EVERSOURCE ENERGY

Eversource Emergency Response Program

Emergency Response Plan
Electric System Operations - CT

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Approval:

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Title: President, Regional Electric Operations, CT and MA

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EVERSOURCE

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PROMULGATION OF THE PLAN

Craig A. Hallstrom, President
Regional Electric Operations, Connecticut and Massachusetts

Threats to our business, and continuity of service to our customers, are constantly evolving. Eversource must remain prepared at all times to anticipate, prepare for, respond to, and recover from all manner of threat or hazard to our business. The purpose of this Emergency Response Plan is to outline and assign roles and responsibilities for preparing and responding to all varieties of incidents and events. Through a coordinated response, Eversource leverages our company resources for a fast, efficient, and effective mitigation and response approach to all manner of threats.

Timely and accurate information for our customers and other stakeholders is just as important as a safe and prompt restoration of service. This Plan outlines extensive measures and processes to create and flow important planning information to our critical stakeholders. Eversource is prepared to work effectively with Federal, State, and Local governments to affect a swift and coordinated response to all manner of threat.

In recognition of Eversource's emergency preparedness and response responsibilities, and with the authority vested in me as President, Regional Electric Operations CT and MA, I hereby promulgate this Emergency Response Plan.

President Regional Electric Operations, Connecticut and Massachusetts

Craig A. Hallstrom — July 1, 2021

Craig A. Hallstrom — Date

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1. INTRODUCTION

1.1 Purpose

The Connecticut Light and Power Company d/b/a Eversource Energy ("Company," "Eversource," or "CL&P") Emergency Response Plan ("ERP" or the "Plan") provides a comprehensive overview of how the Company addresses situations that have the potential to adversely affect electric service to its customers.

The objective of the ERP and associated documentation (procedures, policies, job aids, and other supporting documentation) is to outline a systematic and organized approach to prepare for, respond to, and recover from emergency events causing power outages or other disruptions of the Transmission and Distribution System ("Electric System").

1.2 Scope

This ERP applies to emergency events caused by, but not limited to, severe weather, flooding, civil disturbance, fire, explosion, or other major disruption of the Electric System or any other instance for which the Incident Commander ("IC") determines that additional assistance or coordination is needed.

The ERP describes the policies and concepts of operations that guide how the Company plans for and addresses emergency situations. The ERP and associated documentation apply to Company personnel and any staff of Eversource Service Organization, affiliate company employees, mutual aid resources, contractors, or the personnel working at the direction or under the authority of the Company.

Eversource makes all reasonable efforts to restore service to its customers within the shortest time practical, consistent with applicable law and regulation, this Plan (including the Plan's targets, as set in *Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements*), and safety requirements as determined by the Company. During an Emergency Event this includes, at a minimum, implementing all applicable components of the ERP related to restoration of service.

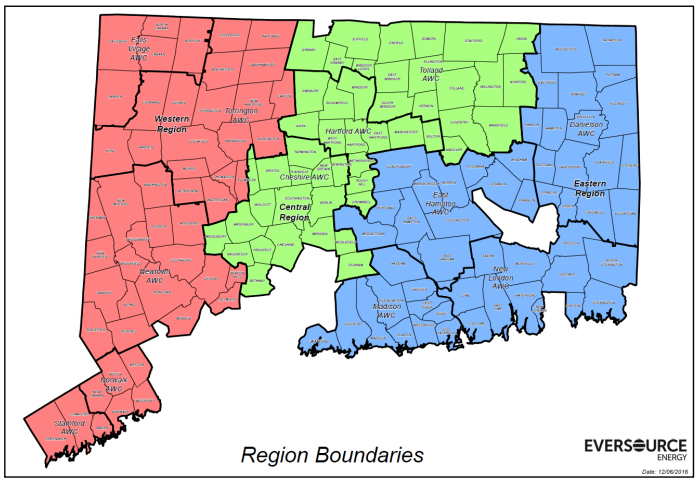
1.3 Company History and Overview

Eversource Energy (formerly Northeast Utilities) was formed in 1966 when three utility companies, CL&P, Western Massachusetts Electric Company ("WMECO"), and The Hartford Electric Light Company ('HELCO") were affiliated under Northeast Utilities ("NU") as subsidiaries of a single corporate entity. The NU system was the first new multistate public utility holding company system created following the enactment of the Public Utility Holding Company Act of 1935. HELCO was incorporated into CL&P in 1982. In 1967, the Holyoke Water Power Company joined NU and in 1992, NU acquired Public Service Company of New Hampshire ("PSNH"). In 2012, NU merged with NSTAR, with the NSTAR electric and gas companies becoming operating companies of NU. CL&P is the largest of the six operating companies within the NU System. In 2015, NU was rebranded as Eversource Energy, encompassing all of the operating subsidiaries into one energy company. In 2017, Aquarion Water Company became a wholly owned subsidiary of Eversource, retaining its own name and adding 230,000 customers in Connecticut, Massachusetts, and New Hampshire. In 2020, Eversource Energy acquired Columbia Gas of Massachusetts (now operating as Eversource Gas Company of Massachusetts), adding approximately 300,000 gas customers.

The Company has delivered electric service to homes, neighborhoods, and businesses for over 100 years. With approximately 3,500 employees in the state, Eversource is Connecticut's largest electric utility, serving more than 1.2 million customers in 149 Connecticut cities and towns, located within a 4,400 square mile service territory. This equates to 87 percent of the total area in Connecticut, including large urban centers, suburban, and rural settings, and encompassing heavily-forested areas, shoreline areas, and hilly terrain.

The transmission system consists of approximately 1,675 circuit miles of overhead transmission lines and 137 miles of underground transmission lines. There are 20 transmission substations and 98 distribution substations supplied from its transmission system, with another 72 substations supplied from its distribution system. The distribution system consists of approximately 16,798 circuit miles of overhead and 6,658 circuit miles of underground primary construction, including both direct-buried and underground duct and manhole. Primary distribution voltages range from 4.16kV to 34.5kV, with the majority of circuits operated at 4.8kV, 13.2kV, 13.8kV, and 23kV. The Company uses over 269,000 distribution transformers to supply its customers.

Figure 1 – Service Territory



Key system statistics are shown below, in Figure 2.

Figure 2 – System Statistics for 2021

Transmission Lines	
Overhead miles	1686
Underground miles	142.5
Distribution Lines	
Overhead miles	16,780
Underground miles	6,757
Transformer locations	270,443
Poles	726,393
Substations	191
Meters	1,286,111*
Peak Load (July 22, 2011)	5,516 MW

*** Customers Served as of May 1, 2021**

1.4 Planning Considerations

This ERP provides the overall framework for preparedness and response and a high-level overview of each function. The Plan is implemented by specific policies, procedures, guidelines, checklists, and job aids. The ERP documentation and other supporting documentation detail specific actions and responsibilities for functions and organizations necessary for effectively responding to an emergency event. Employees use these documents to guide their specific actions consistent with their training.

The Electric System is susceptible to the effects of certain emergency events and disasters and, depending on the nature of the event, the design and engineering of the system can mitigate some effects. The scope and severity of the impact of an emergency event varies widely, ranging from events that are locally isolated and impact a small number of customers for a short period of time to events that are geographically widespread and causes outages for many customers. The planning considerations used in the design of the Plan and the supporting implementing documents include, but are not limited to:

- An emergency incident or disaster can occur at any time of the day or night, weekend, or holiday, with little or no warning.
- Not all outage-related events or incidents require the full activation of this Plan.
- The Incident Commander may declare activation of the Plan either before an emergency event occurs or after, based on the timing and predicted severity of the event.
- Event Levels 1, 2, 3, and 4 require full activation of the Incident Management Team (“IMT”) with the Transmission Section activated only at the discretion of the Incident Commander.
- The Operational Period for extended emergencies that require 24-hour operations is divided into two operational shifts of 12 hours each starting at 0600 and 1800 with a turnover period that begins 30 minutes before each shift starts.
- All employees are familiar with this Plan and their specific emergency job position responsibilities when the Plan is activated. In addition, Eversource conducts training and exercises to ensure all employees are aware of the general framework for responding to emergency events.
- The Company’s response is based on the availability of resources. If resource requirements warrant, affiliate company, mutual assistance, and contractor assistance is requested.
- This ERP is based on the implementation activities of the National Incident Management System (“NIMS”) and uses the Incident Command System (“ICS”). This alignment assists in the de-centralization and recentralization of command and control throughout an emergency event in order to provide optimum and efficient response and utilization of resources.
- This ERP is intended to align with the concepts of the Connecticut State Response Framework and Connecticut Emergency Support Function 12 (“ESF-12”) All Hazards Energy and Utility Annex, as appropriate.
- During and after catastrophic events, normal emergency services within the affected area can be overwhelmed and essential community services may not be available.

2. STRATEGY FOR EMERGENCY OPERATIONS

Authority for the performance and direction of actions under this ERP is delegated by the President of the Company to the Incident Commander and other positions identified in this document. Pursuant to this delegation, the IC has the authority to manage the overall emergency response for the Company and is expected to provide periodic updates to senior management, including the President of the Company. The IC informs the President in a timely manner, who informs and consults with Eversource's Emergency Coordination Team (ECT), of any actions or developments that could require extensive resources from other Eversource locations or business units or could reasonably cause significant operating or financial risk to the Company.

Given the broad authority granted to the IC in this Plan, the IC should consult periodically with the President of the Company to seek input on the overall direction or operating objectives, or to obtain any necessary authorization for specific exceptions to the President's authority. The IC and the executive leadership team must effectively communicate during an emergency event, particularly whenever significant changes occur. Should any of the following situations occur, the IC informs the executive leadership team immediately and provides it with all available information about the incident:

- A fatality or life-threatening injury to a Company employee, Eversource Service Organization or affiliate employee, contractor, or mutual assistance crew member
- A fatality or life-threatening injury to anyone possibly involving any part of the Electric System, staff, or entity working on behalf of the Company
- A fatality or a life-threatening injury to a member of the public that could have been caused by the Company infrastructure
- Any event that could potentially cause significant harm to the Company, its staff, or system
- Any other unforeseen event that the IC reasonably deems of significant concern that has the potential to affect the Company or its ability to carry out obligations under the Plan

2.1 Guiding Principles

The Company has the responsibility to establish and ensure the safety and security of all participants of the emergency restoration effort. This is achieved by communicating guidelines during emergency events and the reinforcement of safe work practices by the restoration crews. Each participant is responsible for their own safety and Company management is responsible for ensuring all participants work in a safe manner and that prompt corrective action is taken whenever unsafe conditions are observed or reported.

Eversource operates under the following Vision and Mission statements:

- **Vision**

  To be viewed as the premium emergency response company by our customers, communities, regulators, and government officials

- **Mission**

  Anticipate, prepare, and efficiently recover from major events by:

  1. Investing prudently in our infrastructure and preparedness;
  2. Partnering with local and state government in planning, preparing, and responding to events;
  3. Communicating proactively and with transparency;
  4. Acting with urgency and empathy to safely restore; and
  5. Leveraging all available and emerging technology.

Emergency Preparedness at Eversource provides oversight on the readiness of IMT members and subordinate emergency positions by administering training in collaboration with formal operating policies and procedures. Each year, IMT members receive both on-the-job training, through actual emergency event response, and opportunities to refine their knowledge on their specific roles and responsibilities through scheduled drills and exercises. Job assignments and proficiency of the associated skills are critical to the framework of the ERP. Participants, whether performing their routine assignments during the restoration effort or performing infrequent duties as their emergency assignments dictate, are expected to perform at the same standard of excellence:

- We consider public safety and the safety of our workers and other responders to be our highest core value.
- We ensure our IMTs follow a formal ICS and each position and function within the structure has a clearly defined role and understood authority.
- We ensure that our employees are trained and exercised in their assigned emergency job positions.
- We set reasonable expectations with our stakeholders and deliver results that are consistent with or exceed those expectations.
- We partner with our municipalities to identify and understand their priorities and integrate them into our restoration Plans.
- We provide our communities with accurate, timely, and consistent information.
- We complete an initial damage assessment and provide a global restoration projection within 48 hours after a storm has left our service territory.
- We ensure that sufficient numbers of qualified resources are secured in a timely manner to support an efficient restoration process.
- We take the necessary actions to protect the environment.
- We use available technology and our leadership capabilities to automate restoration processes and efficiently manage available resources.
- We use every opportunity to collect feedback and measure our performance to ensure continuous improvement.
- We are committed to mitigating the vulnerability of our distribution infrastructure to weather events.

2.2 Use of the Incident Command System

The Incident Command System is a component of NIMS, an emergency management doctrine used across the United States to coordinate emergency preparedness and incident management and response among the public (Federal, Tribal, state, and local government agencies) and private sectors. It provides for a standardized, on-scene, all-hazards incident management approach that:

- allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure
- enables a coordinated response among various jurisdictions and functional agencies, both public and private
- establishes common processes for planning and managing resources

As a system, the ICS is extremely useful. The ICS not only provides an organizational structure for incident management, but it also guides the process for planning, building, and adapting that structure to best fit the current situation. ICS is flexible and can be used for incidents of any type, scope, or complexity. ICS allows Eversource to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents. The range of these events can vary from a minor facility event to a major loss of systems, equipment, personnel, or information. ICS is also employed by offsite response organizations that Eversource interfaces with during an event thereby enhancing the coordination of all emergency responders.

ICS is based on a model adopted by the fire and rescue community. ICS is also applicable across disciplines. It is typically structured to facilitate activities in five major functional areas: Command, Operations, Planning, Logistics, and Finance/Administration. It is possible that all of the functional areas might not be used based on the needs of the incident.

2.2.1 Incident Command

Incident Command is responsible for overall management of the emergency and occurs at the IMT level. An IC is designated and has the authority to commit and obtain resources necessary to meet prioritized needs. The IC also has the authority to issue assignments that involve the commitment of human and material resources and to expend funds to meet emergency needs. Command Staff and General Staff assignments are delegated and assigned by the IC as required. ICS Command and General Staff positions are described in further detail below.

2.2.2 Non-Incident Command System Roles

Emergency response is also performed by personnel within Eversource (for example, Facilities, Material Logistics, Fleet Services, and so on) that are not actually assigned ICS roles during an emergency because their emergency roles and responsibilities generally parallel their normal (blue sky) organizational roles and responsibilities. Specific day-to-day tasks and activities that do not contribute directly to the emergency response efforts can be suspended temporarily or redirected for the duration of an event.

2.3 Core Capabilities

Capabilities are identified as the ability to achieve a specific outcome with an applicable combination of planning, organization, resources, and trained and exercised personnel. Core Capabilities are a list of capabilities needed collectively by the Company to prepare for, respond to, and recover from events and incidents causing power outages and other disruptions to the Electric System. The Company's Core Capabilities are:

1. **Community Preparedness** – The continuous effort to assist all communities and the State to be fully aware, trained, and practiced on how to prepare for and, as appropriate, coordinate response to, events that have the potential to impact the Electric System.
2. **Risk Management** – The continuous process of managing the likelihood of an adverse event and its impact on the Electric System through a series of mitigation and preparedness actions.
3. **Training, Qualifications, and Exercises** – The process of transferring required knowledge and skills needed for the Company to perform activities and task supporting the ERP capabilities, and of verifying individual and organizational competencies of these capabilities.
4. **Incident Command** – The ability to effectively direct and control event activities using ICS, consistent with Eversource policy and procedures.
5. **Planning** – The process of collecting, displaying, and evaluating event information and coordinating the development of applicable Incident Action Plans ("IAP").

6. **Damage Assessment** – The process of conducting Electric System damage and safety assessments to accurately determine the significance of the event, locations of damage and damaged equipment, access restrictions, and other information needed to estimate the time necessary for repair and effectively choose a restoration strategy.
7. **Incident Command Center Management** – The ability to provide Electric System coordination for event management by activating and operating the ICC for a pre-planned or no-notice event. ICC management includes:
    - ICC and Regional Emergency Operations Center ("EOC") activation, notification, staffing, and deactivation;
    - management, direction, control, and coordination of response and recovery activities;
    - coordination of efforts among governments at each level and among local, regional, and state EOCs;
    - coordination of public information; and
    - maintenance of the information and communications necessary for coordinating response and recovery activities.
8. **Response & Restoration** – Prepare for, initiate, and sustain repair, replacement, or other activities needed to restore the Company's Electric System to normal operating condition. This consists of eliminating identified threats to public safety, removing electric hazards, restoring critical facilities, and performing bulk restoration to customers.
9. **Resource Management (Logistics)** – Identify, order, acquire, mobilize/on-board, accurately track and record, reassign, recover, and demobilize all resources (including Company, Eversource Service Organization, mutual aid, contracted, and vendor resources) throughout all event management phases. (*NOTE: Resources include material, equipment, and personnel.)*
10. **Public Information and Communications** – Develop, coordinate, and disseminate information to the public, state, and municipal officials, and Electric System and other applicable Eversource employees across all jurisdictions and disciplines effectively under all hazard conditions.
11. **Worker Health and Safety** – Ensure an adequate quantity of trained and equipped personnel and resources are available at the time of an event to protect the safety and health of Electric System and other applicable Eversource employees, mutual aid, and contracted workers.
12. **Financial Tracking and Reporting** – Accurately account for personnel time: collecting cost data; performing cost effectiveness analyses; providing cost estimates and cost saving recommendations; administering financial matters pertaining to vendor contracts, leases, and fiscal agreements; and management and direction of all administrative matters pertaining to compensation for injury and claims-related activities.

2.4 Event Classification

The Eversource Event Level Matrix ("ELM") defines five levels of incidents or emergency events and establishes the criteria to guide the IC in determining the appropriate categorization. The ELM is utilized in all ERP events and is an important tool in determining an appropriate course of action for responding to emergency events. The event level may be changed or modified based on continual assessment of event level criteria and other factors, including evaluation of pre-incident expectations and actual impact assessments. The ELM encompassed as *Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements* are used by the IC to declare and communicate the emergency event level to company personnel and other stakeholders.

The criteria used to determine the event level is based on:

- The weather forecast or actual weather;
- The estimated or actual number of trouble spots;

- The estimated or actual number of customers outages;
- The estimated or actual number of regions and/or Area Work Centers ("AWC") affected;
- Geographic dispersion and nature of the damage; and
- The anticipated duration of the restoration.

The ELM provides a framework to assist in determining the ICS activation level; the command location; the need for mutual aid resources; the timing for issuance of a Global Estimated Time to Restoration ("ETR"); the conduct of damage assessment ; and the type(s) of restoration strategy to be used for the event response. Based on factors such as the nature of the service area affected, dispersion of event damage, and deployment of resources, it may be appropriate to conduct response and restoration activities employing multiple strategies. Additionally, multiple strategies may be run concurrently in one or more geographic area.

Typical weather-related events include warm weather events, cold weather events, and tropical events. Warm weather events include extreme heat waves, thunderstorms squall line wind events, and weather generally associated with the movement of a weather system from west to east. Cold weather events include wind events, Nor'easters, blizzards, and weather generally associated with the movement of a weather system up the northeast coast. Tropical events pose a specific risk and are classified based on the strength, movement, and classification of the system by the National Oceanic and Atmospheric Administration ("NOAA").

When expected or actual circumstances of an emergency event escalate (that is, anywhere from Level 5 to Level 1), the response organization and resources scale up accordingly. The ICS structure established in this Plan is sufficiently flexible to be implemented in all emergencies, regardless of whether they are classified as a Level 5 or Level 1 event.

2.4.1 Event Level Matrix

The IC determines the event level based on the parameters set forth in *Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements* shown below. No single parameter dictates the event level declared at any given time. Rather, the IC relies on data and information gathered in relation to the event level classification criteria, as it evolves through the actual impact and beyond, in parallel with any other consultation and inputs pertinent to the actual event and the Company's safe and expeditious response. Below, Table 1 and Table 2 indicate the Crew Requirements and Full Time Employee/Equivalent Requirements associated with each combination of trouble spots and customer outages.

Table 1 - Event Level Matrix Crew Requirements

Event Level	Typical No. of Customers Out at Peak	Typical No. of Trouble Spots	Typical Resource Strategy (Crews at Onset/Crews at Peak) (Note 1)							Typical Restoration Duration	Typical Global ETR Timeframe
			Line (Crews) (Onset | Peak) (Note 2)	Service Crews	Tree Crews (Note 3)	DA Crews (Note 4)	Liaison (FTEs=Crews)		Large Customer Account Crews (Note 5)		
							Public Safety Specialist	Comm. Liaison			
5	0% - 9% (<125K)	<3000	290 | 550	0 | 40	145 | 275	30 | 175	149	12 | 149	20 + 3	1-3 Days	< 24 hours
4	10% - 29% (125K - 380K)	1500 – 10,000	340 - 500 | 1,200	30 | 125	250 | 600	100 | 300	149	149 | 160	20 + 3	2-6 Days	< 36 hours
3	30% - 49% (375K – 650K)	8,000 – 25,000	390 - 900| 2,500	60 | 250	450 | 2,500	225 | 700	149	160 | 185	20 + 6	5-10 Days	< 48 hours
2	50% - 69% (625k – 870k)	15,000 – 48,000	490 - 1,000| 2,500	120 | 320	500 | 1,250	400 | 700	149	185 | 215	20 + 6	8-21 Days	< 72 hours
1	70% - 100% (>870k)	> 35,000	590 - 1,200 | 2,500	120 | 320	600 | 2,500	400 | 700	149	215 | 250	20 + 6	> 18 Days	< 72 hours

Note 1: "Crews at Onset" are the number of crews available during the first 48 hours after the onset of the storm to address public safety priorities and other concerns. The term "Peak" refers to the number of crews needed to restore the high-range number of trouble spots for each event level within the designated restoration period. Peak numbers are based on customer count of 1,286,111 as of May 1, 2021

Note 2: Prior to the onset of a storm event, Eversource will obtain external contractor crews and mutual aid crews to assist in the first 48 hours after the onset of the storm, commensurate with the magnitude of the storm event and the declared event level. The low-end figure of the range for each event level includes 290 crews representing the total complement of 310 CL&P crews, accounting for typical unavailability of individual employees due to illness., FML:A, and disability.

Note 3: Resource Strategy includes the use of internal resources, resources from affiliate companies, contractors, and utility mutual assistance. See *Section 2.11.4, External Resource Acquisition* and *Section 3.4.2, Planning Section Roles and Responsibilities*.

Note 4: The IMT structure may be activated at Level 5 and is activated at Level 4. The IMT organization for a Level 3, 2, or 1 event expands horizontally with additional satellite locations and accompanying support and supervision to maintain appropriate spans of control.

Note 5: ICC Activation may be influenced by additional factors. These factors include the breadth of the forecasted or actual damage (that is, the number of regions or AWCs impacted), number of external resources deployed, and availability of locations suitable for logistics operation.

Note 6: The Damage Assessment and Restoration Strategies may be influenced by additional factors, such as the breadth of the forecasted or actual damage (that is, the number of regions or AWCs impacted), type of damage, and number of external resources deployed. See *Section 2.11.3, Restoration Strategies* and *Section 3.4.4, Damage Assessment & Situational Awareness.*

Note 7: The Logistics Strategy may be influenced by additional factors. These factors can include the breadth of the forecasted or actual damage (that is, number of regions or AWCs impacted), number of external resources deployed, and availability of locations suitable for logistics operation.

See *Section 3.4.6, Estimated Times to Restoration and Restoration Projections* of this ERP, which explains that there are factors outside the Company's control or in combination with factors outside the Company's control that may prevent issuance of the global ETR within the "Typical Global ETR Timeframe" or prevent restoration within the above-described "Typical Restoration Duration." Each event is unique and expected impacts will always deviate from actual impacts. The Event Level Matrix is designed to guide high-level estimates for typical events.

Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements

Event Level	Typical No. of Customers Out at Peak	Typical No. of Trouble Spots	Typical Resource Strategy (FTEs at Onset/FTEs at Peak) (Note 1)							Typical Restoration Duration	Typical Global ETR Availability Timeframe
			Line FTEs Onset | Peak (Note 2)	Service FTEs	Tree FTEs (Note 3)	Damage Asmt FTEs (Note 4)	Liaison (FTEs=Crews)		Large Customer Account FTEs		
							Public Safety Specialist	Comm. Liaison			
5	0% - 9% (<125K)	<3000	540 | 1200	0 | 80	290 | 550	30 | 175	149	12 | 149	20 + 3	1-3 Days	< 24 hours
4	10% - 29% (125K - 380K)	1500 – 10,000	665 - 1,050 | 2,800	60 | 250	300 | 1,200	100 | 425	149	149 | 160	20 + 3	2-6 Days	< 36 hours
3	30% - 49% (375K – 650K)	8,000 – 25,000	790 - 2,050| 6,000	120 | 500	900 | 2,500	275 | 1,225	149	160 | 185	20 + 6	5-10 Days	< 48 hours
2	50% - 69% (625k – 870k)	15,000 – 48,000	1040 - 2,300| 6,000	240 | 640	1,000 | 2,500	625 | 1,225	149	185 | 215	20 + 6	8-21 Days	< 72 hours
1	70% - 100% (> 870k)	> 35,000	1290 - 2,800 | 6,000	240 | 640	1,200 | 2,500	625 | 1,225	149	215 | 250	20 + 6	> 18 Days	< 72 hours

Note 1: FTEs at onset represents the minimum number of targeted FTEs assured prior to the event. Peak number of resource represents FTEs needed to restore high range number of trouble spots for each event type

Note 2: Where Crews at Onset is expressed as a range, the lower number indicates the maximum Eversource can guarantee on the basis of internal employees and regular onsite contractors, and the higher number what Eversource will endeavor to achieve by securing additional contract and mutual assistance resources ahead of the storm. The base figure of 540 FTEs is the total complement of 310 crews accounting for typical unavailabilty because of sickness, FMLA, and disability

Note 3: Assumes one tree crew for every two line crews

Note 4: Per 48-hour Damage Assessment study

2.4.2 Event Level Overviews

The Event Level is used for planning purposes to estimate the potential or actual size, scope, and complexity of the incident in order to disseminate and communicate the severity of the emergency to key stakeholders. When the severity and complexity of the emergency event are analyzed or more clearly understood, the Incident Commander is responsible for establishing or adjusting the Event Level as is appropriate.

It is critical to maintain flexibility and scalability when establishing the appropriate response, organization, and scale of the response. Therefore, the Event Level does not necessarily stipulate a mandated response organization scale. Rather, the Event Level determination provides an expected scope of response activities and staffing requirements.

The transition from one Event Level to another, either higher or lower, is accomplished solely at the discretion of the Incident Commander, based on analysis of the severity and complexity combined with recommendations of General and Command Staff, leadership, and other key organizational members.

Once established or modified, the Event Level is communicated to all internal and external leaders and organizations currently engaged in or anticipated to be engaged in restoration or support activities, as soon as is practical. Typically, changes in the event level are communicated formally through the scheduled Briefing Sheets, published through Communications. Verbal communication should be made to stakeholders as soon as is practical, along with formal written briefings.

Determining the level of an event helps determine the scope of the ICS deployment. Although not an exact science, reliance on the ELM and exercise of professional judgment will enable the IC to make a reasonable supposition.

a. Level 5 Emergency Event

A Level 5 event is classified as a local emergency that is expected to be resolved within one to three days and that may be readily addressed by company personnel or available contractors. In general, the impact on customers, the environment, and safety is minimal. Level 5 events generally are characterized by:

- Ability to address the emergency in a timely manner
- Limited impact on customer outages (duration or number)
- Ability to restore service in a timely manner
- Lack of threat to broader public safety
- Limited impact on company operations or financial risk

b. Level 4 Emergency Event

A Level 4 event is classified as a local emergency event that has an appreciable impact on customers, the environment, and safety, and is expected to last between two and six days. Additional organizational and resource support is normally required. The initiating conditions for activation include:

- Broad customer or critical facility impact
- A threat to public safety
- Moderate impact on the environment
- Moderate impact on company operations or financial risk

c. Level 3 and 2 Emergency Events

A Level 3 or 2 event is an emergency event that has a significant impact on customers, the environment, or safety and is expected to last between five and ten days or eight and twenty-one days, respectively. Significant organizational support or multi-level agency and government involvement is normally required. The initiating conditions for activating the Level 3 or 2 emergency classifications include an event that causes:

- A system-wide event
- Significant potential adverse impact to public safety
- A major customer impact
- Ability to obtain needed resources based on the geographic breadth of the event
- Critical reputation damage to the Company
- Significant or ongoing environmental threat
- Multi-level agency and government involvement
- Triggers critical damage to the Company's operations or financial risk

d. Level 1 Emergency Event

A Level 1 event is defined as an emergency that has a catastrophic impact on safety, customers, or the environment, and is expected to last more than eighteen days. Such events are generally system wide, and often affect neighboring utilities. A Level 1 event is one that:

- Causes a system wide outage event
- Poses a significant potential adverse impact to public safety
- Causes a major customer impact
- Results in a significant or ongoing environmental impact
- Triggers critical reputation damage to the Company
- Necessitates immediate multi-level agency and government involvement
- Triggers critical damage to the Company's operations or financial risk

2.4.3 Event Complexity Analysis

The details of every event are unique. The Event Level Matrix is not designed to compartmentalize every event to a level of precision and accuracy with respect to the ultimate impact. The Event Level Matrix is designed to provide high-level estimates for typical events. Each event must be analyzed in its totality to determine how to categorize it and thus determine the appropriate response level.

