocols are being adhered to • Exercise authority to stop or prevent any unsafe acts • If trained and qualified to perform cut & clear operations, ensure PPE is available and in order • Establish communication with Eversource Public Safety Coordinator • Check in with designated community point of contact and exchange communications protocols • Monitor reports that ensure resources are assigned, engaged, and productive • Communicate with Public Safety Coordinator to receive priority locations and update mitigation status • Ensure the Outage Management System (OMS) is used to assign and status all public safety events the team is working on, including restoration remarks that a hazard has been mitigated and how mitigation was accomplished • Coordinate with System Operations or Local Emergency Operations Centers (EOC) on required switching, tagging, and clearances • Prepare for and present status updates on the Operations

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	• As directed, release crews as necessary to the Public Safety Coordinator for demobilization or redeployment • Develop resource release schedule • Conduct demobilization process to return to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s) • Conduct After Action Review as soon as possible following conclusion of the event with Public Safety Section staff to capture opportunities for improvement • Direct relevant documentation to the Planning Section for disposition
G. Equipment Required:	**Personal Protective Equipment (PPE):** Reflective vest, safety shoes, hard hat, safety glasses • If trained & qualified, required additional PPE per *OP-58 ERP Wire Down Cut & Clear Procedure* **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Public Safety Coordinator Training (EP-410A) • Initial OMS Training – Coordinators (EP-603A) unless previously trained for OMS in Blue Sky position **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-05, Rev. 0
Effective Date: 1/24/2023	**Approval Date:** 6/14/2021

Public Safety Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Public Safety Specialist
B. Reports To:	Public Safety Coordinator
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Public Safety Specialist (PSS) can be deployed (when requested) to communities that have sustained damage during an emergency event to assist in the coordination of clearing Eversource infrastructure that results in public safety events. The Public Safety Specialist is sent to assigned communities to work in parallel with qualified line and forestry resources to perform the necessary tasks to open roads in conjunction with the Community Point of Contact (CPoC). The PSS is responsible for keeping their assigned community up to date on the road clearing process and updating the Public Safety Unit on priority updates from the community.
D. Pre-Event Preparations:	• Participate in scheduled ERP training sessions • Be knowledgeable about the Company ERP with a focus on the Public Safety Section and the interdependencies of the section with other ERP sections • Be knowledgeable about the electric distribution system • Ensure access to software systems for viewing blocked roads information
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain community assignment, community point of contact, and list of blocked roads • Check in with the CPoC and exchange contact information; report back to the Community Liaison that contact has been made • Confirm with the community point of contact that the list of blocked roads is accurate and identify priority locations • Review field locations with community point of contact if electric facilities are present • Monitor blocked roads reporting systems to ensure the community's Public Safety priorities are addressed • Provide periodic updates to the community point of contact on progress clearing roads. • Update the Public Safety Coordinator on any priority changes from the community • Keep a record of conversations with the CPoC on updates and changes • Communicate to the Public Safety Coordinator any damage assessment information for inclusion in the Outage Management System (OMS)
F. Post- Emergency Event Responsibilities and Reports:	• Conduct demobilization process to return to normal business • Conduct After Action Review(s) as soon as possible with Section staff to capture opportunities for improvement • Direct relevant documentation to the Planning Section for disposition

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest • Hard hat **Equipment and Supplies:** • Phone • Computer/tablet **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • eLearning: Overhead Line Equipment Recognition (MEA Elec-02301) • eLearning: V-Watch Personal Voltage Detector (EP-803g) • eLearning: Damage Assessment Patroller (EP-803P) **Initial Training** • Public Safety Specialist Initial Training (EP-410) **Refresher Training** • eLearning: Public Safety Specialist Refresher Training (EP-410R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, Power BI

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-01, Rev. 0
Effective Date: 12/16/2022	**Approval Date:** 4/16/2020

Regulatory Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Regulatory Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Regulatory/ESF-12 Liaison • Regulatory Specialist • Utility Liaison
C. Position Duties and Responsibilities:	The Regulatory Officer is responsible for maintaining an information exchange and related coordination between Eversource and state organizations as defined in the appropriate ESF-12 Annex/guidance documents.

D. Pre-Event Preparations:	• Ensure the rosters for the Regulatory Officer's staff positions are up-to-date and ready to be used
	• Ensure unity of messaging between Eversource and state and regulatory agencies, as appropriate
	• Ensure annual meetings are held for regulatory staff employees whose primary emergency assignment differs from their Blue Sky position. The meeting will:
	  ○ Review the processes related to employees' primary emergency assignment
	  ○ Review employees' completion of related training
	  ○ Review tasks and tools associated with employees' primary emergency assignment
	  ○ Review the obligation of all employees to report to work when activated and ensure that employees are aware of notification methods
	• Deploy to the ICC as directed, report to the Incident Commander, and obtain a briefing
	• In coordination with the Communications Officer, implement pre-event notifications to key stakeholders as defined in ESF-12
	• Verify the Regulatory/ESF-12 Liaison has made their required notifications
	• Disseminate information with the Regulatory organization, as needed

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Following activation of the IMT, notify and activate required Regulatory support staff • Arrange and communicate staffing requirements and shift rotation for the Regulatory staff as needed • Collaborate with the Communications Officer to oversee the development of communication materials for use by the Regulatory organization • Ensure Regulatory staff is briefed on incident conditions and provide overall direction regarding messaging for key stakeholders • Prepare and submit the required reports to appropriate state utility regulator • Schedule update meetings or conference calls with the Regulatory organization, as needed • Inform the IC and General Staff of areas of concern and opportunities for coordination • Communicate and coordinate the applicable portions of the Demobilization Plan with stakeholders

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F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Conduct debriefs with Regulatory staff • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • Initial Gas Emergency Preparedness Training (EP-301) • NGA Natural Gas Safety Training Certification (EP-302) • Regulatory Branch Training (EP-902) • Initial Training Electric Supply Deficiency/Controlled Outages for Gas IMT (EP 308) **Refresher Training** • Refresher Training Electric Supply Deficiency/Controlled Outages for Gas IMT (EP 308R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-02, Rev. 0
Effective Date: 1/25/2023	**Approval Date:** 4/16/2020

