

# PSEG Long Island 2020 Emergency Restoration Plan Board of Trustees Meeting

May 20, 2020

# Emergency Restoration Plan (ERP)

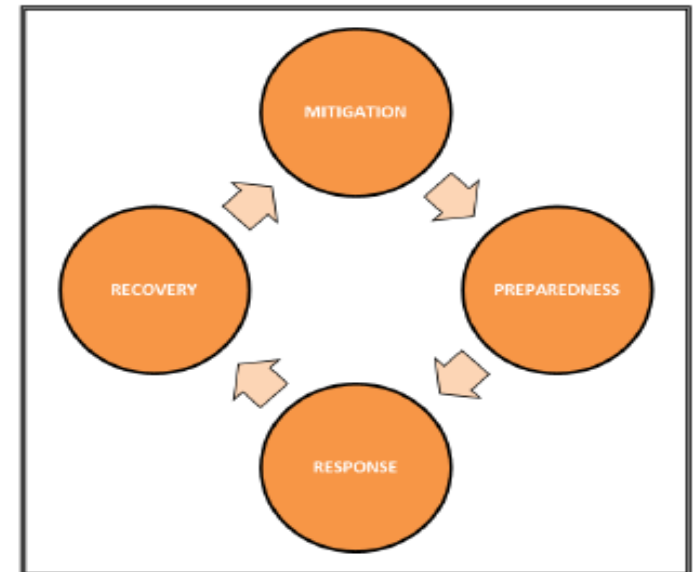
## Plan Constantly Evolving with Focus on Continuous Improvement

- 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)
  - Personnel trained and drilled annually
  - Flexible, scalable and easily adaptable to specific emergency events
  - Incident Command System (ICS) for coordinated preparation and response
- DPS Scorecard metrics measure utility storm performance during an outage event 3 days or greater in length
  - Provides guidance on DPS expectations for restoration efforts

# Emergency Restoration Plan Process

## 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



# 2020 Emergency Restoration Plan Filing

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- 2020 Revised Plan filed with DPS on December 13, 2019
  - DPS comments received April 2020 and filed May 8, 2020
  - On May 12, 2020 DPS recommended adoption of the revised plan
- Noteworthy Changes for 2020 per DPS guidance:
  - Inclusion of provision from the NYSOEM crossing procedure between the US and Canada to facilitate the acquisition of crews from Canada
  - ETR Process Enhancements
  - Make Safe to Clear Process Enhancements
  - Life Support Customer & Community Outreach Process Enhancements
- Storm Pandemic Planning
- Hurricane tabletop exercise to be scheduled in Fall 2020

# Life Support Equipment Customers (LSE)

- Process Enhancements

- Dedicated LSE team established for blue sky operations
- Bi-annual follow ups are conducted with all LSE customers to obtain updated documents, contact information and additional emergency contacts
- Databases solutions implemented to better track and log LSE interactions during storm events
- Review and update of Elderly, Blind & Disabled customer list is in progress
- Identification of external resources (volunteer organizations, etc.) to determine collaboration opportunities to conduct wellness checks is in process

- Community Outreach enhancements

- Community Outreach process enhanced to move up distribution of dry ice and other essentials to 24 hrs. from start of event (when event is expected to last 48 hrs. or more)
- Additional pre-identified locations are being established for set up of Community Outreach Centers during storm events

# Storm Pandemic Planning - COVID-19

PSEG Long Island and PSE&G formed a cross-functional team to review storm processes and enhance preparedness plans due to COVID-19

- Plans were broken down into 5 key categories of storm response
  - **Separation Strategy**
    - ✓ Storm process review, work from home strategies, social distancing plans
  - **Enhanced Communications**
    - ✓ Pandemic communications for employees & customers, ETR strategy
  - **Mutual Aid Availability**
    - ✓ Assistance and Expectations, EEI guidelines, outreach to additional resources
  - **Stakeholders and Customer Care**
    - ✓ Escalation plans and personnel, work prioritization, customer strategy
  - **Logistics and Supply Chain**
    - ✓ COVID-19 specific PPE & hygiene supplies, material and staging plans, lodging and meal protocols, mutual assistance support
- Pandemic storm plans were created for each key category to ensure preparedness and alignment between companies

**Plans Successfully Implemented During April 13<sup>th</sup> Storm**