In addition to providing a guide to the scope and scale of the response, the categorization of an event is a way of communicating to employees and other stakeholders the magnitude of the event and the importance and level of the response. The recommended strategy is to err on the side of declaring a higher level event when it is a close determination. The IC may elect to declare an event a higher level event, even if all criteria are not met.

2.5 Eversource Energy Readiness Conditions

Eversource has established a systematic approach to monitoring, assessing, and preparing for events that have the potential to impact one or more business units, employees, or customers. This approach includes activities from day-to-day hazard monitoring through full activation of all necessary personnel to support response and recovery for any type of emergency. This approach uses predefined Readiness Conditions to clearly communicate each operating company or business unit's readiness posture, as delineated in Table 4 below.

2.5.1 Readiness Condition - **NORMAL**

General everyday operations are being performed. Business units are performing day-to-day routine operations and maintaining situational awareness by observing the changing and predicted weather conditions and the news for any event that could adversely affect operations.

2.5.2 Readiness Condition – **MONITORING**

General everyday operations are being performed, but conditions are developing or exist (such as a potential heat wave, tropical storm, or nor'easter) that could present a potential risk to Eversource in the near future. Though the conditions currently pose no immediate threat, a heightened level of situational awareness (internal and external) and monitoring is implemented with more frequent communications taking place among decision makers. If it is determined that escalating emergency conditions **are likely**, a communication is sent to the Electric System organization and local authorities to update them about this condition.

2.5.3 Readiness Condition - **WARNING**

General everyday operations are being performed, but conditions are developing or will soon exist that have a relatively high level of probability of impacting some or all of Eversource's service area. Some day-to-day tasks and operations may be suspended or redirected. Mobilization of internal resources and partial acquisition/mobilization of external resources are considered and could begin.

Incident Command and/or Emergency Operations Centers may be partially or fully activated.

2.5.4 Readiness Condition – **EMERGENCY**

Emergency event conditions are imminent that will cause or have caused significant impact to the Electric System or one or more Eversource business units. Based on the potential Event Level, the following situations can occur:

- Activation of the ERP.
- Activation of the ICC.
- Activation of one or more regional Emergency Operations Centers (EOC).
- Mobilization of internal resources and acquisition/mobilization of external resources occur as needed.

Table 3 - Readiness Conditions

Readiness Conditions	Normal	Monitoring	Warning	Emergency
Situational awareness of resources	X	X	X	X
Mobilization of resources		O	O/X	X
Activation of Incident Management Teams			Notification/Standby	X
Activation of Emergency Coordination Team			Notification/Standby	O/X
Activation of Executive Oversight Group			Notification	O

X – Likely
0 – Possible

2.6 Declaration of an Emergency Response Plan (ERP) Event

An Emergency Event is a situation caused by the forces of nature, an accident, or an intentional act that constitutes a loss of electric service involving 10% or more of the Company's total number of customers who are out of power for a period of 48 consecutive hours or more. See *Attachment 2, Crosswalk Table of PURA Requirements* on page 86.

If an Emergency Event or other incident is likely and is expected to cause significant outages or damage to the distribution system, the Incident Commander or designee declares an *ERP Event*, indicating a formal initiation of the ERP.

2.7 Alert

When a predicted event could lead to activation of the ERP at Level 3, 2, or 1, the Incident Commander provides Alert notification using emails and/or the Automated Response Call-Out System (ARCOS) to Command and General Staff in order to provide a common operating picture and to trigger pre-event preparedness activities. These Alerts may include briefing materials from news and/or meteorological services, or other related information. When the likelihood of the emergency event increases, the Incident Commander may also schedule daily planning meetings, conference calls, and/or briefings for Command and General staff, and request the Planning Section/Situation Unit to develop and disseminate daily Incident Action Plans or other documentation to guide preparedness objectives and actions.

2.8 Incident Command Center (ICC) Activation

The ICC is a dedicated facility that is designed to assist management in taking prompt and effective actions to mitigate the consequences of an emergency. The Company maintains 24 hour coverage through the SOC until such time as an incident or emergency event warrants activation of the IMT organization. The ICC is activated consistent with the Event Level Matrix (*Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements* or as deemed necessary by the Emergency Preparedness ("EP") organization and the Vice President of CT Electric System Operations, specific response procedure, or when an incident's size and complexity requires representation in the ICC by organizations to support expanded operations.

The ICC, when activated as the ICP, operates around the clock until the event has terminated and the IC makes the determination to close it and return to normal operations. Transfer of command normally takes place at 12-hour intervals until the event is declared closed.

The ICC supports the IC in preparation for and response to an emergency. Representatives from support organizations assemble in the ICC as necessary to coordinate response with the IC, Command Staff, and General Staff. The ICC operation is based on use of the ICS and is designed to function at a level consistent with the size and complexity of an event.

Staffing of the ICC is dictated by the magnitude and complexity of the event. The level of activity, and the number and skills of staff required to carry out those activities vary. The activation of the ICC may occur when intelligence data indicates actual or potential incidents or events could escalate beyond the ability to manage the emergency event in the SOC.

Activation of the ICC is initiated by telephone and/or email through the EP organization to affected personnel and assigned management staff. Selection of personnel and organizations required to support the operation are determined by the IC. The required support staff is alerted by the IC to report to the ICC to fulfill their assigned emergency roles and initiate staffing of their assigned functional areas.

The following entities/organizations are also notified of an ICC activation:

- Electric System Executive Management
- System Operations Center/Transmission Operations Center
- Electric System personnel
- Connecticut Department of Emergency Management and Homeland Security (DEMHS), Connecticut Public Utilities Regulatory Authority ("PURA"), and state regulatory agencies

2.9 Notification

2.9.1 ERP Assignments

- Personnel are identified and trained to fill key emergency response roles. A database is maintained by the EP organization to ensure the rosters for ERP roles are always filled. Systems are established to direct individuals during the declaration of an ERP event.
- Emergency response is a corporate responsibility and a responsibility of every Eversource employee. Preparedness is fundamental to the prompt and effective response to an emergency event. All employees have a continuing obligation to be prepared and to respond to emergency events as directed by management.
- As part of preparedness and responding to emergency events, the Company has established this ERP and associated documentation to ensure that appropriate resources and personnel are available and trained to support recovery and restoration operations during an emergency event. Employees are trained on and have been assigned to emergency roles that are activated when a major event occurs.
- For purposes of this ERP, an emergency response role is defined as a role or task that a person performs during emergency conditions that is different from their normal work activities. Other personnel may have an ERP role during an emergency event that does not change from their day-to-day responsibilities or job position.
- When an emergency event with the potential for severe impact is anticipated, the Company declares an ERP Event and all Electric System personnel are considered essential, unless otherwise excused. Employees are required to make themselves available for mobilization calls in the event they are needed to report to their assigned areas. The Company uses a variety of communications methods (pagers, email, voicemail, and, if necessary, public media) to broadcast this declaration as soon as the decision is made. Employees are expected to check these various communications channels with reasonable frequency to ensure they are aware when such a declaration occurs. Employees should listen for broadcast messages indicating that the Company is mobilizing for an event that has the potential to impact the service territory.
- All employees keep their contact information up-to-date in company directories. Employees unable to report to work due to home, family, or personal emergency conditions must immediately contact their supervisor. Policies addressing reporting to work, release from work, release from storm assignment, failure to report, and timekeeping during severe-impact storms and other emergencies can be found in the relevant company policy documentation.

2.9.2 Stakeholder Pre-Event Notifications

In some instances, it may be appropriate to initiate pre-event communications with key stakeholders prior to the activation of the IMT or staffing of the ICC. In such cases, communication is coordinated through the EP organization and the Communications Officer and should include an assessment of the potential risk and summary of preparedness activities. Communications for an anticipated Level 4 event or greater includes pre-event notifications with CT DEMHS, PURA, and municipal Emergency Management Directors or designees.

2.10 Operational Stages

An emergency event may be segmented into phases or stages chronologically in order to assist in the coordination of actions and resources. At any given time, the organization may have different functions or geographic areas at different stages due to the nature of the event and the response. In general, operational stages include:

- Pre-Event Preparedness
- Mobilization and Initial Response
- Sustained Actions
- Demobilization and Post-Event Analysis and Reporting

2.10.1 Pre-Event Preparedness

To ensure capability for immediate response to power outages caused by severe weather or other disruptions, several elements are set in place prior to an actual emergency. These elements may include, but are not limited to:

- Notifications made to personnel concerning their assigned event reporting locations.
- Contact lists updated for state and municipal officials.
- Equipment needed for power restoration is identified and, if possible, pre-positioned at key points within the Company service territory.
- Staging areas for management teams and work crews are established.
- Contracts are set in place for outside line, service, and tree crews and other essential resources.
- Mutual Aid Agreements are made through Edison Electric Institute (“EEI”) and membership in Regional Mutual Assistance Groups (“RMAG”), which for Eversource is the North Atlantic Mutual Aid Group (“NAMAG”).
- Contract weather forecasting services are secured to provide weather forecasting service, with notification of any severe forecasts that can have potentially adverse impacts on the Electric System.
- Communications materials are prepared in advance on key topics, points-of-contact, and basic facts explaining storm restoration activities and priorities.
- The Customer Care organization is prepared to elevate to the emergency response level.
- Assessment is made of the availability of the following resources:
  - Line Resources (including contractor and/or mutual aid)
  - Vegetation Management Resources
  - Service Company Resources
  - Contact Center staff
  - Support Resources (such as Damage Assessment Patrollers, Wire Guards, Logistics, and so on)

2.10.2 Mobilization and Initial Response

To ensure effective and efficient response to emergency events caused by severe weather or other disruptions, several elements are considered, including, but not limited to:

- Establishment of ICS Structure
- Activation of the ICC
- IMT personnel notification
- Assessment of resource needs and availability
- Decentralization of system operations
- Damage assessment planning
- Municipal and other stakeholder outreach
- Notification of appropriate state officials
- Conference Calls

  There are four types of conference calls that may be conducted during an emergency event:

  - Preparation Calls – The EP organization conducts a preparation call when the need to implement the preparations strategy is apparent or imminent. This call is held with the Command and General Staffs and other key personnel from support organizations.
  - Incident Command Calls – The IC conducts periodic command calls to review progress on the IAP, refine or adjust the IAP based on changing conditions and current information, and to address tactical decisions, emergent issues, and requests for support.
  - Emergency Coordination Calls – The ECT Calls are coordinated around other critical meetings in order for the team members to gather adequate situational awareness to be able to effectively report out at the meetings. Each Business Unit affected by the event outlines and discusses their event objectives for the current and next Operational Period. Following ECT calls, the ECT provides the EOG with status and advisory updates on a regular basis or immediately if conditions warrant.
  - Section (Function) Calls – Each Section Chief, or designee, may hold function-specific calls (Operations, Planning, Logistics, Communications, and so on), as appropriate, to coordinate and update priorities, tasks, and deliverables to ensure consistency and alignment with the current guidance and Plan.

  The owner of each type of call should communicate the type of call to the affected audience in advance of the call when possible. Additionally, the Company participates in Eversource Energy system calls when an event impacts multiple operating companies or geographic areas.

2.10.3 Sustained Actions (Restoration)

The term Sustained Actions generally covers the activities required to return the Electric System to normal configuration and operations. See *Section 2.11, Service Restoration*.

2.10.4 Demobilization and Post-Event Analysis and Reporting

- Demobilization and post event analysis and reporting occur when restoration has been completed, all resources are demobilized; the ERP is deactivated; and normal operations resume. It is during this period that the Company gathers information, conducts incident reviews, analyzes data, develops after action reports, and identifies improvement to be implemented.

- A post-storm critique or de-brief process is performed to capture strengths, weaknesses, and lessons learned. All groups involved in the restoration are requested to supply input during the process, including craft workers and all levels of field supervision. Administrative updates are made to contact lists and procedures to ensure readiness for the next emergency or event.
- Post-incident evaluations, commonly known as Lessons Learned and After-Action Reviews, contribute to continuous ERP improvements. Response activities are likely to improve when feedback recommendations are linked and incorporated into the Plan and associated support documentation. The EP organization ensures post-incident evaluations are performed following Homeland Security Exercise and Evaluation Program ("HSEEP") guidelines and framework. Each area of the response organization is responsible for participating in post-incident performance reviews. These meetings identify response activities and opportunities for improvements. Participants and representatives from each business unit of the response organizations are invited to discuss lessons learned and to identify improvement opportunities. Improvement planning applies "SMART Corrective Actions," which ensure that corrective actions that are developed are to be Specific, Measurable, Achievable, Relevant, and Time-bound. Once the actions are drafted, a Risk Assessment is performed on each to weigh variables such as impact, ease of implementations, and cost/benefit. These are then presented to the ECT for review and approval, identifying the appropriate sponsor and lead for the activity.
- The Company completes event and post-event reports in a timely manner. Post-event reports for any event that triggered the use of this ERP are submitted within 14 days in accordance with the decision in PURA Docket No. 86-11-18. After-Action Reports for Emergency Events only are completed and submitted within 60 days in accordance with the decision in PURA Docket No. 12-06-09. The After Action Review/Improvement Plan Procedure, EP-ALL-PRO-AAR-1000 and After Action Report/Improvement Plan, EP-ALL-FRM-AAR-1000, are completed within 60 days. *Attachment 3*– *Sample* AAR Form shows an example of the After Action Review form.

2.11 Service Restoration

During significant events, there are different strategies that can be employed to efficiently utilize resources to ensure public safety and expedite the restoration of electric service to critical facilities and customers. The availability of several restoration strategies is necessary because a variety of factors, including: the severity of damage on the system, the geographic scope of the damage, the impact the event has on critical facilities and road accessibility and the need to utilize mutual aid crews, and influence the best way to respond to an emergency event. An overview of each of the general strategies is provided in *Section 2.11.3, Restoration Strategies*.

It is important to note that the restoration period begins at the point that the Incident Commander has declared it "safe to proceed" for field resources to begin work. Once it is declared safe to proceed, the Company transitions to the "Emergency Period." During this stage, the Company focuses on addressing imminent danger/life threatening condition (FPS 1) calls, Make Safe Blocked Roads (FPS 2), and high priority critical facilities. This period typically runs from the time the IC declares it safe to proceed to the issuance of the Global ETR.

A Global ETR is an overall estimate of the number of days required during a widespread outage event to restore 99% of all Eversource customers served. A Town ETR is an overall estimate of the number of days required to restore 99% of all Eversource customers served in a given town during a town-wide outage event. An Event ETR is an estimate of the time required to restore customers associated with a specific event or trouble spot.

2.11.1 Response and Restoration Priority Guidelines

Generally, the Company's response and restoration efforts are prioritized using the following guidelines:

- **Public Safety**

  Life Safety (Police & Fire Calls), including Level 1 E-911 calls and life threatening situations.

- **Electric Infrastructure**

  Clearing blocked roads of electrical hazards as defined in the Connecticut ESF-12 Make Safe Protocol for Clearing Blocked Roads.

- **Critical Infrastructure**

  Restoration of critical facilities as defined in the Connecticut ESF-12 Annex, as follows:

  - Critical Facility – a building or structure where loss of utility services may interrupt functions considered essential for the delivery of vital services and the life safety of the community. They usually include emergency response facilities (fire, police, rescue, emergency operations centers), hospitals, licensed convalescent homes, facilities designated as emergency shelters, water supply and waste water treatment as provided by the CT Department of Health ("DPH") and Department of Energy and Environmental Protection ("DEEP"), communications facilities (E911 and Public Safety Answering Points), and any other assets pre-identified or identified at the time of the emergency as needed, jointly by the municipality or DEMHS and the utilities to be of critical importance for the protection of the health and safety of the population.

  Restoration of transmission lines, substations, and circuit backbones may be required before some critical facilities can be restored.

- **Transmission and Substations**

  During events that include damage to the Transmission system, the IC activates the Transmission Section to address damage and restoration to the Transmission system.

- **Circuit Backbones**

  Transmission system lines and substations and the re-energizing of distribution circuit backbone lines that are the main source of power to reach the distribution line lateral feeders.

- **Lateral Feeders**

  Largest number of customers per resource.

- **Transformers/Secondary Circuits**

  The restoration of localized secondary voltage lines serving a limited number or small number of customers.

- **Individual Services**

  Restoration of service to individual customers.

The IC balances the use of available resources with the impact based on the foregoing priorities to optimize the overall response. There is no steadfast rule regarding how to evaluate the priorities at any given moment because circumstances are constantly changing, which require time-specific resource allocation. The IC must take into consideration a variety of factors, in addition to the priority of the underlying affected customers, when assigning work using an event-based restoration strategy. These factors and exigent circumstances can include, but are not limited to:

- the type of work necessary to address the event and the type of resources available
- the proximity of available crews
- the specific needs of the response, particularly as it relates to the need for specialized equipment
- the potential consequences of delaying the restoration (such as medical hardships or an out of service sewage treatment plant)
- the time necessary to restore the customer

2.11.2 Decentralization

a. System Operations Center (SOC) Event

In a smaller Level 5 event, the SOC Shift Supervisor or Manager would likely assume the role of IC. Decentralizing the response from the SOC would not be necessary. Commonly, the IC fulfills many of the ICS job positions in a Level 5 event, but may also fill such job positions with other individuals as deemed necessary. In general, the IC directs the response from the SOC, which acts as the effective Incident Command Post.

b. Regional Event

If an event is forecast to or expands to involve several locations within a single Region, the Regional EOC would activate and staff several Restoration Management Teams (“RMT”). Each RMT includes an Operations Coordinator, a System Operator/Authorized Person, and an Outage Management System (“OMS”) Modeler. The SOC transfers Controllership to one or more RMTs within the Regional EOC. The Operations Branch Director coordinates restoration activities among all the RMTs activated within their region. Planning and Logistics support is provided by the Regional Planning and Logistics Branch Directors in coordination with the ICC staff. The SOC or the ICC acts as the ICP for a Regional Event.

c. State-Wide Event

If the event expands to or involves multiple areas across several or all Regions where additional resources are needed, the ICC is used as the ICP with a full activation of the IMT. At the Regional level, additional RMTs may be activated. The SOC transfers controllership to each RMT, coordinated through the Operations Section Chief and Regional Operations Branch Director. Each additional RMT interfaces with Planning, Logistics, and Community Liaison support within the regional EOC Planning and Logistics personnel.

2.11.3 Restoration Strategies

Different types of events necessitate strategies that are designed to optimize the use of resources to manage the impact and duration of the event. The development and utilization of multiple strategies is recognition of the fact that no two events are the same, providing the flexibility to adapt the response to meet the objectives of the particular event. Due to the size and diversity of the service territory, one or more of the following strategies can be employed in parallel during an event to maximize the event response and utilization of available resources. The IC decides on the strategy to use by relying on information provided by the Planning and Operations Section Chiefs based on the predicated amount of damage on the system and the available resources, focusing on optimizing the use of resources and minimizing the impact of the event on customers.

a. Event-based Strategy

Outage event-based restoration is most frequently applied during smaller to medium emergency events (Level 5 and 4, or during the final stages of restoration in Level 3 or above), where the number of events is modest and manageable. It may also be useful during larger events where there is not a significant amount of physical damage experienced by the system (such as localized lightning events). It is also useful before and while an initial damage assessment is being undertaken.

The event-based strategy relies on addressing specific events in a prioritized manner. Under this strategy, routine, day-to-day restoration processes used to predict, locate, and repair faulty equipment or line sections are used. The OMS facilitates the prioritizing of events in a variety of ways.

An event-based restoration strategy is very effective when the physical damage is not substantial and when the number of trouble orders allows efficient prioritization. The effectiveness of this type of restoration strategy, however, can be diminished when the physical damage is substantial in a specific geographic area, because the time necessary to restore a specific event is not easily incorporated into the analysis that prioritizes and assigns work. Consequently, during significant events where there is widespread damage resulting in a higher number of events with physical damage, a circuit-based or area-based (addressing events as a group in the same geographic area) restoration strategy can be more appropriate to optimize the restoration effort.

b. Circuit-Based Strategy

Circuit-based restoration is most frequently applied during very large emergency events (Levels 1 and 2) where the number of events is significant and the damage is widespread and extensive. The magnitude and breadth of damage realized by these types of emergency events (such as tornadoes, tropical storms, ice storms, and hurricanes), requires rebuilding entire circuits or portions of circuits, making other restoration strategies usually less efficient.

A circuit-based restoration strategy can also be appropriate where there are a significant number of breaker lockouts that make an area based strategy less effective.

A circuit-based restoration strategy may focus on restoring a prioritized set of circuits. This approach can rely on a pre-established prioritization, taking into account the Priority Guidelines (see *Section 2.11.1, Response and Restoration Priority Guidelines*). Moreover, a circuit-based restoration strategy is flexible and can focus on restoring circuit backbones initially and then switch to restore all laterals and service interruptions. Coordination between Transmission and Distribution Planning branches takes place as required to develop an integrated sequence of circuits to restore.

Under this strategy, using the information captured in OMS, events are grouped by circuit and assigned based upon their pre-established priority. A team lead is assigned responsibility for all events for that circuit. Typically, restoration begins at the substation and restoration is accomplished section by section. This local control allows the team leader to direct multiple resource types, including damage assessors, first responders, and line crews.

It is important to note, during a circuit-based restoration, control responsibility for Occupational Safety and Hazard Administration ("OSHA") lock-out/tag-out procedures and subsequent restoration efforts are most often shifted to a qualified switching director. This expedites the work process by eliminating the potential delay that can occur by having all lock-out/tag-out procedures coordinated by the SOC.

c. Hybrid Strategy

Hybrid restoration strategy is most frequently applied during medium to larger emergency events (Level 3 and greater) where the number of events is significant and therefore less manageable on a discrete basis. It is useful during larger events where there is a significant amount of physical damage experienced on the system. It incorporates a combination of both Event-based and Circuit-based strategies in the same geographic area.

This type of restoration strategy capitalizes on directing multiple resource types, including damage assessors, first responders, and line crews under one authority, thereby, optimizing their efforts and reducing the overall duration of the emergency event.

2.11.4 External Resource Acquisition

Based on the resource needs and availability assessment conducted by the Planning Section Chief, the IC determines the external resources required for responding to an emergency event and coordinates acquisition with the Logistics Section Chief.

a. External Resource Strategy

To ensure that sufficient resources are available to respond to an emergency event, the Company has established agreements in advance for providing key resources. Resources are typically secured in a manner that attempts to provide for the quickest response or most efficient use of the resource, such as local contractors or neighboring utilities. In addition, a primary source for additional trained resources is the affiliated Eversource operating companies. For Level 4 and higher events, allocation and assignment of resources are made so that all communities requesting the assignment of resources consistent with PURA's April 28, 2021 Decision in Docket No. 20-08-03 are accommodated, with one Make Safe crew and Public Safety Specialist within 12 hours of the passing of the storm[1]. Additional resources may be secured through contractors, NAMAG/RMAG, or a combination of both. Requests take into account travel times from remote sources, so as to ensure sufficient resources to effect response and restoration activities rapidly and efficiently.

[1] The term "Make Safe" is applied consistent with the definition established by the ESF-12 Make Safe Protocol for Clearing Blocked Roads. The Public Safety Specialist is deployed for the purpose of pairing with municipal personnel to assess and identify priorities.

b. Contractor Crews

The IC is responsible for authorizing the hiring of external contractor crews to assist in the restoration efforts.

- Line Resources - When additional line crews are required, alliance partners under contract are contacted by the Incident Command Logistics Section to supply personnel for emergency restoration work. The Logistics Section Chief coordinates the activation, allotment, and release of contract line crews as directed by the IC. The Logistics Resource Acquisition Branch Director or their designee acquires contract line crews for areas requiring assistance. Contract crews perform electrical equipment and overhead line repair and restoration services under the direction of the Operations Section according to the IAP.
- Vegetation Management Resources - When vegetation management crews are needed, alliance partners under contract are acquired to supply personnel and equipment for emergency restoration work. Contract crews perform tree and limb cutting and clearing services under the direction of the Operations Section consistent with the IAP.
- Other Contracted Resources - The Incident Command Logistics Section may secure additional restoration support personnel, such as Damage Assessment Patrollers, Wire Guards, Service Crews, and others as needed. The Logistics Section Chief coordinates the activation, allotment, and release of these contracted resources as directed by the IC.
- Contractor Time Sheets – The External Resource Field Coordinators and Crew Guides are responsible to distribute time sheets to contract crews and verify, collect, and sign the completed sheets daily. Completed and signed time sheets are emailed to Resource Acquisition. See *Attachment 4 – Eversource Contractor Daily Time* Sheet for a sample time sheet.

c. Mutual Assistance

When the scope of the event and number of power outages require additional assistance to restore customers in a timely manner, the Logistics Section Chief requests mutual aid crews through the Eversource Resource Support Group (“ERSG”), an integral component of the ECT. If the ECT is not activated, the IC contacts the Director, Emergency Preparedness.

Eversource participates and maintains membership in the EEI Mutual Assistance Program. The Eversource Emergency Preparedness & Business Continuity (EP&BC) organization develops and maintains contacts with other utilities, using the EEI Mutual Assistance Program to ensure the Company’s ability to obtain assistance during severe outage conditions.

The EEI Mutual Assistance Roster for Distribution and Transmission allows for the exchange of overhead and tree crews among participating companies during storm emergencies. Utilities that participate in this program are able to provide field crew assistance, based on their own emergency status, to other participating utilities that request aid in repairing electric systems to restore customers through the RMAG. Mutual aid crews perform electrical equipment and line repair and restoration services under the direction of the Operations Section.

The IMT Logistics Section coordinates the acquisition and release of all resources with the ECT, when the ERSG is activated and is responsible for the on-boarding process to accept resources into the Electric System response organization.

2.11.5 Event Contraction, Re-Centralization, and Demobilization

When restoration efforts have reduced power outages to manageable levels, the IMT organizations begin to contract. When restoration efforts are complete, work crews are released to their normal organizations and the ICS structure is scaled down in an effort to demobilize the response to the emergency event. In addition, subsequent to the emergency, all equipment and unused materials are returned to their proper locations, ready for future use.

Re-centralization is defined as the transfer of the system control function back to the SOC from each RMT. The decision to re-centralize is made by the IC.

As restoration is accomplished in one area, resources are reassigned to areas that still require additional assistance. Continued restoration activities result in a gradual demobilization of personnel and equipment.

When restoration efforts have reduced power outages across the Electric System to manageable levels, the following actions typically occur:

- Mutual Aid crews are released
- Contract crews are released
- Eversource affiliated crews are released
- Support personnel are released
- Regional/Area Work Center Level responses are scaled back

When multiple Eversource operating companies are impacted by the release of Mutual Aid and Contract crews, such release is coordinated through the ECT and ERSG. When restoration efforts are complete, the following actions occur:

- The IC determines that an emergency event no longer exists that warrants the utilization of an ICS structure
- Dispatch functions are re-centralized to the SOC
- Personnel are released to their normal work locations/functions
- The Regional EOCs are closed and the ICC is closed

2.11.6 Restore System to Normal Configuration

Once an emergency response has been demobilized, System Operations ensures that the system is placed in its normal operating configuration, thereby ensuring the level of reliability that the Company ordinarily maintains. This requires validating the status of automatic devices that control the transmission and distribution systems. If there are temporary repairs requiring modifications to operating procedures, these locations are properly noted on the controlling operating documentation. In addition, the work necessary to make permanent repairs is referred to the proper department(s) for completion.

3. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

3.1 General Overview

This ERP is not in applicable at all times and does not govern routine outages that occur from day to day on the Electric System due to equipment damage, minor or localized weather events, or other causes. The ERP is triggered where there is or may be an Emergency Event in which widespread outages occur on the Electric System due to storms or other causes beyond the control of Eversource.

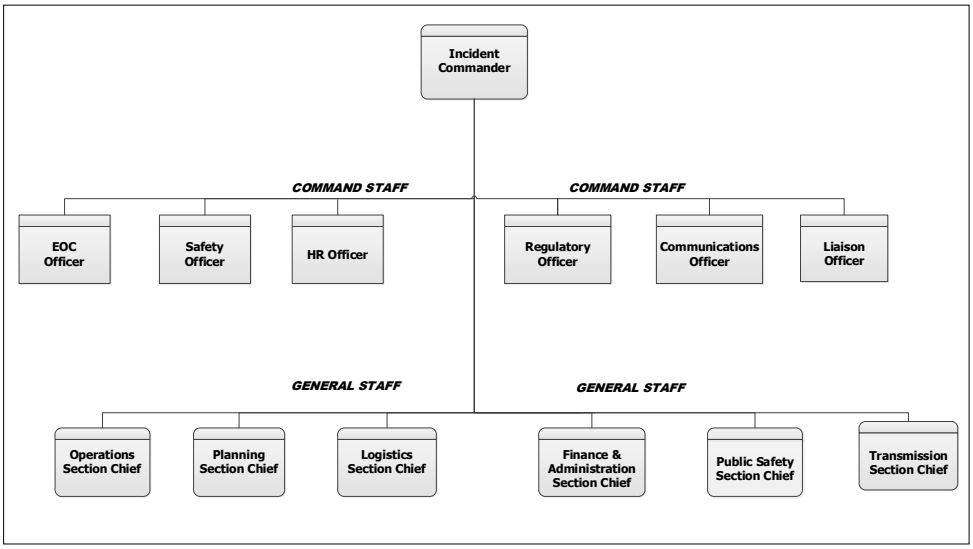
The Event Levels, described in *Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements* establish the general characteristics and/or impact typically associated with each restoration event and the estimated resources required based on identification of: (1) the number of damage locations typically experienced, (2) the expected duration of restoration efforts, and (3) the number of customers expected to experience an outage.