Regulatory/ESF-12 Liaison

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Regulatory/ESF-12 Liaison
B. Reports To:	Regulatory Officer
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Regulatory/ESF-12 Liaison reports to the Regulatory Officer and is positioned at the State EOC, when activated, to maintain communications and coordination with state officials. The Regulatory/ESF-12 Liaison communicates current ERP efforts and progress to the State EOC, including mutual assistance activities, as well as assisting in the coordination of Department of Transportation ("DOT") liaison activities.
D. Pre-Event Preparations:	• Participate in pre-event Regulatory conference calls and discuss availability with the Regulatory Officer
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate and communicate with the Regulatory Officer • Report to the State EOC • Field questions and issues raised by the State EMA • Seek additional information as requested by the State EMA • Escalate issues to the Regulatory Officer for resolution • Participate in Eversource Regulatory Conference Calls
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the State EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	State EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • NGA Natural Gas Safety Training Certification (EP-302) • Regulatory Branch Training (EP-902) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-03, Rev. 0
Effective Date: 1/25/2023	**Approval Date:** 4/16/2020

Regulatory Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Regulatory Specialist
B. Reports To:	Regulatory Officer
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Supports the Regulatory Officer in compiling data for regulatory reports and assists the Regulatory/ESF-12 Liaison(s) when they are activated at the State EOC
D. Pre-Event Preparations:	• Participate in pre-event Regulatory organization meetings and discuss availability with the Regulatory Officer • Review regulatory requirements regarding reporting and notifications
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Report to the Regulatory Officer • Provide all ERP reports as required • Support the Regulatory organization and Regulatory/ESF-12 Liaison(s), as needed • Escalate issues to the Regulatory Officer for resolution • Participate in Regulatory conference calls
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • NGA Natural Gas Safety Training Certification (EP-302) • Regulatory Branch Training (EP-902) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, OUA

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-04, Rev. 0
Effective Date: 1/25/2023	**Approval Date:** 5/5/2021

Utility Liaison

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Utility Liaison
B. Reports To:	Regulatory Officer
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Utility Liaison (Phone, Cable, Gas, and others) reports to the Regulatory Officer to facilitate communications and coordination with other public service and telecommunications companies during an emergency event. The Utility Liaison utilizes a list of critical infrastructure that belong to and are generated by the other utilities (gas, water, telecommunications, and similar) within the Eversource Service Territory; the list is updated annually. The list also includes primary and secondary contacts at each Utility.
D. Pre-Event Preparations:	• Ensure knowledge and understanding of all necessary systems and tools used by Single Pole Administrators • Activate Eversource Utility Liaison Hotline • Create log file from template and save to shared drive location • Establish and share contact information with all third party attachment companies and notify that Eversource Utility Liaison Hotline is open, forward initial **external** storm briefing from Communications Officer • Submit Utility Liaison roster/shifts to Regulatory Officer • Identify joint pole owner and third party attachment company contacts • Identify external Water and Gas Utility Company contacts and receive lists of critical facilities and company contacts for each utility located within Eversource's service territory from them (lists are updated minimally every year)

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Communicate with third party attachment companies on pole repairs and replacements, forward periodic **external** storm briefings from Communications
	• Communicate with joint pole owners and stakeholders regarding status, ticket resolutions, changes in priorities, and other information as requested
	• Communicate with Operations to facilitate repairs and replacements between Eversource and third parties
	• Communicate with external Water, Gas, Telecommunication, and Electric Distribution Companies to facilitate and assist in
	  ○ coordination of incident response operations (to limit the potential cross-utility impacts due to supply deficiency, feeder rotation, and re-energization of electric circuits or gas mains)
	  ○ ensuring all critical facilities belonging to other utilities within the Eversource service territory are prioritized for restoration
	• Maintain records of pole repairs and replacements in Log file
	• Escalate issues to the Regulatory Officer for resolution
	• Participate in Eversource Regulatory Organization Conference Calls

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located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Ensure all emergency event issues logged during the event have been addressed • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or remote
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • NGA Natural Gas Safety Training Certification (EP-302) • Regulatory Branch Training (EP-902) **Refresher Training** •
4. Required System / Drives Access:	• Eversource N:\ Drive • SharePoint • Teams • Focal Point • C2 • Maximo • GIS • Alden ONE System • Joint Use Relationship Manager (JRM) • Real Time Systems (RTS) Critical Facility Dashboard

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-01, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Section Chief
B. Reports To:	Incident Commander
1. **Direct Reports:**	• Resource Acquisition Branch Director • Resource Management Branch Director
C. Position Duties and Responsibilities:	The Resource Section Chief is responsible for coordinating with the Eversource Resource Support Group (ERSG) on the acquisition of all external mutual aid resources and additional Eversource resources, and has overall responsibility for the recording and tracking of all internal and external resources that are part of the emergency response, including overseeing the use of the resource tracking database to ensure it is maintaining an accurate account of all resources and their locations, and shift schedules, as well as non-activated employees.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Resource Section positions are up to date and ready to be used • Ensure meetings are held at least annually by the Resource Acquisition and Resource Management Branch Directors, Group Managers, and/or Unit Leaders • Following activation of the Incident Management Team (IMT), activate the required Resource Acquisition and Resource Management Branch Directors and other Resource Section personnel as needed • Ensure each Resource Acquisition and Resource Management Branch has a dedicated area to set up in the ICC or nearby location and has all of the necessary equipment, supplies, and support • Conduct an initial briefing and routine update meetings and briefings with the Resource Acquisition and Resource Management Branch Directors
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Deploy to the Incident Command Center (ICC) when requested, report to the Incident Commander, and obtain a situational awareness and strategy briefing • Ensure Rosters are being scrubbed and uploaded into the resource tracking tool • Ensure resource dashboards are up to date with correct resource counts • Provide updates on resource counts to the Incident Commander. • Ensure crew movements are being updated in the resource tracking tool. • Ensure that ARCOS is sending crews into the outage management system. • Oversee the preparation of the Demobilization Plan to include developing a strategy for releasing external crews in the most cost effective manner and return the organization to normal business operations
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Ensure invoice review and approval process is performed • Participate in After Action Review(s)

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer • Two monitors **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or nearby location
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	Eversource All Hazards Incident Response Plan, State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Crew Manager • Maximo • Group email boxes (for example, ERSG roster)

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-02, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Acquisition Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Acquisition Branch Director
B. Reports To:	Resource Section Chief
1. **Direct Reports:**	Resource Acquisition (Acquisition, ARCOS, Check-in, Crew Management) Group Managers
C. Position Duties and Responsibilities:	The Resource Acquisition Branch Director is responsible for overseeing the acquisition of all external mutual aid resources and additional Eversource resources. The Resource Acquisition Branch Director ensures that external personnel are directed through the check-in process and ensures the demobilization or re-deployment of resources is performed efficiently and effectively.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Resource Acquisition Branch staff positions are up to date and ready to be used • Support the Resource Section Chief in conducting the annual Section Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Maintain roster of local contractors and mutual assistance contacts (within the service territory), review master list with an Eversource Resource Support Group (ERSG) representative, when necessary, and check on availability • When necessary, notify and activate Resource Acquisition Branch personnel and the External Resource Field Unit (ERFU) • Review staffing and prepare staffing schedules • Update Resource Section Chief on resource status and availability • Record and initiate resource acquisitions as directed • Collaborate with the ERSG as needed • Ensure external rosters are forwarded to the Resource Acquisition Unit Leaders for placement in state and incident folders, as appropriate • Ensure external rosters are uploaded into the resource tracking database and communicated to the Planning Section • Coordinate with the Logistics Branch Directors to ensure that resources are provided with all of the required services and support • Assign ERFU oversight to secured external crews during the check-in process • Validate the external resources currently on property and confirm retention of local contract crews • Oversee crew entry in ARCOS and all expected crews have been created in the Outage Management System (OMS)

