EXHIBIT C
PRICING SCHEDULE

Unless otherwise agreed to in writing by Owner, all Emergency Response Work shall be performed on a time and equipment price basis (such rates, the "Emergency Response Work Rates").

Definitions. For purposes of this Pricing Schedule, the following capitalized terms shall have the following definitions:

"Contractor's Staging Areas" are temporary designated locations established by Contractor which may be used to issue materials, meals, equipment parking/storage, wet fueling, lodging, safety briefings and work assignments as needed.

"District of Service Center" refers to the initial reporting location for registration and safety briefings where Owner and Contractor staff work to support maintenance and restoration activities. This is an Owner designated location.

"Emergency Preparedness" or **"EP"** is the organization within Owner responsible for management, communication and coordination efforts needed for system restoration during emergencies.

"Emergency Response Work" refers to Scope of Work ("SOW") attached as Exhibit D to the Cover Agreement.

"Emergency Response Equipment Rates" are the agreed rates payable for Equipment from the commencement of applicable Emergency Response Work through the termination of such Emergency Response Work, excluding when the Contractor Resources are on rest time prior to the termination of such Emergency Response Work, also excluded are standby rates. Equipment Rates are all inclusive of insurance, taxes, overhead, profit, maintenance and fuel and shall be in effect for the term of this Agreement. Owner may at its discretion, request insurance coverage documentation. If Owner provides any fuel to Contractor, Contractor shall reimburse Owner for such fuel costs and at Owner's option, Owner may either invoice Contractor for such fuel costs or the cost of such fuel may be deducted from Contractor's invoice amount for Emergency Response Work. If fuel is supplied by Owner, Contractor shall note equipment identification number, crew number and quantity of fuel received on time sheet for the day/week.

"Emergency Response Labor Rates" are the agreed rates payable from the commencement of applicable Emergency Response Work through the termination of such Emergency Response Work, excluding rest and standby rate times during Emergency Response Work. Rates are all inclusive of wages, insurance, taxes, overhead, profit and shall be in effect for the term of this Agreement. Labor rates are detailed within the attached Schedule A.

"Emergency Response Work Release" (also known as **"Ticket"**) means each release for Emergency Response Work pursuant to an oral communication (i.e., by telephone or in person) or written (i.e., by email or other documentation, in whatever form) issued and/or approved by Owner for Emergency Response Work, in each case under the Purchase Order, and in the form and on such terms determined by Owner in good faith. Contractor's commencement of Emergency Response Work awarded to it by Owner pursuant to each Release shall constitute Contractor's acceptance of all of the provisions of the applicable Release.

"On Call - Standby Rates" (Home/Hotel) are paid at Standby Rate per hour for personnel; and 50% of Equipment Rates. Standby Rates are set forth in the attached Schedule A. Contractor shall be directed in the ERSG hiring email when standby hours are in effect. Standby Rates are only in effect when approved by ERSG.

"Owner's Staging Areas" are temporary designated locations established throughout Owner's service territory which may be used to issue materials, meals, equipment parking/storage, wet fueling, lodging, safety briefings and work assignments as needed.

"Qualified Overhead Crew" includes (i) Crew Rate "A" defined as two (2) qualified line workers and one bucket truck, and (ii) Crew Rate "B" defined as one (1) qualified line worker and one apprentice. Digger Crew is defined as one (1) qualified line worker and equivalent of equipment operator or higher.

"Qualified Labor Classifications" includes General Foreman, Foreman, Lead Lineman, Lineman, 7th Step Apprentice, 6th Step Apprentice, 5th Step Apprentice, 4th Step Apprentice, 3rd Step Apprentice, 2nd Step Apprentice, 1st Step Apprentice, Equipment Operator/Field Mech A, Driver Groundman, Field Mechanic B, Field Mechanic C, Groundman – experienced, and Groundman - 1st Step, each qualified to provide the Services requested by Owner.

"Receiving Center" refers to the initial Owner-designated reporting location for registration and safety briefings.

