



Review of the Annual Update to the Emergency Restoration Plan

Oversight and Clean Energy Committee – June 2026

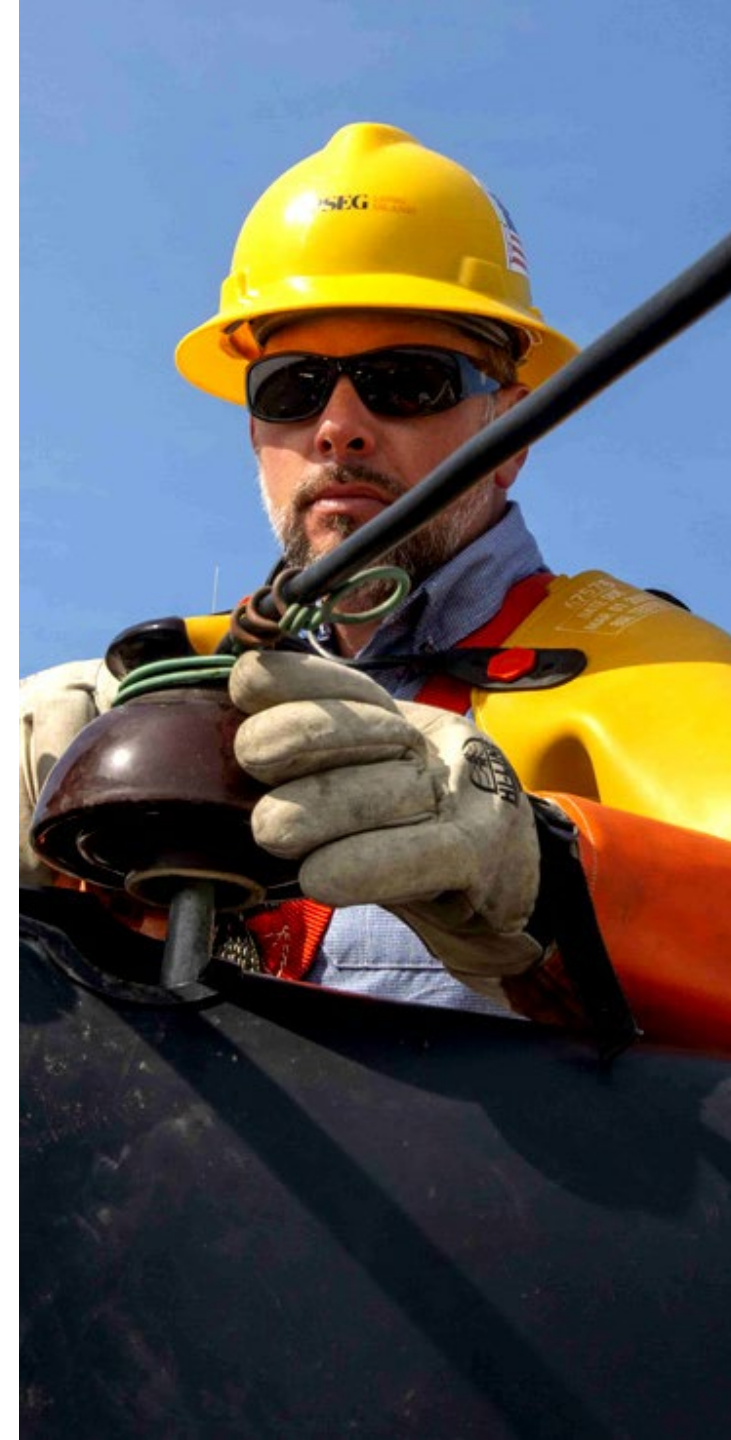
➤ **Larry Torres** – Senior Director Emergency Preparedness & Logistics

Emergency Restoration Plan (ERP)

- Companywide restoration strategy and playbook
- Includes Incident Command Structure (ICS) and key storm processes and procedures including:
 - Damage Assessment, Dispatch Strategy, Estimated Time of Restoration (ETR) Protocols, Customer Communications, Foreign Crew Processing, etc.
- Includes supporting plan documentation (e.g., contact lists, protocols)
- ERP closely aligns with that of other New York State electric utilities through collaboration
- Reviewed annually and incorporates recommendations made by LIPA & NYS Department of Public Service:
 - Annual 2026 ERP filing to DPS – December 15, 2025
 - Amendment ERP filed on February 23, 2026
 - Amended ERP Adopted by Commission on March 23, 2026