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E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a briefing from the Resource Section Chief on the status of the emergency event and resource strategy • Continue to compile lists of external resources currently working on system • Ensure crews are allotted according to the Incident Action Plan (IAP) • Oversee the process for time sheets and tracking for external resources • Communicate with the Logistics Section Chief and collaborate with the Logistics Services Branch Director regarding resources needed to support external crews, such as staging, fueling, materials, lodging, food, and other logistical needs for resource movements • Collaborate with the Logistics Support Branch Director for hotel information • Understand the process for acquisition, activation, de-activation, and receiving of internal and external resources • Coordinate with the ERSG for additional resource needs • Understand the contractor required rest periods and/or release times and the process for lodging and meals coordination • Know the policies and coordination procedure for required safety briefings of foreign crews; (foreign crews are external resources not actively working on Eversource's systems) • Coordinate with Human Resources, the acquisition of Eversource retirees for fulfilling resource needs • Support the development of a Demobilization Plan to return to normal business operations • Collaborate with the Resource Section Chief to develop a resource release schedule, release crews, and coordinate with the ERSG, if activated, for demobilization or redeployment
F. Post- Emergency Event Responsibilities and Reports:	• Ensure outside contractor time sheets are forwarded to appropriate financial personnel • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the Incident Command Center (ICC)/Emergency Operations Center (EOC)/ • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC or EOC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) • Resource Acquisition Process and Tool Training (EP-501) **Refresher Training** • Resource Acquisition Tool Refresher Training (EP-501R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, ARCOS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-04, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Management Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Unit Leader (RMUL)
B. Reports To:	Resource Management Group Manager (RMGM)
1. **Direct Reports:**	• Resource Management Coordinator (RMC) • Resource Management Specialist (RMS)
C. Position Duties and Responsibilities:	The Resource Management Unit Leader ensures the accurate tracking of all internal and external resources working during an emergency event to provide accurate and timely updates to the Resource Section Chief (RSC).
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as directed • Ensure the resource tracking database is up to date • Ensure the RMGM sets RMUL shift schedules, work locations, and lodging requirements
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate with the Operations Branch Director to gather all line and tree crew movement • Distribute all line and tree movements to the appropriate RMS • Monitor that the Resource Management Branch (RMB) is performing their duties • Ensure communication is maintained between RMB and other sections of the IMT to keep an accurate count of resources • Ensure rosters are entered into the resource tracking database for each assigned region • Ensure the resource tracking dashboard is accurate and up to date • Address discrepancies in the QA/QC Report • Ensure work schedules (including start/stop times, lodging requirements, and vehicles) are maintained in the resource tracking database • Provide data to the Resource Management Group Manager, and to others as requested • Communicate with Resource Management Coordinator/Resource Management Specialist regarding resource movements • Support and develop timely and accurate regulatory reports • Monitor the resource management email account for new/updated rosters
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

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located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the Incident Command Center (ICC), Emergency Operations Center (EOC), or Area Work Center (AWC) **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC or Virtual, as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	All Hazards Emergency Response Plan, State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Management Process & Tool Training (EP-804) **Refresher Training** • Resource Management Tool Refresher (EP-804R)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Production Environment • Group Email Boxes – ct.resourceacquisition@eversource.com, ma.resourceacquisition@eversource.com, nh.resourceacquisition@eversource.com, ersg@eversource.com

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-05, Rev. 0
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Resource Management Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Coordinator (RMC)
B. Reports To:	Resource Management Unit Leader (RMUL)
1. **Direct Reports:**	Resource Management Specialist (RMS)
C. Position Duties and Responsibilities:	The Resource Management Coordinator executes the processes used to track employee and vendor resources working during an emergency event and uses the resource tracking database to account for all resources, in an assigned area, to ensure accurate and timely reporting.
D. Pre-Event Preparations:	• Discuss availability with Resource Management Unit Leader • Assist Resource Management Unit Leader to obtain current rosters from Operations, Planning, and Logistics within their assigned area, to determine who will be working, and which shift • Update assigned personnel and schedules in the resource tracking database • Coordinate with Area Work Center (AWC) staff to provide roster templates to AWC staff as directed by the Unit Leader
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Oversee Resource Management Specialists, when activated • Ensure rosters are uploaded into the resource tracking database for assigned regions • Update/coordinate with Logistics for Food & Lodging on crew movements and releases for assigned areas • Updates resource tracking tool based on crew movements/releases made by Operations/RMTs for their assigned areas • Provide data to the Resource Management Unit Leader as requested • Move resources within the resource tracking database as directed by the Resource Management Unit Leader • Monitor the Resource Management email box for rosters in the assigned areas and forward to the appropriate RMS • Ensure the RMS are addressing any discrepancies in the QA/QC Report
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the AWC or EOC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home

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H. Position Work Location:	AWC, ICC, EOC, or Virtual, as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	Eversource All Hazards Emergency Response Plan and State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Management Process and Tool Training (EP-804) **Refresher Training** • Resource Management Refresher Tool Training (EP-804R)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams • ARCOS Production Environment

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-06, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Management Statistician

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management (RM) Statistician
B. Reports To:	Resource Management Branch Director
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The RM Statistician ensures key decision-making data, such as resource counts, outage data, damage assessment data, and restoration progress is documented. Provides input and validates other inputs into the Incident Action Plan (IAP) in coordination with the RM Branch Director. Provides reports to the Emergency Coordination Team (ECT) as requested, including the QA/QC report.
D. Pre-Event Preparations:	• Discuss availability with RM Branch Director
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure key resource data is compiled • Run QA/QC report as necessary and disseminate to the RM leadership
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