"Ready to Work" is the time designated on the ERSG hiring email that Contractor Resources are required to be able to immediately respond to an Emergency Response Work Release. Resources shall be paid in accordance with hiring email status Rates in Schedule A. Upon receipt of an Emergency Response Work Release, Contractor agrees to furnish all supervision, labor, equipment, and specified materials necessary to perform Emergency Response Work for Owner's location(s), as more fully described in the Emergency Response Work Release. To authorize Work, Owner shall issue an Emergency Response Work Release in written (including electronic) form. The Emergency Response Work Release shall include scope of Work for the specific project; address of the Work; specific deliverables of the Work; additional specifications and drawings for the Work (if required); and any special instructions for the Work.

"Travel (Mob/De-Mob) Rate" are the rates applicable for travel time expended by Contractor Resources located outside of Owner's service territory in which Emergency Response Work is to be performed, calculated based upon the following:

"Fixed Mob/DeMob Rate" Contractor provides a standalone fixed Mob/Demob rate. This is an all-inclusive cost per crew which includes airfare, meals, transportation, and applicable lodging to travel to the location designated by the Contractor where equipment is stored.

Mobilization to **District of Service Center** paid under **Travel (Mob/De-Mob) Response Rate** at a reasonable time necessary to travel the distance from the Contractor Resources deployment location to the Site or onboarding site designated by Owner, as applicable.

Mobilization and Demobilization shall be calculated based on Contractor's home location recorded through the resource form **Emergency Response Contractor Profile Form** (attached as Exhibit E.) and/or recorded in the ERSG resource tool.

Mobilization and Demobilization are calculated based on 1.3X the estimated travel time in Google Maps.

Contractors requiring border crossing shall be provided an additional two (2) hours of Mob/Demob time and captured within their Mob/Demob documentation. All border crossing logistics and timing must be communicated through and documented within all ERSG hiring emails.

1 Subject to the provisions of Section 3 (Rate Changes) of this Pricing Schedule, Contractor shall be compensated for Emergency Response Work performed in compliance with the Agreement in accordance with the Contractor Billing Rates attached hereto as Schedule A.

2 Reimbursable Expenses: Unless otherwise agreed to in writing by Owner, all of Contractor's reimbursable expenses that are accounted for during mobilization and demobilization are at Travel Per Diem rates and Equipment rates as set forth per Schedule A. Owner requires all rooms to be double occupancy unless otherwise agreed in writing by Owner for the specific event. Tolls with appropriate back up receipts shall be paid as a pass through. The Contractor is not allowed to add markup for any expenses. In no event shall Owner reimburse Contractor for any expenses relating to tobacco products, alcohol, laundry, personal hygiene products or other non-Emergency Response Work-related personal expenses.

3 Rate Changes: The Contractor Billing Rates set forth in Schedule A shall be in effect for a minimum period of one year and shall not be subject to change until after the end date of the effective billing rates, as set forth in Schedule A, and as the same may be amended from time to time by mutual written agreement of the parties ("Effective Rate End Date"). If and when Contractor proposes to modify its then-applicable billing rates for the period subsequent to the Effective Rate End Date, Contractor shall provide Owner with proposed updated rates to be used for the period set forth in such proposal (which may not be for duration of less than one year). Such proposed revised billing rates shall be added to and incorporated into the Agreement only upon written approval by Owner. Any dispute regarding proposed rate adjustments shall be resolved in accordance with the dispute resolution process set forth in Exhibit A of the Cover Agreement. In the event that Contractor does not make adjustments to its rates applicable to Emergency Response Work after the applicable Effective Rate End Date, then the last Emergency Response Work Rates on file with Owner shall be used by Owner to compensate Contractor for Emergency Response Work performed after such Effective Rate End Date. No changes to the billing rates for Emergency Response Work shall be effective unless and until approved by Owner in writing and formally incorporated into the Agreement by Owner.

4 Travel/Mobilization: Travel/Mobilization shall be defined as the time Contractor crews leave the Contractor's point of origin (e.g., home office, hotel, or staging area) and arrive at the Owner's designated location, including processing at Receiving Center if required.

Mobilization:
When Crews travel to a restoration event and are requested to stand-by at Contractor's base or hotel, travel hours are paid the Travel /Standby Time Rate as outlined for the job classification in Schedule A. Owner shall provide specific instructions through the ERSG hiring emails when Standby Time shall be utilized. Equipment Rates paid at 50% of rates in Schedule A. Work time shall be clearly defined in the ERSG hiring emails. This shall include any update hiring emails from ERSG.