3.2 IMT Organization and Responsibilities

When the ERP is activated, the Company implements the IMT organizational structure and follows ICS guidelines. The IMT is intended to provide an organized structure that facilitates the safe and reasonably prompt restoration of power or recovery from the hazard, accompanied by a flow of information that both advances the restoration process and allows for constructive communications with government officials and with customers.

The fully activated IMT structure expanded Incident Command, including reporting relationships and locations, is show in Figure 3 below. Descriptions of the Command Staff and General Staff roles follow.

Figure 3 – Eversource IMT Organization Chart



3.2.1 Command Staff Positions

a. Incident Commander

The 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 IC by the President of the Company. 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. Ensures adequate and effective coordination among all functional areas involved in an event response. All members of both the Command Staff (Safety Officer, Human Resources Officer, Liaison Officer, Regulatory Officer, Communications Officer, Deputy Incident Commander, and EP Specialist) and General Staff (Operations, Planning, Logistics, and Finance and Administration Section Chiefs) report to the IC.

Responsibilities of the IC include, but are not limited to:

- 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
- Declare when it is safe to begin restoration, which denotes the beginning of the Emergency Period
- Verify that the safety and health of all Eversource employees, contractors, and the public are incorporated into every aspect and decision pertaining to the restoration efforts
- Review restoration/recovery progress
- Periodically brief the Company 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 to the Command and General Staff and the President when necessary
- Ensure the Planning Section develops an 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 Company President and delegate responsibility and authority to members of the Command and General Staffs
- Review and approve the IMT Demobilization Plan

To ensure adequate and effective coordination among all functional areas involved in the event response, all members of the Command and General Staffs or their designees, should participate in periodic planning meetings and conference calls.

b. Emergency Preparedness Specialist

The EP Specialist maintains situational awareness of potential threats to system infrastructure, including weather. The EP Specialist is responsible for coordinating the ICC opening and closing; providing status reports and updates to the IC; and supporting 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.

General EP Specialist responsibilities include:

- Schedule and facilitate the Incident Command Meetings
- Ensure that the IAP 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 ERP
- With the Regulatory and Liaison Officers, initiate reports/communications to state, municipal, and regulatory agencies consistent with the ERP
- Ensure lines of communication are open between phone and third party attachment companies

c. Communications Officer

The Communications Officer (in cooperation with the Liaison Officer and Regulatory Officer) is responsible for all internal and external communications during an emergency event, including communication with the public, customers, the media, the customer care center, executive leadership, and employees. The Communications Officer is responsible for unity of messaging and communications processes to ensure the messages are accurate, consistent, timely, meaningful, and complete 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. See *Section 3.8.2, Communications Team Roles and Responsibilities* for details.

d. Liaison Officer

The Liaison Officer is responsible for the coordination and communications with the Company's external agencies and stakeholders (that is, local and private agencies with an informational or contributing interest in the emergency response effort). The Liaison Officer ensures bi-directional communication flow with these agencies through a network of various liaisons. Communications are closely coordinated with the IC, Communications Officer, and Regulatory Officer. See *Section 3.9.2, Liaison Officer and Staff Roles and Responsibilities* for details.

e. Regulatory Officer

The Regulatory Officer is responsible for the coordination and communications with the Company's state regulatory agencies and stakeholders. The Regulatory Officer ensures bi-directional communication flow with these agencies through a network of various liaisons. Communications are closely coordinated with the IC, Communications Officer, and Liaison Officer. See *Section 3.10.2, Regulatory Officer and Staff Roles and Responsibilities* for details.

f. Human Resource Officer

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. General responsibilities include:

- After activation of the IMT, activate subordinate staff, as needed.
- Interpret the Company's policies and procedures and provide advice and guidance to the IC.
- Ensure that the IC 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 apprised.
- Communicate to union leadership on demobilization activities.

g. Safety Officer

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.

Responsibilities of the Safety Officer include, but are not limited to:

- Provide regular reports and updates to 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 IC 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.

h. Deputy Incident Commander (as required)

The Deputy IC is responsible for managing the General Staff; working with the Section Chiefs to implement the incident objectives defined by the IC; providing updates on incident status to the IC; informing the IC of situations that could materially affect the Company; and, if necessary, assuming the IC role. The Deputy IC could be assigned to oversee an EOC. When activated, the Deputy IC reports to the IC and has the following responsibilities:

- Notify the Incident Commander when all General Staff positions and roles are in place
- Assess current situation status and current incident activities with the IC
- Determine information needs and inform General Staff of requirements

- In the absence of the IC, perform all Mobilization/Initial Response duties expected of the IC
- Ensure event/incident safety
- Ensure parameters for resource requests and releases established by Incident Commander are followed
- Inform the Incident Commander of situations that could materially affect the Company
- Ensure the planning cycle is established early and adhered to daily
- Hold General Staff or Section meetings as necessary; periodically check progress on assigned tasks of General Staff and Section personnel
- Participate in Communications Calls
- Participate in Operations Calls
- Provide briefing to relief on current and unusual situations and expected actions during next operational period
- In the absence of the IC, perform all Sustained Operations duties expected of the Incident Commander
- Ensure that the General Staff participates in the preparation of the demobilization plan

3.2.2 General Staff Positions

The General Staff represents and is responsible for the key functional aspects of the incident command structure, organized into functional Sections. Each of the following Sections is led by a Section Chief, who serves as the key position responsible for that function: Operations, Planning, Logistics, and Finance/Administration. General guidelines related to General Staff key positions include:

- Members of the General Staff report directly to the Incident Commander. If a Section Chief position is not activated, the IC has responsibility for that function.
- Only one person is designated as Section Chief for each Section.
- Section Chiefs can exchange informal information with any person within the organization, however Task Assignment, Resource/Action Requests, and other formal communication takes place through the formal chain of command.

a. Operations Section Chief

The Operations Section Chief is responsible for developing the tactics for the restoration of the electrical system during an outage. The Operations Section Chief ensures that the electrical system is operated and restored in a safe, efficient manner in accordance with this ERP and the policies, procedures, and authorities listed or referenced herein. The Operations Section Chief directs and coordinates all restoration operations and ensures the safety of personnel under their supervision. See *Section 3.3.2, Operations Section Roles and Responsibilities* for details.

b. Planning Section Chief

The Planning Section Chief is responsible for providing situational awareness reports, leading the development and issuing of the IAP, ensuring that work is prioritized for the next incident period (typically the next day), leading the damage assessment process, conducting weather forecasting, resource tracking, and development of all global ETRs. The Planning Section Chief uses staff in each affected area to collect, analyze, and publish necessary data to support operations in each Regional EOC or RMT. See *Section 3.4.2, Planning Section Roles and Responsibilities* for details.

c. Logistics Section Chief

The Logistics Section Chief is responsible for services, resource acquisition, and support necessary to execute the IAP. In a major event, the Logistics section is composed of three branches:

- Logistics Services (Food & Lodging, Materials Logistics, Fleet Services, IT/Communications, Environmental, Security, Facilities, Staging Areas, Procurement, and Security)
- Resource Acquisition (Internal and External Acquisition (Line, Vegetation Management, Damage Assessment, Wire Guard crews, and so on) and External Resources Field Unit)
- Logistics Support

The Logistics Section Chief operates out of the ICC and ensures coordination with all branch directors throughout the duration of the preparation for, response to, and recovery from the event. See *Section 3.5.2, Logistics Section Roles and Responsibilities* for details.

d. Finance/Administration Section Chief

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.

When activated by the IC, the Finance and Administration Section Chief's responsibilities include:

- Track and report all financial aspects of 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

e. Public Safety Section Chief

The Public Safety Section Chief is responsible 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. The Public Safety Section Chief ensures that the Public Safety team is addressing the highest priorities, including:

- Life Threatening/Imminent Danger (Fire Police Standby first priority – FPS 1) calls
- Hindering Emergency Operations (FPS 2) calls
- Non-Life Threatening Electrical Hazard (FPS 3) calls
- The restoration of critical facilities in coordination and collaboration with the Operations Section

f. Transmission Section Chief

The Transmission Section Chief is responsible to assemble, prepare, and deploy resources to address hazards impacting the Eversource Transmission System. The Transmission Section Chief works closely with other members of the Command and General staffs, particularly the Planning Section Chief and Operations Section Chief to ensure that transmission events are being mitigated in a safe and efficient manner. The Transmission Section Chief works with the Transmission Specialist to communicate status and needs for the Transmission system to the Transmission ECT Lead.

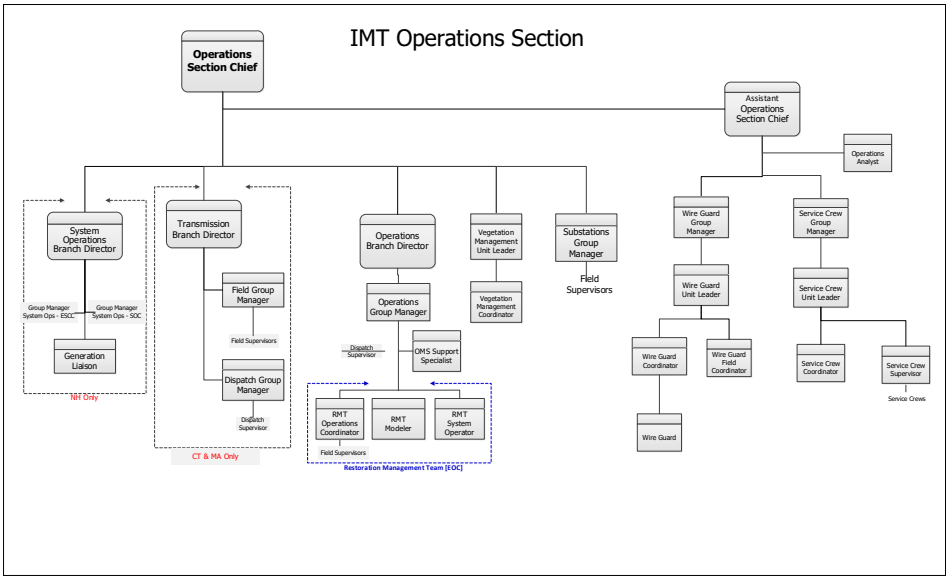
3.3 Operations Section

The Operations section is responsible for the tactical level execution of the IAP in accordance with the guidance and priorities established by the IC . The Operations section is comprised of the Management, Supervision, and Field workforce tasked with the primary responsibility of response and restoration tasks.

3.3.1 Operations Section Organizational Structure

The Operations Section Organizational Structure is scalable depending on the size and extent of an Emergency Event. The structure is based on the established Operating Regions within the CT operating area and is designed to leverage the existing management and supervision resources. Additionally, the structure allows for the efficient integration of additional management and field forces required for the response to a large scale event. Regardless of the size of the incident or the number of departments or organizations involved, a coordinated effort ensures an effective response with efficient, safe use of resources. An example of the organizational structure for the Operations section is provided in Figure 4 below.

Figure 4 – Example Operations Section IMT Structure



3.3.2 Operations Section Roles and Responsibilities

The basic functional areas of ICS (such as Operations or Logistics) may be expanded or contracted to meet requirements as an event progresses. Consistent with ICS principles, the IMT may be partially or fully implemented, in anticipation of a significant event or in response to an actual event. Selective implementation through the activation of one or more of the system's components allows maximum flexibility in meeting the unique operational requirements of the situation.

a. Operations Section Chief

Based in the ICC when activated and reporting to the IC, the Operations Section Chief is responsible for overseeing the conversion of the IAP'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 IAP 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 ICC and the Regional 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.

b. Operations Branch Director

Located in a Regional EOC and reporting to the Operations Section Chief, the Operations Branch Director oversees the overall readiness and operational capability of the Regional EOC, including coordination and communications 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.

c. Substation Branch Director

Based in the ICC or a Regional EOC and reporting to the Operations Section Chief, the Substation Branch Director has the overall responsibility to support the safe and reliable operation and restoration of the substations and communications equipment.

d. Operations Group Manager

The Operations Group Manager has direct management responsibilities and oversight of the Restoration Management Teams (RMTs) assigned to the EOC. The Operations Group Manager also manages (pre-activation, during activation, and post-activation) the overall readiness and operation of the assigned RMTs, including coordination and communications with the Community Liaison Unit. The Operations Group Manager is responsible for ensuring that all communications and restoration processes are being implemented as 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; and 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.

e. RMT Operations Coordinator

Located in an RMT and reporting to the Operations Group Manager, the Operations Coordinator is responsible for implementing and overseeing the tactical restoration processes in coordination with field supervision. To accomplish this, the Operations Coordinator works closely with the Planning Branch Director, the Logistics Branch Director, and the Community Liaison Unit Leader to ensure the RMTs' restoration goals and objectives are met and that the restoration crews and the IMT organization's situational awareness is maintained up to date during the restoration process.

f. RMT System Operator

The System Operator prepares switching orders to support a restoration effort 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 RMT Modeler. They prepare and issue switching orders and clearances unless controllership has been transferred to the field.

g. RMT Modeler

The RMT Modeler works collaboratively as part of the RMT with the Operations Coordinator and System Operator to identify call patterns in the OMS to validate and confirm outage locations. Using data modeling techniques, RMT Modelers determine what is happening on the system within their assigned zone and consolidate events in the OMS to accurately reflect conditions in the field. The RMT Modeler keeps the OMS up to date, including the model, ETRs and event status – enroute, ETA, onsite, or complete.

h. Vegetation Management Unit Leader

The Vegetation Management Unit Leader is responsible for management and coordination of the vegetation management crews in their assigned region, working closely with the RMTs to ensure safe and efficient clearing of downed branches and trees. The Vegetation Management Unit Leader oversees contractor personnel performing tree cutting and clearing during emergency conditions to aid line crews in the restoration of service to customers.

i. Assistant Operations Section Chief

The Assistant Operations Section Chief manages and oversees the Wire Guard process by ensuring a Wire Guard is sent to stand by potential electrical hazards. Also manages and coordinates the deployment of Service Crews focused on the restoration of residential electrical services.

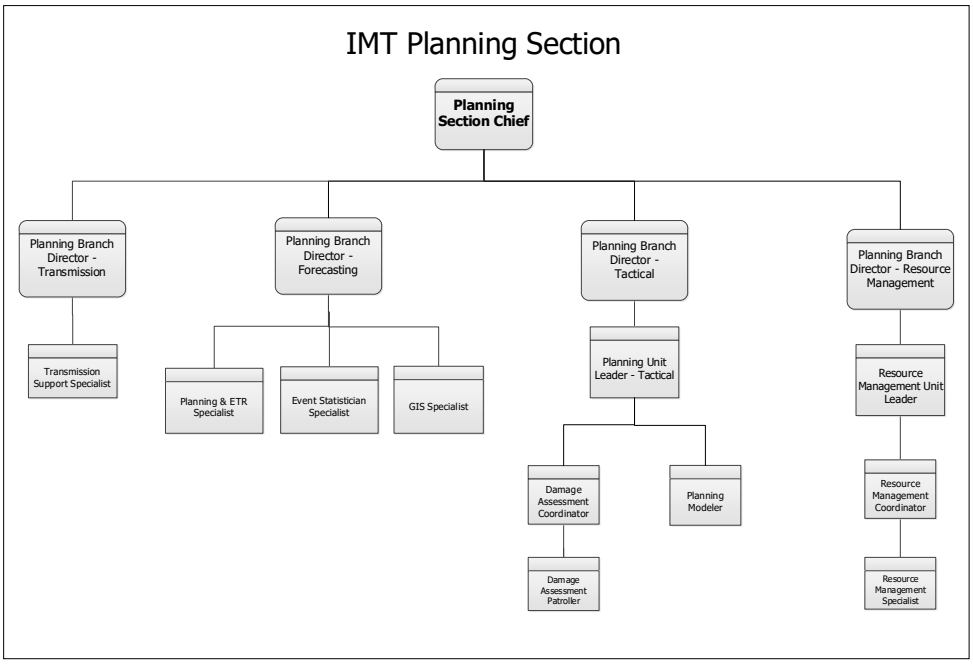
3.4 Planning Section

The Planning Section evaluates all available information and, working with other Incident Command functions, develops and publishes an IAP. The IAP sets forth, among other items, the objectives and deliverables for each operational period. The Planning Section incorporates the guiding principles set forth in this ERP into the development of the IAP to ensure that the needs and expectations of customers are met.

3.4.1 Planning Section Organizational Structure

The Planning Section is directed by the Planning Section Chief, who is a member of the General Staff. In a larger emergency event, there is a Planning Branch Director in each activated Regional EOC to coordinate with the Operations Branch Director, Logistics Branch Director, and any RMT Operations Coordinators. Independent of the scope of the emergency event, the Planning Section Chief has responsibility and accountability for all planning functions in preparation for and in response to an emergency event. To assist with these functions, the Planning Section Chief may activate additional job positions. An example of a Planning Section organization is provided in *Figure 5*.

Figure 5 – Example Planning Section IMT Structure



3.4.2 Planning Section Roles and Responsibilities

The Planning Section is responsible for maintaining, gathering, and disseminating information on the current and forecasted situation and the status of resources assigned to the incident, as well as preparing plans and maps

a. Planning Section Chief

The Planning Section Chief, in collaboration with the IC and other Command and General Staff personnel, is responsible for developing and recommending the overall restoration strategy, including ETRs 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, allots and tracks all emergency event resources once activated or checked in, and develops each operational period's IAP. Ensures the OMS ETRs and Global Restoration Messaging are maintained, up to date and accurate, and ensures reporting to regulators is completed as required.

b. Planning Branch Director – Forecasting

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, IC, and other members of the IMT. The Planning Branch Director – Forecasting is responsible for ensuring the timely updating of models and dashboards and for analyzing, determining, and maintaining the current ETR for the overall state, regions, RMTs, and towns in the IMT's area of responsibility. Along with determining ETRs, the Planning Branch Director – Forecasting 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.

c. Planning Branch Director – Tactical

The Planning Branch Director – Tactical is responsible for overseeing the Region's Rapid and Detailed damage assessment (DA) processes once the Incident Commander has declared it safe to proceed with DA and the restoration process. The Planning Branch Director – Tactical verifies and collaborates with the Operations Branch Director to ensure that the resources that have been allotted are distributed appropriately among the RMTs 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. Planning Branch Director – Resource Management

The Planning Branch Director – Resource Management has overall responsibility for the recording and tracking of all internal and external resources that are part of the emergency response. The Planning Branch Director – Resource Management 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 Planning Branch Director – Resource Management is responsible for providing reports and situational awareness updates to the Incident Commander and the Command and General Staff.

3.4.3 Incident Action Plan

The Planning Section Chief ensures the IAP is completed and regularly updated by gathering input from appropriate organizations including the IC and Command and General Staff throughout the entire incident.

Emergency incidents vary in type, complexity, size, and requirements for detailed and written plans. In an initial response for an incident that is readily controlled, a written plan might not be necessary. Larger, more complex incidents require that a formal, documented IAP is developed to coordinate activities. The level of detail required in an IAP also varies according to the size and complexity of the response.

For incidents in which an IAP is prepared, the Plan must be accurate and must capture the information generated during the planning process accurately and completely. Coordination with the Logistics Section is required to ensure the Plan can be executed. The Plan is prepared and distributed prior to the Operations briefing and a revised Plan is prepared for each Operational Period. An IAP should consider the strategic, operational, and intangible elements of the incident and include coordination with internal stakeholders. The Planning Section establishes and publishes the IAP that generally:

- Identifies the Operational Period
- Defines goals for the Operational Period
- Identifies personnel in key IMT positions
- Describes weather conditions and forecasts – taking into consideration the impacts that current or future weather could have on the response to the event
- Communicates a timely and relevant Safety Message to all resources in the Electric Service territory, as provided by the Safety Officer or their designee

3.4.4 Damage Assessment & Situational Awareness

During the response to a significant emergency event, damage assessment is a critical component that drives important response actions, including acquiring mutual aid resources; procuring additional material supplies; generating ETRs; and identifying an effective restoration strategy. The Damage Assessment process begins only once the Incident Commander has declared it safe to proceed.

Fundamentally, damage assessment is a core component of the Planning function, and, in conjunction with other relevant information, is used to develop an IAP that is executed by the various functions, including Operations, engaged in the storm response. Specifically, damage assessment determines, among other things, the number and locations of blocked roads; the amount of physical damage caused by an event; including the number and locations of broken poles; the number and locations of damaged transformers and oil spills; the number and locations of wires down; and the number and locations of tree and tree limb damage. This information is critical in developing an IAP and deciding to acquire mutual aid or deploy additional support personnel. Furthermore, this information is helpful to inform the Logistics Section of potential needs (such as, materials and equipment) and to drive specific emergency response processes (for example, *wires down*).

Damage Assessment Patrollers are used to assess the condition of the distribution system to identify possible hazards and equipment damage. Damage information is communicated from the field in the most efficient and effective manner using electronic means, if available, or paper assessment forms.

The damage assessment process uses three types of damage assessments:

- **Rapid Survey** - This assessment utilizes a representative sampling of pre-selected circuits on the Distribution System, following a major emergency event, which can be extrapolated to provide an overall magnitude of damage, including an approximation of the number of events, broken poles, sections of wire down, and damaged oil filled equipment.
- **Detailed Survey** - There are two methods of performing the comprehensive survey as determined by the strategy developed by the Planning Section Chief:
  - **Circuit Based** - This is an assessment of an entire circuit where multiple events have been reported to determine the extent of damage and to confirm the actual number of events.
  - **Event Based** - This is an assessment of events at reported locations to determine the extent of damage.
- **Post-Event Survey -** This assessment is performed after-restoration but prior to releasing resources and is intended to identify any remaining work to restore the system to its normal configuration. It also includes the identification and documentation of any remaining Electric System debris or other hazards that require attention and services where temporary repairs were made to restore power.

3.4.5 Work Estimating and Prioritization

The Planning Branch Director - Forecasting uses information that is provided by the Damage Assessment teams to estimate the amount of work that is necessary to restore service to customers. This is done by allocating proxy man hour requirements to each trouble order that is evaluated by the damage assessment process. This information is aggregated to determine the overall resource requirement to restore service to customers. This information helps determine the global ETR and also whether additional resources are required to support the restoration process.

In addition, trouble orders are prioritized based on pre-established priority guidelines, which help guide the order in which trouble orders and circuits are responded to and restored. This information is presented to Operations personnel to guide their allocation of emergency response resources.

3.4.6 Estimated Times to Restoration and Restoration Projections

Estimated Time to Restoration is a critical piece of information throughout the course of an emergency event. Eversource uses algorithms based on available objective and observational inputs to develop Global and/or Town ETRs. Early in an event, data is less available than in the later stages, thus, as the restoration progresses, more accurate estimates may be derived. Regional Planning Branch Directors work closely with the Regional Operations Branch Directors to relay important information necessary to maximize the accuracy of ETRs reported to customers and are strategically placed in the EOCs to relay important information necessary to maximize accuracy.

A Global ETR is an overall estimate of the number of days required during a widespread outage event to restore 99% of all Eversource customers served. A Town ETR is an overall estimate of the number of days required to restore 99% of all Eversource customers served in a given town during a town-wide outage event. An Event ETR is an estimate of the time required to restore customers associated with a specific event or trouble spot.

a. ETR Development

Early in the process, the Planning Section Chief oversees the development of a planning estimate that is used to guide the Logistics team in securing resources, determining the maximum number of travel days; and determining the number of mutual aid crews needed.

Once the storm has passed and the number of customers interrupted has peaked, the Planning Section develops restoration projections based on:

- The number of trouble locations
- The relative geographic scope of those locations
- The condition of the transmission system
- The number of circuit breakers and reclosers affected
- The number of service-related trouble spots

Trouble locations involving breakers and reclosers may have a multiplying effect on the restoration projection calculations, because these typically have additional trouble locations nested downstream. The number of service-related trouble spots also has an effect on the type of crews needed.

Varying types of damage are also considered in determining the restoration projection and time to restore each trouble spot. Lightning, wind, ice, make-safe issues, and transmission involvement all have an effect on and are considered in the calculations. Another important parameter is the number of crews that are confirmed to be available, working in conjunction with the Logistics Section Chief.

Considering all these parameters together helps the Company develop reasonably accurate global ETRs. Restoration projections are intended to be estimates that provide a guide for restoration planning and communications with stakeholders. The OMS System is used to create and manage both Global and Town level ETRs.

Event specific ETRs are the responsibility of the Operations Section Chief and RMT Operations Coordinator and are normally created when crews are dispatched to the associated work location.

b. ETR Monitoring

The Planning Section Chief continuously gathers data, monitors conditions, and recalculates the global ETRs to achieve the best possible accuracy.

c. Communication of ETRs

Global ETRs are approved by the IC, in consultation with the President, prior to publication. The OMS System is used to create and manage Global level messages and Town level messages and projections. The system also has the ability to view the status of Event level messages and projections; event level messages are created and managed through the OMS.

For event specific ETRs, customers receive the message and projection that is available at the most detailed level. The same information is provided to the customer from the Integrated Voice Response (IVR) system, company website, and Customer Care Center representatives, according to the customer's preferred channel (any combination of voice, email, and text messaging the customer chooses). If there is an event-level message and projection, the customer is provided with this ETR. If an event-level message and projection are not available, then the customer receives the Town message and projection. Lastly, if neither the Event Level nor Town level ETR is available, the customer receives the Global level ETR message.

ETR Messaging is dependent upon whether Eversource is operating in a Blue Sky, Gray Sky, or Black Sky mode:

1) Blue Sky Messaging
   - An initial message with an ETR is sent to the customer's channel of choice 15 minutes after the customer reports the outage
   - If the ETR that was initially sent is changed by +/- 45 minutes, the customer is notified of the updated ETR
   - When the outage is closed in OMS, a notification is sent to the customer, indicating that their power should have been restored
   - There is no Global message during Blue Sky operation
2) Gray Sky Messaging
   - An initial message (without an ETR) is sent to the customer's channel of choice 30 minutes after the customer reports the outage, indicating that Eversource is aware of their outage and will provide more information when it becomes available
   - When crews are on-site and provide a High Confidence ETR, the ETR is communicated to the customer
   - When the event is updated in OMS with an ETR marked G (Global), the customer is sent a Global ETR message, including a description of what Global means
   - When the outage is closed in OMS, a notification is sent to the customer, indicating that their power should have been restored
3) Black Sky Messaging
   - An initial message (without an ETR) is sent to the customer's channel of choice 60 minutes after the customer reports the outage, indicating that Eversource is aware of their outage and is experiencing a high volume of outage in the customer's area
   - The customer is sent a Global ETR message when the event ETR is marked as G in OMS, including a description of what Global means
   - No ETR update or power restored notifications are sent to the customer

3.5 Logistics Section

The Logistics Section, led by the Logistics Section Chief, supports and coordinates with other Command Staff and the IC to ensure that all organizations responding to an event are adequately supported.

During a significant event, the Logistics Section is responsible for a variety of tasks, including, but not limited to:

- Acquiring personnel, including crew resources
- Establishing and maintaining Satellite locations and Staging Areas
- Supplying and replenishing necessary materials
- Feeding, lodging, and ensuring the welfare of Company and restoration personnel
- Fueling and maintaining vehicles and equipment
- Supplying vehicles and specialty equipment needed to support the restoration
- IT and Communications support services

3.5.1 Logistics Section Structure

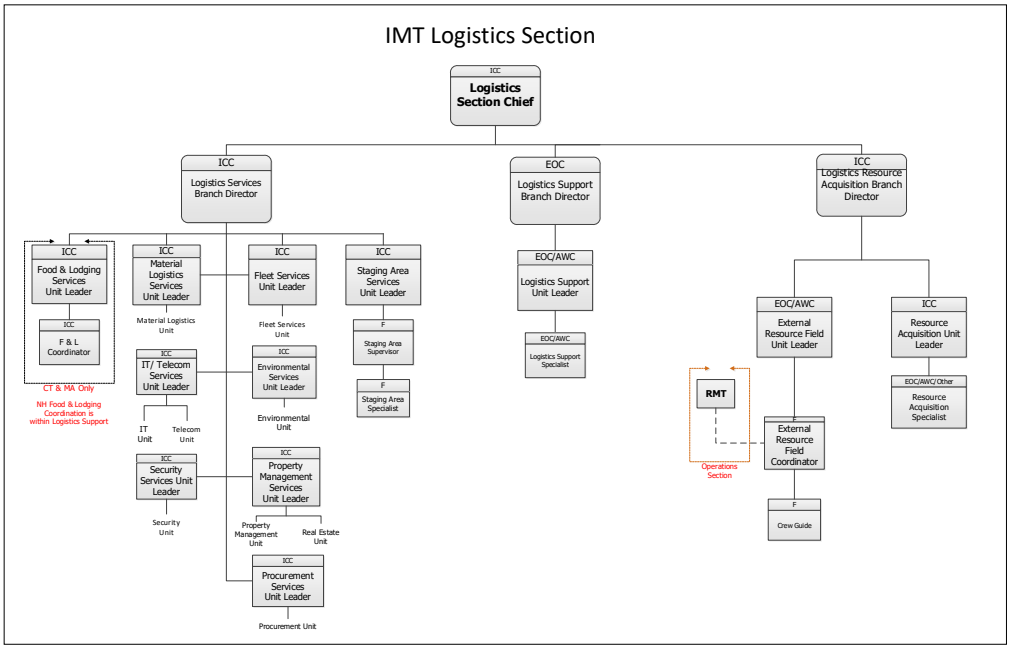
The Logistics Section is directed by the Logistics Section Chief who is a member of the General Staff and reports directly to the IC. In a major event, the Logistics section is composed of three branches:

- Services (Food & Lodging, Materials Logistics, Fleet Services, IT/Telecommunications, Staging Areas, Property Management, Security, Environmental, Procurement)
- Resource Acquisition (Mutual Aid, Contractor, Vegetation Management, Patrollers, Wire Guards)
- Support (on-site coordination at the Regional EOCs and designated AWCs/Satellites, as appropriate)

The Logistics Section Chief operates out of the ICC and ensures coordination with all Branch Directors throughout the preparation for, response to, and recovery from the event.

