PSEG Long Island 2021 Emergency Restoration Plan
Board of Trustees Meeting

June 23, 2021
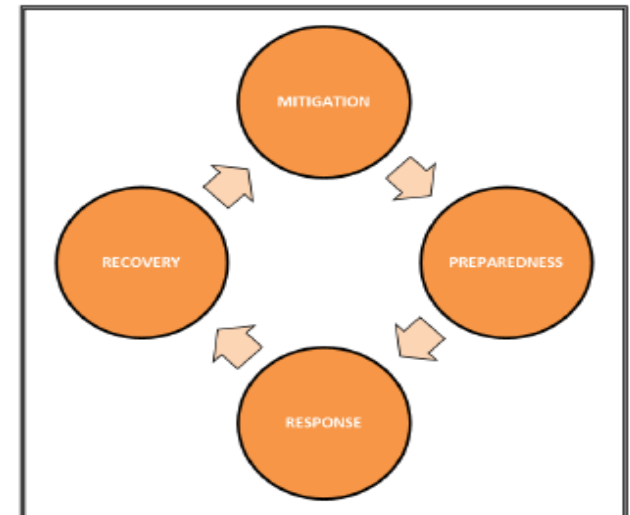
PSEG Long Island Emergency Restoration Plan

Plan Updates Focused on Continuous Improvement

- Plan complies with Public Service Law NYCRR §105

- Revised Plan filed annually with NYS Department of Public Service (DPS) in mid-December
  - Comprehensive document delineating strategic emergency response across all functions of the organization (Communications, Operations, Logistics, Planning, Finance)
  - PSEG LI personnel trained and drilled annually on plan components
  - Designed to be simple, flexible, scalable and easily adaptable to specific emergency events
  - Uses Incident Command System (ICS) for coordinated preparation and response

PSEG Long Island 2021 Emergency Restoration Plan

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 NYS utilities 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:
  - Storm Process Owners
  - PSEG Long Island Senior Leadership
  - DPS Staff
  - LIPA Staff

PSEG Long Island 2021 Emergency Restoration Plan

Time Table

- 2021 Revised Plan filed with NYS DPS on December 15, 2020

- PSEG LI EP Staff and NYS DPS Staff met virtually over two sessions to review DPS comments on Feb 25 and March 16, 2021.

- Revised ERP submitted to NYS DPS and LIPA for review on May 19, 2021

- ERP filed with NYS DPS on May 28, 2021
  - DPS Staff's review of the Plan, and the Emergency Response Plans of the IOUs, was expanded this year to include lessons learned from Tropical Storm Isaias and is still ongoing.

- Certification Letter filed with NYS Division of Homeland Security and Emergency Services (DHSES) on May 28, 2021 as per PAL 1020-f(cc)(3) which requires certification prior to June 1.

Noteworthy Changes to 2021 ERP

➢ Added CIO and CMT to Org Chart and IT Organizational Chart with CIO roles and responsibilities
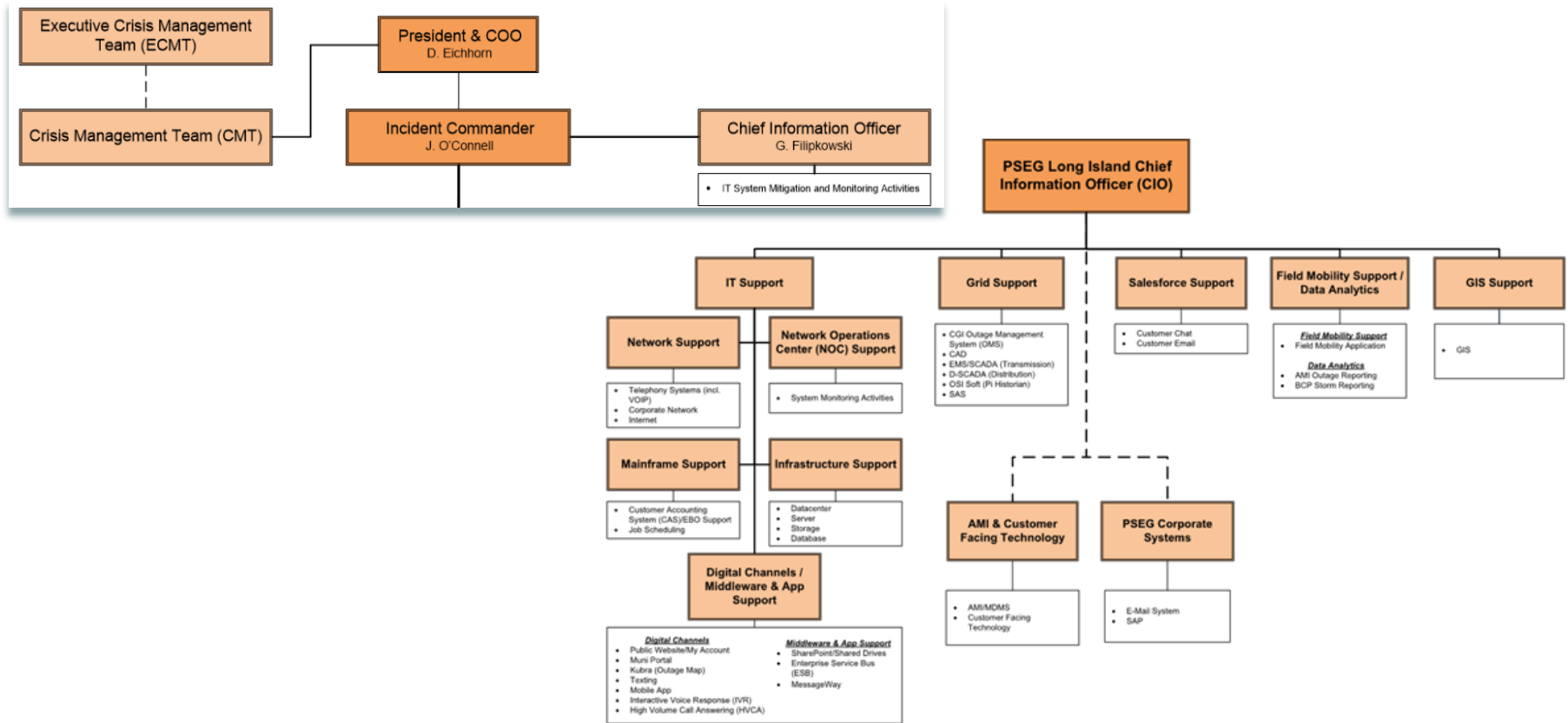