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SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-07, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Management Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Specialist (RMS)
B. Reports To:	Resource Management Coordinator (RMC)
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	Resource Management Specialist uploads rosters, coordinates with Resource Acquisition for hand-off of tracking, moves internal and external resources as directed, ensures work schedules are maintained and accurate, and coordinates with Ops and the RMTs on crew movements to release or move crews from one location to another accurately.
D. Pre-Event Preparations:	• Discuss availability with the RMC or Resource Management Unit Leader (RMUL) • Receive rosters from the RMUL or RMC for Command and General Staffs (Human Resources, Safety, Liaison, Regulatory, Communications, Operations, Planning, Logistics, Public Safety, Transmission and Finance) • Update the resource tracking database with shift schedules and lodging assignments • Print rosters as requested
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure rosters are uploaded into the resource tracking database and assign storm shifts for assigned work locations • Coordinate with Resource Acquisition for hand-off of external resources for tracking by the Resource Management Section • Move internal and external resources within the resource tracking database, as directed by the RMUL or RMC and notify the receiving RMS as necessary • Ensure work schedules (including start/stop times) and lodging requirements are maintained in the resource tracking database • Investigate any discrepancies found in the Quality Assurance/Quality Control (QA/QC) Report and make necessary updates • Upon request, verify lodging requirements in the resource tracking database • Update the resource tracking database with all releases and notify Food & Lodging • Coordinate with Operations and the Restoration Management Teams (RMT) on crew movements or releases to ensure movement of crews from one location to another is aligned with when the Operations team completes the event
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)

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G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Emergency Operations Center (EOC), Area Work Center (AWC), Incident Command Center (ICC), or Virtual, as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Management Process and Tool Training (EP-804) **Refresher Training** • Resource Management Tool Refresher (EP-804R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, ARCOS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-08, Rev. 0
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External Resource Field Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	External Resource Field Unit Leader
B. Reports To:	Resource Acquisition Group Manager
1. **Direct Reports:**	External Resource Field Coordinator
C. Position Duties and Responsibilities:	External Resource Field Unit Leaders oversee External Resource Field Coordinators who are assigned to contract crews. They determine Coordinator schedules and assign them to contractors, and act as a key point of contact to address any logistical, operational, or safety issues that might arise.
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as directed, including Crew Guides • Assign External Resource Field Coordinators with contract crews in anticipation of arrival
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Provide a schedule for all personnel for location, shifts, and contractor coverage • Ensure Food and Lodging requirements have been communicated • Coordinate External Resource Field Coordinators assignments and contract crews • Ensure External Resource Field Coordinators are tracking contractor work and rest hours and coordinating safety briefings • Respond to questions and issues raised by External Resource Field Coordinators
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all contractor time sheets and evaluation forms have been turned in to the Resource Acquisition Group Manager • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Reconcile ARCOS based on demobilization in Manual
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Ensure all contractor time sheets and evaluation forms have been turned in to the Logistics Resource Acquisition Branch Director **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Regional EOC or AWC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Email, Teams, Phone Call, or Call Out

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SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) • eLearning: Overhead Line Equipment Recognition (MEA ELEC-02301I/R-01) **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-09 BU, Rev. 0
Effective Date: 9/26/2024	**Approval Date:** 9/26/2024

External Resource Field Coordinator - BU

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource: External Resource Field Coordinator BU (Bargaining Unit personnel only)
B. Reports To:	External Resource Field Unit Leader
1. Direct Reports:	N/A
C. Position Duties and Responsibilities:	External Resource Field Coordinators-BU (ERFC-BU) are bargaining unit personnel that coordinate the activities of crews assigned to them. They communicate the restoration strategy to the crews, and provide them with logistical details concerning food and lodging. Additionally, they provide two-way communications regarding damage, restoration times, and materials needed between the Operations Coordinator in the RMT and field crews. As an ESOP-100 APL (Authorized Persons List) Qualified person, hold clearances for contractors.
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ☒ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ☒ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment (PPE) is in order • Maintain ESOP-100 APL Qualified person classification in order to hold switching clearances for restoration contractors • Fully charge all portable devices • Coordinate/ conduct required check-in activities for external crews
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure the check-in process has been completed for all contract line crews under their supervision prior to beginning work • Coordinate the switching and hold the tagging clearance for all contract line crews under their supervision • Assist Crew Guides with holding switching and tagging clearances as needed • Facilitate delivery of or deliver daily safety briefings to all contract line crews under their supervision • Act as an interface to coordinate food and lodging activities • Effectively communicate with RMTs and Logistics • Ensure work assignments are provided to contractor crews • Ensure the proper number of resources are assigned to any given event so as to maximize productivity

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	• Ensure contractors are providing timely updates to the RMT (Operations Coordinator, System Operator, or Operations Coordination Support) regarding work status (enroute, onsite, and so on), Estimated Time to Restoration (ETR), and scope of work regarding assigned outage/non outage events • Travel to assigned restoration event in advance of contract line crew(s) and assess resources necessary to complete the work (tree crews, materials, poles/transformers, and so on) • Allow only a reasonable amount of material to be procured by crews and ensure any unused material is returned before crews are released from the system • Ensure that contractors are completing and submitting the Mobilization/Demobilization time sheets when both mobilization and demobilization processes are complete; sign Mob/Demob time sheets to indicate the processes are complete • Track contractor work and rest hours and ensure contractors properly complete time sheets, material lists, and equipment lists at the start and end of each shift; validate and authorize work timesheets and ensure they are submitted per existing practice • Act as field liaison between contractors and RMT Operations, should questions or issues arise
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Return materials to designated locations • Turn in signed contractor time sheets and completed contractor evaluation forms to the Logistics Resource Acquisition Branch Director
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer • MiFi **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
1. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Email, Teams, Phone Call, or Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan

3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) • eLearning: Overhead Line Equipment Recognition (MEA ELEC-02301-I/R-01) • ESOP-100 • ESOP-99 **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R) • ESOP-100, every three years
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-09, Rev. 1
Effective Date: 5/14/2024	**Approval Date:** 5/7/2024

External Resource Field Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource: External Resource Field Coordinator (ERFC)
B. Reports To:	External Resource Field Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	External Resource Field Coordinators coordinate the activities of crews assigned to them. They communicate the restoration strategy to the crews, and provide them with logistical details concerning food and lodging. Additionally, they provide two-way communications regarding damage, restoration times, and materials needed between the Operations Coordinator in the RMT and field crews. As an ESOP-100 APL (Authorized Persons List) Qualified person, hold clearances for contractors.
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ☒ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ☒ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment (PPE) is in order • Maintain ESOP-100 APL Qualified person classification in order to hold switching clearances for restoration contractors • Fully charge all portable devices • Coordinate/ conduct required check-in activities for external crews
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure the check-in process has been completed for all contract line crews under their supervision prior to beginning work • Coordinate the switching and hold the tagging clearance for all contract line crews under their supervision • Assist Crew Guides with holding switching and tagging clearances as needed • Facilitate delivery of or deliver daily safety briefings to all contract line crews under their supervision • Act as an interface to coordinate food and lodging activities • Effectively communicate with RMTs and Logistics • Ensure work assignments are provided to contractor crews • Ensure the proper number of resources are assigned to any given event so as to maximize