Emergency Response Implementation Procedures (ERIPs)

- 60 Supporting procedural documents for conducting restoration operations (e.g., tactical)
- ERIPs align with broader ERP plans and strategies
- **Reviewed annually**, updated based upon process changes and/or enhancements and submitted to LIPA for approval



Significant Updates to 2026 ERP

- ***Appendix D – Mitigation Activities*** – Added updated language defining Storm Hardening Design Standards for transmission and distribution system
- ***Training and Exercises*** – Expanded training and exercise section to reflect implementation of standardized training and exercises documentation designed to improve consistency, accountability and oversight through new Improvement Plan Tracker.
- ***Compliance Items*** – All annual filings now required to be filed under one static case/Matter Number to avoid confusion with the annually changing Case/Matter number (e.g., ERP, Stress Test Reports, LSE certifications)
- ***Emergency Restoration Implementation Procedures (ERIP)*** – Added cross references to applicable ERIPs throughout Emergency Restoration Plan
- ***Scalability*** – The 2026 Emergency Restoration Plan updates thresholds, sequencing, and Dispatch capacity assumptions associated with the acquisition of external resources and the management of a significantly expanded restoration workforce.

Storm Readiness - *Exercises*

➤ A key aspect of Storm Preparedness is our program that exercises all aspects of storm performance - T&D Divisions, IT systems, Customer, Communications and other support functions

West & East Branch Tabletop Exercises	• March 24th (West) ✓ • March 26th (East) ✓
OMS Bi-Annual Stress Tests Contact Center as a Service (CCaaS) IVR End-to-End Test	• OMS CAD & SAS VA DR Failover Test (March 2026) ✓ • <u>Cycle 1</u>: 12-Hour Test – April 2026 ✓ 24-Hour Test – May 2026 ✓ • <u>Cycle 2</u>: (September – November) CCaaS Test – May 2026 ✓
Division Operations Functional Exercises	• April 14-16th (Brentwood) ✓ • April 21-23rd (Hicksville) ✓ • April 28-30th (Hewlett) ✓ • May 5-7th (Riverhead) ✓
Alternate Control Center (ACC) Drill	• May 5th ✓
Energy Management System (EMS) Loss of Critical Systems Tabletop Exercise	• May 12th ✓
Load Shed/Communication & Mitigation Implementation Team (COMMIT) Tabletop Exercise	• May 19th ✓
Annual Hurricane Tabletop Exercise	• May 28th ✓
Municipal Portal Access Day Drill	• June 3rd ✓
Restoration Contingency Functional Exercise	• June 9th ✓
Call Center Business Continuity Drill	• June 24th
Communications Tabletop Exercise	• June 25th
Logistics Tabletop Exercise	• September 15th
Foreign Crew Processing (FCP) Functional Exercise	• September 30th
Restoration Flooding Function Exercise	• October 22nd
Crisis Management Team (CMT) Tabletop Exercise	• October



Storm Readiness – *Improvements*

➤ We have made significant Improvements in our Storm Process over the past years and continue to identify new opportunities

- **ERP** – 2026 Emergency Restoration Plan (ERP) adopted by NYS DPS on 3/23/2026
- **OMS System** – Failover Test of OMS CAD application and /SAS application to Disaster Recovery (DR) site successfully completed – 50% process improvement in downtime from 4 hrs to 2 hrs recovery time objective achieved with zero data loss
- **AMI** – Installation of Solar battery backup technology for AMI system to extend the battery life in the event of an outage to the AMI collectors (36 completed, 24 in 2026, 24 in 2027). Upgrade of Collector single modem to dual modem to allow for carrier redundancy.
- **Outage Map** – Upgraded Kubra Outage Map platform to latest cloud offering to enable quicker innovation, stronger security, advanced analytics to improve customer experience and richer contents on Banner Alerts.
- **Communications** – Strengthening Targeted Communications Strategy to deliver timely, customized engagement for customers impacted by extended outages, improving transparency, trust and overall customer experience.
- **Mutual Aid** – Introduced Digital Mutual Aid Safety Onboarding to enhance and expedite safety onboarding
- **Storm Hardening** – 10,000 Branch Line Reclosers installed by October 2026
- **Storm Contracts** – Awarded new FEMA Compliant Storm Contracts for Base Camps, Low Voltage and Helicopter Services
- **Wire Down Efforts** – New FD/PD Website Page and Updated *Electric Emergency Guide* for Emergency Responders to aid in identifying and reporting damage to electric facilities