Figure 2.10 – Information Technology Organizational Chart

Noteworthy Changes to 2021 ERP

➢ Added personnel by Title responsible for storm processes identified throughout ERP
  ▪ (ex: *External Affairs Team* replaced with *District Manager and support Staff*)

➢ Added New Section 9 – Restoration Contingency Plan
  ▪ High Level overview of PSEG LI Contingency Plan for Loss of Critical Systems

➢ Added New Section 10 – Information Technology Protocols
  ▪ Defines roles and responsibilities for PSEG IT Organization including systems monitoring and includes requirements for reporting Stress Test results to DPS

➢ Clarified language to ensure all communication channels are updated within 1 hour of each press release or time stamped every 8 hours.

➢ Continued LSE Process Enhancement updates
  ▪ Added Minimum Staffing Matrix for LSE call and outreach process

LSE Customers Out of Service	Dedicated Staffing (FTE) for LSE Contact
0-250	1 - 5
251 - 750	6 - 9
751 - 1500	10 - 11
1500 - 2500	12 - 14
> 2501	15 +

  ▪ Streamlined EOC Referral Process for Wellness Checks

LIPA Process Improvement Plan (PIP) Inclusions in ERP

➢ 10 PIP related inclusions were made to 2021 ERP

PIP ID #	Topic	Sub Topic	ERP Section	Recommendation
4.06	Configure Kubra to leverage storm mode	Storm Workarounds, Messaging and Survey	14 - Communications Section refers to Section 9 - Restoration Contingency Plan	Added to Section 14.1 language on new Section 9 – Restoration Contingency Plan. (In addition: Messaging Library included in new ERIP-COM-008)
4.08	Municipal Portal Outreach Plan	Municipal Portal Training	13.5.1 Municipal Contacts	Expanded language: Municipal Portal training is offered periodically throughout the year and provided to municipal officials at the county, city, town and village level.
4.09	Social Media Automation	Automation	14.10.5 - Website and Social Media Coordination	Added: PSEG Long Island is currently implementing artificial intelligence automation to help manage increased customer use during large events.
5.01	Training Governance	Hire Training Governance specialist	20.1.1 Training	Added: The EP Department, in conjunction with SMEs from selected organizations, is responsible for governance of the development and delivery of training, as well as the notification of training to personnel and tracking of training. A Training Governance Specialist role in EP is being created to help provide training oversight, tracking and centralization.
5.02	ERP Training & Exercises	ICS Training for all employees	Appendix P – Training & Exercise Schedules	Added new annual training details

LIPA Process Improvement Plan (PIP) Inclusions in ERP

PIP ID #	Topic	Sub Topic	ERP Section	Recommendation
5.06	ICS and Mission Critical System Monitoring	Procedures	Section 9 - Restoration Contingency Procedures for Critical System Failure	Part of new section created
		Training	Appendix P – Training & Exercise Schedule	Added new annual training details
5.11	Circuit Sweeps	Process	Added to section 15.2.3	Circuit Sweep criteria, definitions and implementation added to section 15.2.3. In addition, training document completed and incorporated in 2021 training.
5.14	Tiered Restoration Plan	Process	Added 2 sentences to end of 2nd paragraph in Section 15.1 Added new Section 15.2.3	Tiered Restoration Matrix and operational guidelines included in ERP filing.
5.15	ETR Manager	Hire ETR Manager	8.2.2 ETR Inputs (Included in 2020 December filing)	New position of ETR Manager established
5.16	Contingency Plans for Critical System Failure	Procedures	Section 9 - Restoration Contingency Procedures for Critical System Failure	New section created
		Training & Exercises	Appendix P – Training & Exercise Schedule	Added new annual training and exercise details