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	productivity Ensure contractors are providing timely updates to the RMT (Operations Coordinator, System Operator, or Operations Coordination Support Specialist) regarding work status (enroute, onsite, and so on), Estimated Time to Restoration (ETR), and scope of work regarding assigned outage/non outage events • Travel to assigned restoration event in advance of contract line crew(s) and assess resources necessary to complete the work (tree crews, materials, poles/transformers, and so on) • Allow only a reasonable amount of material to be procured by crews and ensure any unused material is returned before crews are released from the system Ensure that contractors are completing and submitting the Mobilization/Demobilization time sheets when both mobilization and demobilization processes are complete; sign Mob/Demob time sheets to indicate the processes are complete Track contractor work and rest hours and ensure contractors properly complete time sheets, material lists, and equipment lists at the start and end of each shift; validate and authorize work timesheets and ensure they are submitted per existing practice • Act as field liaison between contractors and RMT Operations, should questions or issues arise
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Return materials to designated locations • Turn in signed contractor time sheets and completed contractor evaluation forms to the Logistics Resource Acquisition Branch Director
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer • MiFi **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Email, Teams, Phone Call, or Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
3. Applicability:	Electric ☒ Gas ☐
4. Primary Documentation:	State or Business Unit Emergency Response Plan

5. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) • eLearning: Overhead Line Equipment Recognition (MEA ELEC-02301-I/R-01) • ESOP-100 • ESOP-99 **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R) • ESOP-100, every three years
6. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-10, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Acquisition Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Acquisition Unit Leader (Acquisition, Tracking, ARCOS, Check-in, Crew Management)
B. Reports To:	Resource Acquisition Group Manager
1. **Direct Reports:**	Resource Acquisition Specialist (Acquisition, ARCOS, Tracking, Check-in, Callers)
C. Position Duties and Responsibilities:	The Resource Acquisition Unit Leader (Acquisition, Tracking, ARCOS, Check-in, Crew Management) is responsible for organizing and responding to external and internal resource requests from all areas of the Emergency Response Organization. Resource requests can include but are not limited to line crews, digger crews, tree crews, DA patrollers, service crews, and wire guards. The Resource Acquisition Unit Leader is responsible for the timely scrubbing and uploading of all external rosters. Also responsible for ARCOS Dashboard accuracy, initial movement of resources to first location and, if necessary, movement to other business units. Interfaces with the Eversource Resource Support Group (ERSG) for contract support and mutual aid support from outside their local area. Maintains communications with crews as they approach Eversource territory, verifies and checks in resources, and verifies that rosters are accurate and safety briefings are completed. Uploads rosters into the resource tracking system and tracks crews until they are assigned their first work location. Maintains contact with External Resource Field Coordinators (ERFC)/Crew Guides to ensure resources are working as assigned and timesheets are completed as required. Ensures the demobilization or redeployment of resources is performed efficiently and effectively. Works in coordination with the Resource Management Branch, to maintain an accurate tabulation of acquired external and internal resources.

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located in the Emergency Preparedness & Business Continuity Documentation Database.

D. Pre-Event Preparations:	• Assess Resource Acquisition Specialist availability, and activate/deploy unit personnel as directed
	• Prepare staffing schedules
	• Ensure Procurement will be embedded in Resource Acquisition Unit to administer PO process
	• Determine/validate external and internal resources currently working on system
	• Review local contractor list and check on availability
	• Update Resource Acquisition Group Manager on current resource status and availability
	• Record and initiate resource acquisitions as requested
	• Communicate and collaborate with the ERSG:
	  o Resources on system
	  o Resource needs:
	  ▪ Type
	  ▪ FTEs
	  ▪ ETAs
	• Communicate the plan for check-in, food, and lodging with the Logistics Services Branch and Operations Section
	• Determine whether the check-in process is centralized/decentralized and determine locations
	• Ensure resource acquisition specialists, safety specialists, and ERFCs are available to support check-in process
	• Ensure external rosters are updated into the resource tracking tool and the Outage Management System (OMS) and communicated to the Operations Section
	• Ensure that your laptop is up to date

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Activate/deploy unit personnel as directed • Obtain a briefing from the Resource Acquisition Group Manager on the status of the event and resource strategy • Coordinate the deployment of resources to requested locations • Coordinate the check-in process with ERFC and/or Resource Acquisition Specialist to ensure the administration of safety briefings, and roster validation • Ensure crews are deployed according to the resource plan • Monitor and direct the movement of external resources • Communicate with the ERSG on additions, releases, or redeployments • Maintain the accuracy of rosters and crew locations in resource tracking database • Communicate with Logistics Services Branch Director for staging, fueling, materials, lodging, food, and other logistical needs for resource movements • Communicate demobilization or redeployment strategy when directed by the Resource Acquisition Branch Director.
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s) • Reconcile ARCOS based on demobilization in Manual

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer • Two monitors • Resource Acquisition/Management Manual **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC, EOC, Resource Acquisition, or virtual, as directed
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, phone call, Teams, or email

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Form AD 6369-2 Emergency Restoration Services Daily Worksheet Form AD 3639-3 Eversource Contractor Daily Work Report ARCOS Resource Tracking Manual
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Process and Tool Training (EP-501) • Resource Management Process & Tool Training (EP-804) **Refresher Training** • Resource Acquisition Tool Refresher Training (EP-501R) • Resource Management Tool Refresher (EP-804R)
4. Required System / Drives Access:	• Eversource N:\ Drive, SharePoint, Teams, • ARCOS • Group Email Boxes – ct.resourceacquisition@eversource.com, ma.resourceacquisition@eversource.com, nh.resourceacquisition@eversource.com, ersg@eversource.com