Mobilization to an activated restoration event with the execution of immediate work being conducted shall be paid at the Emergency Response Working Rate in Schedule A. Equipment rate applies.

Travel/Mobilization includes time for refueling, bathroom and food breaks and tolls. Contractor shall submit estimated time of arrival at Owner using the Eversource – External Crew Roster (Exhibit E-1 of the Cover Agreement). Billing hours shall not exceed 10% of the original estimated time submitted to Owner without an updated Eversource – External Crew Roster. Any adjustments to original estimates shall require phone and written approval by the authorized agent of the Owner, and a revised Eversource – External Crew Roster shall be required. Estimates shall be approved by Owner.

Time is of the essence; however, Contractor is responsible for crew safety. Contractor shall notify Owner if they are unable to meet the estimated arrival time, for what reason, and if a new arrival time can be accepted.

Demobilization:
An official release shall be issued by Owner, exclusively. Demobilization includes notification of release by authorized Owner representative, debriefing by Owner field representative, unloading of materials and return to Contractor point of origin or release to other utility if requested. Prior to the authorized Owner representative formally releasing the Contractor, the Contractor shall provide an estimate of Demobilization to the Owner Resource Management Representative.

Travel Rates shall apply after demobilization.

"Travel Pre / Post (Mob/De-Mob) Rate" Rate by Contractor Resources for the two (2) hours after District of Services center or hotel arrival and prior to departure from Owner's property. This time shall be utilized for all Safety briefings, Meals, and hotel room assignments. The two (2) hours following Mobilization shall begin immediately before the "Arrive No Later Than Time" on the ERSG Hiring email. The two (2) hours following De-Mobilization shall begin immediately following the official release time on the ERSG release email and shall include safety training/site or storm specific trainings or briefings and hotel assignments.

"Travel Time Rates for Equipment" are the rates payable for all Equipment for the period when Contractor Resources associated with such Equipment are being compensated at the Travel Time Rates for Labor, and includes all transit costs associated with the delivery of such Equipment for the performance of Emergency Response Work, and return to the location from which the Equipment was deployed.

"Working Time" are the hours worked in an ERP event where any Crews within the state of operation are being issued active Emergency Response Work Releases or transitioning to additional Emergency Response Work Releases and have not received Demobilization instructions and/or an ERSG Demobilization email. Time starts at designated "Ready to Work at Time" unless otherwise directed in the ERSG hiring email(s) or ERSG. The time ends at date/time Demobilization is stated in the ERSG demobilization email. Working Time applies to all hours including Sundays and Holidays when requested to Work by the Owner Representative for the affected event. Crews cannot be subject to rates under **Travel (Mob/De-Mob) Response Rate, Travel Post / Pre (Mob/De-Mob) Rate, Standby Rates.**

Support Resources Permitted to support crew resources:

Qualified Overhead Crew is defined as (i) Crew Rate "A" defined as two (2) qualified line workers and one bucket truck, and (ii) Crew Rate "B" defined as one (1) qualified line worker and one apprentice. Digger Crew is defined as one (1) qualified line worker and equivalent of equipment operator or higher.

Contractor may invoice for one (1) Digger Derrick per five (5) Qualified Overhead Crews (that cannot operate independently), unless otherwise requested on ERSG Hiring Email.

General Foreman, Safety Professionals and Mechanics are only billable subject to conditions specified in Support Resource Schedules below. Each resource below qualifies for one pickup truck or mechanic truck.

Billings for General Foreman shall detail each crew number applicable to the General Foreman. The billing shall also identify the unit number of the applicable vehicle used by the General Foreman.

General Foreman	
# of Crews	# of General Foreman
30 or less	1
31-60	2
61-90	3
91-120	4
121-150	5
151-180	6

1 Pickup per permitted General Foreman

Billings for Safety Professionals shall detail each crew number applicable to the Safety Professional. The billing shall also identify the unit number of the applicable vehicle used by the Safety Professional.