An example of the Logistics Section organization is provided below in Figure 6.

Figure 6 – Example Logistics Section IMT Structure



3.5.2 Logistics Section Roles and Responsibilities

Logistics activities are organized to efficiently assign critical services and resources when and where they are needed. In a higher-level event, there are three Logistics Sections: Services, Resource Acquisition, and Support. The Logistics Services Branch and Resource Acquisition Branch provide the various supporting services and resources throughout the IMT organization, and the Logistics Support Branch Directors and Unit Leaders (assigned to Regional EOCs) to ensure their Operations Section and Planning Section counterparts receive all the logistics services needed to effectively and efficiently carry out response activities and support the IAP. The Logistics Section provides support to the Gas IMT when it is activated; the one exception is Resource Acquisition, which is handled by the Gas IMT.

a. Logistics Section Chief

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: Services, Support, and Resource Acquisition. Duties include:

- 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 resource requests and other logistics requirements
- Periodically update the Command and General Staff on actions and progress
- Order or request additional resources as needed
- Ensure that the positions within the Logistics Section execute their specific duties and responsibilities
- Support the development of a demobilization plan and implement it to return to normal business operations

Logistics Services Branch

An emergency event requires service support beyond that provided for day-to-day operations. The Logistics Section Services Branch oversees the activation and coordination of the following service units.

b. Logistics Services Branch Director

The Logistics Services Branch Director has the overall responsibility for the preparedness, planning, and coordination of a variety of logistical services including facilities, food and lodging, environmental response, procurement, transportation, materials, IT/ Telecom, and staging areas. The Logistics Services Branch Director oversees and supports the Services Branch Unit Leaders.

c. Food and Lodging Services Unit

Recovery efforts can continue around the clock for several days. It is therefore necessary to provide for proper rest and nourishment of personnel assisting in restoring the Electric System. The Food and Lodging Unit provides all coordinating activities for food services and housing and related transportation and parking services as needed.

Food and Lodging Unit members are under the direction of the Food and Lodging Unit Leader within the Logistics Section when the IMT organization is established at the ICC.

d. Material Logistics Services Unit

Repair of damage requires line crews to have ready access to and availability of parts and materials. Material Logistics supports restoration by ensuring that appropriate warehouse and storeroom locations are staffed in order to supply the materials needed by personnel performing restoration activities. Material Logistics also has responsibility for material salvage and satellite and staging area location clean-up operations.

e. Information Technology (IT)/Telecom Services Unit

Many of the tools used by the IMT Organization to manage the emergency restoration process rely on computer hardware, databases, and software applications as well as communications equipment and infrastructure. The IT team ensures correct functioning of computer hardware, databases, and software applications used to produce this data. IT personnel support the Incident Command Staff and recovery efforts by setting up and maintaining computer equipment and providing application assistance throughout the restoration.

The Telecommunications team supports telecommunications requirements during restoration efforts, including maintaining equipment such as radios, satellite phones, paging systems, and microwave and fiber optic systems used to communicate this data. These systems are critical to the Company's ability to promptly and safely manage the restoration of customer outages. Telecommunications Services personnel ensure proper communications by maintaining, repairing, and modifying various types of telecommunication equipment to facilitate communications between IMT personnel.

f. Security Services Unit

Security is paramount during emergency incidents where there is widespread physical damage. It is especially important when significant resources are brought to Connecticut to help restore service to customers. The Security Services Unit Leader is responsible for the oversight of all issues involving security. The Security Services Unit ensures that adequate security services are provided for on-scene response operations if required. Some examples would include staffing and positioning security at required locations, obtaining supplemental security contractors, investigating security issues and suspicious activities at company facilities, providing security in volatile situations, coordinating with state and local law enforcement as necessary, and ensuring all security-related incidents are properly reported.

g. Fleet Services Unit

Fueling and maintenance are coordinated by the Fleet Services Unit Leader. Fleet Services personnel perform required actions to support vehicles and equipment used in restoration activities on electric lines and equipment, including the coordination of refueling and traffic control.

h. Environmental Services Unit

The Environmental Services Unit is responsible for ensuring all applicable environmental rules and policies are understood and complied with during the restoration effort. The Environmental Services Unit Leader oversees and ensures compliance with all environmental regulations; prepares and submits all required regulatory reports; maintains open communications with regulatory bodies to keep them informed of any significant spills or other environmental issues resulting from the event damage; and coordinates associated mitigation efforts with the Operations, Planning, and Logistics Sections.

i. Property Management Services Unit

Organizations directing recovery efforts do so from various buildings and facilities. These buildings require support to maintain basic habitability. The Property Management Services Unit is comprised of primary facilities staff and is responsible for preparation, operation, and management of the facilities to support the response and recovery effort, including staging areas. The Property Management Services Unit supports any and all facility-related needs throughout the duration of the event. Facilities department personnel assist in emergency restoration activities by providing necessary support for such items as building maintenance, janitorial services, maintenance, and operation of HVAC systems, and maintenance and operation of emergency power generators.

j. Staging Area Services Unit

During significant emergency events, many resources converge on Connecticut to provide restoration support. Staging areas are critical for accommodating and ensuring the efficient utilization of these resources. To accommodate these additional resources and to ensure they are properly trained and informed regarding the scope of the event, staging areas are used to aggregate these resources as they enter the service territory.

Pre-determined locations for staging of such resources are strategically located throughout Connecticut. The Staging Area Services Unit Leader ensures an organized migration of work crews into the restoration effort.

Logistics Resource Acquisition Branch

An emergency event often requires personnel and equipment resources well beyond what the Company maintains for day-to-day operations. The Logistics Resource Acquisition Branch acquires additional personnel and equipment resources through the use of Mutual Aid and contractor relationships and by reallocating Eversource personnel to specific emergency job positions for which they are qualified and trained. Resources include, but are not limited to:

- Line Resources
- Service Resources
- Vegetation Management Resources
- Wire Guard Resources
- Damage Assessment Patrollers

k. Logistics Resource Acquisition Branch Director

The Logistics Resource Acquisition Branch Director (“RABD”) is responsible for overseeing the acquisition of all external mutual aid resources and additional Eversource resources. The Logistics Resource Acquisition Branch Director ensures that external personnel are directed through the check-in process, and ensures that demobilization or re-deployment of resources is performed efficiently and effectively.

The Resource Acquisition Unit Leader (“RAUL”) is responsible for organizing and responding to external and internal resource requests including line crews, digger crews, tree crews, DA patrollers, and wire guards and are responsible for the check-in process of external crews and the assignment of crew support and check-in support personnel. The RAUL and Resource Acquisition Specialists ensure the demobilization or redeployment of resources is efficient and effective and work in coordination with the Resource Tracking Branch, to maintain an accurate tabulation of acquired external and internal resources.

The External Resource Field Unit Leader oversees External Resource Field Coordinators ("ERFC") 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. The ERFC and Crew Guides are responsible to distribute the Eversource Contractor Daily Time and Work Report to contractors, ensure they are completed properly, and collect the completed forms daily to submit to the RABD. See *Attachment 4 – Eversource Contractor Daily Time* Sheet for a sample time sheet.

Logistics Support Branch

The Logistics Support Branch Director ensures that all of the logistics needs for services, personnel, and equipment of the Regional EOCs, RMTs, and Satellite Work Centers are met in a timely and efficient manner and that the requirements defined in the IAPs are appropriately supported.

l. Logistics Support Branch Director

The Logistics Support Branch Director coordinates the activities of Logistics Support Unit Leaders to ensure that all of the Eversource facilities under the control of the IMT have their logistics needs satisfied. The Logistics Support Branch Director also works with Logistics Services Group to ensure all logistical needs are effectively met.

3.6 Public Safety Section

The Public Safety Organization is responsible for addressing 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 locations are being mitigated in a safe and efficient manner. The Public Safety Section Chief ensures that the Public Safety team is addressing the highest priorities at any given point in time.

During a significant event, the Public Safety Section is responsible for a variety of tasks, including, but not limited to:

- Execute 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 the Planning and Liaison Sections to allocate accordingly
- 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 field personnel coordinate with the applicable EOC or RMT for required switching and tagging
- Continually assess restoration progress and allocate resources where necessary
- Prepare status updates and provide to the IC as required or requested
- Support the development of a Demobilization Plan to return to normal business operations

3.6.1 Public Safety Services Responding to an Eversource Emergency Event

Emergency response services are a traditional government function. Eversource must respectfully decline to reimburse municipalities for public safety efforts undertaken in response to downed electrical wires or other electric system events during major storms or other emergency events.

3.6.2 Fire/Police Standby (FPS) Calls

Although Fire Police Standby 1 ("FPS 1") calls are the highest response priority, there are two other levels of FPS Calls that require prioritization as well. FPS Calls may present significant challenges during emergency events due to increased call volume; limited availability of resources; difficulty gaining access to certain locations due to downed trees and wires; and reporting issues. Because of all of these factors, it is critical to have calls correctly identified as FPS 1, 2, or 3.

It is crucial to document the receipt of these calls and, in turn, establish a prioritization routine to respond to FPS Calls effectively. Consistent and efficient handling and processing of FPS Calls and locations allows the Public Safety Section and Operations RMTs to assess trouble areas and properly prioritize and plan required restoration activities, as well as to quickly dispatch repair crews when reports are received indicating that public safety could be threatened. Standardization of this process across Eversource also allows the use of personnel from outside the area to efficiently assist or replace local personnel.

FPS Call Designations include:

- **FPS 1:** A life threatening situation
- **FPS 2:** Hindering emergency operations such as firefighting or rescue operations but NOT life threatening
- **FPS 3:** Any electrical hazard such as downed wires, with no immediate threat to life or property

The designation of an FPS classification is determined by the municipal fire, police, or emergency operator placing the call. Eversource responds to FPS calls as they are received. FPS calls can be reported to Eversource in a number of ways:

- **FPS 1**: FPS 1 reports are made through a dedicated line directly to the SOC. These calls are answered by an Operations Supervisor on duty and input into the system.
- **FPS 2 & 3**: FPS 2 and FPS 3 reports are made through a priority line that provides the next available live voice answer by a Customer Service Representative ("CSR"), who documents and inputs the call into the system. There is also a Web Portal that allows a Municipal Public Safety official to input and submit the data in a Web form, where the information is monitored and received by a CSR and input and submitted into the system.

Community Liaisons work collaboratively with pre-designated representatives from each community to identify, validate, and address priorities appropriately. Community Liaisons work in conjunction with the Operations and Public Safety Sections to develop and manage estimated times of arrival ("ETA") of resources to specific FPS locations.

3.6.3 Public Safety Section Structure

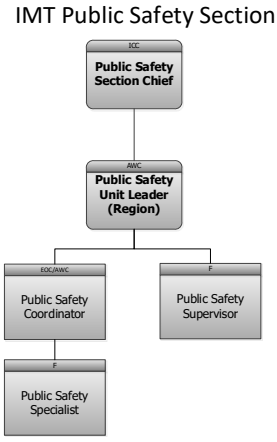
The Public Safety Section is directed by the Public Safety Section Chief who is a member of the General Staff and reports directly to the IC. In a major event, the Public Safety section is composed of:

- Public Safety Section Chief
- Public Safety Unit Leader
- Public Safety Coordinator
- Public Safety Supervisor
- Public Safety Specialists

The Public Safety Section Chief operates out of the ICC and ensures coordination with all Sections throughout the preparation for, response to, and recovery from the event.

An example of the Public Safety Section organization is provided below in Figure 7.

Figure 7 – Example Public Safety Section IMT Structure



3.6.4 Public Safety Section Chief

The Public Safety Section Chief has the overall responsibility to assemble, prepare, and deploy resources to address hazards impacting communities caused by electrical equipment. The Public Safety 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 mitigated in a safe and efficient manner. During widespread damage, there may be a high volume of public safety events across the Eversource service territory. The Public Safety 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 – FPS 1) calls
2. Hindering Emergency Operations (FPS 2) calls
3. Non-Life Threatening Electrical Hazard (FPS 3) calls

a. Public Safety Unit Leader

The Public Safety Unit Leader is responsible for coordinating the deployment of Public Safety resources to communities and monitoring progress. The Public Safety Unit Leader 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 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 IAP.

- 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 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.

b. Public Safety Coordinator

The Public Safety Coordinator works closely with the Public Safety 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 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

c. Public Safety Supervisor

The Public Safety Supervisor is responsible to ensure the safety of line and tree crews working to mitigate the public safety hazards. The Supervisor 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. If trained, qualified, and equipped with proper personal protective equipment (PPE), the Supervisor can perform make safe operations by testing and clearing downed wires.

d. Public Safety Specialist

The Public Safety Specialist may 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 concerns. The Public Safety Specialist is sent to assigned communities to work in parallel with qualified line and forestry crews to perform the necessary tasks to open roads. The Public Safety Specialist will be deployed in conjunction with municipal personnel to monitor and guide the make safe blocked road prioritization and road clearing process. The Public Safety Specialist will also provide the Public Safety Unit with priority updates from the community.

3.6.5 Make Safe and Blocked Roads

The Connecticut State ESF-12 Annex sets forth the definitions of "Make Safe" and "Blocked Roads," as well as Fire Police Standby:

- **Make Safe Blocked Road** – a road that is impassible to emergency vehicles and there is no other reasonable means of access to an area.
- **Blocked Road** – a road that is impassible to emergency vehicles, but there is a reasonable means of access to the area.
- **Partially Blocked Road** – a road that is partially blocked (one lane has a 9' wide x 14' high opening) but is passable to emergency vehicles.
- **Reasonable Means of Access** – an alternate access route around a blocked road that does not require more than a five-minute detour for emergency vehicles.
- **Fire Police Standby (FPS)** – Eversource's emergency priority reporting system for emergency personnel.

Make Safe Blocked Road Reporting

When a community official reports a Make Safe Blocked Road condition, it should be reported as FPS 2 (Fire Police Standby Priority 2) and include "Blocked Road" for reporting.

Blocked Road Reporting

When a community official reports a Blocked Road condition, it should be reported as FPS 3 (Fire Police Standby Priority 3) and include "Blocked Road" for reporting.

Partially Blocked Road Reporting

When a community official reports a Partially Blocked Road condition, it should be reported as FPS 3 (Fire Police Standby Priority 3) and include "Partially Blocked Road" for reporting.

3.6.6 Road Clearing Process

Eversource works with each community that has Make Safe Road conditions to clear the condition as soon as possible following the passing of the storm (once the IC has declared it is safe to proceed). When Make Safe Roads have been cleared in a community, Eversource may move their resources to clear Make Safe Roads in other communities, depending on the volume of Make Safe Roads in the state as well as the volume of lesser priority roads in that community. Eversource may clear Blocked Roads and Partially Blocked Roads without pairing with the community. When this is done, the Community Liaison provides regular updates to the community.

3.6.7 Criteria for Deployment of Crews for Make Safe Blocked Roads, Blocked Roads, and Partially Blocked Roads

To the extent that is necessary during ERP activation to prioritize the deployment of crews to municipalities for the purpose of clearing Make Safe Blocked Roads, Blocked Roads, and Partially Blocked Roads, the Company will consider the following criteria, including but not limited to: (1) number of FPS2 events reported; (2) number of FPS2 events resolved; (3) number of FPS3 events reported; (4) number of FPS3 events resolved; (5) number of miles of overhead circuits in the municipality; (6) percentage of customer outages to total; and (7) other circumstances particular to the storm event, pertaining to the deployment of crews across municipalities within a geographic region.

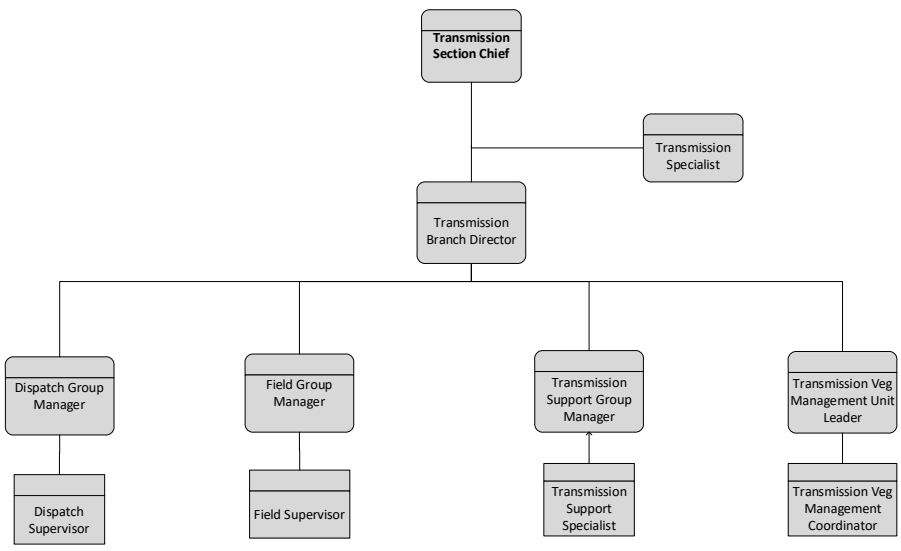
3.7 Transmission Section

The Transmission Section of the IMT will be activated only when an event has had a significant impact on the Eversource Transmission system. The Transmission IMT is activated at the discretion of the IC during an event of Level 1, 2, or 3.

3.7.1 Transmission Section Organizational Structure

The Transmission Section is directed by the Transmission Section Chief, who is a member of the General Staff. In a larger emergency event or any event that impacts the Transmission System significantly, the Transmission Section Chief activates the section and provides incident status reports to the Transmission ECT Lead by way of the Transmission Specialist. The Enterprise Transmission Planning Director has responsibility for developing and recommending the transmission enterprise-wide restoration strategy. Independent of the scope of the emergency event, the Transmission Section Chief has responsibility and accountability for all transmission functions in preparation for and in response to an emergency event. An example of a Planning Section organization is provided in *Figure 8 – Example Transmission Section IMT Structure*.

Figure 8 – Example Transmission Section IMT Structure



3.7.2 Transmission Section Roles and Responsibilities

a. Transmission Section Chief

The Transmission Section Chief has the overall responsibility to assemble, prepare, and deploy resources to address hazards impacting the Eversource Transmission System. The Transmission Section Chief works closely with other members of the Command and General staffs, particularly the Planning Section Chief and Operations Section Chief to ensure that transmission events are being mitigated in a safe and efficient manner. The Transmission Section Chief works with the Transmission Specialist to communicate status and needs for the Transmission system to the Transmission ECT Lead.

b. Transmission Branch Director

The Transmission Branch Director coordinates and manages the Damage Assessment and restoration activities associated with the Eversource Transmission system during an emergency event. The Transmission Branch Director manages field personnel (Field Operations and Vegetation Management) including coordination and communication with the System Operators.

c. Dispatch Group Manager

The Dispatch Group Manager is responsible for ensuring that all transmission-related operations are implemented as described in procedures and other applicable documentation. The Dispatch Group Manager ensures the safety of tactical operations and exercises emergency authority to stop and prevent unsafe acts, ensures the necessary actions are implemented to achieve the IAP strategy and goals, and coordinates with the System Operators to perform the necessary switching and tagging and requirements.

d. Field Group Manager

The Field Group Manager coordinates and manages DA and field activities associated with repairs to the transmission system and

- ensures the safety of tactical operations
- exercises emergency authority to stop and prevent unsafe acts
- oversees repairs and restoration of transmission lines and equipment consistent with the work plan
- informs the Transmission Section Chief if additional resources are required
- coordinates with the applicable Dispatch Authority to perform the necessary switching and tagging and requirements
- ensures the appropriate and effective distribution of the Transmission restoration crews among the damage locations based on the estimated time to restore each line
- provides continual assessment of restoration progress and allocates resources as necessary

e. Transmission Support Group Manager

The Transmission Support Group Manager, along with the Transmission Support Specialist, is responsible for gathering transmission disturbance records and data and evaluates disturbances to determine reportability in accordance with *M7-EN-3011, Transmission System Disturbance Analysis*. Provides information concerning suspected locations and causes of disturbances to the Enterprise Transmission Planning Director and the Field Group Manager. Coordinates engineering and technical support needed to support transmission repair activities.

f. Transmission Vegetation Management Unit Leader

The Transmission Vegetation Management Unit Leader is responsible for management and coordination of the vegetation management crews in their assigned region, working closely with the Transmission Section Chief to ensure safe and efficient clearing of downed branches and trees affecting the Eversource Transmission System. The Transmission Vegetation Management Coordinator oversees contractor personnel performing tree cutting and clearing during emergency conditions to aid in the restoration of the transmission system.

g. Transmission Branch Director

The Enterprise Transmission Branch Director assists the Transmission Section Chief in developing and recommending the overall transmission system restoration strategy, including ETRs based on resources available, damage assessment data, and current and forecasted weather conditions. The Enterprise Transmission Branch Director coordinates with each state's activated Transmission Section Chief in the assessment and restoration strategy of the overall transmission system.

h. Transmission Specialist

The Transmission Specialist is responsible for gathering and tracking transmission system conditions for each state. Pre-event, the Transmission Specialist identifies transmission lines and substations out of service. During the event, the Transmission Specialist gathers the current and peak number of lines and substations out of service. The Transmission Specialist tracks restoration projections and actual restored data and acts as a liaison between the Transmission ECT Lead and the Transmission IMT Organization.

i. Transmission ECT Lead

The Transmission ECT Lead coordinates with State Transmission Section Chiefs, the Enterprise Planning Director, and Transmission Specialists. The Transmission ECT Lead is the liaison to outside agencies and reports to the ECT on multi-state transmission events or significant damage in a single-state scenario.

3.7.3 Transmission Restoration Priorities

The repair priorities for transmission restorations are driven by the specific situation, ISO-NE requests, and internal management decisions, and include but are not limited to:

- Public Safety Issues, black start restoration lines, lines to nuclear plants, inter-Local Control Center ("LCC") and inter-Area tie-lines
- Lines required to prevent exceeding Interconnection Reliability Operating Limits ("IROL") and System Operating Limits ("SOL")
- Lines that restore multiple substations (critical loads and large customer counts)
- Lines that restore a single substation (critical loads and large customer counts)
- Lines that provide a second transmission source to a substation (Single Contingency Load Loss – "SCLL")
- Restore generation interconnection paths
- Restore 345-kV transmission paths that do not fall into any one of the above categories
- Restore 115-kV transmission paths that do not fall into any one of the above categories
- All other transmission lines

NOTE: The Enterprise Transmission Branch Director could change priorities depending on Independent System Operator-New England ("ISO-NE") input, LCC input, and/or adjacent utilities' reliability needs.

3.8 Communications Organization

The Communications Organization is responsible for maintaining the flow of information before, during, and after the event to five primary stakeholder groups:

- Employees
- Customers
- Local municipal public safety officials
- Media outlets
- State public safety officials, regulators, and legislators

The Communications Organization staffs the ICC and is responsible for managing all public communications, including the Eversource website, social networking sites, and news media. The Communications Organization supports the Gas IMT when it is activated

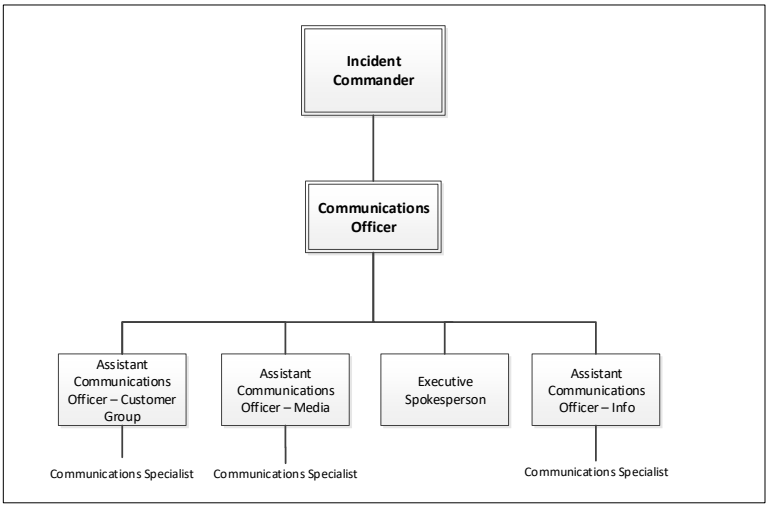
3.8.1 Communications Team Organizational Structure

The Communications Team is organized in a scalable fashion that ensures key functions exist in any event. In Level 5 events, communications positions may typically be handled by the local command. There is a Communications Officer assigned to ensure that the core communications objectives are met, with the Communications Officer personally performing most or all of the necessary communications functions. As an event increases in scope, additional trained personnel fill multiple job positions to match the work requirements of the event. Ultimately, in the largest Level 2 and 1 events, key roles may be more fully staffed as needed to ensure accurate, consistent, timely, and complete information flow. Lead emergency job positions within the Communications Team include the:

- Assistant Communications Officer – Info
- Assistant Communications Officer – Media
- Assistant Communications Officer – Customer Group
- Executive Spokesperson

Although reporting directly to the IC, the Liaison Officer also has a key communications role and works closely with the Communications Officer as an adjunct member of the Communications organization. The Communications organization structure is shown in Figure 9.

Figure 9 – Example Communications Section IMT Structure



3.8.2 Communications Team Roles and Responsibilities

a. Communications Officer

The Communications Officer is a key Command Staff position that reports to the IC and is responsible for maintaining the unity of message before, during, and after an emergency event to employees, customers, and media outlets. The Communications Officer is responsible for overseeing the collection, development, and dissemination of employee, customer, and public messages and communications. The Communications Officer also coordinates with the IMTs to ensure consistent and accurate messaging for all emergency events. As a member of the Command Staff, the Communications Officer is aligned with and acts as the public voice of the IC.

The Communications Officer's duties include:

- Conducts initial and routine briefings with the activated Assistant Communications Officers
- Ensures that the Communications Section is appropriately staffed for the anticipated Event Type
- 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
- Collaborates with the Liaison Officer on specific incident conditions that the Liaison organization may assist with
- Provides overall direction to the IMT Communications staff and Corporate Communications Group regarding messaging for key stakeholders
- Develops accurate and timely information for use during press/media briefings
- Oversees media and VIP briefings
- Develops daily Communications messages and provides same to the Planning Section Chief for inclusion in the IAP
- Monitors and forwards media information that could be useful to the Planning Section
- Maintains current information, summaries, and/or displays on the incident
- Supports Demobilization process to return to normal business operation

b. Assistant Communications Officer – Info

Responsible for ensuring and monitoring the unity of messaging before, during, and after an emergency event to employees, customers, and media outlets. Gathers accurate information for preparing and disseminating emergency communications during the course of an event.

c. Assistant Communications Officer - Media

Oversees all types of media communications, including interfacing with the press and managing news opportunities (interviews), written materials (press releases), photos, video opportunities, and public service announcements during emergency events, ensuring the Company's media management strategy is executed and monitored successfully. Ensures that the Communications Specialists within the Media function execute their specific duties and responsibilities.

d. Assistant Communications Officer - Customer Group (CG)

Ensures messaging, in the form of answering customer questions, is consistent with all other messaging in terms of content, timeliness, accuracy, and completeness. Brings CG issues impacting customer satisfaction for information and assistance to the attention of the Communications Officer.

3.8.3 The News Cycle

To the extent possible, in order to assist the media in disseminating key communications, press releases, and other information updates occur in relation to the common four-point news cycle, which is: Morning, Noon, Evening, and Night. Major updates are typically released for the morning cycle when the new IAP is available for the day. The second major update occurs for the evening news cycle, when a partial day's progress may be discussed and a reasonable indication of the day's progress is available. The other two cycles are an opportunity to educate the public on how the Company approaches an emergency event as well as information on progress and emerging issues.

3.8.4 Technologies and Social Media

Many customers are regular users of social media such as Facebook, YouTube, and Twitter among many other applications. Coupled with the proliferation of smartphone technology, many Eversource customers receive core information through these channels. The communications team replicates the key messages in these formats, duplicating the information disseminated through the more traditional media outlets. In keeping with the *One Voice* philosophy (see *Section 6.1.4, One Voice*), the information available through these outlets has the same accurate, consistent, timely, and complete content as all other sources of information.