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-11, Rev. 0
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Resource Management Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Branch Director (RMBD)
B. Reports To:	Resource Section Chief
1. **Direct Reports:**	• Resource Management Group Manager • Resource Management Statistician
C. Position Duties and Responsibilities:	The Resource Management Branch Director has overall responsibility for the recording and tracking of all internal and external resources that are part of the emergency response. The RMBD oversees the use of the resource tracking database to ensure it is maintaining an accurate account of all resources and their locations, shift schedules, and non-activated employees. The RMBD is responsible for providing reports and situational awareness to the Resource Section Chief.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the RM branch staff positions are up-to-date and ready to be used • Support the Resource Section Chief in conducting the annulation Meeting with all appropriate personnel to ensure they are prepared and trained to carry out their Emergency Positions • Deploy to the Incident Command Center (ICC) as directed, report to the Resource Section Chief, and obtain a situational awareness and strategy briefing • Following activation of an Incident Management Team (IMT), activate resource management personnel and develop a staffing schedule • Conduct an initial briefing and routine update meetings and briefings with resource management personnel • Ensure the RM staff has the necessary equipment, supplies, and support • Activate the resource tracking database and request regular Quality Analysis and Quality Control (QA/QC) reports be run from the database • Upload or oversee the uploading of rosters and data as it is received from IMT functional areas for internal resources and the Logistics Section (coordinating with Resource Acquisition) for external resources • Prepare routine updates, reports, and information for the Resource Section Chief as required or requested • Collaborate with the Planning Branch Director - Forecasting and support the development of the first Operational Period Incident Action Plan (IAP) • Notify the Resource Section Chief of resource requirements to support the Branch • Inform the Resource Section Chief when resource management personnel are set up and operational

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located in the Emergency Preparedness & Business Continuity Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure that Branch personnel are maintaining and updating the resource tracking database at the ICC, Emergency Operations Centers (EOC), and each work location • Ensure all rosters are developed and made available to the Planning Branch Director – Forecasting for inclusion in the IAP • Obtain information and data on staffing and resource strategy and ensure the necessary data is being obtained and entered into the appropriate systems • Maintain the resource tracking database to support the addition, movement, release, or redeployment of resources • Coordinate with the Resource Acquisition Branch Director on External Resources, including reporting, crew movements, onboarding/releases, and so on • Identify and initiate actions to address discrepancies found in the QA/QC Report • Provide staffing and situational awareness reports for Incident Command Meetings • At specific intervals of time, ensure snapshots of the resource tracking software data are performed to maintain a running history • Collaborate with the Planning Section Branch Directors in performing "what if" scenarios to anticipate resource requirements, Estimated Times to Restoration (ETR), potential work schedules, and shifts • Ensure the necessary data is collected and ready for inclusion in any required reports or updates (for example, MA Service Restoration Table B is submitted every 8 hours, 00:00, 08:00, and 16:00) • Ensure that the positions within the Branch execute their specific duties and responsibilities • When notified that demobilization is being considered, support development of the overall strategy for final release of the resources in the most efficient and cost-effective manner
F. Post- Emergency Event Responsibilities and Reports:	• Ensure all data is saved for post-event analysis • Ensure that all forms and documentation are properly completed and provided to the Resource Section Chief • Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Management Process and Tool Training (EP-804) **Refresher Training** • Resource Management Tool Refresher (EP-804R)
4. Required System / Drives Access:	Eversource N:\ Drive, ARCOS, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-12, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Management Group Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Group Manager
B. Reports To:	Resource Management Branch Director
1. **Direct Reports:**	Resource Management Unit Leader
C. Position Duties and Responsibilities:	The Resource Management Group Manager is responsible for ensuring the accurate tracking of all internal and external resources working during an emergency event to provide accurate and timely updates to the Resource Management Branch Director and Resource Section Chief (RSC).
D. Pre-Event Preparations:	• Assess availability, activate, and deploy unit personnel as directed • Ensure the resource tracking database is up to date • Ensure the Resource Management Branch Director (RMBD) sets Resource Management Unit Leader (RMUL) shift schedules, work locations, and lodging requirements • Review the process for acquisition, activation, de-activation, and check-in of external resources for both the centralized and de-centralized model • Ensure the Resource Management Team is available and ready to support the restoration efforts • Ensure Initial and Refresher Trainings are taking place for Resource Management Unit • Ensure that your laptop is up to date
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a briefing from the Resource Management Branch Director on the status of the ERP event and resource strategy • Ensure the resource tracking tool has been updated by the Resource Management Unit Leader • Coordinate with the Operations Branch Director to gather all line and tree crew movement • Distribute all line and tree movements to the appropriate Resource Management Specialist (RMS) • Monitor that the Resource Management Branch (RMB) is performing their duties • Ensure communication is maintained between RMB and other sections of the IMT to keep an accurate count of resources • Ensure the resource tracking dashboard is accurate and up to date • Ensure the RM Team develops timely and accurate regulatory reports
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure all internal crews are released from storm shift • Release all external crews • Participate in After Action Review(s)

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located in the Emergency Preparedness & Business Continuity Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the ICC/EOC/AWC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	ICC
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	• State or Business Unit Emergency Response Plan • Form AD 6369-2 Emergency Restoration Services Daily Worksheet • Form UNK-5008 Eversource Contractor Timesheet CT ERP • ARCOS Resource Tracking Manual
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Management Process and Tool Training (EP-804) **Refresher Training** • Resource Management Refresher Tool Training (EP-804R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, ARCOS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-13, Rev. 0
Effective Date: 9/6/2022	**Approval Date:** 9/6/2022

Resource Acquisition/Tracking Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Acquisition/Tracking Specialist (Acquisition, Tracking, ARCOS, Check-in, or Caller)
B. Reports To:	Resource Acquisition Unit Leader (if in resource acquisition role) OR Resource Acquisition Tracking Unit Leader (if in tracking acquired/incoming resources role) OR Resource Acquisition ARCOS Unit Leader (if in entering/tracking resources in ARCOS role) OR Resource Acquisition Check-in Unit Leader (if in on-site and checking in resources role) OR Crew Management Tracking Unit Leader (if in tracking assigned resources role)
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Resource Acquisition/Tracking Specialist provides support to the Resource Acquisition Branch in one of several ways; depending on assignment and duration of the event, perform these tasks as needed/assigned: • When assigned to the **Resource Acquisition Unit Leader**, provides support for organizing and responding to external and internal resource requests from all areas of the Emergency Response Organization Resource requests can include but are not limited to: line crews, digger crews, service crews, tree crews, Damage Assessment (DA) patrollers, and wire guards. • When assigned to the **Resource Acquisition Tracking Unit Leader**, provides support to maintain tracking and spreadsheets of crew locations and verify that the ARCOS dashboard is up-to-date. Provides updates of crew locations prior to IMT calls. • When assigned to the **Resource Acquisition ARCOS Unit Leader**, provides support to verify that ARCOS is maintained to facilitate crew tracking and maintains the ARCOS dashboard. • When assigned to the **Crew Management Tracking Unit Leader**, ensures completion and accuracy of Daily Work Log and Timesheet by External Resource Field Coordinator (ERFC). Supports the ERFC through the duration of the incident, including demobilization or redeployment of resources efficiently and effectively.
D. Pre-Event Preparations:	• Review the process for acquisition, activation, de-activation, and check-in of external resources for both the centralized and de-centralized models • Ensure that your laptop is up to date

