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Witness: Donald J. Scacco Jr., Christopher E. Colorio, and Mark P. Baldwin
Request from: Office of Consumer Counsel

Question:

(STORM) Please refer to Exhibit CLP-STORM-1, p. 41, where the Company states it will secure additional line crews if "necessary to restore service in a reasonable time frame…" Please define a "reasonable time frame" and cite to all Authority decisions creating that definition.

Response:

The Company scales preparedness, response and restoration activities based on the best available information at the time. The Event Level Matrix ("ELM") contained within the Emergency Response Plan ("ERP") is the tool that the Incident Management Team ("IMT") utilizes to ensure that the most effective number of resources are procured to address damage locations on the electric system. The scale for line crews at each level is commensurate with the number of trouble locations and subsequent 'typical restoration duration'. The 'Line Crews Onset | Peak' is what the Company considers as the number of line crews that could be necessary for the scope and scale of an emergency event at any given level of the ELM, while the 'typical restoration duration' is what the Company considers a reasonable time frame to restore service.

PURA has not established a single, fixed definition of a "reasonable time frame" for storm restoration. Instead, in Docket No. 12-06-09, PURA required that utilities maintain an Emergency Response Plan containing a storm matrix with resources sufficient "to restore customers within a prescribed time period range" and required utilities to make "all reasonable efforts to restore service within the shortest time practicable consistent with ERP targets and safety." Subsequent directives in Docket No. 20-08-03 required restoration-duration assumptions and resource levels to be incorporated into the utilities' Event Level Matrices and ERP planning processes. Accordingly, PURA evaluates the reasonableness of restoration timeframes based on the specific circumstances of the event, the utility's ERP restoration targets, resource deployment, safety considerations, and prudence under the circumstances, rather than against a single fixed restoration period.