

Board of Trustees Oversight & REV Committee

PSEG Long Island 2019 Emergency Restoration Plan

May 22, 2019

PSEG Long Island Emergency Restoration Plan

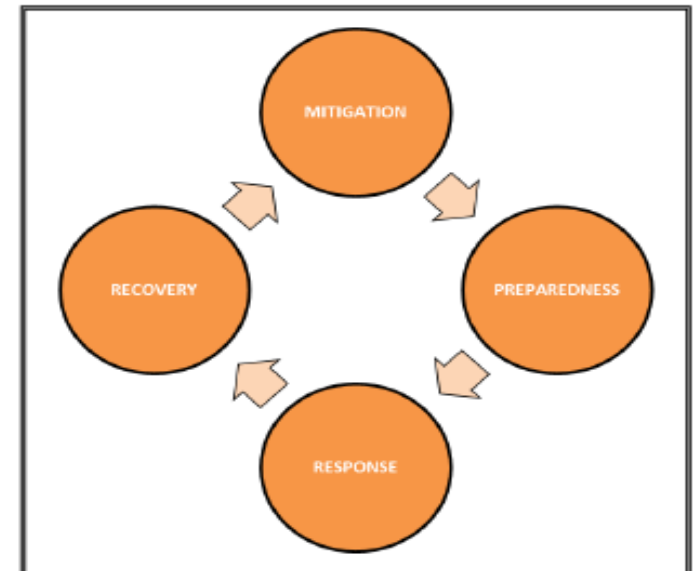
Plan Constantly Evolving with Focus on Continuous Improvement

- Plan complies with Public Service Law NYCRR §105 and addresses recommendations from DPS August 2013 Order and Moreland Commission Report
 - Aligns with that of the other NYS Investor Owned Utilities (IOUs)
- Revised Plan filed annually with NYS Department of Public Service (DPS) in mid-December
 - Comprehensive document delineating strategic storm response across all functions of the organization (Communications, Operations, Logistics, Planning, Finance)
 - Organizations personnel trained and drilled annually
 - Designed to be simple, flexible, scalable and easily adaptable to specific emergency events
 - Uses Incident Command System (ICS) for coordinated preparation and response
- DPS Scorecard contains metrics to measure utility storm performance during an outage event 3 days or greater in length
 - Provides guidance on DPS expectations for restoration efforts

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Annual Update and Approval Process

- Emphasis on enhancing overall storm restoration processes and communications before, during and after storm events
- Integrates lessons learned from after action reviews, best practices identified within the industry and the adoption of new technology
 - Input solicited throughout the year from key stakeholders and process owners
 - On-going measurement of key performance statistics to identify improvement opportunities
- Updates incorporated and reviewed by:
 - Process Owners
 - PSEG Long Island Senior Leadership
 - LIPA Staff



PSEG Long Island 2019 Emergency Restoration Plan

Noteworthy Changes for 2019

- 2019 Revised Plan filed with DPS on Dec. 14, 2018
- Organizational Changes
 - Operations Section co-led by Operations Branch Directors (West and East) to align with operating model
 - Foreign Crew Processing & Reception reassigned from Operations Section to Logistics Section to better align function as a logistics process
- Acknowledgement of New Technologies Introduced to Storm Process
 - Storm Impact Analysis weather prediction modeling tool
 - Field Mobility Application (Damage Assessment and Work Assignment)
 - Expanded use of ARCOS Call Out Notification System for storm role activation



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Noteworthy Changes for 2019

- Communications
 - Modified to reflect enhancements to Municipal Liaison and Escalation processes, new roles/responsibilities in Escalation organization and the introduction of OMS/CAD Escalation Tagging and Reporting processes
- Additional References to FEMA Compliance Activities
 - Enhanced Plan to include additional references to FEMA compliance and invoicing review
- Updated to Address Recommendations from DPS Management Audit
 - Enhanced Training/Exercise section to clarify language on training requirements, detail training assignments and refine tracking criteria to ensure compliance



FEMA

A screenshot of a web-based report titled "Restoration Preparedness" for PSEG Long Island. The report shows a "YTD Result" of 100% and a "YTD Target" of 100%. It includes a "Metric Definition" section, a "Calculation" section, and a "YTD" bar chart. The main part of the report is a table with columns for "Metric", "Status", and "YTD". The table lists various metrics related to restoration preparedness, such as "Municipal Liaison", "Escalation", and "Training".

Metric	Status	YTD
Municipal Liaison	Complete	100%
Escalation	Complete	100%
Training	Complete	100%

March 2018 Winter Storm Investigation Follow-Up

DPS Investigation of New York State Utility Storm Performance

- NYS experienced series of strong winter/spring storms in early 2018
 - Severe windstorms and thunderstorms in March/April affecting upstate utilities
 - DPS perceived slow and inadequate response of certain utilities
- DPS required PSEG Long Island to:
 - File two Emergency Response Performance Scorecards (Winter Storms Riley and Quinn) which provided data for DPS Scorecard
 - File combined Emergency Response Performance Assessment Report discussing company's preparation, operational response, and communications throughout the storm events
 - Submit data to 93 supplemental interrogatories for additional information (i.e., crewing, ETRs, damage assessment, wire downs, utility coordination, etc.)
 - Attended various DPS-held interviews and public input sessions and testify at Storm Response Hearing

March 2018 Winter Storm Investigation

DPS Storm Report Issued April 18, 2019

- Detailed and thorough investigation into preparation and response of State's major utilities to five major storms that swept through NYS in 2018
- DPS Report contained 94 recommendations and identified 43 potential violations and instances where Emergency Response Plans were not followed
 - Many recommendations specific to certain NYS utilities (30 of 94 recommendations)
 - ❖ NYSEG and Con Ed cited for poor performance in Westchester and failure to address previous recommendations
 - Remaining identified as best practice recommendations to all NYS utilities
 - Overall DPS assessment of PSEG Long Island response was favorable
 - ❖ Press release (issued on April 18, 2019) regarding storm investigation cited PSEG Long Island as the only NYS utility that “did not deviate from its Emergency Response Plan”
 - ❖ DPS noted that PSEG Long Island did not meet DPS requirement to contact 80% of LSE customers within 12 hours during Winter Storm Quinn
- New State Office of Resilience and Emergency Preparedness established to ensure State's utilities prepare for and respond appropriately to severe weather and other emergency events

March 2018 Winter Storm Investigation Follow-Up

PSC Storm Report Order

- NYS Utilities, other than PSEG Long Island, ordered to respond within 30 days
- DPS report tasked all NYS utilities to address perceived shortcomings with existing mutual assistance process
- DPS recommendations applicable to all utilities focused on several key areas:
 - Roadway/Debris Clearance (Make Safe to Clear)
 - Mass Communications
 - Utility Outage Management Systems (OMS)
 - Management of Critical Facilities and Life Support Equipment (LSE) customers

PSEG Long Island to evaluate recommendations and incorporate, as appropriate, to maintain consistency with other NYS IOUs

- Many recommendations already included in PSEG Long Island Plan (Municipal Calls, Damage Assessment, ETRs, etc.)
- Others already addressed in initial DPS comments received on December 2018 filing
- Response to DPS due May 20, 2019