Safety Professionals	
# of Crews	# of Safety Professionals
10 or less	1
11-60	2
61-100	3
101-140	4
141-180	5
151-180	6

1 Pickup per permitted Safety Professional

Billings for Mechanics shall detail each crew number applicable to the Mechanic. The billing shall also identify the unit number of the applicable vehicle used by the Mechanic.

Mechanics	
# of Crews	# of Mechanics
15 or less	1
16-30	2
31-45	3
46-60	4
61-75	5
76-90	6

1 Pickup per permitted Safety Professional

In the instance of Aggregators, the billed resource (General Foreman, Safety Professional or Mechanic) "counts" that support the billings must be associated with resources from the same company. No cross-resource allocations shall be accepted from multiple companies.

Schedule A

See Excel File

EXHIBIT D
2024-2029 Emergency Response Program ("ERP")
Overhead Line Scope of Work

1.0 General

1.1 Contractor shall perform and complete Emergency Response Work in accordance with the Agreement, including Owner's Emergency Response Work requirements detailed within this Scope of Work.

1.2 Owner may request Contractor to perform the Work in any part of Owner's service territories (portions of Connecticut, Massachusetts, and New Hampshire). Contractor shall perform and complete the Work as an independent contractor.

1.3 Contractor's commencement of the Emergency Response Work pursuant to each Emergency Response Work Release shall constitute Contractor's acceptance of all the Emergency Response Work Release provisions and requirements.

1.4 Contractor shall provide Owner with emergency contact information and any other information requested by Owner. Contractor shall keep the information current and promptly notify Owner of any changes to the information in writing.

1.5 Contractor shall provide 24-hour emergency telephone numbers for principal owners and their designated representatives at time of Agreement execution and confirmed/updated upon the execution of each Release.

1.6 Contractor shall strictly observe and comply with all laws governing within, and ordinances and regulations applying to, the area within which the Work occurs.

1.7 Contractor shall adhere to programs as required by the Owner including Arcos, ISNetworld, utilization of Ariba, reporting tools specific to storm contracts and others as applicable.

1.8 Contractor shall be knowledgeable regarding plans, specifications and standards, procedures, environmental, health, safety and other requirements adopted by or in force with respect to a Project and applicable to the Work.

1.9 Contractor shall provide everything requisite and necessary to complete the Work, including all necessary supervision, labor, tools, equipment, mobilization/de-mobilization, insurance, fuel, material, and other construction aides, not furnished by Owner, to provide Emergency Response Work. It is a requirement that all successful bidders under this Request for Proposal (RFP) own and operate the following, but not limited to, supplies and equipment and as requested through the Emergency Resource Support Group ("ERSG") hiring email.

1.1.1 Bucket Trucks;
1.1.2 Car or Pickup;
1.1.3 Mechanic Trucks;
1.1.4 Digger Derricks;
1.1.5 Pole Trailers;
1.1.6 Backyard Machines;
1.1.7 General small tools, barricade tape and flags; and
1.1.8 Personal Protection Equipment (PPE).

1.10 General Tasks to be completed include, but not limited to:

1.10.1 Obtain Emergency Response Work from Owner Representative;

1.10.2 Clearly understand work assignment;

1.10.3 Make worksite safe;

1.10.4 Clear area of debris;

1.10.5 Restore power; and

1.10.6 Provide work site restoration.

2.0 SCOPE OF WORK

2.1 Contractor shall provide Owner with emergency contact information and any additional information requested by Owner as requested and simultaneously with execution of the Agreement. Contractor shall keep the Contractor information current and promptly notify Owner of any changes to the Contractor information in writing or using automated processes that Owner may make available periodically (see Exhibit E (Emergency Response Contractor Profile Form) of the Cover Agreement or the latest version as presented within the ERSG hiring emails).

2.1.1 Contractor shall provide 24-hour emergency telephone numbers for principal owners and their designated representatives at time Contract is executed.

2.1.2 Promptly after execution of the Agreement, Contractor shall register with ISNetworld, a safety program used by Owner; provided, however, that, for Emergency Response Work, Owner reserves the right to award such Work to Contractor's that are not registered with ISNetworld.