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E. Duties, Responsibilities, and Actions During an Emergency Event:	Depending on assignment and duration of event, perform as needed: • Obtain a briefing from the Resource Acquisition Branch Director on the status of the ERP event and resource strategy • Ensure the resource tracking tool has been updated by the Resource Acquisition Unit Leader • Coordinate the check-in process with the ERFC to ensure the administration of safety briefings, roster validation. Ensure completion and accuracy of Daily Work Log and Timesheet by ERFC. • Validate roster accuracy with the ERFC at check-in location and identify discrepancies to the Resource Acquisition Unit Leader • Monitor and communicate the movement of external resources • Verify that ARCOS is maintained to facilitate crew tracking and/or that ARCOS dashboard is accurate • Ensure crews are deployed according to the resource plan • Track the redeployment of resources from one EOC/AWC to another • Communicate with the ERSG on additions, releases, or redeployments • Track demobilization plan as requested
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A - If in the EOC/AWC • Reflective vest, safety shoes, hard hat, if located in the Field **Equipment and Supplies:** • Phone • Computer • Two monitors • Resource Acquisition/Management Manual **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	AWC, EOC, Field, Virtual, or other location as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State or Business Unit Emergency Response Plan Form AD 6369-2 Emergency Restoration Services Daily Worksheet Form UNK-5008 Eversource Contractor Daily Work Report ARCOS Resource Tracking Manual
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • Resource Acquisition Process and Tool Training (EP-501) **Refresher Training** • Resource Acquisition Tool Refresher Training (EP-501R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, ARCOS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-14 BU, Rev. 0
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Crew Guide - BU

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Crew Guide BU (Bargaining Unit personnel only)
B. Reports To:	External Resource Field Coordinator
1. Direct Reports:	None
C. Position Duties and Responsibilities:	The Crew Guide - BU is a bargaining unit employee that coordinates the activities of the crews assigned to them. They communicate the restoration strategy to the crews and provide them with logistical details concerning food and lodging. They provide two-way communications regarding damage, restoration times, and materials needed between the Operations Coordinator in the Restoration Management Team (RMT) and field crews. Additionally, they contact the External Resource Field Unit Leader to locate ESOP-1000 APL (Authorized Persons List) qualified personnel for switching and tagging for assigned contractors.
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment is in order • Fully charge all portable devices • Coordinate/conduct required check-in activities for external crews
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ☒ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed

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located in the Emergency Preparedness Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Lead crews to work assignments and food/lodging accommodations • Contact designated ESOP-100 APL qualified personnel to coordinate switching and hold tagging clearances for contractors • Facilitate delivery of or deliver daily safety briefings to all contract line crews under their supervision • Act as field liaison between contractors and RMT Operations, should questions or issues arise • Ensure work assignments are provided to contractor crews • Ensure contractors are providing timely updates to be communicated to the RMT (Operations Coordinator, System Operator, or Operations Coordination Support) regarding work status (enroute, onsite, and so on), Estimated Times to Restoration (ETR), and scope of work regarding assigned outage/non outage events • Perform a general assessment of the next job assignments and work with the crew lead and RMT to arrange all necessary material, traffic control, and so on, are arranged prior to crew arrival • Ensure that each crew has been provided a contractor material kit and work with material logistics to secure any additional required material • Ensure that contractors are completing and submitting the Mobilization/Demobilization time sheets when both mobilization and demobilization processes are complete; sign Mob/Demob time sheets to indicate the processes are complete • Track contractor work and rest hours and ensure contractors properly complete time sheets, material lists, and equipment lists at the start and end of each shift; validate and authorize work timesheets and ensure they are submitted per existing practice • Obtain primary maps if available from the appropriate Area Work Center (AWC)
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure contractors return materials to designated locations • Turn in signed contractor time sheets and completed contractor evaluation forms to the Resource Acquisition Group Manager • Participate in After Action Review(s)
G. Equipment Required:	**Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
3. Safety Requirements:	**Personal Protective Equipment (PPE):** • N/A – If in the ICC/EOC/AWC • Reflective vest, safety shoes, hard hat
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Email, Phone Call, or Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-14, Rev. 1
Effective Date: 5/14/2024	**Approval Date:** 5/7/2024

Crew Guide

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource: Crew Guide
B. Reports To:	External Resource Field Coordinator
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Crew Guide coordinates the activities of the crews assigned to them. They communicate the restoration strategy to the crews and provide them with logistical details concerning food and lodging. They provide two-way communications regarding damage, restoration times, and materials needed between the Operations Coordinator in the Restoration Management Team (RMT) and field crews. Additionally, they contact the External Resource Field Unit Leader to locate ESOP-1000 APL (Authorized Persons List) qualified personnel for switching and tagging for assigned contractors.
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment is in order • Fully charge all portable devices • Coordinate/conduct required check-in activities for external crews
1. Physical Requirements:	☒ Driving ❑ Reaching above shoulder ❑ Lifting, pushing/pulling, carrying ❑ Bending ❑ Balancing ☒ Performing manual dexterity ❑ Ability to lift up to 20 lbs. ☒ Standing for long periods ☒ Exposed to extremes in temperature/humidity ☒ Walking ❑ Stair climbing ❑ Prolonged hours sitting ❑ Working at heights ❑ Operating heavy equipment ❑ Kneeling ☒ Traveling ❑ Working with hazardous equipment
2. Skills/Abilities:	☒ Strong communication skills ☒ Strong computer skills – Excel ☒ Strong analytical & problem-solving skills ☒ Ability to work outdoors for 12 hours ❑ Maintain ESOP-100 APL (Authorized Persons List) Qualification ☒ Strong interpersonal /phone skills ☒ Strong time management skills ☒ Ability to prioritize & delegate as needed