3.8.5 Communications Processes

Eversource emergency response communications processes have been developed to ensure consistency, clarity, completeness, timeliness, and accuracy of emergency communications. These cover the common strategic and reactive situations encountered in a significant emergency event. Key Communications processes include:

a. Emergency Communications Strategy Development Process

Each day, the Communications Officer, in coordination with the IC, oversees the development of that day's communications strategy. This strategy considers the current phase of the storm; specific information of general interest; specific information of regional interest; and, most importantly, the current status and priorities of the restoration effort. This strategy ensures a directed approach to data gathering and dissemination and results in a timely and consistent message to best meet customer needs. The strategy serves as a framework to ensure a *One Voice* approach to emergency communications (see *Section 6.1.4, One Voice*).

b. Key Message Development, Approval, and Release

Key message development drives all internal and external communications, so it remains consistent regardless of the specific dissemination channel. Key messages are linked directly to the information contained within the current IAP. A major emergency event follows a set of somewhat predictable phases. These phases imply different expectations for communications. Eversource's communications philosophy and strategies match the natural flow of an event to ensure that messaging is effective and timely. All formal messaging is approved by the IC.

c. Other Emergency Communications Processes

- Request for Information
- Request for Action
- Request for Press Conference
- Request for Interview
- Request for Photo Opportunity
- Community Liaison Communications Process (see *Section 3.9.1, Liaison Organization*)

3.9 Liaison Organization

In an emergency event, Eversource must maintain numerous critical relationships to ensure communication and coordination of efforts with municipal and federal agencies involved in the emergency response, as well as large customers. The Liaison Officer has responsibility for these relationships including local government, other utilities, and large customers.

3.9.1 Liaison Organization

The Liaison Organization provides a direct connection to key external entities with significant involvement and interest in emergency response. Liaisons are assigned to ensure coordination of effort between municipal government, other utilities, and other entities involved in or impacted by the restoration effort.

Eversource has developed a checklist to outline the pre-event, event, and post-event actions for large customer account liaisons. During a major event, several of the large account liaisons will be serving as a Community Liaison as well. However, with the change to a one-to-one ratio of community liaisons to towns and the addition of the Public Safety Specialist in each town, the overall workload on the large account liaisons will be lessened, thereby allowing for better engagement with large customers. In addition, there will be a large customer account liaison support entity located at the EOC or Incident Command level to interact with operations and retrieve restoration updates for large accounts during the response.

Pre-Event Actions

- Account executives initiate pre-event messaging to major customers, including, but not limited to:
  - Customized email briefings developed by Eversource Corporate Communications on system status
  - Emergency contact information
  - Outage reporting instructions and self-service tools for tracking restoration status

Event Actions:

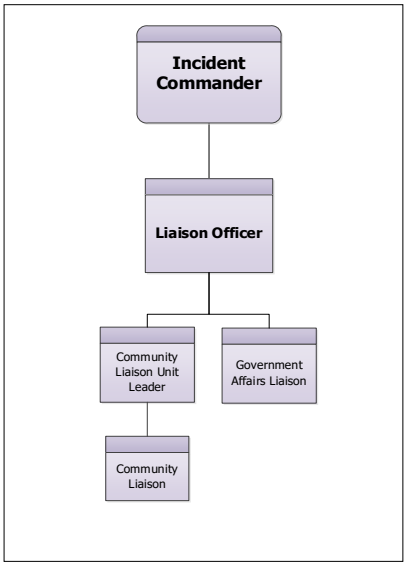
- Account Executives are placed on day-shifts to improve availability for major customers
- Refresh outbound messaging to Commercial and Industrial Customers throughout the day
- Monitor restoration progress and ETRs to reflect most current and real-time information
- Major Customer Liaison:
  - Serves as single point of contact within the EOC for the Account Executive
  - Coordinates escalations and customer concerns between the Account Executive and the Operations Section
  - Aid Account Executive with complex issues and emergencies

Post Event Actions:

- Collect information and documentation
- Initiate follow-up meetings with impacted customers
- Aggregate information shared in post-event after action review and lessons learned
- Share data with impacted customers

The Liaison Organization supports the Gas IMT when it is activated. An example of the Liaison Organization is shown below in *Figure 10 – Example Liaison Organization IMT Structure*.

Figure 10 – Example Liaison Organization IMT Structure



3.9.2 Liaison Officer and Staff Roles and Responsibilities

a. Liaison Officer

The Liaison Officer reports to the IC and is responsible for maintaining an information exchange and related coordination with the IMT, municipal officials, government, and non-government organizations.

- Following activation of the IMT, notifies and activates required Liaison support staff
- Arranges and communicates staffing requirements and shift rotation for Liaison positions
- Ensures Liaisons are briefed on incident conditions and provides overall direction regarding messaging for key stakeholders
- Collaborates with the Communications Officer to oversee the development of communications materials for use by the Liaison organization
- Ensures the Liaison organization works with municipal officials to share information, including identification of community priorities as needed
- Schedules update meetings or conference calls with the Liaison organization as needed
- Informs the IC and General Staff of areas of concern and opportunities for coordination
- Communicates and coordinates the applicable portions of the demobilization plan with stakeholders

b. Community Liaison Unit Leader (Regional)

The Community Liaison Unit Leader coordinates with the Community Liaisons and the Liaison Officer, providing a conduit for bi-directional information, support, notification, and communications.

- Community Liaison

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.

c. Government Affairs Liaison

The Government Affairs Liaison reports to the Liaison Officer and remains in regular contact with state government entities to ensure they are kept informed of the progress of the emergency restoration.

The position directs and manages the functions of coordinating and communicating with and providing reports to various state and regional government agencies and relays concerns and requests back to the appropriate Company authorities, including the Liaison Officer.

3.9.3 Life Support Customers

Life Support Customers ("LSC") are defined as those residential customers, including elderly and physically challenged customers, who have provided documentation certifying a medical condition that necessitates equipment in the home requiring electric utility service for life-sustaining functions.

Prior to a predicted emergency event and during the restoration stage, Eversource (Electric-CT) may place automated outbound telephone calls to each LSC. The telephone messages are customized for each event and contain information about the event, Eversource's (Electric-CT) preparations, the potential power outages; and recommended personal protective actions, which could include a recommendation to seek assistance from local public safety officials and human service agencies. Each LSC is identified in the Eversource (Electric-CT) customer database.

During an ERP Activation, Community Liaisons monitor internal reports for LSCs who could be impacted by an outage. Calls are made to the affected customers and local municipal public safety officials are notified that a customer with life-sustaining equipment is out of power. LSCs impacted by outages are contacted post-event to ensure that their electricity has been restored and that they may return to their homes if they had made alternate shelter arrangements.

This process is described below and in *Attachment 5– LSC Customer Group Event Checklist*.

Blue Sky

1. All customers that have submitted the appropriate medical documentation are designated as LSCs in the Eversource customer database.
2. The Eversource Customer Group sorts the customer database and maintains a list of LSCs.

Pre-Event

1. When a weather or other emergency event is predicted, all customers currently identified as LSCs are notified of the impending weather or emergency and the potential for outages. These customers are advised that they could lose power during the event and are provided with resources that could be available to assist them in that event, such as the Red Cross.

During the Event

1. Each day, an attempt is made to contact LSCs that are or could be experiencing an outage to provide them with current information regarding outages for their address. Messages are left, if possible, for all customers that cannot be reached.
2. Each day, the LSC addresses identified as being without power are provided to the municipality within which they reside, with the customers that could not be contacted provided in a separate list.
   under Eversource's enhanced LSC reporting, this information is available to all municipalities that have access to the Eversource Municipal Hub.

Post-Event

1. When Eversource's restoration for the event has been substantially completed, each LSC is notified of their current outage status, so that they may return to their homes if they had left their home. Customers are instructed to notify the Customer Group if their power is still off, so that a crew can follow up.

3.10 Regulatory Organization

The Regulatory Organization maintains critical relationships to ensure communication and coordination of efforts with regulatory agencies and state organizations as defined in the ESF-12 annex/guidance documents. The Regulatory Officer has responsibility for these relationships, including PURA, DEMHS, the DEEP, and other regulatory agencies.

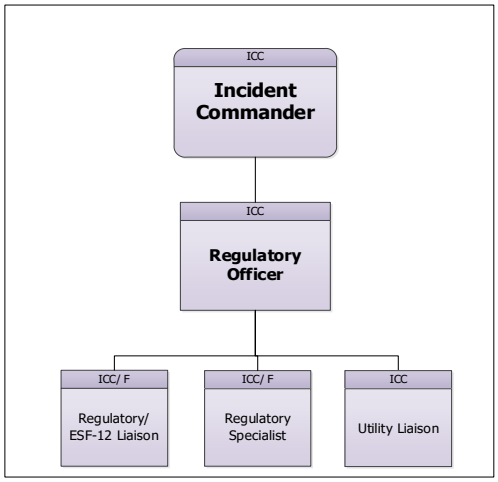
3.10.1 Regulatory Organization

The Regulatory Organization provides a direct connection to key external entities with significant involvement and interest in emergency response. Liaisons are assigned to ensure coordination of effort between the State EOC, PURA, and other regulatory and state entities involved in or impacted by the restoration effort.

The Regulatory Organization will ensure that there are sufficient communications, both written and verbal, with PURA and other regulatory agencies and state organizations to build situational awareness of all dimensions of the expected or ongoing response, as pertinent to regulatory oversight. These communications will commence at least contemporaneously with the filing of a pre-staging, lean-in notification and will continue with scheduled frequency throughout the event. In addition, any changes in strategy, tactics or material circumstances associated with the restoration will be communicated to PURA and other regulatory and state entities on a timely basis.

The Regulatory Organization supports the Gas IMT when it is activated. An example of the Regulatory Organization is shown below in *Figure 11 – Example Regulatory Section IMT Structure*.

Figure 11 – Example Regulatory Section IMT Structure



3.10.2 Regulatory Officer and Staff Roles and Responsibilities

a. Regulatory Officer

The Regulatory Officer reports to the IC and is responsible for maintaining an information exchange and related coordination with the IMT and regulatory and state agencies.

- Following activation of the IMT, notifies and activates required Regulatory support staff.
- Arranges and communications staffing requirements and shift rotation for Regulatory positions.
- Ensures Liaisons and Specialists are briefed on incident conditions and provides overall direction regarding messaging for key stakeholders.
- Collaborates with the Communications Officer to oversee the development of communications materials for use by the Regulatory Organization.
- Ensures the Regulatory Organization works with state and regulatory officials to share information, including identification of state priorities, as needed.
- Schedules update meetings or conference calls with the Regulatory Organization, as needed.
- Informs the IC and General Staff of areas of concern and opportunities for coordination.
- Communicates and coordinates the applicable portions of the demobilization plan with stakeholders.

b. Regulatory Specialist

The Regulatory Specialist reports to the Regulatory Officer and is a conduit for bi-directional information, support, notification, and communications to regulatory agencies.

c. Regulatory/ESF-12 Liaison

The Regulatory/ESF-12 Liaison reports to the Regulatory Officer and is positioned at the Connecticut 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") and Vegetation Management liaison activities.

d. Utility Liaison

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 ensures that the Company's assessment, removal of electrical hazards, restoration, and other activities are coordinated with the efforts of other restoration entities. The Utility Liaison ensures that processes are integrated to the extent possible and that safety is ensured for other utility personnel who are working around potentially energized equipment. The Utility Liaison manages the relationship associated with joint pole issues, joint attachment, and joint trench management. The Utility Liaison's primary objective is to ensure optimal restoration of electrical facilities while safely supporting restoration of other vital utility services as efficiently as possible.

3.11 Emergency Operations Center Officer

The Emergency Operations Center (EOC) Officer, when activated, serves to ensure coordination and communication between the key functional organizations within the EOCs (Operations, Public Safety, Planning, Logistics, Regulatory, 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.

4. POLICY, COORDINATION, AND COMMAND

4.1 Emergency Event Oversight, Coordination, Management, and Support

The Emergency Preparedness organization is responsible for ensuring that the Company is prepared to address emergency events. In particular, the EP organization:

- Ensures that this ERP and associated documentation are developed, maintained, distributed, and updated as necessary
- Provides support of the ERP execution during responses to emergency events
- Coordinates with the DEMHS, municipalities, and other key stakeholders, as necessary prior to, during, and after an emergency event
- Maintains day-to-day responsibility, in conjunction with System Operations, to continuously monitor weather conditions and initiate actions to evaluate potential weather events
- Ensures necessary contractual agreements are in place to meet resource and facility requirements
- Ensures that the Company's logistical and resource needs are satisfied including:
  - Maintaining the ICC in a state of readiness
  - Maintaining rosters of personnel assigned to emergency duty
  - Ensuring personnel maintain emergency duty training and qualifications
  - Maintaining the Emergency Operations contact numbers
  - Coordinating and evaluating drills and exercises
  - Conducting industry benchmarking and best practice evaluations

4.1.1 Eversource Energy Executive Oversight Group (EOG)

The EOG is led by the CEO and consists of the CEO and their direct reports. When activated, it conducts meetings to review the strategic course of action, makes policy decisions, and provides recommendations to the ECT.

4.1.2 Eversource Emergency Coordination Team (ECT)

The ECT, led by the President of Regional Electric Operations, CT & MA and facilitated by the Director of Enterprise Emergency Preparedness, is responsible for event prioritization, coordination, and integration of response for larger scale emergency events when one or more IMTs are activated. The members of the ECT include the President of each affected Electric and Gas operating company, senior leadership from specific supporting business units or groups, and other personnel as needed.

The ECT conducts routine meetings to ensure effective coordination at all levels among the activated Incident Management Teams during an emergency event. The ECT provides the EOG with status and advisory updates on a regular basis or immediately if conditions warrant.

The President, or designee, is a participating member of the ECT and as such attends the ECT meetings (or conference calls). During the ECT meeting, the President reports on issues that require ECT support or resolution.

The ECT provides direction and recommendations to the IMT's Incident Commander by way of the President.

4.1.3 Incident Management Team

The IMT is defined as all of the personnel who are assigned to participate in any aspect of emergency preparedness or response under the direction of a designated Incident Commander. The IC oversees the entire IMT with the support of the ICS Command and General Staffs.

An IMT is responsible for managing the operational, logistical, planning, safety, fiscal, and local community issues related to an emergency event that impacts a business unit or operating company. The IMT is empowered to make strategic decisions for the event as well as facilitate implementation of strategy.

The IMT is led by a designated IC who can, depending on the size and complexity of the emergency, also designate specific personnel to act as their Command and General Staffs.

4.1.4 Eversource Emergency Preparedness & Business Continuity Group (EP&BC)

The Eversource EP&BC Group maintains day-to-day responsibility to continuously monitor and evaluate the weather and alert the organization when a weather event has the potential to cause more significant interruptions to the electrical distribution system. The EP&BC Group also ensures that the Eversource All Hazards Emergency Response Plan and associated documentation is maintained, distributed, and updated as necessary.

4.1.5 Eversource Energy Service Resources

The Eversource Energy Service organization provides additional emergency response personnel (Damage Assessment, Wire Guards, Food & Lodging, and so on) needed to support emergency events. The proficiency of these personnel to perform their emergency activities is maintained throughout the year with targeted training and exercises.

Additionally, the Service organization also provides additional assistance as needed, such as:

- Providing necessary support in the safety, benchmarking, and training areas, including conducting drills and exercises
- Acquiring, maintaining, and providing certain physical assets, such as the mobile command center, storm office trailers, and communications equipment for use during restoration efforts
- Establishing, maintaining, and managing mutual aid agreements to provide resources and assistance prior to and during restoration efforts

4.2 Incident Management Team and Executive Leadership Relationship During an Emergency

Under the ICS, it is vital that the Incident Commander have the necessary authority and that the ICS chain of command be honored. Accordingly, Eversource executives other than the individual affected company's president:

- Perform their assigned emergency job position, including receiving direction and reports in accordance with their ICS job position
- Ensure that their organization sets aside their regular (Blue Sky) roles (except where expressly exempted in accordance with company policy) and fully support the restoration efforts of the location they are supporting
- Properly provide whatever input and suggestions they have to the appropriate company President, who relays such suggestions as appropriate to the IC

5. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

The Company's customers and stakeholders are provided relevant information to ensure their safety and well-being. The Company is committed to communicating such information along four dimensions that are reflected in emergency communications processes:

- Accuracy – Information must be properly researched and verified
- Consistency – Messages from various sources and through various channels are delivered with One Voice
- Timeliness – Efforts are made to deliver critical information as quickly as possible while still assuring accuracy
- Completeness – Critical information is conveyed to help customers and constituents respond appropriately to the situation

5.1 Operational Information and Situational Awareness

Operational information and situational intelligence are management functions that focus on the following three primary event areas:

- Situation status
- Resource status
- Anticipated event status or escalation

Timely and accurate information is an essential tool that is required by both internal and external stakeholders. Internal stakeholders need information in order to support effective event planning, critical decision making, tactical restoration operations, resource management and coordination, and communications. Internal and external stakeholder audiences include:

- Eversource Executive Oversight Group
- Eversource Emergency Coordination Team
- Incident Management Teams
- Senior Eversource Officers, Directors, and Managers
- Eversource Employees
- State and local government officials
- Media outlets
- Customers
- General public

Depending upon the nature of the emergency event and the information needs of each stakeholder group, essential elements of information include:

- Weather predictions
- Severity of impact
- Area of impact
- Damage Assessment
- Electric System operational status
- Impact to critical infrastructure and to critical community services

- Outages and jobs in the Outage Management System
- Operational objectives
- Resource status (that is, Requested, Acquired, Received (Onsite), Working, Released)

To support event planning, event management, tactical operations, coordination efforts, and other functions, information is disseminated by a variety of methods, including, but not limited to:

- Pre-event
  - DEMHS
  - PURA
  - Municipalities
    - Initial Planning Meeting Report
    - Sustained Pre-event Planning Meeting Reports – Every morning, at approximately 08:00, and evening, at approximately 20:00, or when there is a significant change
- Event Reporting
- Situation Reports
- Reports from OMS

6. COMMUNICATIONS

The Communications Officer can be activated at any Event Level. The Communications Officer develops and provides accurate, consistent, timely, and complete information regarding the status of the restoration efforts throughout the course of the emergency event. The Communications Officer collects and disseminates all emergency restoration information both internally and externally and serves as the official voice of the IC. If the Gas IMT is also activated for CT, the Communications Officer and her/his staff oversee the communications activities for both IMTs.

The Communications Officer coordinates directly with the Company and Eversource Communications organization to ensure consistency and accuracy of messaging for all Event Levels. If not formally activated, the Communications organization maintains responsibility for Public Information messaging.

6.1 Communications Objectives

6.1.1 Unity and Accuracy of Messaging

There is a single unified message from all company sources (such as the Customer Group, Company Spokespersons, Communications Staff, Social Media, Field Representatives, and Liaisons) under the direction of the Communications Officer. This message portrays the state of the restoration efforts and associated expectations as accurately as possible, given the inherent uncertainties of field restoration. The unified messaging is based on execution of the current IAP and emerging information known by the Incident Commander.

6.1.2 Provide a Platform for Good Decision-Making

Emergency communications are crafted considering the decisions that customers and stakeholders must make based on the available information. Accurate reporting of the extent of the damage, the timeframes for restoration, the current status of restoration efforts, and public safety issues has a profound influence on the actions taken by customers, other utilities, other emergency response entities, and government entities. The Company is committed to consistency and accuracy with all our communications throughout the course of the emergency event.

6.1.3 Establish the Customer Group as the Hub for Customer Information

Many of our customers receive critical information from the Eversource Customer Group. In that light, the Customer Group must make the same current and accurate information available through all other Company communications outlets.

6.1.4 One Voice

A hallmark of the Company's emergency communications strategy is to speak through all available channels with a single, accurate, and timely message – *One Voice*. Emergency communications processes are designed to ensure messages are consistent with the IAP. The Communications Officer ascertains that each public communication is properly vetted through effective communications processes, assuring consistent, regular, timely, and accurate communications throughout the emergency event by way of all available communications channels.

Emergency messaging demonstrates empathy and evolves appropriately through the various phases of an event to accurately and completely communicate and instill confidence among customers, stakeholders, and employees in our abilities to effectively and expediently rectify the situation.

6.2 Communications with External Stakeholders

In advance of, and following, an emergency event, the Communications organization provides information to customers, media outlets, and Community and Government Officials through multiple channels, processes, and interactive tools. The information varies from pre-event notifications in a major event, to safety recommendations, to restoration updates, and projected outage impacts.

6.2.1 Customer Group

During emergency events, the Customer Group contact centers can increase staffing levels to meet customer needs and provide reliable inbound and outbound call services to customers. If inbound call volume exceeds the contact center capacity, the Customer Group increases automated call answering capacity through external services provided by an outside vendor. The Company uses state-of-the-art call routing to mutual aid contact centers, facilitated by an outside vendor. The Company can execute outbound telephone calls, both automated and live-operator, to customers in order to gather or disseminate information related to the outage.

6.2.2 News Media

Information is provided to the news media for dissemination to the general public regarding pre-event preparedness and post-event restoration activities. This information, distributed by telephone, email, live interview, and social media, is developed by the Media Relations team in coordination with the Communications Officer and approved by the IC prior to dissemination.

6.2.3 Real-Time Information

The Company's website, mobile app, Twitter, Instagram, and Facebook pages provide the public with real-time information and updates, including Public Preparedness and Public Safety messages, information about Connecticut preparedness and restoration efforts, and multiple methods for reporting outages. Eversource's Outage Map is an interactive display, designed for desktop and mobile devices. The map provides one-click outage information, including ETR, number of customer outages, start time and cause (where available), as well as an interactive weather condition overlay. Customers can also obtain information by calling the Company or by enrolling in automated outage alerts available by text, email, or phone call. Outage reporting and status updates are also available to customers by texting 23129. All modes of communications with customers provide updated information as appropriate, including through the contact center (integrated voice response (IVR) and live-voice answer), the website, and social media. In an extended restoration, where automatic ETR updates are initially unavailable, customers receive high-level information about the status of the Company's restoration efforts up to twice daily (by email, text, or phone call), until individualized restoration information becomes available.

6.2.4 Communications with Government Officials

a. Community Liaisons

Relationships and information sharing with each of the communities served by Eversource is maintained through a Community Liaison program that consists of Community Liaisons that are used primarily during emergency events. (See *Section 3.9, Liaison* Organization.)

b. Coordination with State and Regional Government Agencies

PURA monitors emergency preparedness and response activities across the state. Representatives of PURA and related state agencies may be based in the State EOC during an emergency response. Following an emergency event that significantly affects the Company, PURA may request that a State EOC Liaison be stationed in the State EOC or other specified facility. The role of the liaison is to facilitate formal and informal two-way communication between the Company and PURA.

Public Information and Communications consist of the processes, procedures, and systems to communicate timely, accurate, and accessible information on an event's cause, size, and current situation.

Public information and communications are coordinated, integrated, and disseminated to stakeholders across all business units, including Eversource employees and customers, state and local governments and agencies, other utilities, and other stakeholders (both directly and indirectly affected).

Effective event response activities rely on flexible communications and information systems that provide a common operating picture to Eversource and its management and response personnel. This consists of establishing and maintaining a common operating picture and ensuring accessibility and interoperability.

Event communications are facilitated through the use of common communications plans, equipment, processes, standards, and architectures. During an event, this integrated approach links the operational and support units of the various Eversource business units and ensures enhanced situational awareness. Effective communications and information management ensure the implementation of consistent event-related policies, processes, equipment, systems, standards, and training necessary to achieve integrated communications.

A common Eversource operating picture is established and maintained by gathering, collating, synthesizing, and disseminating event information to all appropriate parties. Achieving a common operating picture allows on-scene and off-scene personnel (such as Storm Rooms, ICPs, EOCs, the ECT, and so on) to have the same information about the event as those in the field, including the availability and location of resources and the status of assistance requests.

Additionally, a common operating picture offers an event overview that enables IC(s) to make effective, consistent, and timely decisions. To maintain situational awareness, communications, and event information should be updated continually.

6.3 Event Notification, Situation Reports, Status Reports, and Incident Action Plans

Event reporting and documentation processes should be standardized, where practical, to ensure that situational awareness is maintained and that personnel have easy access to critical information. Some examples of reporting and documentation are:

- **Situation Reports** offer a snapshot of the past operational period and contain confirmed or verified information regarding the explicit details (who, what, when, where, and how) relating to the event. Situation Reports are also used to inform the IC of emergency issues that either have been addressed or need to be addressed.
- **Status Reports**, which can be contained in Situation Reports, relay information specifically related to the status of resources (for example, availability or assignment of resources).

- **Incident Action Plans** include information such as the Event Goals and Objectives, the Communications Plan, Safety Messages, and so on. The Incident Communications Plan is updated daily or as needed, and includes event-specific contact information for the Command and General Staff positions and for many of the Branch Directors, Managers, Supervisors, and Unit Leaders within the various Sections.

6.4 Operational Communications

6.4.1 Interoperability

Communications interoperability allows Eversource personnel and their affiliated operating companies or business units organizations to communicate within and across Companies by voice, data, or video in real time, when needed and when authorized.

Interoperability planning requires accounting for event response contingencies and challenges. Eversource incorporates interoperability plans to include standard operating procedures ("SOP"), technology, training and exercises, and usage within the context of the stress and chaos of a major response effort.

6.4.2 Communications Equipment

A variety of voice and data communications tools, processes, and equipment are used to support the Eversource Core Plans' response activities and tactical operations.

A summary of voice and data telecommunications equipment includes:

- Voice
  - Desk-based landline telephones
  - Hand-held mobile telephones
  - Push-To-Talk radios (base stations, mobile-mounted, and hand-held)
  - Satellite telephones
- Text message
  - Hand-held mobile telephones
  - Data
- Email on desk computers, laptops, and hand-held smart phones
- Network file access, file sharing

6.4.3 Reliability, Scalability, and Portability

Communications and information systems are designed to be flexible, reliable, and scalable in order to function in any type of event, regardless of cause, size, location, or complexity. They should be suitable for operations within a single location, or multiple geographic locations or operating companies. Communications systems should be applicable and acceptable to users, readily adaptable to new technology, and reliable in the context of any event to which personnel would be expected to respond.

6.4.4 Resiliency and Redundancy

Resiliency is the ability of communications systems to withstand and continue to perform after damage or loss of infrastructure. It requires communications systems to avoid relying solely on a sophisticated but vulnerable network of support systems. Eversource resiliency practices are to include hardened communications systems or infrastructure that can withstand known risks.

7. FINANCE AND ADMINISTRATION

The Finance and Administration Officer may be activated at any Event Level and provides administrative and financial tracking support to the IC and staff.

7.1 Finance/Administration

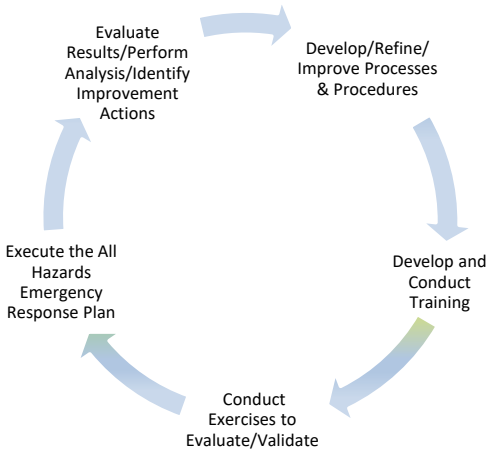
The Finance and Administration Officer is responsible to manage all financial aspects of an incident. This individual works with the IC to ensure that the correct accounting has been established to track all costs associated with the event, in compliance with the applicable Regulatory requirements. This individual ensures that the correct accounting information is provided to the necessary stakeholders and proper communications take place to those involved. This individual leverages company resources available to provide up to the minute financial impacts of the event to the IC.

8. ADVANCE PLANNING, TRAINING, AND EXERCISING

Eversource Energy's Emergency Preparedness Program, based on a constant cycle of continuous improvement activities, is designed to increase emergency preparedness and response readiness, resulting in the safe and reasonably prompt restoration of service to its customers during an emergency event. Emergency preparedness activities include, but are not limited to, planning; training; participating in exercises; attending meetings with PURA staff, DEMHS personnel, and public safety officials; and maintaining updated lists of personnel and entities that can assist in the Company's restoration efforts. Refer to *Figure 12 – Emergency Preparedness Cycle of Continuous Improvment*, for a graphical representation of the continuous improvement process.

Successful response to emergency events begins far in advance of the response restoration activities, requiring a Company-wide commitment to preparedness that is integrated into daily operations, not just during emergency events. Every employee is expected to participate in preparedness activities throughout the year, including planning, training and exercise activities related to their assigned ERP role. This culture of preparedness results in operational excellence during activation of the ERP.

Figure 12 – Emergency Preparedness Cycle of Continuous Improvment



8.1 Planning

This ERP is reviewed and/or revised at least bi-annually (or more often as needed) by subject matter/technical experts in key functions. Revisions incorporate new or updated information resulting from lessons learned during ERP activation or from exercises, based on updated information and/or requirements from government agencies, or from best practices and/or industry standards adopted.

8.2 Training and Exercises

Training and exercises on the use of the Incident Command System, event and incident position-specific jobs, responsibilities, duties, tasks, and other emergency operations activities are critical to the success of the Company's preparedness efforts and overall emergency management program. The planning, conduct, and evaluation of preparedness training and exercises are detailed in the Eversource Emergency Preparedness and Response Training and Exercise Program and associated documents (policies, program descriptions, procedures, guidelines, handbooks, lesson plans, and so on). The Program follows, as is appropriate and practical as determined by Eversource, specific portions of the National Incident Management System's core set of doctrine, concepts, principles, terminology, and organizational processes. Additionally, the program follows guidelines established by the Homeland Security Exercise and Evaluation Program (HSEEP) where applicable, as determined by Eversource, and includes:

- Position specific Training Program Descriptions
- The design and use of exercises
- An annual Training and Exercise Plan Workshop
- The development and update of a Multiyear Training and Exercise Plan

The Eversource EP & BC group provides position-specific training on an annual basis for personnel whose storm duties differ significantly from tasks they normally perform. The training includes ICS protocols for Command Staff in the ICC and Regional EOCs; ERP overview; and review of After Action items from previous incidents, events, or exercises.

The Company conducts an exercise to assess the procedures set forth in the ERP on an annual basis, unless the Plan is implemented in response to an actual Emergency Event. In the case of an actual Emergency Event, the Company conducts an exercise within the 18 months following the event. Additionally, the Company provides no less than 10 days prior notice of its annual exercise to PURA, the Department of Emergency Services and Public Protection (DESPP), the chief elected official of each municipality in the service territory, and any state-established emergency official(s) of the regions(s) in which the exercise is to be performed.

The Company annually evaluates its response to an exercise or Emergency Event in accordance with the After Action process. A copy of the evaluation is provided to PURA, Company participants, and other participants whom the Company recommends should modify or change their performance within 60 days of the end of the exercise or event.

Additionally, the Company participates in training and emergency exercises that are designed to assess the preparedness or response of the electric utility sector when invited (as directed by the Connecticut Commissioner of Emergency Services and Public Protection) or other exercises that are conducted by the state or any state-established emergency office for one or more regions in the service territory. This includes conducting or participating in a large-scale exercise every three years designed to test a Level 1 response and coordination activities with chief elected officials, county/regional emergency management directors, fire and police departments, and community organizations that have participated in prior exercises or that the Company reasonably determines should participate.

8.3 Emergency Contact Information

The Company maintains updated lists of contact persons for Emergency Events, including:

- Company personnel
- Mutual assistance companies and contractors
- Life Support Customers of record
- Critical Facilities
- Media – print, broadcast, social
- Hotels and catering companies
- State, county, and local elected/appointed officials, law enforcement agencies, emergency management and public safety agencies, and personnel within the Company's service territory
- Other vendors

These various lists are maintained in task-specific software programs including Lotus Notes, Microsoft Excel, Microsoft Word, and others.

8.4 Personal and Employee Family Preparedness

Employees ensure that their families are prepared for the challenges they face during prolonged outages to ensure their security and safety while the employee is committed to emergency response duties. Not only is this important to Eversource, but it also helps ensure that employees are able to contribute to the successful restoration of Eversource customers by being able to carry out their responsibilities at work.

9. PLAN DEVELOPMENT AND MAINTENANCE

9.1 Development

The EP group is responsible for the development and maintenance of this Plan, with input from knowledgeable employees from the organization, including but not limited to members of the IMT, Command Staff, and General Staff.

Following revision and approval by the IC, a written copy of the revised Plan is disseminated to the appropriate state and local government officials.

9.2 Maintenance

Any required changes that are identified by the lessons learned and after action reviews are incorporated into the ERP and its program documentation. Major changes are outlined in the revision tracking section of this Plan and changes to supporting documents are captured in their respective tracking section. Any new implementing documents or existing document revisions that are identified as being required are written, reviewed, and approved. The EP group conducts a bi-annual review of the ERP and re-files the Plan if there are any material changes in accordance with the decision in PURA Docket No. 12-06-09.

9.3 Records Management

A complete copy of the Plan and its associated documents are maintained by the Eversource EP organization, in the CT Incident Command Center, and other specifically designated and relevant company locations. It is also available on-line on the Company internal website.

9.4 Tracking of Internal and External Regulations, Commitments, and Corrective Actions

A method of tracking internal and external regulations, commitments, and corrective actions is in place to ensure required actions and commitments are met. Generally, a flag (some sort of unique indicator, icon, acronym, or similar) is placed at the specific location where content has been added to address the regulation, commitment, or corrective action, and so on. The flag provides data correlating to a reference (either in the document in a specified section or in another document) that provides specific information about the actual regulations, commitment, and corrective action. The use of this flagging process prevents the inadvertent changing or deletion of required information and allows the position of the content to be moved if necessary and maintain the reference to the regulation, commitment, or corrective action.

10. AUTHORITIES AND REFERENCES

10.1 Eversource Requirements

Documents that support performance of activities directed by this procedure include the Eversource All Hazards Emergency Response Plan and all associated documentation.

10.2 State Requirements

The ERP includes the following regulatory requirements:

- In accordance with Connecticut General Statute Section 16-32e, not later than July 1, 2012, and every two years thereafter, the Company files an updated Plan for restoring service that is interrupted as a result of an emergency with PURA, DESPP, and each Connecticut municipality located within its service area.
- Additionally, in accordance with the above statute, this Plan addresses the appropriate classification and responses for outages affecting 10, 30, 50, and 70 percent of the Company's customers (see *Table 1 - Event Level Matrix Crew Requirements* and *Table 2 - Event Level Matrix Full Time Employee/Equivalent Requirements*).
- In accordance with the decision in PURA Docket No. 12-06-12, the Company notifies PURA by July 1st annually of the mutual assistance groups to which it belongs and whether there have been changes, of which the Company has received notice, in the membership of those groups or material changes in the rules of those groups in the previous 12 months.

10.3 Federal Requirements

This ERP is designed to comply with and does not supersede or contradict any requirement or regulation prescribed by various regulatory authorities including, but not limited to:

- OSHA
- PURA
- Department of Energy ("DOE")
- Federal Energy Regulatory Commission ("FERC")
- North American Electric Reliability Corporation ("NERC")

10.4 References

- Federal Emergency Management Agency, Comprehensive Preparedness Guide 101: A Guide for All-Hazard Emergency Operations Planning. *http://www.fema.gov/about/divisions/cpg.shtm*
- Homeland Security Exercise and Evaluation Program (HSEEP). https://www.llis.dhs.gov/hseep/
- U.S. Department of Homeland Security, National Incident Management System. *http://www.fema.gov/emergency/nims/*

11. RECORD OF CHANGES

Revision 4

Revision 4 was developed in the Spring of 2021 as an update to the existing Plan, led by the Eversource Emergency Preparedness and Business Continuity Group. This revision includes updates to the Plan in response to PURA requests including emergency position name and description updates, addition of the Public Safety and Transmission Organizations and changes to the Regulatory, Liaison, and Planning Organizations. The Event Level Matrix Tables were updated, life support customers section was updated, and the Contractor Time Sheet was added.

Revision 3

Revision 3 was developed in the Spring of 2020 as an update to the existing Plan, led by the Eversource Emergency Preparedness and Business Continuity Group. This revision includes substantive updates to the Plan, including addition of the Regulatory Organization and changes to the Liaison Organization.

Revision 2

Revision 2 was developed in the Spring of 2018 as an update to the existing Plan led by the Eversource Emergency Preparedness and Business Continuity Group. This revision includes substantive updates to the Plan, including emergency position name and description updates.

Revision 1

Revision 1 was developed in the Spring of 2016 as an update to the existing Plan led by the Eversource Emergency Preparedness and Business Continuity Group and all of the Eversource Electric and Gas Operating Companies including the Transmission Group. This revision includes the rebranding of CL&P as Connecticut Light and Power dba Eversource Energy ("The Company"), in addition to substantive updates to the Plan.

Revision 0

Revision 0 was developed in the Spring of 2014 as a collaborative effort led by the Northeast Utilities Enterprise Emergency Preparedness and Business Continuity Group and all of the NU Electric and Gas Operating Companies including the Transmission Group.

Revision 0 aligns with the Plan formats outlined in the Federal Emergency Management Agency's Comprehensive Preparedness Guide (CPG) 101, the State of Connecticut State Response Framework (SRF), and the State of Connecticut Natural Disaster Plan

12. RECORD OF DISTRIBUTION

- Office of Consumer Counsel
- Office of the Attorney General
- Public Utilities Regulatory Authority
- Department of Emergency Services and Public Protection
- Legislative Office Building
- Energy & Technology Committee
- Department of Emergency Management & Homeland Security
- Department of Public Health
- All Connecticut Communities' Elected Officials

13. ATTACHMENTS

The Attachments begin on the following page.

Attachment 1 –
Incident Command System

(Sheet 1 of 2)

Incident Command System (ICS) Features and Principles

1. **Structure**
   The ERP employs ICS as the basis for the IMT. Trained personnel are assigned the roles and responsibility for key functions within the ICS structure to manage a wide range of incidents from a simple utility outage to a major disaster, such as a hurricane or blizzard. Regardless of the scale of the incident, the number of personnel and resources marshaled for the response, or the number of departments or organizations involved, utilization of ICS structure ensures that Eversource is positioned for an effective response with the safe, efficient use of resources.
2. **Span of Control**
   One of the central principles of ICS is span of control. Span of control refers to the number of direct subordinates that any one supervisor has during an incident. Realizing that each subordinate represents a separate task or process and that a supervisor can only effectively manage a given amount of work, ICS defines a reasonable span of control ranging from 3-7 direct reports, therefore, each supervisor should have no more than seven direct subordinates in the ICS structure.
3. **Chain of Command and Unity of Command**
   Chain of command is reflected in an orderly line of authority within the ranks of the ICS structure. Unity of command signifies that every individual in the ICS structure has a designated supervisor to whom he or she reports for the duration of the incident.
4. **Scalability**
   An ICS structure is scalable to an event of any size assuming that there are sufficient personnel trained and qualified to fill the critical job positions in the command structure. It is the responsibility of each layer of management within the structure to ensure the span of control is appropriate and determine whether additional functions or resources are needed.
5. **Decision Making**
   ICS pushes decision making down to the lowest level possible by ensuring that the incident is managed by objectives and the staff in the command structure are qualified to make the decisions outlined within the Plan that they have been given the authority to make.

One aspect of ICS that is important when interacting with other utilities and non-utility stakeholders is the use of plain language or common nomenclature. Title conventions for Eversource's ICS positions are shown below in Table 4 and the hierarchy is shown in Table 5.

Table 4 - Eversource ICS Terminology

ICS Staff/Section	Organization	Title	Support
Incident Commander	Incident Commander	Incident Commander	Deputy
Command Staff	All	Officer	Assistant
	Teams	*Coordinator* ***	
General Staff	All	Chief	Deputy
Operations Section	Branch	Director	Deputy
	Group	*Manager**	Assistant
	Strike Team or Task Force	Leader	
	Field Crew (District)	*Supervisor**	
Planning Section	Branch	Director	Deputy
	Unit	Leader	
	*Damage Assessment Patrollers***	*Coordinator**	
	Team	*Coordinator*	
Logistics Section	Branch	Director	Deputy
	Unit	Leader	
	Team	*Coordinator*	

Attachment 1 –
Incident Command System
(Sheet 2 of 2)

Table 5 - ICS Hierarchy

Title	Organization	Reports To	Support
Incident Commander	Incident Commander	N/A	Deputy
Officer	Command Staff	Commander	Assistant
Chief	General Staff	Commander	Deputy
Director	Branch	Chief	Deputy
Manager *	Operations	Director/Chief	Assistant
Leader (EOC)	Unit	Director/Chief	
Leader (District)	Unit	Director	
Leader (District)	Strike Team, Task Force	Manager *	
Supervisor (Operations) *	Field Crew	Manager *	
Supervisor (Planning) **	Damage Assessment	Leader	
Coordinator ***	"Team"	Leader/(Officer)	

Eversource Customizations:

* *Manager or Leader normally reports to Supervisor*

** *Planning normally does not have field personnel*

*** *A Coordinator reports to an Officer if not qualified as an Assistant Officer*

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Attachment 2 –
Crosswalk Table of PURA Requirements

(Sheet 1 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09	Davies, Witt	1, 2.a.ii & vi	Event Classification: Event Level Matrix (ELM)	1.2, 2.4.1, 2.8, 3.1, 0, 10.2, Table 1 Table 2	9, 16, 23, 34, 71, 82, 17, 19
PURA Docket No. 12-06-09	Witt	3.6	During an Emergency Event this includes, at a minimum, implementing all applicable components of the ERP related to restoration of service.	1.2	9
PURA Docket No. 12-06-09	Witt	2.a.i	The ERP for each EDC should incorporate the structure and process of the National Incident Management System (NIMS) and utilize the Incident Command System (ICS) to permit de-centralization and re-centralization of command and control throughout an Emergency Event in order to provide optimum and efficient response and utilization of resources.	1.4, 2.2	11, 13
	Davies		CL&P should review the existing procedures concerning restoration strategies to confirm alignment and consistency. Additionally, CL&P should provide input into tasks and objectives in order to ensure that future exercises incorporate multiple strategies within an operating area.	2.4	15
PURA Docket No. 12-06-09		2.c.i.1	1. Each EDC shall conduct an exercise using the procedures set forth in the utility's ERP. If the EDC uses the plan during such 12 month period in responding to an Emergency Event, the utility must then complete an exercise within 18 months;2. Each EDC shall annually evaluate its response to an exercise or major outage. The evaluation shall be provided to the PURA within 60 days after the exercise or event.	2.10.4, 8.2	26, 80

Attachment 2 –
Crosswalk Table of PURA Requirements
(Sheet 2 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09		2.a.iv	The ERP shall include guidelines for setting priorities for service restoration. In general, the EDC shall set priorities such that service is restored first to critical customers, and second such that the largest number of customers can receive service in the shortest amount of time. This provision does not prohibit an EDC from simultaneously restoring critical customers, the largest number of blocks of customers, and performing other restoration activities as described in its ERP.	2.11.1	28
PURA Docket No. 12-06-09		2.a.iv	Each EDC shall abide by the guidelines and priorities for service restoration contained in its ERP. In general, the utility shall set priorities so that service is restored first to critical customers, and second so that the largest number of customers can receive service in the shortest amount of time, but this provision does not prohibit a utility from simultaneously restoring critical customers, the largest number or blocks of customers, and performing other restoration activities described in its ERP.	2.11.1	28
PURA Docket No. 12-06-09		2.a.vi	The ERP must also specify mutual assistance protocols and prioritization. These could include: utilization of holding company resources, contract crew reservations, local utility assistance, and organizations the EDC belongs to and participates in, such as the North East Mutual Assistance Group (NEMAG), Edison Electric Institute (EEI) Restore Power, and others as appropriate.	2.11.4	31

Attachment 2 –
Crosswalk Table of PURA Requirements
(Sheet 3 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09	Davies, Witt	2.a.vi	The ERP must be designed to provide for mutual assistance parameters that describe how the EDC intends to employ resources available pursuant to mutual assistance agreements for emergency response. Mutual assistance shall be requested when the EDC reasonably believes that local resources are inadequate to assure timely restoration of service or public safety, or if mutual assistance would substantially improve restoration times or mitigate safety hazards. The ERP should include a storm matrix for various storm levels that identify the necessary mutual aid and/or contractor resources necessary to restore customers within a prescribed time period range. Additionally, the matrix should identify different types of storms and establish resource requirements specific to those types of Emergency Events.	2.11.4	31
PURA Docket No. 12-06-09	Davies, Witt	2.a.vi	The ERP must stipulate at what level of outage or anticipated outage level the EDC will request mutual assistance, taking into account travel times from remote resources, so as to ensure sufficient resources to rapidly and efficiently provide restoration.	2.11.4a	31
PURA Docket No. 12-06-09		2.a.iii	The ERP shall describe the process for assessing damage and, where appropriate, the use of contingency resources required to expedite a response to the emergency. The ERP should also specify the mode(s) of delivery of damage assessments.	3.4.4	45

Attachment 2 –
Crosswalk Table of PURA Requirements
(Sheet 4 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09	Davies	2.a.vi	The ERP shall recognize the need to communicate mutual assistance activities with specified state and local agencies.	3.9.2c, 3.10.2c	67, 70
PURA Docket No. 12-06-09	Witt	3	Each EDC shall train designated personnel each calendar year in preparation for events. The training shall be designed to overcome problems identified in the evaluations of responses to an event or exercise and shall reflect any relevant changes to the EDC's plan;	8.2	80
PURA Docket No. 12-06-09		2.c.i.4	Each EDC shall provide no less than ten days prior notice of its annual exercise to the PURA, the Department of Emergency Services and Public Protection, the chief elected official of each municipality in its service territory and any state-established emergency office(s) for the region(s) in which the exercise is to be performed, and to appropriate local authorities.	8.2	80

Attachment 2 –
Crosswalk Table of PURA Requirements
(Sheet 5 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09	Witt, Two Storm	2.c.ii.1	Every three calendar years, each EDC shall conduct or participate in a comprehensive emergency exercise to test and evaluate major components of its plan and shall invite a cross-section of the following, or their representatives, located within the EDC's service territory, to the exercise: • Chief elected official and other elected officials; • County/regional emergency management directors; • Fire and police departments; • Community organizations such as the American Red Cross, which have participated in prior such exercises or which the EDC reasonably concludes should participate in such exercises; and • the PURA. 2. Each EDC shall participate in each statewide emergency preparedness drill conducted by the state in which the state extended an invitation for participation to the EDC; 3. The large-scale exercises that are held every three years should consider the highest level event covered in the ERP, for example, a Level 4 event, with up to 70% of its customers suffering an extended outage; and 4. Provide after-action and lessons-learned reports to the EDC's participants and any other participants whom the EDC recommends should modify or improve their performance, and file these with PURA within 60 days following each exercise.	8.2	80

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 6 of 12)

PURA Docket	2012 Recommendations	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 12-06-09		2.c.i.5	5. The EDC shall participate in other emergency exercises, which are conducted by the state or any state-established emergency office for one or more regions in the EDC's service territory, that is designed to address problems on electric distribution facilities or services and to which the utility has been invited to participate.	8.2	80
PURA Docket No. 12-06-09		2	Each EDC will also file the ERP in full when there have been any material changes in the ERP.	9.2	81
PURA Docket No. 12-06-09		2	Submit ERP to the PURA for reviews of emergency plans every two years, on or before July 1st, pursuant to the General Statutes of Connecticut (Conn. Gen. Stat.) §16-32e.	10.2	82
PURA Docket No. 12-06-09		2.a.vi	Each EDC shall annually notify the PURA by July 1st of the mutual aid groups to which it belongs and whether there have been changes in the membership of those groups or material changes in the rules of those groups within the previous 12 months.	10.2	82

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 7 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 20-08-03	N/A	1	No later than June 30, 2021, Eversource and UI shall separately submit for the Authority's review, modification, and approval updated ERPs incorporating all of the changes discussed herein. In this filing, the EDCs shall provide two sets of ERPs: a version with redline edits and a clean version. Such changes shall include the modifications to the ERP Event Level Classification Matrix outlined in Section IV.D.8. The updated matrix shall include the number of total, internal, and external resources to be available at the onset of the storm, as well as the peak number of crews expected during the storm restoration process for each event level for the following categories of resources by number of crews and full time equivalent staff: a. Line Crews; b. Service Crews; c. Damage Assessors; d. Tree/Line Clearance/ Vegetation Mgt Crews; e. Liaisons; and f. Large customer account representatives (See, Section IV.G.1.).	2, Table 1 Table 2	12, 17, 19
PURA Docket No. 20-08-03	N/A	2	The EDCs shall also develop a process for identifying and tracking life support customers, which are customers that require electrical service for life-maintaining conditions. The EDCs shall incorporate into their respective ERPs filed for the Authority's review, modification, and approval on or before June 30, 2021, a formal process to contact life support customers before, during, and after storm events. Specifically, the formal process must include steps to: contact all life support customers more than 24 hours before the onset of a major storm; track the status of electric service to life support customers; regularly update each municipality served by the EDC of the life support customers without power in their town; and provide daily communications to life support customers without power during the storm restoration process	3.9	64

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 8 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 20-08-03	N/A	3	No later than June 30, 2021, Eversource and UI shall separately perform and submit to the Authority a study to determine the number of damage assessors needed to assist in the identification of Make Safe locations and restoration duties within the first 48 hours of storm onset for each of the event levels in its Event Level Matrix. Based on the findings of the study, UI and Eversource shall include in their respective updated ERPs the range of damage assessors likely needed in the event level classification, as directed in Order No. 1.	3.2, 3.6, Table 1 Table 2	34, 53, 17, 19
PURA Docket No. 20-08-03	N/A	4	Until further notice, the Authority directs Eversource and UI to include in their storm preparedness resource acquisition activities the ability to acquire enough line resources and liaisons sufficient to dedicate one of each to any potentially affected municipality in its territory who requests such. This requirement shall apply to any Event Level 4 or higher. a. In the case of Make Safe liaisons, Eversource and UI shall provide a Make Safe liaison that is in addition to the town liaison and will be dedicated solely during response to coordinate blocked roads with the towns until all Make Safe roads are cleared or until such a time as the EDC and town has conferred and determined that the town no longer needs a dedicated Make Safe liaison. b. In the case of line resources, Eversource and UI shall have on hand line resources in advance of an event sufficient to provide one lineworker crew for each towns that request one. UI shall continue to provide a dedicated line	3.2, 3.6, Table 1 Table 2	34, 53, 17, 19

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 9 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
		4 (continued)	resource crew and Make Safe crew to each municipality that requests one according to its current policy. In the case of an Event Level 4 or higher, Eversource and UI shall make these resources available for municipalities no later than 12 hours after the storm has left the area. Additional line resources brought to bear for which a town no longer has need may, upon confirmation with the town, be allocated to restoration or to other duties. This requirement is not intended to prevent the EDCs from using all of its available crews to respond to higher priority needs to ensure public safety. c. Each EDC shall develop criteria such as, but not limited to, the number of damage locations as a percent of miles of main line primary in a town, or total miles of primary that would be applied to determine the deployment of available Make Safe liaisons and line crews to those towns that have the highest public safety and outage impact, in the event that, and only so long as, available resources are not sufficient to address all public safety priorities at the same time in all towns. This requirement is intended to allow the EDCs to use all available crews to respond to higher priority needs to ensure public safety. Such criteria shall be included in the emergency response plan and reviewed annually with each town.		
PURA Docket No. 20-08-03	N/A	5	No later than June 30, 2021, Eversource shall review and update its CG ERP to incorporate all recent changes to its outage reporting channels and systems REFER TO CG ANNEX	EP-ALL-ANX-1000D, Customer Group Annex	

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 10 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 20-08-03	N/A	7	No later than June 30, 2021, the EDCs are directed to individually collaborate with CIEC to develop and submit to the Authority for review, modification, and approval the following modifications to the EDCs' emergency response activities relating to major customer accounts, which shall be incorporated into each EDC's ERP upon approval: a. Solutions to better to support major accounts during emergency events; b. Formal after action reporting process for major accounts; and c. Formal emergency preparedness and response communications plan with account representatives.	Table 1 Table 2, 3.2, 3.9	17, 19, 34, 64
PURA Docket No. 20-08-03	N/A	8	No later than June 30, 2021, the EDCs shall revise and file for the Authority's review, modification, and approval timesheets or other documentation used to track work performed by external or contractor line crews and damage assessors during future storms. Such revised timesheet or other documentation shall include the following minimum set of information per shift: a. Number or amount of work performed; b. Description and location of work performed; c. Beginning and ending locations; d. Paid time spent traveling at start and end of shift; e. Paid time traveled for mobilization, demobilization, and standby time; and f. Employee names; dates; and hours worked. The timesheets/documentation templates shall be included as an attachment to each EDC's public version of its ERP.	2.11.4, 3.5.2	31,

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 11 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 20-08-03	N/A	9	No later than June 30, 2021, the EDCs shall separately submit in a report to the Authority for its review and approval findings from the EDCs' outreach to municipalities to understand what information and best form(s) of communicating that information is most useful and actionable to the towns during the first 48 hours following an Event Level 3 or greater event. The report shall also include a proposed template for use during future storms to communicate this information to towns for the Authority's review, modification, and approval. The Authority will subsequently release such report for public comment. Once approved by the Authority, the EDCs shall communicate any required changes to the current communications protocols to all municipal leaders in their service territory and shall incorporate such protocols into the EDCs' respective ERPs.	Table 1 Table 2 3.2, 3.9	17, 19, 34, 64
PURA Docket No. 20-08-03	N/A	10	No later than June 30, 2021, the EDCs shall separately work with municipalities in their service territories to identify ways that reporting blocked roads could be improved using the current manual reporting system. The EDCs shall summarize the input received from the municipalities in a report to the Authority. The report shall also include proposed improvements to the current reporting system for the Authority's review, modification, and approval. The EDCs are directed to submit for the Authority's review and approval the report and the proposed improvements. Once approved, the EDCs shall communicate any required changes to the current reporting system to all municipal leaders in their service territory and shall incorporate such changes into the EDCs' respective ERPs.	3.2, 3.6, Table 1 Table 2	34, 53, 17, 19

Attachment 2 -
Crosswalk Table of PURA Requirements
(Sheet 12 of 12)

PURA Docket	2012 Rec	Order #	Performance Standard	CT ERP Section	Page
PURA Docket No. 20-08-03	N/A	11	No later than June 30, 2021, the EDCs shall submit to the Authority a revised standard template for its 60-Day After Action Reports submitted to the Authority pursuant to Section 3.7 of Appendix A of the Performance Standards Decision that includes a section to consider corrective actions and lessons learned regarding performance efficiencies or cost saving measures.	2.10.4, 9.2, Attachment 3	26, 81, 98
PURA Docket No. 20-08-03	N/A	12	Upon approval of the compliance materials filed in response to Order No. 9, and upon approval of the compliance materials filed in response to Order No. 10, the EDCs shall re-file their ERPs with any changes authorized by the Authority. For the sake of clarity, each EDC shall refile its ERP twice, unless the Authority's approval of the compliance filings in questions occur within one week of each other.		
PURA Docket No. 20-08-03	N/A	13	No later than January 1, 2022, Eversource shall file a motion for Authority review, modification, and approval of its CG ERP, updated as ordered herein.	EP-ALL-ANX-1000D, Customer Group Annex	

Attachment 3 –
Sample AAR Form
(Sheet 1 of 1)

AFTER ACTION IMPROVEMENT PLAN

Core Capability	Issue/Area for Improvement	Corrective Action	Capability Element	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Core Capability 1: [Capability Name]	1. [Area for Improvement]	[Corrective Action 1]					
Core Capability 1: [Capability Name]	1. [Area for Improvement]	[Corrective Action 2]					
Core Capability 1: [Capability Name]	2. [Area for Improvement]	[Corrective Action 1]					
Core Capability 1: [Capability Name]	2. [Area for Improvement]	[Corrective Action 2]					
Core Capability 2: [Capability Name]	1. [Area for Improvement]	[Corrective Action 1]					
Core Capability 2: [Capability Name]	1. [Area for Improvement]	[Corrective Action 2]					
Core Capability 2: [Capability Name]	2. [Area for Improvement]	[Corrective Action 1]					
Core Capability 2: [Capability Name]	2. [Area for Improvement]	[Corrective Action 2]					

Example

EP-ALL-FRM-AAR-1000

Attachment 4 –
Eversource Contractor Daily Time Sheet
(Sheet 1 of 3)

000001

Eversource Contractor Storm Daily Time & Work Report

1. STATE	2. DATE WORK WAS PERFORMED	3. STORM WORK ORDER

4. CONTRACTOR'S NAME	5. CONTRACTOR'S ADDRESS (NO., STREET, CITY, STATE, ZIP CODE)

	6. START TIME ☐ AM ☐ PM	7. END TIME ☐ AM ☐ PM		

LABOR					EQUIPMENT			EXPENSES & MATERIAL *(Contractor-Supplied Only)*		
8. NAME	9. CLASSIFICATION	BILLABLE HOURS PER DAY 10. TRAVEL TIME *	11. STANDBY	12. WORK TIME	13. DESCRIPTION	14. VEHICLE ID	15. BILLABLE HOURS	16. DESCRIPTION	17. QTY	18. UNIT OF MEASURE
19. TOTALS ▶		0	0	0			0			

WORK DISTRIBUTION

20. OMS EVENT NUMBER	21. LOCATION	22. CIRCUIT	23. DESCRIPTION OF WORK	TRACKED HOURS PER OMS EVENT 24. EVENT START TIME	25. EVENT END TIME

26. CONTRACTOR REPRESENTATIVE *(PLEASE PRINT)*:	27. CONTRACTOR REPRESENTATIVE SIGNATURE:	28. TELEPHONE NUMBER	31. DATE
32. APPROVED BY EVERSOURCE REPRESENTATIVE *(PLEASE PRINT)*:	33. EVERSOURCE REPRESENTATIVE SIGNATURE:		34. DATE

xxxxx

SAMPLE

Attachment 4 -
Eversource Contractor Daily Time Sheet

(Sheet 2 of 3)

Purpose. This Eversource Contractor Storm Daily Time & Work Report records details of emergency event time worked and worked performed by contractors. These sheets provide detail work documentation, and a reference for any invoicing.

THIS TIMESHEET IS FOR USE ONLY UPON ARRIVAL ON EVERSOURCE PROPERTY AND SHOULD NOT BE USED FOR TRAVEL TIME FROM HOME BASE AND BACK TO HOME BASE. ONCE CONTRACTOR IS PUT TO WORK THE WORK RATE APPLIES FOR ALL HOURS WORKED (Travel, Standby, Work)

Preparation. The authorized Eversource Representative ensures the Eversource Contractor Storm Daily Time & Work Report is completed and validated. It is signed by the Contractor Representative and submitted to and signed by Eversource Representative daily. Personnel should document time worked, relevant work that occurred and material used.

Distribution. Blank Eversource Contractor Storm Daily Time & Work Report are provided to Contractor Representatives. The reports are submitted by the authorized Eversource Representative to the designated state-specific mailbox end of each day[2].

Notes: Use additional copies as continuation sheets as needed, and indicate pagination as used.

Block #	Block Title	Instructions
1	State work was performed in	Self-Explanatory
2	Date Work Was Performed	Self-Explanatory
3	Storm Work Order	Provided by the Eversource Representative
4	Contractor Name	Self-Explanatory
5	Contractor Address	Self-Explanatory
6	Start Time	Beginning of shift
7	End Time	End of shift
8	Name	Contractor employee name as it appears on roster
9	Classification	e.g., Lineman, Apprentice, etc.
FOR BLOCKS 10, 11 & 12: TIME ENTERED IS PAID AT WORKING RATES HOURS		
10	Travel Time *	Travel time to/from Hotel to Work Reporting Location and mobilizing and demobilizing to Eversource.
11	Standby	Time onsite waiting to be put to work.
12	Work Time	Time performing work (Restoration)
13	Description	Type of equipment or vehicle (e.g., Bucket Truck, Digger, Pickup Truck
14	ID	Equipment number or license plate Number
15	Billable Hours	Hours equipment or vehicle in use
16	Description	Expenses (e.g., meals, tolls) and Material charged back by contractor. **DOES NOT INCLUDE MATERIAL PROVIDED BY EVERSOURCE.**
17	Qty (Quantity)	Cost ($) or Item used (e.g., wire, bolt holder)

[2] ct.resourceacquisition@eversource.com, nh.resourceacquisition@eversource.com, ma.resourceacquisition@eversource.com

Attachment 4 -
Eversource Contractor Daily Time Sheet
(Sheet 3 of 3)

Block #	Block Title	Instructions
18	Unit of Measure	e.g., feet, each **(N/A for expenses)**
19	Total of Hours	Sum of Columns 10, 11 & 12 & 15
20	OMS Event Number	Provided by Eversource Dispatcher
21	Location	Location work performed in – For Line, Tree, or Service
22	Circuit	Circuit being assessed for damage – **FOR DAMAGE ASSESSORS ONLY**
23	Description of Work	e.g., replacement of pole/pole top, transformer, wire)
24	Event Start Time	Dispatch time for event.
25	Event End Time	Time work was completed on the event
26	Contractor Representative	Printed Name of Authorized Contractor Representative
27	Contractor Representative Signature	Enter Approval Signature of Contractor Representative
28	Telephone Number	Phone Number of Authorized Contractor Representative
29	Date	Self-Explanatory
30	Approved by Eversource Representative	Printed Name of the Authorized Eversource Representative
31	Eversource Representee Signature	Enter Approval Signature of Authorized Eversource Representative
32	Date	Self-Explanatory

Attachment 5 –
LSC Customer Group Event Checklist

(Sheet 1 of 2)

Date:		Time:		Event Name:	
Event Day:		Operating Co(s):		Call Center(s):	

ITEM	REQUIRED ACTION	RESPONSIBLE PARTY	COMMENTS
	PRE-EVENT ACTIVITIES		
01	Prior to any anticipated storm, the Company contacts all life support customers, using existing automated messaging channels, more than 24 hours in advance of the anticipated storm event. Customers are: • Notified of an impending storm or weather event. • Made aware that there may be widespread damage, and to be prepared. • Advised that our crews are preparing for storm response. • Provided with resources available to them, if needed, such as the Red Cross.	CG Message Delivery	Complete
02	The company uses reporting to track the number of customers who answered the pre-storm call, received a voicemail message, hung up, or had a non-working number.	CG Message Delivery	Complete

Attachment 5 –
LSC Customer Group Event Checklist
(Sheet 2 of 2)

DURING EVENT			
03	During the outage restoration event, the company tracks the status of electrical service of all life support customers through its outage management system reporting.	Various Eversource ERP Teams	Complete
04	Eversource provides an updated file each day of life support customers without power to the municipality officials.	Community Liaison Group	Complete
05	The company runs daily outbound calling campaigns to Life Support customers to provide each an update on the status of their outage.	CG Message Delivery/ Concierge Team/ Community Liaisons	Complete
POST-EVENT			
06	Following substantial completion during a storm event, the customer group obtains a list of all life support customers that were impacted during the event, and does a final, outbound calling campaign to all these customers. Depending on the number of customers impacted, this campaign will either be live outbound using CSR, or automated with an option to receive a call back from a CSR. The messaging confirms that power has been restored and thanks customers for their patience. Should the customer require any further assistance, CSRs address the customer's needs and/or escalate the situation, as warranted.	CG Message Delivery/ Concierge Team	Complete

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

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** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-C-02 , Rev. 0
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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

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 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) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • 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 Instructor-Led Training (EP-803) • Initial EP OMS Training (EP-603) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • elearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

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

Ensure you are using the current revision by verifying it against the controlled electronic copy
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

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)
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** • TBD **Refresher Training** • TBD
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-01, Rev. 0
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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 • Operating Company ACOCGs
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

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 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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-02, Rev 0
Effective Date: 7/13/16	**Approval Date:** 7/13/16

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 Corporate 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 event 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 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 **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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-03, Rev 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Customer Group Employee Messaging Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Customer Group Employee Messaging Coordinator
B. Reports To:	IMT Communications Officer
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergencies, the CG Employee Messaging Coordinator is responsible for collaborating directly with Corporate Communications staff and the CG ACOCG to ensure unity of messaging by leveraging the storm briefing updates issued by Corporate Communications and delivering approved messages to Customer Group employees by the appropriate systems and methods. Other IMT emergency titles performing these activities include: • Communications Specialist
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. • Collaborate with the Message Content Team (that is, the three-state ACOCGs and Corporate Communications staff) to develop appropriate event update messages for the Customer Group employees • Oversee the delivery of the approved messages through the various methods and systems (for example, the Employee Web-Portal) • Provide feedback to the Communication Officer that the approved messages were delivered • 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

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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-04, Rev 0
Effective Date: 7/13/16	**Approval Date:** 7/13/16

Call Center Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Director
B. Reports To:	Customer Group Executive
1. **Direct Reports:**	• Call Center Managers • Call Center Staffing Manager
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Director provides oversight of the 24/7 Call Center Operations in three states. The Director is responsible for all activities affecting the Call Center. This job position is activated during events that impact more than one Call 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 Call Center Event Checklist • Direct the Call Center response in the Customer Group event calls • Ensure that logistics and employee welfare needs are appropriate for the dynamics present in each of the Call Centers • Ensure that safety & HR concerns relayed, are communicated to pertinent parties • Ensures storm related reporting detail is reviewed and shared as appropriate • Provide general oversight of staffing for each of the three Call Centers • Communicate with the Customer Group Executive • Directs 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

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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-05, Rev 0
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Call Center Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Manager
B. Reports To:	Call Center Director
1. **Direct Reports:**	• Call Center Leads • Concierge Call Leads
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Manager is responsible for all operational activities affecting a single Call 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 activated Call Center teams, providing general supervision and coordination of all localized emergency assignments - Call 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 Call Center Director • Prompts and guides the Concierge Call Lead in the activation and de-escalation of Concierge practices and in the resumption of regular business • Shares 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 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:	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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-06, Rev. 0
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Call Center Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Lead
B. Reports To:	Call Center Manager
1. **Direct Reports:**	CC Reps
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Lead provides supervision of the Call 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 call center welfare, staffing, and execution of operational needs • Ensure localized HR, Safety and Personnel situations and proposed solutions are communicated to Call 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 Call Center Manager • Ensure support for customer escalations – adequate response times and follow-up • Ensure appropriate 24 x 7 exempt leadership coverage • Communicate with the Call 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
H. Position Work Location:	Call Center

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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-07, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Concierge Call Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Concierge Call Lead
B. Reports To:	Call Center Manager
1. **Direct Reports:**	CC Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Lead provides supervision of the Call 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 • Support deployment of the concierge team; ensure tools and location are prepared • Oversee communication notifying CSRs and Call Center Leadership of changes with technology/process to accommodate Concierge dynamics • Participate in Customer Group Event Calls as directed by the Call Center Manager. • 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 • Partners with Call 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 Call 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 if in the CC **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

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-08, Rev 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Call Center Staffing Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Staffing Manager
B. Reports To:	Call Center Director
1. **Direct Reports:**	Call Center Staffing Leads
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Staffing Manager is responsible for all staffing activities for the 24/7 Call Center Operations in all three Eversource Call 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 Call 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 Call Center Staffing Leads, providing general supervision and coordination of all staffing activities during ERP • Publish a 24/7 multiple shift Call 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 Call Center Manager • Direct the staffing de-escalation strategy once 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:	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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-09, Rev 0
Effective Date: 7/13/16	**Approval Date:** 7/13/16

Call Center Staffing Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Call Center Staffing Lead
B. Reports To:	Call Center Manager
1. **Direct Reports:**	CC Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Call Center Staffing Lead provides the rosters and manages all staffing activities for the 24/7 Call 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 • Monitor the leaning-in activities in advance of the event, and be prepared to establish a 24/7 multiple shift Call 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 • Prepare a 24/7 multiple shift Call Center schedule for a single state when directed by the Call 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) • Ensure that team specific HR, Safety and Personnel situations and proposed solutions are communicated to Call Center Staffing Manager • Communicate with the Call Center Staffing Manager • Prepare a regular Call 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 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:	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

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, email, and so on)
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 • 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 (ACD messages, outbound calling, web messaging, text messaging, email, and so on) • Execute the Message Delivery Plan • Communicate with the CG Executive as necessary • 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

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 (Attachments 16-22) 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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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

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:**	• Customer Message Delivery Lead • Message Data Lead • Telephony Systems Lead
C. Position Duties and Responsibilities:	During emergency operations, the Message Delivery Manager (the Manager) is responsible for coordinating the delivery of approved message content using the required message delivery systems. The Message Delivery Manager and the Message Delivery & Event Management Director collaborate with Information Technology (IT) to ensure the computer and data management systems remain in continuous operation to support the event management.
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 Leads and Staff

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located in the Emergency Response Program Documentation Database.

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 • 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 (ACD messages, outbound calling, web messaging, text messaging, email, and so on) • Provide event reporting for internal stakeholders • Execute the Message Delivery Plan • Ensure that the approved message campaigns are complete and provide feedback to the Message Delivery and Event Management 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 all required systems are monitored, maintained, updated and repaired as necessary (for example, telephony, IVR, email, texting) • Participate in Customer Group Event calls • Establish daily event call with support staff (as necessary) • Collaborate with IT partners • Communicate with the Message Delivery Director • 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

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
B. Reports To:	Message Delivery Manager
1. **Direct Reports:**	MDEM 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. • Notify third party dialer vendors. • CT Only – create 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. • When directed by the Manager, create the requested customer message campaign. • Ensure that the approved messages to the recommended customer segments are delivered using the appropriate delivery channel (ACD messages, outbound calling, web messaging, text messaging, email, and so on). • Monitor the performance of the CG emergency response organization and provide reporting for internal stakeholders. • Execute the Message Delivery Plan. • Obtain the requested customer lists from the Customer Data 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 feedback campaign results to the Manager. • Coordinate with IT on Telephony systems and issues. • 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.

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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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-14, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

Message Data Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Message Data Lead
B. Reports To:	Message Delivery Manager
1. **Direct Reports:**	MDEM Staff (as required)
C. Position Duties and Responsibilities:	During emergency operations, the Message Data Lead is responsible for providing the lists of customers to the Message Delivery Lead 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 Manager research the customer databases to create the requested customer lists for the message campaigns. • Monitor the performance of the CG emergency response organization and provide reporting for internal stakeholders. • Execute the Message Delivery Plan. • 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. • 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 Response Program 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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-15, Rev. 0
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Event Reporting Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Event Reporting Lead
B. Reports To:	Event Management Director
1. **Direct Reports:**	MDEM 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 storm event, to be published after 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 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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-CG-16, Rev. 0
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Telephony Systems Lead

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Telephony Systems Lead
B. Reports To:	Message Delivery Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	During emergency operations, the Telephony Systems Support personnel are 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 • Monitor, maintain and repair the telephony systems as required • Make adjustments to the telephony system messages as the emergency event requires or as requested by the Manager • Ensure the Manager is aware of telephony system status and provide status information reports and documentation as requested • 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

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-17, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

CC Rep (Call Center Representative)

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	CC Rep (Call Center Representative)
B. Reports To:	Call 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 Call 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:	Call Center
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 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-18, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016
CC Staff	

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	CC Staff
B. Reports To:	Call Center Management Team
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Performs emergency duties assigned by the Call Center Management Team
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 emergency duties as assigned by a member of the Call Center Management Team (for example, assist the Concierge Call Lead with perform various outreach calls to customers) • 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:	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 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-19, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016
MDEM Staff	

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	MDEM Staff
B. Reports To:	Message Delivery or Event Management Team
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Performs emergency duties assigned by either the Message Delivery or Event Management Team
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 emergency duties as assigned by a member of the Message Delivery or Event Management Team (for example, assist the Event Reporting Team with data collection and processing) • 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

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-20, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016

ACOCG Staff

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	ACOCG Staff
B. Reports To:	Assistant Communications Officer (Customer Group)
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Performs emergency duties assigned by the ACOCG
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 emergency duties as assigned by the ACOCG (for example, checking ETR status) • 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:	ICC or Virtual
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-21, Rev. 0
Effective Date: 7/13/2016	**Approval Date:** 7/13/2016
EXEC Staff	

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	EXEC Staff
B. Reports To:	Customer Group Executive
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Performs emergency duties assigned by the CG Executive
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 your 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 the CG Exec • 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:	With the CG Executive
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: 08/25/2020	**Approval Date:** 10/06/2016

Outsource Relationship Manager

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Outsource Relationship Manager
B. Reports To:	Call 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/ process • Participate in Call 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

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

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:**	• Assistant Communications Officers • Executive Spokesperson
C. Position Duties and Responsibilities:	• Responsible for maintaining the unity of message before, during and after an emergency event to: employees, customers, and media outlets • Responsible for overseeing the collection, development, and dissemination of employee, customer, and public messages and communications • Coordinates with the IMTs to ensure consistent and accurate messaging for all emergency Events

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:	• Conduct initial and routine briefings with the activated Assistant Communications Officers • Ensure that the Communications Section is appropriately staffed for the anticipated Event Type • Ensure unity of messaging to all stakeholders • Ensure applicable web pages are updated as the event progresses • Prepare and issue a Communications Briefing Sheet that can be used as a response to media inquiries and as a public statement for all other audiences • Provide initial and follow up information to be included in the Eversource TODAY notification • Ensure voice mail messages are used as needed to provide employee updates • Ensure all news releases are reviewed and approved by the Incident Commander • Ensure 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 • Collaborate with the Liaison Officer on specific incident conditions that the Liaison organization may assist with • Provide overall direction to the IMT Communications staff and Corporate Communications Group regarding messaging for key stakeholders • Develop accurate and timely information for use during press/media briefings • Oversee media and VIP briefings • Develop daily Communications messages and provide to the Planning Section Chief for inclusion in the Incident Action Plan • Monitor and forward media information that may be useful to the Planning Section • Maintain current information, summaries, and/or displays on the incident • Support 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-03 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Assistant Communications Officer - Customer Group

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Communications Officer – Customer Group
B. Reports To:	Communications Officer
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Ensures messaging, in the form of answering customer questions, are consistent with all other messaging in terms of content, timeliness, accuracy, and completeness. Brings CG issues impacting customer satisfaction for information and assistance to the attention of the Communications Officer.
D. Pre-Event Preparations:	• Participate in conference calls • Notify Customer Group Management to initiate mobilization
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate notification of Life Support Customers, as directed by Communications Officer • Provide regular reports/ updates to Communications Officer • Ensure IVR messages are updated for incoming callers • Ensure CG representatives have accurate information available for incoming callers, consistent with other company messaging • Provide customer feedback to the Communications Officer to support timely and accurate messaging to customers including any emerging issues • Brings CG issues and commercial/ industrial issues impacting customer satisfaction to the attention of the Communications Officer
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:** • 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

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-COM-04 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

Assistant Communications Officer - Media

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Communications Officer - Media
B. Reports To:	Communications Officer
1. **Direct Reports:**	Communications Specialist
C. Position Duties and Responsibilities:	Oversee all types of media communication, including interface with the press and managing news opportunities (interviews), written materials (press releases), photos and video opportunities and public service announcements during emergency events, ensuring the company's media management strategy is executed and monitored successfully. Ensure that the Communications Specialists within the Media function execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Deploys staff to assigned locations • Informs customers, through the media, of preparedness steps the company is taking along with recommendations on how customers can prepare for possible outages
E. Duties, Responsibilities, and Actions During an Emergency Event:	• 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. Update/ respond to social media sites as needed or when new information is available • Prepare and disseminate news releases to media contacts • Schedule and execute media briefings with rehearsed spokesperson(s) • Prepares Executive Spokesperson • Coordinate interviews with company personnel, as needed • Monitor news reports and social media. Take corrective actions as needed • Ensure accurate media coverage through media channels including radio, television, web news sites, and social media • Maintain file of all released communications
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:** • 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

Ensure you are using the current revision by verifying it against the controlled electronic copy
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** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-COM-06 , Rev. 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

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. 0
Effective Date: 08/25/2020	**Approval Date:** 02/09/2017

Communications Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Communications Specialist
B. Reports To:	• Communications Officer • Assistant Communications Officer - Media
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.
D. Pre-Event Preparations:	• Maintain situational awareness of impending event
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Monitor, update, and respond to social media • Maintain situational awareness of event and stakeholder needs and concerns • Share emerging issues with the Assistant 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.
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 or Strategic Field Locations as needed
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** • 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-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

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 • 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)

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 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-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 • Logistics Support Branch Director • Logistics Resource Acquisition Branch Director
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: Services, Support, and Resource Acquisition.

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 Response Program 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 resource requests and other logistics requirements • Periodically update the Command and General Staff on actions and progress • Order or request additional resources as needed • 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:	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 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) • Food and Lodging Process and Tool Training (EP-503) • Resource Acquisition Process and Tool Training (EP-501) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-02 , Rev. 0
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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:**	• Food & Lodging Services Unit Leader • 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, food & lodging, 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; lodging availability; caterer readiness; 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 Response Program 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 Food and Lodging Unit is providing adequate food and lodging support to all emergency response personnel • 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, GPS devices, 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 Logistics Section Chief • 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

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) • Food and Lodging Process and Tool Training (EP-503) • Initial Staging Area Training (EP-505) • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-03 , Rev 1
Effective Date: 08/25/2020	**Approval Date:** 12/16/2016

Food & Lodging Services Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Food & Lodging Services Unit Leader
B. Reports To:	Logistics Services Branch Director
1. **Direct Reports:**	Food & Lodging Coordinator
C. Position Duties and Responsibilities:	Coordinates and manages the functions and staffing of the Food and Lodging Unit, including providing food and lodging for all internal and external crews and staff. Ensures that the positions within the unit execute their specific duties and responsibilities.
D. Pre-Event Preparations:	• Coordinate with Base Logistics if activated • Activate Food and Lodging Services Unit personnel, as needed • Ensure 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 hotels and caterers • Coordinate with Logistics Section staff, regarding projected internal and external staffing who might require food and lodging • Ensure Food & Lodging Coordinators reserve hotel rooms based on projected needs, as appropriate • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Coordinate laundry services as needed • Ensure all internal and external crews and staff are lodged and fed effectively and efficiently, in support of safe and efficient restoration activities • Ensure hotel reservations are released as soon as needs diminish • Ensure caterers are notified of estimated magnitude duration for inventory and scheduling needs • Provide timely reports to 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) • Coordinate invoice reconciliation and approval
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:	ICC

Ensure you are using the current revision by verifying it against the controlled electronic copy
located in the Emergency Response Program 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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Food and Lodging Process and Tool Training (EP-503) **Refresher Training** • Food and Lodging Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	• Eversource N:\ Drive • ARCOS Production

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-04, Rev. 1
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Food & Lodging Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Food & Lodging Coordinator
B. Reports To:	Food & Lodging Services Unit Leader
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	Coordinates and executes the functions of the Food and Lodging Unit, including contacting, acquiring, assigning, tracking, and communicating food and lodging services for all internal and external crews and staff.
D. Pre-Event Preparations:	• Coordinate with Logistics contractor if activated • Support the activation of the Food and Lodging Unit • Coordinate with Logistics Section staff, regarding projected need for food and lodging services for internal and external staffing and crews Contact hotels (to determine availability of rooms) and caterers (to communicate estimated need based on magnitude and duration) and update resource tracking tool • Book rooms based on projected needs and update resource tracking tool • Participate in Logistics briefings
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Determine and update room availability, book, assign, reassign, track, cancel, and communicate crew and staff lodging within the resource tracking tool • Coordinate meals (numbers) and scheduling with caterers and logistics support and update resource tracking tool • Communicate logistics plan to the Unit Leader • Provide timely reports to Unit Leader • Participate in Logistics briefing
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in an After Action Review(s) • Coordinate invoice reconciliation and approval
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

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** • Food and Lodging Process and Tool Training (EP-503) **Refresher Training** • Food and Lodging Tool Refresher Training (EP-503R)
4. Required System / Drives Access:	• Eversource N:\ Drive • ARCOS Production

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-06 , Rev 0
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

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)

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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

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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 • 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: o obtain a briefing from Staging Area Unit Leader including the initial and maximum number of crews and vehicles expected at the Staging Area o report to the designated Staging Area location o 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

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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) • 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: o report to designated Staging Area location and Check In o 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

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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:	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

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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
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

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

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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
Effective Date: 7/8/2016	**Approval Date:** 7/8/2016

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

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

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. 0
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Logistics Support Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Support Branch Director
B. Reports To:	Logistics Section Chief
1. **Direct Reports:**	• Logistics Support Unit Leader • Hotel Liaison Unit Leader
C. Position Duties and Responsibilities:	The Logistics Support Branch Director coordinates the activities of Logistics Support Unit Leaders to ensure that all of the Eversource facilities under the control of the IMT have their logistics needs satisfied. Works with Logistics Support Services and Support Groups to ensure all logistical needs are effectively met. Works with the Hotel Liaison Unit Leader and Food & Lodging Unit Leader to ensure all crews and staff are housed efficiently when the Hotel Liaison Unit is activated.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the Logistics Support Branch Directors staff 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 • Participate in Logistics Section briefings • Notify and activate Logistics Support Branch Unit Leaders and Specialists, and develop appropriate shift schedules • Deploy Logistics Support Unit Leaders and Specialists to assigned locations • Coordinate with Logistics Services functional areas to scope needs and anticipate challenges • Identify and resolve coverage and support gaps • Ensure P-Cards are activated with appropriate spending limits
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Participate in Logistics Section briefings • Conduct briefings with the Logistics Support Branch personnel • Activate Hotel Liaison Unit Leader when instructed by the Logistics Section Chief and maintain contact throughout restoration to ensure efficient assignment of rooms to crews and staff • Manage staff and adjust work hours/ shift coverage for each location as required • Coordinate with Logistics Services functional areas to confirm appropriate coverage and effectiveness • Provide status updates throughout event to Logistics Section Chief • Support the development of a Demobilization Plan to return to normal business operations • Notify the Logistics Section Support Branch Unit Leaders and Specialists of demobilization timeframe
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 Response Program Documentation Database.

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 and EOC as applicable
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: 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-20 , Rev. 0
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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-22, Rev. 0
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Logistics Resource Acquisition Branch Director

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Logistics Resource Acquisition Branch Director
B. Reports To:	Logistics Section Chief
1. **Direct Reports:**	• Resource Acquisition Unit Leader • External Resource Field Unit Leader
C. Position Duties and Responsibilities:	The Logistics Resource Acquisition Branch Director is responsible for overseeing the acquisition of all external mutual aid resources and additional Eversource resources. The Logistics 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 Director's staff 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 • Maintain roster of local contractors and mutual assistance contacts, review master list with an ERSG representative, when necessary, and check on availability • When necessary, notify and activate Logistics Resource Acquisition Branch personnel and External Resource Field Unit • Review staffing and prepare staffing schedules • Update Logistics 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 Resource Acquisition Unit Leaders for placement in state and incident folder • Ensure external rosters are updated into the resource tracking database and communicated to Planning Section • Coordinate with the Logistics Branch Directors to ensure the resources are provided with all of the required services and support • Assign ERF Unit oversight to secured external crews during the check-in process • Validate the external resources currently on property, confirm retention of local contract Crews • Oversee crew entry into OMS

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located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a briefing from the Logistics Section Chief on the status of the emergency event and resource strategy • Continue to compile list of external resources currently working on system • Ensure crews are allotted according to the IAP • Oversee process for time sheets and tracking for external resources • Communicate with the Logistics Section Chief and collaborate with Services Branch Director regarding resources needed to support external crews: staging, fueling, materials, lodging, food, and other logistical needs for resource movements • Collaborate with Logistics Support Branch Director for Hotel Liaison 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 the Company's systems) • Coordinate with HR, 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 Logistics Section Chief to develop resource release schedule, release crews, and coordinate w/ 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 • Review and approve necessary invoices and bills • 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 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) • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** • Resource Acquisition Tool Refresher Training (EP-501R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-25 , Rev 0
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Resource Acquisition Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Acquisition Unit Leader
B. Reports To:	Logistics Resource Acquisition Branch Director
1. **Direct Reports:**	Resource Acquisition Specialist
C. Position Duties and Responsibilities:	The Resource Acquisition Unit Leader is responsible for organizing and responding to external and internal resource requests from all areas of the Emergency Response Organization. Resource requests may include but are not limited to line crews, digger crews, tree crews, DA patrollers, and wire guards. Responsible for the check-in process of external crews and the assignment of crew support and check-in support personnel. Interfaces with the ERSG for contract support and mutual aid support from outside their local area. Ensures the demobilization or redeployment of resources is performed efficiently and effectively. Works in coordination with the Resource Tracking Branch, to maintain an accurate tabulation of acquired external and internal resources.

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 current external and internal resources currently working on system
	• Review local contractor list and check on availability
	• Update Resource Acquisition Branch Director on current resource status and availability
	• Record and initiate resource acquisitions as requested
	• Communicate and collaborate with the ERSG:
	  ○ Resources on system
	  ○ Resource needs:
	  ▪ Type
	  ▪ FTEs
	  ▪ ETAs
	• Communicate the plan for check-in, food, and lodging with the Logistics Services Branch
	• Determine whether check-in process is centralized/decentralized and determine locations
	• Ensure resource acquisition specialists, safety specialists, and external resource field coordinators are available to support check-in process
	• Ensure external rosters are updated into the resource tracking tool and the Outage Management System and communicated to the Planning Section
	• Ensure that your laptop is up to date

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located in the Emergency Response Program Documentation Database.

E. Duties, Responsibilities, and Actions During an Emergency Event:	• Activate/deploy unit personnel as directed • Obtain a briefing from the Logistics Resource Acquisition Branch Director on the status of the event and resource strategy • Coordinate the deployment of resources to requested locations • Coordinate the check-in process with External Resource Field Coordinator (ERFC) and/or Resource Acquisition Specialist to ensure the administration of safety briefings, roster validation, and use of GPS units (if used). • 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). • Ensure all timesheets are collected and actively participate in the invoice review and approval process • Share any updates with regard to contact names, telephone numbers, rates, and/or additional vendors available during emergency situations
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:	AWC, EOC, or other location as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, phone call, 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 OMS Booklets ARCOS Resource Tracking Manual Resource Acquisition Specialist Job Aid
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) • 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 ARCOS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-26 , Rev 0
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Resource Acquisition Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Acquisition Specialist
B. Reports To:	Resource Acquisition Unit Leader
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Resource Acquisition Specialist 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 Resource requests may include but are not limited to: line crews, digger crews, service crews, tree crews, DA patrollers, and wire guards. Supports the check-in process of external crews. 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 model • Ensure that your laptop is up to date
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Obtain a briefing from the Logistics 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 • 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 • Maintain communication with ERFC for check-in, periodic updates, and daily timesheets
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 Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the AWC, 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:	AWC, EOC, or other location as assigned
I. Work Period:	8-16 hour work period per day
J. Activation Notification:	Call Out, phone call, 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 Resource Acquisition Specialist Job Aid
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)ARCOS **Refresher Training** • Resource Acquisition Tool Refresher Training (EP-501R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-27 , 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:	Logistics Resource Acquisition Branch Director
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 Logistics Resource Acquisition Branch Director • 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 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 or AWC
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) • External Resource Field Coordinator Training (EP-506) • MEA ELEC-02301 Overhead Line Equipment Recognition **Refresher Training** • eLearning: External Resource Field Coordinator Refresher (EP-506R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LOG-28, Rev 0
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External Resource Field Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	External Resource Field Coordinator
B. Reports To:	External Resource Field Unit Leader OR Restoration Management Team (RMT) Branch Director
1. **Direct Reports:**	Crew Guides
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.
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment (PPE) is in order • 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 • If Authorized Persons List (APL) qualified, coordinate the switching and hold the tagging clearance for contractors • Request APL qualified personnel as needed • Coordinate daily safety briefings • Act as an interface to coordinate food and lodging activities • Leverage smart phone and/or mobile computer devices to effectively communicate with RMTs and Logistics • Ensure work assignments are provided to contractor crews • Ensure the proper amount of resources are assigned to any given event so as to maximize productivity • Own the communication responsibility and regularly communicate with 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 • Scope out pre-assigned work as appropriate to understand the next assignments, scope of work, and resource and material needs so crews are effectively used • 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 • Track contractor work and rest hours • Ensure contractors properly fill out time sheets, material lists, and equipment lists at the start and end of each shift • Act as field liaison between contractors and RMT Operations, should questions or issues arise

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 an 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 **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 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) • MEA ELEC-02301 Overhead Line Equipment Recognition **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-LOG-29 , Rev 0
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Crew Guide

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Crew Guide
B. Reports To:	External Resource Field Coordinator
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Crew Guide is responsible for leading contractor line crews. Additionally, they coordinate switching and hold tagging clearances for contractors if QPL qualified.
D. Pre-Event Preparations:	• Ensure all required Personal Protective Equipment is in order • Fully charge all portable devices
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Travel with assigned outside crews or other personnel • Lead crews to work assignments and food/lodging accommodations • If QPL qualified, coordinate switching and hold tagging clearances for contractors per TD800 • Provide communications to the External Resource Field Coordinator regarding status of assigned trouble • Drive ahead to next assigned trouble and assess for traffic control, tree crew needs, material, 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 • Have a set of updated primary maps available
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
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-LSN-01 , Rev. 1
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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
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

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 Response Program 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) • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Community Liaison Focal Point Workshops (EP-401W) • Initial Gas Emergency Preparedness Training (EP-301) • Community Liaison Unit Leader Training (EP-403) • NGA Natural Gas Safety Training Certification (EP-302) • FEMA ICS 700 **Refresher Training** • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, and PowerBI

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-02 , Rev. 0
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Assistant Liaison Officer - Community

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Liaison Officer – Community
B. Reports To:	Liaison Officer
1. **Direct Reports:**	Community Liaison Unit Leader
C. Position Duties and Responsibilities:	The Assistant Liaison Officer - Community works closely with the Liaison Officer to maintain the exchange of information between the Company and municipal organizations.
D. Pre-Event Preparations:	• Report to ICC as directed, obtain briefing, and disseminate information • Prepare roster and staffing plan • Notify and/or activate staff • Ensure Community Liaisons have made required notifications
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Ensure liaisons work with municipal officials from each community to share information, including identification of community restoration priorities • Identify/disposition and/or escalate municipal areas of concern and opportunities for escalation • Schedule and/or participate on regular conference calls with Community Liaison Unit Leader to disseminate information and address any escalated issues • Inform Command Staff of any areas of concern
F. Post- Emergency Event Responsibilities and Reports:	• Direct relevant documentation to the Planning Section for disposition • Participate in an After Action Review(s) • Communicate to stakeholders of demobilization and return to normal business operations
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

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** • Initial Community Liaison Training (EP-402) • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Community Liaison Focal Point Workshops (EP-401W) • Community Liaison Unit Leader Training (EP-403) **Refresher Training** • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-03, Rev. 0
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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
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 Response Program 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 Focal Point Workshops (EP-401W) • Initial Gas Emergency Preparedness Training (EP-301) • Community Liaison Unit Leader Training (EP-403) • NGA Natural Gas Safety Training Certification (EP-302) • FEMA ICS 700 **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, Focal Point, Power BI

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-05, Rev. 0
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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

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located in the Emergency Response Program 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) • Community Liaison Focal Point Workshops (EP-401W) • Initial Gas Emergency Preparedness Training (EP-301) • Community Liaison Unit Leader Training (EP-403) • NGA Natural Gas Safety Training Certification (EP-302) • FEMA ICS 700 **Refresher Training** • Community Liaison Refresher Training (EP-402R) – Annual
4. Required System / Drives Access:	Eversource N:\ Drive, Pulse Secure VPN Access, SharePoint, Teams, Focal Point, Power BI

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-LSN-07, Rev. 0
Effective Date: 08/21/2020	**Approval Date:** 04/27/2020

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
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 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** • Initial Community Liaison Training (EP-402) • NGA Natural Gas Safety Training Certification (EP-302) • Community Liaison Focal Point Workshops (EP-401W) • FEMA ICS 700 **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-OP-01A, Rev. 0
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Assistant Operations Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Assistant Operations Section Chief
B. Reports To:	Operations Section Chief
1. **Direct Reports:**	Wire Guard & Services Unit Group Managers Operations Analyst
C. Position Duties and Responsibilities:	The Assistant Operation 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 Assistant Operation Section Chief 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 Assistant Operation Section Chief 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 Assistant Operation Section Chief, 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 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

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located in the Emergency Response Program 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 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 WG & SC Branch resources • Collaborate with the Planning and Logistics Section Chiefs 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 Logistics Section to ensure support of WG and SC Unit decisions, such as crew movement, Logistics Support (Food and Lodging), Resource Tracking, 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 Logistics section, as necessary, to re-allocate WG and SC resources within the state for maximum effectiveness • Ensure Resource Tracking 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 Operations Section Chief 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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • Initial EP OMS Training (EP-603) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • Initial Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-01, Rev. 0
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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 • System Operations Branch Director (NH) • 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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • Initial EP OMS Training (EP-603) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-02 , Rev. 0
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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 Response Program Documentation Lotus Notes 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:	**Knowledge, Skills and Abilities** • Insert the Job Position's Training Program Description Document Number (TBD) **Prerequisites** • *eLearning - Introduction to Emergency Preparedness at Eversource* • *e-Learning - Introduction to the Incident Command System at Eversource* • *eLearning – ARCOS & You* **Initial Training** • ARCOS Call Out • ARCOS SIREN • OMS Storm Management Module Workshop **Refresher Training** • If yes, insert training program number and title. If no, insert N/A (TBD)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-03 , Rev. 0
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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
	  ○ RMT Modeler
	• 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 RMT's, 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

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located in the Emergency Response Program 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** • 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
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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 assigns event 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

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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-OP-06 , Rev 0
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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) if assigned)
C. Position Duties and Responsibilities:	The RMT Operations Coordinator executes the restoration strategy by working with the Modeler 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 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 ETRs 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 Branch Director • 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 • 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** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-07 , Rev 0
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RMT Modeler

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	RMT Modeler
B. Reports To:	Operations Branch Director or Group Manager
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Restoration Management Team (RMT) Modeler 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 Modeler helps ensure Estimated Times to Restoration (ETR), Cause Codes, scope of work, Estimated Times of Arrival (ETA), and job status are being accurately maintained. The Modeler assists with event close-out as directed by the Operations Coordinator and System Operator. In addition, they assist with identifying the next high priority crew assignments aligns 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 • 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

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)
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) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) • OMS Modeler/Analyzer Training ILT **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-08 , Rev 0
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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 specificiation, 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 RMT Modeler 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)

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 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) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

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:	• MA Only - Substation & Community Task Force Branch Director (MA) • All Other - 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 • (MA only) Participate in an initial briefing with the Substation & Community Task Force Branch Director
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

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 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** • 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-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
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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-12 , Rev. 0
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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 Modeler 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 • Build crews in OMS • Monitor OMS for work requiring tree crews • Communicate and collaborate with RMT Operations Coordinator and Modeler 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
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

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

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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

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
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)

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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 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** • Wire Guard & Service Crew Process Training • Initial Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-16 , Rev. 0
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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
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 Response Program 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) **Initial Training** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Wire Guard & Service Crew Process Training • Initial Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
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 Field Coordinator • 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)

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 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) **Initial Training** • Wire Guard & Service Crew Process Training • Initial Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

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 Coordinator
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 Response Program 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** • Wire Guard & Service Crew Process Training • Initial Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) **Refresher Training** •
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 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 Wire Guard Instructor-Led Training (EP-701) • eLearning: Wire Guard (EP-701P) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-19 , Rev. 1
Effective Date: 09/03/2020	**Approval Date:** 11/09/2016

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 Response Program 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** • Wire Guard & Service Crew Process Training • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • Initial EP OMS Training (EP-603) **Refresher Training**
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	**EP-ALL-EPJD-OP-20 , Rev. 1**
Effective Date: 09/03/2020	**Approval Date:** 11/09/2016

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

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located in the Emergency Response Program 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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • Wire Guard & Service Crew Process Training • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-21 , Rev. 1
Effective Date: 09/03/2020	**Approval Date:** 11/09/2016

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** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Wire Guard & Service Crew Process Training • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-OP-22 , Rev. 0
Effective Date: 10/13/2016	**Approval Date:** 10/13/2016

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

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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** • Wire Guard & Services Crew Process Training **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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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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

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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** • **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: 09/01/2020	**Approval Date:** 05/15/2019

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

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located in the Emergency Response Program 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** • **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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 – Resource Management • 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, allots and tracks all emergency event resources once activated or checked in, 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, Focal Point, 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

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	• Assess potential system impact and possible outages based upon current system conditions as well as event predictions and historical system information • Ensure the ICC, EOC, and AWC IMT Rosters are developed, maintained, and up to date • Ensure the resource tracking database is activated and loaded with all current pertinent data • 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, 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 the OMS 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** • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint, OMS

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-02 , Rev. 0
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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 • Instruct the Event Statistician Specialist [?] to 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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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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, FocalPoint

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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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

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-05 , Rev. 0
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Planning Unit Leader - Strategic

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Unit Leader - Strategic
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	Planning & ETR Specialist
C. Position Duties and Responsibilities:	The Planning Unit Leader - Strategic is responsible for monitoring weather and road conditions, crew resources, trouble spot to crew ratios, developing and publishing global Estimated Times to Restoration (ETRs), messaging, and monitoring ETRs against restoration progress. Advises the Planning Branch Director - Forecasting/IMT of strategic considerations/recommendations based on conditions and parameters monitored.
D. Pre-Event Preparations:	• When instructed, establish Planning Section Room at the Incident Command Center • Monitor weather forecasts in the regions 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, customer impact, and the recommendation of movement, addition, or releases of resources as appropriate • Develop and recommend Global ETRs by system, region, AWC, and town, and message to Planning Branch Director Forecasting/Planning Section Chief • 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 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

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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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **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: 01/13/2021	**Approval Date:** 01/13/2021

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 (ETRs), 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 regions 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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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 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-07 , Rev. 0
Effective Date: 4/27/2016	Approval Date: 4/27/2016

Situation Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Situation Unit Leader
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	• Event Statistician Specialist • Documentation Specialist
C. Position Duties and Responsibilities:	The Situation Unit Leader maintains overall situational awareness of an event or incident including compilation of key decision-making data such as resource counts, outage 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. Collaborates with the Planning Branch Directors on the DA strategy(s) to be executed and associated time constraints. Responsible to monitor that damage assessment is executed by the Planning Branch Tactical and the damage data gathered is successfully modeled and rolled up to provide for an informed and timely Estimated Time to Restoration (ETR). Advises the Planning Branch of resource considerations to meet IAP goals and objectives.
D. Pre-Event Preparations:	• Discuss availability with Planning Branch Director Forecasting • Assess availability, activate, and deploy unit personnel as directed • Verify readiness of Damage Assessment organization with the Planning Branch Director(s) Tactical or Planning Unit Leaders, as appropriate • Verify availability of the Event Statistician Specialist and Documentation Specialist
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Provides input and validates other inputs into the IAP in coordination with the Planning Branch Directors • Ensure that the positions within the Unit execute their specific duties and responsibilities. • Ensure Food and Lodging requirements have been communicated • Monitor DA data collection to confirm DA progress is consistent with expectations. Provide updates on DA status and resolve issues with Planning Branch Director(s) Tactical, as needed • Provide insights and advice during development of the global ETR (s) based on the DA data collected & compiled • For the duration of the event, advises the Planning Branch Director Forecasting and Planning Unit Leader – Strategic, of resource considerations including proposed increases, reallocations, movements, and de-mobilization actions based on data and forecasts to meet IAP goals and objectives • Monitors & records key metrics for Electric or Gas IMTs, as applicable including # crews and types, trouble spot to crew ratios, % DA complete, customers out and restored, % customers with ETRs and ETR type (global versus event), and so on
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 **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:	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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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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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: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-09 , Rev 0
Effective Date: 4/26/2016	**Approval Date:** 4/26/2016

Documentation Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Documentation Specialist
B. Reports To:	Planning Branch Director - Forecasting
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Documentation Specialist compiles, maintains, and disseminates key event documentation that might be needed to support regulatory inquiries and after-action reviews.
D. Pre-Event Preparations:	• Discuss availability with Planning Branch Director - Forecasting
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Compile, maintain, and disseminate, as needed, event documentation including: o Incident Action Plans (IAP) o Communications Briefing Sheets o Regulatory updates o Event Statistician output o Checklists
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

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 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: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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

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:	• 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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • Initial EP OMS Training (EP-603) • eLearning: Hazard ID and Reporting (EP-803f) • eLearning: Personal Protective Equipment (PPE) (EE-GENL-PPE-I-02) • eLearning: Basic Electric Principles (NU-GENL-BASICELECPRINC-1-01(TT)) • eLearning: Circuit Maps and Symbols (EP-803d) • eLearning: Fault Indicators (CLP-GENL-FAULTIND-I-01(TT2013) • eLearning: Job Safety Briefing (EE-GENL-JSB-I-02) • eLearning: MEA ELEC-02301 Overhead Line Equipment Recognition - Course (NU-MEA-ELEC02301-I-01) • eLearning: Damage Assessment Patroller (EP-803P) • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • MEA ELEC-02301 Overhead Line Equipment Recognition **Refresher Training** • EP OMS Training - Refresher (EP-603R)
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 • 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:	EOC or AWC
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 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: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) • eLearning: Hazard ID and Reporting (EP-803f) • eLearning: Personal Protective Equipment (PPE) (EE-GENL-PPE-I-02) • eLearning: Basic Electric Principles (NU-GENL-BASICELECPRINC-1-01(TT) • eLearning: Circuit Maps and Symbols (EP-803d) • eLearning: Fault Indicators (CLP-GENL-FAULTIND-I-01(TT2013) • eLearning: Job Safety Briefing (EE-GENL-JSB-I-02) • eLearning: MEA ELEC-02301 Overhead Line Equipment Recognition - Course (NU-MEA-ELEC02301-I-01) • eLearning: Damage Assessment Patroller (EP-803P) • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • MEA ELEC-02301 Overhead Line Equipment Recognition **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-13 , Rev. 0
Effective Date: 4/26/2016	Approval Date: 4/26/2016

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

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 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) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) • eLearning: Hazard ID and Reporting (EP-803f) • eLearning: Personal Protective Equipment (PPE) (EE-GENL-PPE-I-02) • eLearning: Basic Electric Principles (NU-GENL-BASICELECPRINC-1-01(TT) • eLearning: Circuit Maps and Symbols (EP-803d) • eLearning: Fault Indicators (CLP-GENL-FAULTIND-I-01(TT2013) • eLearning: Job Safety Briefing (EE-GENL-JSB-I-02) • eLearning: MEA ELEC-02301 Overhead Line Equipment Recognition - Course (NU-MEA-ELEC02301-I-01) • eLearning: Damage Assessment Patroller (EP-803P) • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) • MEA ELEC-02301 Overhead Line Equipment Recognition **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-15 , Rev. 0
Effective Date: 4/26/2016	Approval Date: 4/26/2016

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 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** • eLearning: Damage Assessment Patroller (EP-803P) • eLearning: Hazard ID and Reporting (EP-803f) • eLearning: Personal Protective Equipment (PPE) (EE-GENL-PPE-I-02) • eLearning: Basic Electric Principles (NU-GENL-BASICELECPRINC-1-01(TT) • eLearning: Circuit Maps and Symbols (EP-803d) • eLearning: Fault Indicators (CLP-GENL-FAULTIND-I-01(TT2013) • eLearning: Job Safety Briefing (EE-GENL-JSB-I-02) • MEA ELEC-02301 Overhead Line Equipment Recognition • Initial Damage Assessment Patroller Instructor-Led Training (EP-803) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive

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 • Assist Patrol Coordinator to build DA patrol crews in the OMS
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Assist Damage Assessment Coordinator • Coordinate with RMT Modeler, as needed • Monitor damage assessment work queues for completed patrols • Analyze data returned from 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 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** • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) • OMS Modeler/Analyzer Training ILT **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-18 , Rev. 2
Effective Date: 06/25/2021	**Approval Date:** 06/25/2021

Planning Branch Director - Resource Management

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Planning Branch Director - Resource Management
B. Reports To:	Planning Section Chief
1. **Direct Reports:**	Resource Management Unit Leader
C. Position Duties and Responsibilities:	The Planning Branch Director - Resource Management has overall responsibility for the recording and tracking of all internal and external resources that are part of the emergency response. The Planning Branch Director - Resource Management 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 Planning Branch Director - Resource Management is responsible for providing reports and situational awareness updates to the Planning Section Chief.
D. Pre-Event Preparations:	• Ensure the staffing rosters for the resource management branch 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 the Incident Command Center (ICC) as directed, report to the Planning 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 resource management staff has the necessary equipment, supplies, and support • Activate the resource tracking database and request regular Quality Analysis and 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 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 required resource requirements to support the Branch • Inform the Planning Section Chief when resource management personnel are set up and 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:	• Ensure that the Branch personnel are maintaining and updating the resource tracking database at the ICC, Emergency Operations Center (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 other Planning Section Branch Directors in performing "what if" scenarios to anticipate resource requirements, Estimated Times to Restoration (ETRs), 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 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 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) • 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, and Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-20 , Rev 1
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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 AWC staff to provide roster templates to Area Work Center (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 • Coordinate with Logistics for Food & Lodging for assigned areas • Coordinate with Operations/RMTs in the AWCs in their job duties to ensure movement of crews from one location to another is aligned with when the Operations team completes events. • 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
H. Position Work Location:	AWC or EOC

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.

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 Refresher Tool Training (EP-804R)
4. Required System / Drives Access:	Eversource N:\ Drive, ARCOS, SharePoint, and Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-21 , Rev 2
Effective Date: 06/25/2021	**Approval Date:** 06/25/2021

Resource Management Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Resource Management Specialist (RMS)
B. Reports To:	Resource Management Unit Leader (RMUL) or Resource Management Coordinator (RMC)
1. **Direct Reports:**	None
C. Position Duties and Responsibilities:	The Resource Management Specialist executes the processes used to track internal and external resources working during an emergency event. The RMS is responsible for updating 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 RMUL or RMC • 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 Branch • 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 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 the Operations and 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 events
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 Response Program Documentation Database.

G. Equipment Required:	**Personal Protective Equipment (PPE):** • N/A if in the AWC, EOC, or 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:	Emergency Operations Center, Area Work Center, or 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, Teams, and SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PLN-22, Rev. 0
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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 utilizing 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

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located in the Emergency Response Program 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 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: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, FocalPoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-01, Rev. 0
Effective Date: 06/14/2021	**Approval Date:** 04/14/2021

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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located in the Emergency Response Program Documentation Database.

	• 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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: OMS Customer Outage Communication (ETRs) (EP-604) • eLearning: Introduction to FocalPoint (EP-607) • eLearning: FocalPoint OMS Dashboards (EP-608) • eLearning: FocalPoint OCS Dashboards (EP-609) • eLearning: FocalPoint- ARL Dashboards (EP-610) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
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 Coordinator • 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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located in the Emergency Response Program Documentation Database.

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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: OMS Customer Outage Communication (ETRs) (EP-604) • Initial EP OMS Training (EP-603) • Public Safety Unit Leader, Coordinator and Supervisor Training, EP-411 **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-03, Rev. 0
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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 • Response Specialist Organization (RSO)
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 Response Program 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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: OMS Customer Outage Communication (ETRs) (EP-604) • MEA ELEC-02301 Overhead Line Equipment Recognition • Initial EP OMS Training (EP-603) • Public Safety Unit Leader, Coordinator and Supervisor Training, EP-411 **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-04, Rev. 0
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Public Safety Supervisor

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Public Safety Supervisor
B. Reports To:	Public Safety Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Public Safety Supervisor 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 Supervisor can perform make safe operations by testing and clearing downed wires. The Supervisor is responsible to ensure the safety of line and tree crews working to mitigate the public safety hazards. The Supervisor 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

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located in the Emergency Response Program 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 • 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 • 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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • eLearning: OMS Customer Outage Communication (ETRs) (EP-604) • Initial EP OMS Training (EP-603) • MEA ELEC-02301 Overhead Line Equipment Recognition • Public Safety Unit Leader, Coordinator and Supervisor Training, EP-411 **Refresher Training** •
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-PS-05, Rev. 0
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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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located in the Emergency Response Program Documentation Database.

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
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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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) • eLearning: OMS Customer Outage Communications (ETRs) (EP-604) • Community Liaison Focal Point Workshops (EP-401W) • Initial Gas Emergency Preparedness Training (EP-301) • Community Liaison Unit Leader Training (EP-403) • FEMA ICS 700 • NGA Natural Gas Safety Training Certification (EP-302) **Refresher Training** • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-02, Rev. 0
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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:	Coordinate and communicate with the state organizations as the single point of contact between the state and Eversource, as defined in the appropriate ESF-12 annex/guidance document
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

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** • Initial Community Liaison Training (EP-402) • WebEOC Introduction (EP-404) • Community Liaison Focal Point Workshops (EP-401W) • NGA Natural Gas Safety Training Certification (EP-302) • FEMA ICS 700 **Refresher Training** • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-03, Rev. 0
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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 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** • Initial Community Liaison Training (EP-402) • Community Liaison Focal Point Workshops (EP-401W) • NGA Natural Gas Safety Training Certification (EP-302) • FEMA ICS 700 • Community Liaison Refresher (EP-402R)
4. Required System / Drives Access:	Eversource N:\ Drive

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-REG-04, Rev. 0
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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 is responsible for maintaining communications and information exchange with third party attachment companies (telecommunications service providers and others), joint pole owners, and Eversource Operations. Facilitates pole and wire repair and pole replacement during emergency events. Assists in cross-utility coordination between Gas and Electric Distribution Companies to mitigate the potential of secondary events during supply deficiency, feeder rotation, and so on, as well as third-party activities as needed. Logs all communications, provides timely updates/event status to Incident Management Team (IMT) and key stakeholders as needed.
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
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, and Electric Distribution Companies to facilitate and assist in the 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 • 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
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)

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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** • Initial Community Liaison Training (EP-402) • Community Liaison Focal Point Workshops (EP-401W) • NGA Natural Gas Safety Training Certification (EP-302) **Refresher Training** • Community Liaison Refresher (EP-402R)
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-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

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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

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-T-01, Rev. 0
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Transmission Section Chief

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Section Chief
B. Reports To:	Incident Commander (IC)
1. **Direct Reports:**	• Transmission Branch Director • Transmission Specialist
C. Position Duties and Responsibilities:	The Transmission Section Chief has the overall responsibility to assemble, prepare, and deploy resources to address hazards impacting the Eversource Transmission System. The Transmission Section Chief works closely with other members of the Command and General staffs, particularly the Planning Section Chief and Operations Section Chief, to ensure that transmission events are being mitigated in a safe and efficient manner. The Transmission Section Chief works with the Transmission Branch Director and the Transmission Specialist to communicate status needs for the Transmission system to the Transmission Emergency Coordination Team (ECT) Lead.

D. Pre-Event Preparations:	• Ensure the staffing rosters for Transmission Section positions are up to date and ready to be used
	• Ensure annual meetings are held by the Branch Director, Group Managers, or Coordinators for employees whose primary emergency assignment differs from their Blue Sky positions
	• The meeting will:
	  ○ Review the processes related to employees' primary emergency assignments
	  ○ Review employees' completion of related training
	  ○ Review tasks and tools associated with employees' primary emergency assignments
	  ○ Confirm that employees have been issued Personal Protective Equipment (PPE) required to complete their primary emergency assignments
	  ○ Review the obligation of all employees to report to work when activated and ensure that employees are aware of notification methods
	• Following activation of the Incident Management Team (IMT), activate the appropriate Transmission Section personnel, as needed
	• Deploy to the Incident Command Center (ICC) as requested, report to the IC, and obtain a briefing
	• Review the prediction of the number of customers that might be affected by the projected event, and potential transmission line outages and, based on the predictions, collaborate with the Transmission Branch Director and 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 on weather and road conditions, and other potential situations that could affect productivity
	• Verify with the Transmission Branch Director that all Transmission positions are sufficiently staffed and that arrangements are made for 24-hour coverage
	• Inform the IC and staff when the Transmission Section is operational

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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 Transmission lines and substations affected and assist in development of restoration plans • Conduct regular briefings and meetings with the Transmission Section and the Planning Section, 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 transmission line and vegetation management resources • Participate in the creation of the necessary Incident Action Plan (IAP) and transmission tactical plans needed to restore transmission lines considering pre-established restoration priorities • Work with the Transmission Branch Director to determine the Estimated Time to Restoration (ETR) for transmission lines and substations • Monitor outage information, assess restoration progress, and collaborate with the Transmission Branch Director and the Planning and Logistics sections, as necessary, to re-allocate resources within the affected area for maximum effectiveness • Verify that the performance of the restoration activities is aligned with the IAP goals • Request regular reports from the Transmission Branch Director and the Planning Section regarding priorities, issues, and conditions • Provide updates to the IC • Provide new situation reports received from the field to the IC • 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 to the Transmission Specialist • Ensure that the positions within the Transmission 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 • 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-T-02, Rev. 0
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Transmission Specialist

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Specialist
B. Reports To:	Transmission Section Chief
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Transmission Specialist compiles, maintains, and disseminates transmission system related key event documentation that could be needed to support regulatory inquiries and after action reviews.
D. Pre-Event Preparations:	Discuss availability with Transmission Section Chief and/or Transmission Branch Director
E. Duties, Responsibilities, and Actions During an Emergency Event:	• Compile, maintain, and disseminate, as needed, event documentation, including: o Outage status summary report o Restoration plans and status reports o Regulatory updates o Event Statistician output o Checklists
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

SUPPLEMENTAL JOB DESCRIPTION INFORMATION

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

Ensure you are using the current revision by verifying it against the controlled electronic copy
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** • Insert any Initial Training numbers and titles (TBD) **Refresher Training** • If yes, insert training program number and title. If no, insert N/A (TBD)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-T-03, Rev. 0
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Transmission Vegetation Unit Leader

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Vegetation Management Unit Leader
B. Reports To:	Transmission Section Chief
1. **Direct Reports:**	Transmission Vegetation Management Coordinator
C. Position Duties and Responsibilities:	The Transmission Vegetation Management Unit Leader is responsible for coordination of the transmission vegetation management crews in their assigned region.
D. Pre-Event Preparations:	• Ensure knowledge of transmission line GIS, including the damage assessment and referral processes • 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 Transmission Vegetation Management Coordinators are dispatching priority jobs and updating field stats with work progress, and estimated times for completion. • Prepare and present status updates to Transmission Section Chief, Field Group Manager and Enterprise Transmission Planning Branch Director • Notify the 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 Transmission 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
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** • ARCOS Call Out (EP-102) • ARCOS Siren Notification (EP-101) **Refresher Training** • ARCOS Call Out and Siren Notification
4. Required System / Drives Access:	Eversource N:\ Drive, Teams, SharePoint

EVERSOURCE All Hazards Emergency Response Program	EP-ALL-EPJD-T-04, Rev. 0
Effective Date: 06/29/2021	**Approval Date:** 06/29/2021

Transmission Vegetation Management Coordinator

EMERGENCY POSITION JOB DESCRIPTION INFORMATION

A. Position Title:	Transmission Vegetation Management Coordinator
B. Reports To:	Transmission Vegetation Management Unit Leader
1. **Direct Reports:**	N/A
C. Position Duties and Responsibilities:	The Transmission Vegetation Management Coordinator is the link between the tree crews in the field and the Transmission Section Team. The Transmission Vegetation Management Coordinator:: • Reviews and dispositions tree-related events identified by foot or aerial patrols, working in coordination with Field Group Manager and Enterprise Transmission Planning Branch Director. • Communicates with crews working in the field, and updates the Transmission Vegetation Management Unit Leader with work progress, and estimated times for completion.
D. Pre-Event Preparations:	• Ensure knowledge of Transmission line GIS, including the damage assessment and referral processes • Participate on Transmission Section pre-event conference calls and discuss availability with Transmission Vegetation Management Unit Leader • 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 • Communicate with Transmission Vegetation Management Unit Leaders for work requiring tree crews • Communicate and collaborate with Transmission Vegetation Management Unit Leaders to ensure efficient use of crews and resources • Communicate with tree crews in the field and provide assignment details • Refer events when work is completed by tree crews, if transmission line resources are needed • Communicate event details to the Transmission Vegetation Management Unit Leader, and close out work assignments as work is completed
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

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located in the Emergency Response Program Documentation Database.

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** • eLearning: OMS-The Life Cycle of an Outage Event (EP-605) • eLearning: OMS 01-Introduction to OMS (EP-OMS 01) • eLearning: OMS 02-Work Agenda (EP-OMS 02) • eLearning: OMS 03-Sorting and Filtering (EP-OMS 03) • eLearning: OMS 04-Symbology (EP-OMS 04) • eLearning: OMS 05-Viewer (EP-OMS 05) • eLearning: OMS 06-Viewer Maps (EP-OMS 06) • eLearning: OMS 07-Control Tool (EP-OMS 07) • eLearning: OMS 08-Referrals (EP-OMS 08) • eLearning: OMS 09A-Managing Crews (EP-OMS 09A) • eLearning: OMS 9B-Managing Crews (EP-OMS 09B) • eLearning: OMS 10-Trouble Information (EP-OMS 10) • eLearning: OMS 11-Executing Traces (EP-OMS 11) • eLearning: OMS 12-Grouping Events (EP-OMS 12) • eLearning: OMS 13-Damage Assessment (EP-OMS 13) • eLearning: OMS 14-Managing Events (EP-OMS 14) • eLearning: OMS 15-Confirming Outages (EP-OMS 15) • eLearning: OMS 16-Managing Operations (EP-OMS 16) • eLearning: OMS 17-Viewing Summaries (EP-OMS 17) • eLearning: OMS-Completing Events (EP-606) • Initial EP OMS Training (EP-603) **Refresher Training** • EP OMS Training - Refresher (EP-603R)
4. Required System / Drives Access:	Eversource N:\ Drive, SharePoint, Teams, OMS