2.2 Contractor shall use best efforts to make Contractor Resources and Equipment available for Emergency Response Work. Within two (2) hours after Owner's request for information regarding the availability of Contractor Resources and Equipment to provide Emergency Response Work, Contractor shall provide Owner with the requested information. Contractor is required to have a dedicated number of crews identified prior to the ERP event. All crew members names and contacts shall be submitted to Eversource Energy's Emergency Response Program Point of Contact (POC) prior to mobilization for an Emergency Response Program event to be entered into ARCOS. All crew members shall be employed by the contracted Contractor and consistent with the disclosed crew composition provide by Contractor (see Exhibit E-1 "External Crew Roster" of the Agreement or the latest version as presented within the ERSG hiring emails). If, prior to Owner's award of such Emergency Response Work to Contractor, the availability of Contractor Resources or Equipment changes, Contractor shall immediately notify Owner.

2.2.1 Upon the award of such Emergency Response Work, Contractor shall provide the following information regarding the Contractor Resources and Equipment being mobilized:

- The number of persons available and the name, qualifications, job classification, local union affiliation and gender of each such person;
- Crew information (number of crews, persons per crew, and type of Equipment assigned to each crew) Eversource – External Crew Roster (Exhibit E-1) or current version attached and communicated within the ERSG emails;

- The name and contact information for the on-site supervisor;
- The name and contact information for the foreman of each work crew;
- The response time for mobilization of the Contractor Resources and Equipment to the Site or Owner-designated onboarding location; and
- The time period during which Contractor Resources and Equipment will be available for such Emergency Response Work.

2.2.2 Contractor shall immediately confirm to Owner the amount of Contractor Resources and the type and quantity of Equipment committed to such Emergency Response Work.

2.2.3 Contractors shall comply with all Event level requests detailed in the ERSG hiring email, including Eversource Storm Crew Roster - v8.1(or latest version).

2.2.4 Contractor provided equipment shall match Owner request quantities found on the ERSG hiring emails.

2.2.5 Any additional equipment provided by Contractor and not consistent with ERSG hiring email may result in non-payment.

2.2.6 Contractor provided crews shall match the capabilities requested by Owner through the ERSG hiring email during an ERP event.

2.2.7 Contractor shall assign qualified and competent supervision and personnel to perform the Work, and shall provide at least one English speaking crew member per crew who can translate for non-English speaking crew members. Key personnel shall not be removed or replaced without prior consent of Owner. Contractor shall investigate and take appropriate action with respect to any personnel problems brought to its attention by Owner. Misrepresentation of crew level capabilities may result in Owner removing crew from property and can result in non-payment and/or adjustment of invoiced compensation.

2.2.8 Contractor shall expeditiously mobilize the committed Contractor Resources and Equipment to the Site or onboarding location designated by Owner in accordance with the mobilization schedule specified by Owner.

2.2.9 Contractor shall provide the agreed upon number of resources to Owner for the length of the Emergency restoration event and such Contractor Resources shall remain available to Owner until released by Owner. In every instance Owner shall determine the length of the Emergency restoration event.

2.2.10 Contractor shall sign for all materials received and there shall be a closing inventory when the Work is completed. At no time shall Contractor take any materials not authorized by the Owner representative. Contractor shall be escorted to the stock area by an Owner representative.

2.3 Contractor shall strictly observe and comply with any and all Laws, Work Protocols and programs (including, without limitation, the ISNetworld contractor safety program, plans, standards, procedures), and other requirements adopted by or in force with respect to a Project and applicable to the Work and/or the applicable Site, including any and all Laws, programs, plans, standards, procedures, and other requirements affecting public health, safety, and welfare, worker/occupational/industrial health and safety (including safety conscious Work environment), and environmental health and safety. Contractors may be required to ensure that a member of each crew shall utilize a resource tracking application on their mobile device throughout the storm restoration event. This includes activating the application upon mobilization and through the restoration event until demobilized back at home.

3.0 WORK REQUIRMENTS

1.1 All Work shall be performed in accordance with the Agreement documents, including accompanying Exhibits, work orders, layout(s) and/or drawing(s) which show the nature and extent of Work. Owner reserves the right to make changes in design, route, and location of facilities to be installed.

1.2 In addition to complying with all other applicable provisions of the Agreement, Contractor and Contractor Resources shall:

1.2.1 Be familiar with the Eversource Transmission and Distribution Standards;
1.2.2 Be qualified and fit for duty (including no use of illegal drugs or alcohol, and no use of medications that could adversely impact job performance);
1.2.3 Comply with all of Owner's Emergency Response Work Protocols (Exhibit G of the Cover Agreement);
1.2.4 Be aware that conductors may be energized at voltages up to 34.5kV, or higher if the Emergency Response Work issued involves transmission lines; and
1.2.5 Are responsible for complying with the Eversource Investment Recovery Work Guidelines (Exhibit J of the Cover Agreement).

1.3 Owner makes no guarantee of the quantity of Emergency Response Work to be performed under this Agreement. Owner reserves the right to exclude or withdraw any Work or items of Work listed in this SOW from the Agreement and to have such Work performed by its own forces or others. In these cases, Contractor shall coordinate operations with others who shall perform the Work. Withdrawal or exclusion of any of these items listed within this SOW shall not justify cause for adjustment of prices established for other items of Work not withdrawn or excluded.

1.4 Timekeeping and General Work Supervision. Contractor is responsible for the following:

1.4.1 Enforcement of all applicable health, safety, environmental and construction requirements, and Laws.
1.4.2 Signing off and filling out Owner provided field reports provided for all equipment installed, removed, and/or replaced. These completed forms are to be submitted upon request to the Owner Representative and, when requested, are mandatory for invoice payment.
1.4.3 All invoices submitted under Time and Equipment rates shall include time sheets signed by Owner's project representative. Time sheets shall be designed in such a way that the time worked, equipment used, and personnel used on a project can be readily identified. Contractors using daily time sheets shall provide time sheets for each employee being billed for the entire ERP Event. Time sheets shall be legible and accurate in all respects.
1.4.4 Ensuring that all Contractor Resources have sufficient communications technology to stay in touch with each other and the Owner's Representative.
1.4.5 Providing Contractor Resources that are knowledgeable and compliant with safe work practices and procedures and compliant with all existing OSHA Safety and Health Standards.
1.4.6 Providing periodic reports when requested by Owner.
1.4.7 Providing Estimated Time of Restoration (ETR) data to Owner's representative for each assigned Emergency Response Work Releases.

1.5 Contractor shall report immediately to the Owner Representative all workplace hazards, unsafe conditions and safety and environmental concerns, in accordance with Exhibit F (Contractor Safety SMS Policy) of the Cover Agreement, regardless of cause. Contractor management must immediately inform Owner and investigate all occupational injuries, illnesses, and safety-related incidents (e.g., near-misses, fires, spills), identify their causes and provide copies of all injury reports to Owner within twenty-four (24) hours.

1.6 Contractor shall perform Emergency Response Work in a manner satisfactory to the Owner Representative. Contractor Resources shall be thoroughly experienced with the Emergency Response Work. Contractor shall have an available "Competent Person" (OSHA definition) authorized to represent Contractor in all matters. No excavating work may begin until Contractor

has designated a Competent Person(s) to oversee the work and has informed Owner of the name(s) of the Competent Person. Contractor shall also have a safety administrator who shall coordinate all safety matters. Both the Competent Person and the safety administrator shall meet existing OSHA standards and requirements. Contractor shall submit to Owner in writing the name and contact information of Contractor's safety administrator as part of the bid proposal. Additions or deletions to the list of "Competent Person(s)" provided to Owner as part of the bid proposal must be reported to Owner within five (5) Business Days of such addition or deletion.

1.7 For any Emergency Response Work that takes place at secure Owner facilities, Contractor shall comply with Owner's security requirements currently in effect, copies of which are available upon request.

1.8 Contractor shall permit Work Site access to Owner or others as may be necessary and shall arrange to coordinate Emergency Response Work to satisfaction of Owner Representative.

1.9 Training is the responsibility of Contractor. Contractor may be required, at his/her own cost, to attend Owner training classes related to hazards associated with work around or near electric utility facilities.

1.10 Owner requires Contractor Resources to be knowledgeable about their assigned duties, familiar with applicable requirements for safety, health, fire prevention and environmental protection associated with the performance of the Emergency Response Work. As evidence that Contractor Resources have been trained to perform their assigned duties, Contractor shall have documentation of their Contractor Resources training available for Owner's review. Owner reserves the right to examine the contents of specific training programs. Training is the responsibility of Contractor, except at t Owner's management discretion for unique site-specific circumstances, where Owner may impose additional training requirements.

1.11 Contractor shall, at no additional cost to Owner, (1) conduct documented Job Briefs (commonly known as Safety Briefs, toolbox discussions, tailboard discussions, etc.) with all Contractor Resources that shall be involved in the job at the start of each shift, when the scope of work changes, and / or before new work assignments begin. This documentation shall be maintained by Contractor and made available for Owner's review at any time. These discussions shall cover actual and potential hazards of the job and other precautions required to prevent injury or damage.

1.12 Contractor shall report daily all contacts with the public to the Owner's Representative and shall also respond to customer complaints immediately upon notification from Owner's Representative or designee.

1.13 Contractor shall not park their vehicles and equipment on private and business properties, outside the designated parking areas. Any damage and/or violations associated with unauthorized parking or use shall be rectified at Contractors expense and with no cost or reputation damage to Owner.

1.14 Owner strives in every way possible to maintain good relations with the public. The actions of Contractor may reflect on Owner; therefore, Contractor shall give diligent consideration to the interests of property owners, tenants, and the general public wherever involved, and shall conduct the Work in such a manner as to cause minimal inconvenience. Extra supervision shall be required when the Work is in the city streets or other public thoroughfares. Owner shall exercise care to ensure that persons or property shall not be injured or damaged as the Emergency Response Work proceeds. In populated areas, due consideration shall be given to not disturb the public with

unnecessary noise or operating construction equipment at unreasonable hours. Owner's Representative shall be the sole judge of when Contractor shall limit its operations so as not to disturb the public.

1.15 Contractor shall perform Work in a manner that shall not interfere with access to fire hydrants, fire houses, bus stops, manholes, transformer vaults, valve boxes, or any other emergency facility. This includes the posting of "No Parking" signs, snow removal and traffic plans. Owner approval shall not relieve the Contractor of responsibility for such compliance.

1.16 Compliance with Owner's Quality Control/Quality Assurance Standards. Where applicable, in the performance of its Work hereunder and under each Work Release, Contractor shall comply in all respects with Owner's quality control and quality assurance standards, manuals and protocols. Prior to Contractor commencing any Emergency Response Work, to the extent not incorporated into the applicable Scope of Work, Owner requires Contractor to familiarize themselves with quality control/quality assurances standards, manuals, and protocols then in effect.

1.17 All damage not related to the initial ERP event as part of the original Emergency Response Work by Contractor Resources shall be the responsibility of Contractor. All damages, suspected or otherwise, shall be reported immediately to the Owner Representative.

1.18 Owner may deduct charges to Contractor for actions that may be deemed unsafe or against the Electrical National Safety Code. Contractor shall be financially responsible for repairing all equipment and/or property damaged by Contractor or Contractor Resources while performing Emergency Response Work. Owner may deduct back charges from amounts owed to Contractor for performance or reperformance by Owner or others of assigned Emergency Response Work, including but not limited to, costs associated with defective work, nonperformance by Contractor, termination for cause, clean-up, and disposal of debris. Owner reserves the right to perform all necessary repairs and charge the Contractor for such repairs.

4.0 Resource Section, AWC Leadership, Emergency Preparedness, Incident Command

CT Electric SOC:	860-665-6400
MA Electric West SOC:	413-785-1301
MA Electric East SOC (North):	844-200-1201
MA Electric East SOC (South):	844-304-9718
MA Electric East Metro-West	844-200-1205
NH Electric SOC:	603-634-2400

Regions

Exhibit A-1 Connecticut – Western/Central/East

Exhibit A-2 Western MA – Springfield/Pittsfield/Hadley & Greenfield

Exhibit A-3 Eastern MA- Greater Boston/New Bedford, Dartmouth/Cape Cod/Martha's Vineyard

Exhibit A-4 New Hampshire – North/East/South/Western/Central