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Lead crews to work assignments and food/lodging accommodations • Contact designated ESOP-100 APL qualified personnel to coordinate switching and hold tagging clearances for contractors • Facilitate delivery of or deliver daily safety briefings to all contract line crews under their supervision • Act as field liaison between contractors and RMT Operations, should questions or issues arise • Ensure work assignments are provided to contractor crews • Ensure contractors are providing timely updates to be communicated to the RMT (Operations Coordinator, System Operator, or Operations Coordination Support) regarding work status (enroute, onsite, and so on), Estimated Times to Restoration (ETR), and scope of work regarding assigned outage/non outage events • Perform a general assessment of the next job assignments and work with the crew lead and RMT to arrange all necessary material, traffic control, and so on, are arranged prior to crew arrival • Ensure that each crew has been provided a contractor material kit and work with material logistics to secure any additional required material • Ensure that contractors are completing and submitting the Mobilization/Demobilization time sheets when both mobilization and demobilization processes are complete; sign Mob/Demob time sheets to indicate the processes are complete • Track contractor work and rest hours and ensure contractors properly complete time sheets, material lists, and equipment lists at the start and end of each shift; validate and authorize work timesheets and ensure they are submitted per existing practice • Obtain primary maps if available from the appropriate Area Work Center (AWC)
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Ensure contractors return materials to designated locations • Turn in signed contractor time sheets and completed contractor evaluation forms to the Resource Acquisition Group Manager • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • Reflective vest, safety shoes, hard hat **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Field
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Email, Phone Call, or Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION	
3. Applicability:	Electric ☒ Gas ☒
4. Primary Documentation:	State or Business Unit Emergency Response Plan
5. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • External Resource Field Coordinator Training (EP-506) **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R)
6. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-RM-15, Rev. 0
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Crew Contact Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Crew Contact Specialist
B. Reports To:	Resource Acquisition (RA) Unit Leader (Crew Management)
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Crew Contact Specialist provides support to the Resource Acquisition Branch by being the primary contact for contractors during an emergency event as assigned: • Contact external contractor crews at set intervals throughout the day • Maintain tracking and spreadsheets of crew locations and verify that the ARCOS Dashboard is up to date, providing updated crew locations prior to IMT calls • Ensure External Resource Field Coordinators (ERFC), Crew Guides (CG), or Authorized Person (APL) submit complete and accurate Daily Work Log and Timesheet forms each day for the duration of the event, including redeployment or demobilization of resources • Check individual lodging assignments, as requested
D. Pre-Event Preparations:	• Review the process for acquisition, activation, de-activation, and check-in of external resources for both the centralized and de-centralized models • Ensure that your laptop is up to date
E. Duties, Responsibilities, and Actions During an Emergency Event:	Perform the following actions, as assigned, for the duration of the event: • Obtain a briefing from the External Resource RA Unit Leader on the status of the ERP event and resource strategy • Check individual lodging assignments, as requested • Contact the ERFC, CG, or APL assigned to each crew (if no Eversource representative is traveling with the crew(s), contact the Contractor Supervisor) and ▪ Request confirmation of a safety briefing daily ▪ Validate roster accuracy with the ERFC, CG, or APL and identify discrepancies to the RA Unit Leader ▪ Monitor and communicate the movement/location of external resources ▪ Verify that the Resource Management Dashboard is accurate ▪ Request feedback on any safety or other concerns from the crew(s) ▪ Track the redeployment of resources from one Emergency Operations Center or Area Work Center (EOC/AWC) to another based on crew communication and verify that they are deployed according to the resource plan ▪ Track redeployment and demobilization of crews based on communications from the ERFC, CG, or APL and communicate plans to the crews as directed ▪ Remind the ERFC/CG/APL to obtain daily timesheets from each crew, including material and equipment lists, at the start and end of each shift and to validate and authorize timesheets as instructed ▪ Communicate with the Eversource Resource Support Group (ERSG) on additions, releases, or redeployments, as directed

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Preparedness & Business Continuity Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • If not working remotely, anti-slip footwear and appropriate clothing as needed **Equipment and Supplies:** • Phone • Computer • MiFi, if needed **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	As directed or remote
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, email, phone, Teams

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☒
2. Primary Documentation:	State or Business Unit Emergency Response Plan Form AD 6369-2, Emergency Restoration Services Daily Worksheet Form UNK-5008-A, Eversource Contractor Storm Daily Time Sheet and Work Log Form UNK-5008-B, Eversource Contractor Storm Mobilization & Demobilization Time Log
3. Training Requirements:	**Initial Training** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) • Crew Contact Specialist Initial Training (EP-805) **Refresher Training** • Crew Contact Specialist Refresher Training (EP-805R)
4. Required System / Drives Access:	SharePoint, Teams, ARCOS Production

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-S-01, Rev. 0
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Safety Officer

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Safety Officer
B. Reports To:	Incident Commander
1. **Direct Reports:**	Safety Specialists
C. Position Duties and Responsibilities:	The Safety Officer is responsible for the overall safety and health of all personnel participating in an emergency event. The Safety Officer ensures necessary safety resources are available to support the emergency response/recovery efforts. Additionally, the Safety Officer reiterates responsibility to all response/recovery personnel to stop unsafe acts. The Safety Officer is responsible for ensuring a safety orientation during the check-in process of all non-Eversource personnel. The Safety Officer is also responsible for proper documentation of safety activities and regulatory reporting.

D. Pre-Event Preparations:	• Ensure the staffing rosters for the Safety Officer's staff positions are up to date and ready to be used
	• The position ensures annual meetings are held by the Branch Directors, Group Managers, or Unit Leaders for employees whose primary emergency assignment differs from their Blue-Sky position. The meeting will:
	  • Review the processes related to employees' primary emergency assignment
	  • Review employees' completion of related training
	  • Review tasks and tools associated with employees' primary emergency assignment
	  • Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignment
	  • Review the obligation of all employees to report to work when activated and that employees are aware of notification methods
	• Participate in pre-event planning and operational conference calls and meetings
	• Determine staffing needs based on the predicted or actual Event Type or Event Level predictions
	• Deploy Safety staff to various field locations as needed
	• Ensure safety briefings are provided for all internal and external crews who work on restoration efforts and Safety Messaging Materials are available for all personnel

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Provide regular reports and updates to the Incident Commander • Assign Safety staff as needed • Ensure staffing level continues to be sufficient • Ensure safety briefings are completed per the IAP for all personnel • Notify the Incident Commander about any safety related incidents • Develop safety messages to be used during an event • Facilitate Site Safety Inspections as appropriate • Reiterate responsibility to all Eversource employees to stop unsafe acts if observed • Ensure prompt investigation and documentation following a Safety Incident or Near Miss • Support the Demobilization process

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program Documentation Database.

F. Post- Emergency Event Responsibilities and Reports:	• Conduct debriefing with Safety staff • Direct relevant documentation to the Planning Section • Participate in After Action Review(s)
G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the ICC **Equipment and Supplies:** • Phone • Computer **Personal:** • Appropriate clothing for weather conditions and any personal needs for multiple days away from home
H. Position Work Location:	Incident Command Center
I. Work Period:	8 - 16 hour work period per day
J. Activation Notification:	Call Out

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

1. Applicability:	Electric ☒ Gas ☐
2. Primary Documentation:	State Emergency Response Plan
3. Training Requirements:	**Prerequisites** • eLearning: Introduction to Emergency Preparedness at Eversource (EP-303) • eLearning: Introduction to the Incident Command System (EP-304) • eLearning: ARCOS and You (EP-103) • eLearning: Introduction to Business Continuity (EP-201) **Initial Training** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive