

Connecticut Emergency Support Function 12

All Hazards Energy and Utilities Annex

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CT ESF 12 Members

CT ESF #12 Coordinator/Primary Agencies:

- Department of Energy and Environmental Protection (DEEP)/ Public Utility Regulatory Authority (PURA)
- Department of Public Health (DPH)/Drinking Water Section (DWS)
- Office of Consumer Counsel (OCC)
- Department of Emergency Services and Public Protection (DESPP)/Division of Emergency Management and Homeland Security (DEMHS)

CT Support Agencies:

- Connecticut Military Department/National Guard (CTNG)
- Department of Administrative Services (DAS)/Bureau of Enterprise Systems and Technology (BEST) (Included exclusively for communications issues related to ESF #12)
- Department of Motor Vehicles (DMV)
- Department of Transportation (DOT)
- Department of Consumer Protection (DCP)
- Connecticut Siting Council (CSC)

Federal ESF Coordinator/Primary Agency:

- Department of Energy (DOE)

Federal ESF Support Agencies:

- Department of Homeland Security, including Federal Emergency Management Agency (FEMA)
- United States Army Corps of Engineers (ACEO)

Local Partners/Municipalities:

- Lead: Municipal and Regional ESF #12
- Support: Municipal and Regional ESF #2, 3, 5, 13
- Connecticut Conference of Municipalities
- Connecticut Council of Small Towns

Private and Public Sector Energy Partners:

Electric Distribution Company

- The Connecticut Light and Power Company
- The United Illuminating Company

Gas Company

- Connecticut Natural Gas Corporation
- Southern Connecticut Gas Company
- Yankee Gas Services Company

Interstate Gas Company

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- Algonquin Gas Transmission Company
- Iroquois Pipeline Operating Company
- Tennessee Gas Pipeline Company

Municipal

- Bozrah Light & Power (Groton)
- East Norwalk
- Jewett City
- Norwich
- South Norwalk
- Wallingford

Generators (Includes the following)

- Bridgeport Energy
- Dominion/Millstone
- NRG Energy
- Public Service Electric and Gas Company (PSE&G)

Private and Public Sector Non-Energy Partners:

Telephone Company

- AT&T
- Verizon

Community Antenna Television Company/Certified Communications Provider/Certified Competitive Video Service Provider

- ATT (U-Verse)
- Cablevision
- Charter Communications
- Comcast
- Cox Cable
- Fibertech
- Metrocast
- Thames Valley

Water Companies/Public Water Systems

Water Companies and Public Water Systems are regulated by DEEP PURA and the DPH Drinking Water Section (DWS). DEEP PURA regulates the privately owned water companies of the State, which fall into three categories, A, B, and C. Generally, these companies serve 50 or more consumers, covering service to 1000 or more individuals. DPH/DWS regulates publicly and privately owned Water Companies and Public Water Systems—Community, Non-Transient Non-Community, and Transient Non-Community. There are more than 2600 Public Water Systems in the State. The focus of this Annex is the approximately 560 Community Public Water Systems, which range from small apartment buildings to the Aquarian Water Company that services more than 600,000 people statewide. DPH/DWS maintains an inventory and emergency communications capabilities and Water Companies/Public Water Systems on a 24/7 basis.

Wireless

- AT&T Connecticut/AT&T Mobility

- Sprint/Nextel
- T-Mobile
- Verizon New York Inc./Verizon Wireless
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Other

- CT Water Works Association
- Milford LNG Plant (Total Peaking Services LLC)

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BACKGROUND OF CT ESF 12—All Hazards Energy and Utilities Annex

In the aftermath of two severe weather storms that occurred within two months of each other, causing widespread and prolonged power outages, and resulting in Presidential major disaster declarations, Governor Dannel P. Malloy directed State Emergency Management Director William J. Hackett to establish an Emergency Planning and Preparedness Initiative to enhance the state's capabilities in advance of the next inevitable event. One of the initiatives was the establishment of an Energy and Utilities Work Group to perform a number of functions, including the creation of an All-Hazards Energy and Utilities Annex to the State Response Framework, in order to memorialize the process to be used to restore or maintain critical public services. The State Response Framework can be found on the DESPP/DEMHS website, www.ct.gov/demhs.

Purpose

This Annex describes in detail the Multi Agency Coordination that will take place under the Connecticut State Response Framework, specific to utility- related aspects of disasters and emergencies, in order to facilitate restoration and maintenance of the state's energy, utility, electric, gas, water, waste water, and tele/communications public services during and following a major disaster, such as a hurricane, winter storm, flooding, earthquake or other significant event requiring state assistance.

Principles and Assumptions

The Annex takes into account the following principles and assumptions in order to develop and improve the process necessary to restore and maintain critical public services:

- CT ESF 12 and the Annex will be supported by the establishment of emergency response and service restoration performance standards in accordance with Public Act 12-148, and other identified needs;
- CT ESF 12 and the Annex will be supported by additional actions to mitigate power and communications outages in accordance with Public Act 12-148, and other identified needs;
- CT ESF 12 will interact closely with CT ESF 2 (Communications) in order to coordinate tele/communications restoration and maintenance before, during, and after emergencies that create widespread power outages;
- Companies that provide public services will share with the State Emergency Operations Center and other appropriate partners all information necessary for the prompt restoration of service, recognizing that proprietary information will be protected to the extent possible under state law and under the circumstances of the emergency. Also, information that is provided may be subject to protection under Connecticut General Statutes Freedom of Information Act Section 1-210(b)(19), if public release of the information may result in a safety risk, and is provided as part of a preparedness, response, recovery, or mitigation planning;

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- In accordance with Public Act 12-148, companies that provide public services will participate in planning, exercise, and training activities at the state and local level;
- In accordance with Public Act 12-148, companies that provide public services will provide their emergency service restoration plans to PURA, DESPP, and municipalities every two years, and the plans will include communication and coordination measures with state, local, and other providers' officials, as well as a scalable and flexible plan capable of addressing the quantity and types of damages for outages affecting more than 10%, 30%, 50%, and 70% of customers. Information provided in these plans will be confidential;
- For the purposes of this Annex, and to assist in the establishment of protocols for emergency preparedness, response and recovery work on tribal lands, the terms town, municipal, or local include the State's recognized tribal nations, unless separate tribal/utility plans exist;
- In the event that the Governor declares a state of emergency, pursuant to Connecticut General Statutes Section 28-9, he may personally take direct operational control of any or all parts of the civil preparedness forces and functions in the State. The Governor may also take such actions as are reasonably necessary to protect the health, safety, and welfare of the people of the state, to prevent or minimize loss or destruction of property, and to minimize the effects of hostile action. The Governor convenes his Unified Command at the State Emergency Operations Center.

Scope

CT ESF 12 Group addresses significant disruptions in communications, cable and video services, water and energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems, or unexpected operational failure of such systems. CT ESF 12 is applicable to the producing, refining, transporting, generating, transmitting, conserving, building, distributing, and maintaining of energy systems and system components. In this capacity, CT ESF 12 serves to collect, evaluate, and share information on the impact of service system outages, as well as on the progress of the restoration process, to include projected schedules for restoration, percent completions of restoration, and geographic information on the restoration. CT ESF 12 energy companies must work closely with their non-energy partners that also provide public services in order to restore all critical functions as soon as possible. Therefore, CT ESF 12 includes a coordination framework designed to facilitate communications to and from municipalities, state agencies, and energy and non-energy public service companies.

The CT ESF 12 Group will serve as a permanent committee or working group of the DEMHS Advisory Council.

CT ESF 2 Communications: In general, CT ESF 2 will be implemented under the Statewide Interoperability Committee of the DEMHS Advisory Council. It is contemplated that an ESF 2 Annex to the State Response Framework will be developed. Because of the interrelationship between ESF 12 and communications in many situations involving power outages, this Annex includes a description of the CT

ESF 2 Communications Task Force, which shall be convened for a number of reasons, including during prolonged or widespread power outages.

CT ESF 2 Communications Task Force: All Communications/cable providers in the State shall be members of the Interoperability Committee's CT ESF 2 Communications Task Force, which is led by DAS/BEST and DEEP/PURA and includes Communications companies. The mission of the Task Force is to plan and prepare for emergency Communications issues, and to support the maintenance and restoration of Communications services such as cable, internet, land line telephone and cell phone services. This Task Force is the primary interface between these public service providers and the State during situations contemplated by the State Response Framework, including this Annex.

The membership of the Communications Task Force includes, in addition to DAS/BEST and DEEP/PURA, subject matter experts from: DESPP(for example, from the Office of Statewide Communications and/or DEMHS); the CT National Guard, and; DOT. Federal members include FEMA and the Department of Homeland Security Office of Emergency Communications. Participants from the private sector include ATT, Sprint, T-Mobile, Verizon, Comcast, Charter Communications, Cox Communications, Cablevision, Metrocast, FiberTech, and any other companies providing communications services. All members must share requested data with the Task Force leadership in order to promote a prompt restoration process. Proprietary data and/or data that could present a safety risk if released will be protected to the full extent allowed by law.

The Task Force shall meet regularly during non-emergency time periods, in order to plan and prepare for emergency events. For example, the Task Force will meet to review its After Action Report(s) and address action items contained within the report. Whenever possible, the Task Force shall convene pre-landfall, in order to ensure a smooth movement into recovery mode. During emergency events, the Task Force shall establish a regular communications and information collection and dissemination cadence. The usual cadence is as follows:

- 8 am report at the State EOC Unified Command meeting;
- 9 am email reports from communications providers to the Task Force leadership to describe activities since last reporting period;
- 10 am conference call with all providers to discuss status and coordinate requests for assistance, with update provided to State EOC Operations Desk;
- 12 pm conference call between State and Municipalities to discuss restoration activities, including communications;
- 3 pm updated email reports provided to Task Force leaders and conference call, with update to State EOC Operations Desk;
- 5 pm report at the State EOC Unified Command meeting. In addition, an email list will be set up and managed by the Task Force so that immediate escalation of issues could occur if necessary, outside of the established meeting/conference call time periods.

Task Force issues may include unique information requests or actions required by communication service providers, including SAT/Cells on Light Truck (COLT) deployments in large outage areas, for specific governmental or municipal needs.

Status updates for each provider must include:

- Number of outages (cell towers, T1 lines, head-ends, etc—Wireless providers are working with PURA on these data points);
- Reasons for outages and large affected areas;
- Restoration needs for the providers including: coordination with debris removal, generator deployment, escalation between providers on priority T1 lines, escalation to utilities on power restorations;
- Projected restoration timelines

Water Task Force – This task force is led by the DPH Drinking Water Section. Members include Public Water Systems/water companies, wastewater utilities, CT DEEP Municipal Facilities Section, and associations such as Ct WARN, CT Section AWWA, Connecticut Conference of Municipalities (CCM), etc. Its mission is to plan and prepare the water sector for all-hazards emergency incidents and to support the sector in the maintenance and restoration of drinking water and wastewater service for the general public and ESF partners. The water sector and the services they provide affects many different public service sectors and also sustains the operations of other ESFs such as health care, fire suppression, emergency shelters, PODs, etc. DPH will coordinate any water advisories and emergency public notification disseminated to water consumers as a result of water quality issues caused by the emergency. Communication flow between DPH and public water systems will be conducted through WebEOC (if/when available), DPH Everbridge system, and direct contact. DPH will also provide coordination and support relative to Ct WARN and report the status of water sector mutual aid to the SEOC. Any issues raised through the Water Task Force will be forwarded by DPH Drinking Water Section to the SEOC and disseminated to the Regional Coordinators and municipal leaders for appropriate action.

All Public Water Systems/Water Companies are required to report operational issues to DPH, DPH evaluates conditions and makes determinations on sufficiency and adequacy of supply. CtWARN status is also routed through DPH. Depending on the situation and the status of communications in the state, public notice to customers will advise on the availability and suggested use of drinking water from various PWS/water companies. All municipal and privately owned domestic wastewater treatment facilities are required to report operational issues to CT DEEP, Municipal Facilities Section. CT DEEP will evaluate the severity of the reported issues and prepare advisories on known and potential impacts of any conveyance or treatment deficiencies.

Fuel Task Force: This task force is made up of DMV, DEMHS, DOT, DAS, CTNG, DCP, and other fuel partners including the Independent Connecticut Petroleum Association, the Connecticut Chapter of the National Propane Gas Association, the Motor Transport Association of Connecticut and the Connecticut

Petroleum Council. Its mission is the restoration and provision of emergency fuel, and generators for power needs, including:

1. Priority restoration of power to all of the DOT Service Plazas along I-95, I-395 and Rte. 15;
2. The monitoring of the supply of the state's eight (8) fuel terminals;
3. Establishing communications with municipalities to determine fuel and generator needs for emergency responders and critical infrastructures;
4. Establishing communications with utilities to determine status of their back-up power sources to aid in restoration efforts;
5. Coordinating with FEMA to obtain generators when demand exceeds supply (size and/or number) and the US Army Corps of Engineers to assess installation requirements;
6. Providing information to the public concerning open retail fuel outlets;
7. Communicating with public service companies and emergency responders regarding fuel needs and availability;
8. Coordinating fuel access at state DOT locations for municipal vehicles involved in the emergency effort.

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General Roles and Responsibilities of ESF #12

Preparedness

- Ensure that Standard Operating Procedures (SOPs) are in place to perform appropriate levels of mitigation, preparedness, response, and recovery that a given disaster or emergency may require;
- Assist locals and state agencies with mitigation and preparedness measures prior to an actual emergency or disaster;
- Assign and train personnel to support emergency operations at the State Emergency Operations Center (SEOC), or other areas of operation;
- Actively participate in planning, training and exercise activities at the state, local, federal, and private sector levels.

Response

- Provide an ESF #12 liaison to the SEOC;
- Assist in providing sufficient power and fuel supplies to state agencies, response organizations, and areas along evacuation routes;
- Provide, to the extent possible, materials, supplies, and personnel for the support of emergency activities being conducted by local EOCs or state ESFs as requested through the SEOC;
- Establish and maintain communication with utility representatives and/or fuel suppliers to determine response and recovery needs;
- Assist the DPH, the American Red Cross, United Way 2-1-1, and local EOCs to identify emergency power needs for shelters or other facilities;
- Work in coordination with Federal ESF #12 personnel if a Joint Field Office (JFO) and/or other support facilities is/are established;
- Hold regular meetings prior to State EOC Governor's Unified Command meetings, and provide status briefings at the Unified Command meetings;
- Assist in gathering and providing information to the Planning Section and Operations Section for establishing operational priorities, developing situation reports and Incident Action Plans (IAPs), and to DEMHS/State EOC Public Information Officer (ESF 15) for press releases;
- Establish, run, participate in, and/or coordinate such Task Forces as are deemed necessary.
- Keep accurate logs and other records of emergency responses.

Recovery

- Coordinate efforts to provide for resources requested by local, state, and federal agencies for emergency power and fuel needs;
- Review recovery actions and develop strategies for meeting local and state energy needs;
- Monitor local, state, and utility actions;
- Receive and assess requests for aid from local, state, and federal agencies, and from energy offices, energy suppliers, and distributors;
- Work with all state and local emergency organizations to establish priorities for repairing damaged energy systems;
- Establish, run, participate in, and/or coordinate such Task Forces as are deemed necessary;
- Update state and local news organizations through DEMHS/StateEOC with assessments of energy supply, demand, and requirements to repair or restore energy systems; and
- Keep accurate logs and other records of emergency responses.

After-Action

- Draft recommendations and other reports as appropriate.
- Participate in post-hazard mitigation studies to reduce the effects of any future disasters.
- Prepare an after-action report, identifying key problems, how they will be or were solved, and making recommendations for improving ESF response operations;
- Meet and amend any plans or procedures to address the issues identified in any After Action report or meeting.

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CT ESF 12 Member Agencies' Roles/Responsibilities

Department of Energy and Environmental Protection (DEEP/PURA): Overall DEEP agency responsibilities are listed in the main document of the State Response Framework. In addition:

- DEEP/PURA and DPH will maintain the following lists of information and have it available to the State EOC 24/7 and 365:
 - Private and Public Sector Energy Partners:
List of all energy distributors and generators, including gas companies, pipelines, and municipally owned companies.
 - Private and Public Sector Non-Energy Partners:
List of all other companies that provide public services, including water delivery and sewer, waste treatment, Communications, cable, video.
- Serve as a member/lead of the CT ESF 12, CT ESF 2, and the State Interagency Debris Management Task Force (IDMTF) groups and actively participate in, and help to coordinate, planning, preparedness, response, recovery, and mitigation activities;
- Perform the duties as enumerated in Public Act 12-148.

Preparedness:

- Act as the point of contact and liaison providing direct coordination with all other State, regional and Federal departmental response elements as requested by the Governor's Office, DEMHS, EOC, and utilities.
- Designate primary and secondary liaison officer(s), who will report to the State EOC when called upon and are available on an around-the-clock basis if needed.
- Ensure that liaisons are trained in Incident Command and the National Incident Management System.
- Provide input to periodic readiness assessments and participate in training and exercises aimed at continuous improvement of preparedness, prevention, mitigation, response, and recovery capabilities.
- Participate in planning and exercises for short-term and long-term emergency management, restoration and protection operations, and the development of supporting operational plans, SOPs, checklists, or other job aids in concert with existing first-responder standards.
- Analyze data available at the EOC to assist in assessing the impact and damage to transmission, distribution, and service lines; telephone facilities; pipelines, and; other regulated utility systems. Proprietary information or data and/or information that could present a safety risk if released will be protected to the full extent allowed by law.
- Communicate with all ESF 12 members, including utilities, in advance of storms or other significant emergencies.
- Provide technical support for the EOC, as requested.
- Coordinate with DOE, NERC, NARUC and other utility sector agencies and develop procedures for responding to regional outages.
- Develop contact list and calling tree of State agency personnel for use to facilitate restoration and protection efforts during emergencies.
- Continuously identify capabilities required to prevent or respond to new emergency threats and hazards, or to improve the ability to address existing threats.

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- Serve as the State liaison to Connecticut’s regulated and unregulated utility companies and State agencies to facilitate critical utility infrastructure protection and restoration.

Response:

- Furnish available personnel as requested by Governor’s Office/DEMHS/EOC.
- Provide technical assistance/guidance to federal and other state agencies.
- Coordinate with the EOC, Governor’s Office and the utility companies to prepare and release public information regarding the emergency.
- If proprietary information is received from affected public or privately owned facilities, consult legal counsel prior to disseminating such information.
- Keep the Governor’s Office/DEMHS/EOC team informed of any utility-related problems that may cause or contribute to extended outage(s).
- Accompany utility or nonutility damage assessment teams when requested to do so.
- Receive and respond to information requests from municipalities and utility providers.
- Work with utilities on priority restoration of critical infrastructure, such as hospitals, prisons, water/wastewater plants, and nursing homes.
- Process waiver requests for the utilities.
- Facilitate public utilities communication with local state, and federal agencies and organizations.
- Coordinate requests from the utilities for assistance from state agencies and help facilitate critical infrastructure protection and restoration.
- Monitor, evaluate and provide input to the utility companies and other support agencies and organizations that are responding to and recovering from emergencies.
- Be kept apprised of and monitor any unmet needs and priorities.
- Coordinate status reporting from all utility systems.
- Maintain notes, draft recommendations and reports as directed or appropriate.
- Provide technical support for the EOC, as requested.
- Serve as lead, co-lead, or member of any ESF Task Force as needed.

Recovery:

- Serve as the point of contact for post-event damage reports to supply, distribution, and collection systems and conduct planning section meetings.
- Establish Docket(s), if necessary.
- Conduct an internal “lessons learned” and “best practices” review, and participate in any state reviews.
- Determine whether “performance standards” have been met, if applicable, per Public Act 12-148.

CT DEEP Municipal Facilities Section:

CT DEEP Municipal Facilities Section is responsible for ensuring the adequacy of wastewater conveyance and treatment on a 24/7 basis to approximately 2.1 million CT residents. As part of that responsibility, the DEEP Municipal Facilities Section shall:

- Maintain a comprehensive inventory of all public wastewater systems (approximately 84 municipal and 12 private treatment facilities serving customers in 127 towns) complete with facility information, treatment capacities and service areas, and emergency response plans as defined in approved Operation and Maintenance Manuals. All municipally owned wastewater

systems have Operation and Maintenance Manuals filed with and approved by CT DEEP. Operation and Maintenance Manuals identify procedures to maintain functional integrity and efficiency of equipment and structures, including process control, safety, and emergency operations procedures. All information maintained within the Municipal Facilities Section office will be available to the SEOC upon request at any time.

- Be responsible for sending out communications and technical assistance to municipal wastewater systems in advance of any potential known events that may impact normal operations of the systems, and to update and clarify communications protocols in the event of actual or potential disruption of conveyance systems or treatment processes.
- Be responsible for ascertaining and ensuring the operational status of all municipal wastewater systems during emergency operations. CT DEEP Municipal Facilities Section will Issue incident reports to all stakeholders and inter-sector partners relative to any wastewater emergency or security incident. The incident reports are also provided to the SEOC when they are activated.
- Provide operational status and coordination support for CtWARN, the mutual aid network for drinking water and wastewater utilities, to the SEOC.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as member of any Task Force as needed.
- Participate in any state After Action reviews.

Office of Consumer Counsel (OCC):

- OCC's role includes advocating for reliable service and adequate utility infrastructure. (See Public Act 12-148, An Act Enhancing Emergency Preparedness and Response.)
- Provide expert assistance regarding the consumer perspective (residential and business) on electric, natural gas, water, and Communications issues, such as cell tower restoration
- Assist with collection of real-time data and experiences for analysis in after-action reviews. Communicate with State EOC and appropriate Task Forces regarding OCC activities and findings.
- Act as informal go-between and advocates between the utilities and municipalities as needed. Communicate with State EOC and appropriate Task Forces regarding OCC activities and findings.
- Cooperate with the Connecticut Conference of Municipalities (CCM) to solicit the input of town managers on their public service company issues related to emergencies, and communicate results to ESF 12 membership to help to inform planning and preparedness activities.
- Assist DEMHS and other ESF 12 members with the establishment and maintenance of lines of communications with key municipal decision-makers.
- OCC Broadband Policy & Programs Coordinator will work on an ongoing basis with CT ESF 12 and CT ESF 2 groups. The Coordinator is a federally-funded position designed to manage the state's GIS data collection/mapping broadband project as well as to develop a strategic plan for improving access to and adoption of broadband services to all communities and citizens of Connecticut.
- Serve as a member of the CT ESF 12 and CT ESF 2 groups and actively participate in planning, preparedness, mitigation, response, and recovery activities.

- Participate in any state After Action reviews.

Division of Emergency Management and Homeland Security (DESPP/DEMHS)

- Review and amend State Emergency Operations Center Standard Operating Procedures to include: (1) the provision of daily Incident Action Plans, or comprehensive daily schedules, from utilities and other public service providers as requested by the State EOC Unified Command before, during, or after emergencies; (2) memorialize state-local-public service companies—private sector conference calls, including agendas.
- During emergencies, establish and maintain a regular communications cadence or rhythm that includes participation by energy companies, other public service companies, municipalities, state agencies, and other partners, including facilitating such communications calls by creating agendas with the assistance of appropriate Task Forces, and ensuring consistent scheduling of such calls.
- Assist locals and state agencies with mitigation and preparedness measures prior to an actual emergency or disaster.
- Assign and train personnel to support emergency operations at the State Emergency Operations Center (SEOC), or other areas of operation.
- Stand up Task Forces as necessary to support energy and public service maintenance and restoration in emergencies.
- Serve as a member of the CT ESF 12 and CT ESF 2 groups, and coordinate planning, preparedness, mitigation, response, and recovery activities.
- During non emergency time periods, continue to provide venue and process for collaborative planning and preparedness activities, including training and exercise.
- Coordinate and/or participate in any state After Action reviews.

Department of Administrative Services (DAS)/Bureau of Enterprise Systems and Technology (BEST)

- Serve as a member of the CT ESF 2 group, and CT ESF 12 group as needed, and actively participate in planning, preparedness, mitigation, response, and recovery activities.
- Serve as Lead the CT ESF 2 Communications Task Force (See description of Task Force in Scope, above), or lead or member of any other Task Force as needed.
- Participate in any state After Action reviews.

Department of Public Health (DPH)

Drinking Water Section (DWS):

- DPH DWS is responsible for ensuring the purity and adequacy of drinking water supply and service on a 24/7 basis to approximately 2.7 million CT residents.
- Maintain a comprehensive inventory of all public water systems (approximately 2,600 community and non-community systems) complete with facility information, water supply capacity status, water quality history, water supply plans, and emergency contingency plans. All

information maintained within the DPH DWS office will be available to the SEOC upon request at any time.

- All community public water systems serving greater than 1,000 people have water supply plans approved by DWS, with input from DEEP and PURA, on file including emergency contingency plans and sabotage plans. Emergency contingency and sabotage plans identify system vulnerabilities, response actions and capabilities, drought and water supply emergency triggers, priority users, mutual aid information and public notification procedures.
- Maintain the Water Emergency Assessment and Response (WEAR) team with staff trained to respond to any type of emergency or security incident at any public water system. WEAR Team response assesses the condition and operation of a public water system, provides direct technical assistance, advises on risk communication to the public, collects water quality samples and will continually assess the public health impact of a drinking water emergency or security incident.
- Responsible for sending out communications and technical assistance to public water systems in advance of any potential known events that may impact normal operations of the water system to provide them with ways to contact DPH in the event of an emergency in order to provide an operational status report of their water system. WebEOC and DPH Everbridge will be utilized to facilitate communication flow.
- Responsible for maintaining the operational status of all public water systems during emergency operations. Status updates are planned to be facilitated using WebEOC.
- DPH DWS will issue incident reports to all stakeholders and inter-sector partners relative to any drinking water emergency or security incident. The incident reports are also provided to the SEOC through the DPH Command Center when they are activated.
- Will create, maintain and update lists of public water systems that are on a water advisory during emergency operations and provide technical assistance to the SEOC, municipalities and consumers regarding the proper use of water service.
- Collection of water quality samples at impacted Public Water Systems/Water Companies as necessary and requested. Water sample analysis would be completed at the DPH Laboratory.
- DPH DWS will convene and chair the Drinking Water Emergency and Security Advisory Committee (DWESAC), an inter-sectoral group charged with maintaining and forwarding the emergency and security preparedness of the drinking water industry and fostering strong partnerships with other interdependent sectors and federal, state and local government agencies.
- Provide operational status and coordination support for CtWARN, the mutual aid network for drinking water and wastewater utilities, to the SEOC.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as the lead of the Water Task Force, and/or lead or member of any Task Force as needed.
- Participate in any state After Action reviews.

Military Department

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- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as member or co-lead of Task Forces as needed.
- Deploy personnel and other resources as needed.
- Participate in any state After Action reviews.

Department of Motor Vehicles (DMV)

- Interpret, and when authorized, modify or suspend state laws and federal regulations that facilitate the transportation of goods and delivery of services incident to the immediate restoration of essential services or essential supplies for emergency relief.
- Serve as a member of the CT ESF 12 group and participate in planning, preparedness, response, and recovery activities.
- Serve as lead or co-lead of the Fuel Task Force, or other Task Force as needed.
- Participate in any state After Action reviews.

Department of Transportation (DOT)

- Coordinate with local public works departments and companies that provide public services;
- Secure all construction sites prior to storm to protect electrical and other utility resources;
- Serve on appropriate Task Forces;
- Embed a liaison in each DEMHS regional office, as needed and requested;
- Serve as a member of the CT ESF 12 and CT ESF 2 groups and actively participate in planning, preparedness, response, and recovery activities, including training and exercise; serve as lead or co-lead of other ESF group or task force as needed.
- Collaborate with utilities, other state agencies, and towns to develop a standard Make Safe procedure to be used during emergencies when utility conductors and/or trees block roadways such that emergency vehicles may not safely pass.
- Conduct preliminary damage assessments;
- Provide crews to perform road clearing;
- Coordinate road crews with utility crews to optimize efficiency of opening roads;
- Work jointly with regional coordinators, municipal officials and utilities to prioritize work;
- Provide annually updated phone contact list;
- Prioritize permitting for oversize/overweight loads to facilitate recovery efforts;
- Post storm: remove wood debris from Rights of Way.
- Participate in any state After Action reviews.

Department of Consumer Protection (DCP)

- Maintain responsibility for weighing and measuring devices and for quality of petroleum products both for wholesale and retail meters, (as well as for wood and other fuels);
- Directly license retail fuel dealers (gasoline stations and heating fuel, oil and propane, dealers) and register fuel products for quality;
- Conduct consumer complaint investigations related to fuel quantity and quality;
- Share responsibility for investigating petroleum price gouging with DEEP and the Office of the Attorney General;

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- Maintain extensive and on-going contact with the petroleum products industry in Connecticut;
- Determine the status and operability of the distribution system for petroleum products, and provide and update this information as needed or requested to the State Emergency Operations Center;
- Serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.
- Serve as a co-lead or member of the Fuel Task Force, or any other Task Force as needed.
- Participate in any state After Action reviews.

Connecticut Siting Council (CSC)

- May waive fee for Cells on Wheels (COW) during and after emergency operations.
- Provide database of Communications towers and carriers served by those towers in the state upon request to DEMHS and/or ESF 2 or 12 leaders.
- Serve as a member of the CT ESF 12 and CT ESF 2 groups, or any Task Force as needed, and actively participate in planning, preparedness, response, and recovery activities, including training and exercise.
- Participate in any state After Action reviews as needed.

Energy and Non-Energy Companies That Provide Public Services (“Companies”)

- Determine restoration priorities in concert with the Incident Commander, who will recognize the technical expertise of the public service company. Energy and Non-Energy Companies that provide public services acknowledge and shall perform the following duties:
- First Priority: Immediate Life Threatening Situations, Public Health and Safety
 - Public Safety requires the de-energizing or cutting down of downed primary voltage distribution lines;
 - Restoration of service to previously designated public emergency service institutions such as major hospitals, evacuation centers, as prioritized by municipal officials;
 - After the storm has passed to allow for safe operation of aerial devices (winds of less than or equal to 30 mph), establish city/town cut down crews (line and tree crews paired up) and have them muster with the municipal public works department or police/fire department representatives to cut and clear all trees in order to open roadways.
- Second Priority: Substations, Transmission Lines, Primary Distribution Feeders
 - Service restoration to a maximum number of customers in a minimum amount of time using appropriate number of work forces. This usually involves removal of trees and limbs (see above), bypassing some damaged equipment, and re-energizing primary distribution lines. In some cases, circuit ownership may be established from the source to mainline. Crews can then go back and work on the side taps. Crews may be paired with tree trimmers to facilitate more rapid restoration.
- Third Priority: Single and Three-Phase Laterals
 - The repair and restoration of critical facilities such as fire stations, police stations, sewage treatment plants, and water pump stations.
 - The repair and restoration of equipment and lines serving groups of customers.
- Fourth Priority: Distribution Transformers and Services
 - Although restoration of service lines to individual homes or buildings is designated as Priority Four, in some cases, this work may be done at the same time as higher priority work. In order to accomplish this, the company will use crews not normally associated with distribution restoration work.

NOTE: A utility may repair or restore a “lesser” priority facility before a higher priority facility in order to meet higher priority needs. In addition, evaluation of priorities must be flexible as circumstances change, which may require time specific resource allocation.

- During a major disaster or emergency, companies shall communicate and collaborate with government officials to address life safety issues resulting from disruptions in energy supply that jeopardize the health, safety and welfare of the general population and emergency workers.

- Embed liaisons from communications companies, including cable/video providers, within the appropriate electric distribution companies' Emergency Operations Centers (EOC) to exchange real-time restoration information during major outage events. Upon opening of the electric utility EOC, the electric utility shall make contact with Communications Providers to inform them of the impending event, level of expected damage and duration of event. The Communications Providers shall station a person (Communications Liaison) at the electric utility EOC, if requested, for the purpose of coordinating restoration efforts. The Electric Utility EOC staff and the Communication Liaison(s) shall share information related to the location and priority of critical communications facilities, and damage required to be repaired by the communications provider in order to facilitate restoration efforts.
- Assign and train personnel to support emergency operations at the State and local EOCS, including Incident Command Systems and state/local emergency operations training.
- Communications providers have management and coordination structures that shall be activated during major disasters or service interruption, when local damage assessment or network recovery exceeds business as usual capabilities.
- Submit current Emergency Preparedness and Response Plan and Procedures to DEMHS to be maintained for use at the State EOC. See Connecticut General Statutes Section 16-32e, and Public Act 12-148. They shall be submitted jointly when they are submitted to DEEP/PURA: under Public Act 12-148, these plans will not be subject to a Freedom of Information request.
- Provide timely, detailed and accurate information via utility liaisons to the State EOC and to affected municipalities, including electronic and hard copy of location of affected circuits, per this Annex and the utilities' Emergency Preparedness Plans. Information shall include the following:
 - Status of pre-designated Tier One priority work for each of the municipalities within the provider's franchise area; projected work locations for the restoration crews within the cities and towns (crew locations); status of affected circuits; status of expected arrivals of outside crews; estimate of the number of customers affected.
 - Municipal Liaisons shall be equipped with production level Outage Management System and Geographic Information System as well as a web page view that shall depict the location of affected areas by town.
 - This information shall be passed from the provider to the state and municipalities on a regular basis.
- Allow local Emergency Management Director (EMD) to have web access to map information regarding electric outages even in the absence of the liaison. Communications providers shall provide timely, detailed, and accurate information regarding the number and geographic impact of known outages. Municipal/town liaisons shall provide more detailed information to the EMD when deployed.
- Electric companies and other pole owners, designate a Make Safe Crew or representative to each municipality (after the municipality has opened its EOC) that has requested a Make Safe Task Force or Strike Team and has declared a state of emergency, and inform the municipal EMD and EOC of the assignment, in accordance with attached Make Safe/Blocked Roads protocol,.

- At least annually, in collaboration with municipal Chief Executive Officer or her designee, and the local EMD, and other municipal leaders, review and update municipal restoration priorities that have been pre-identified as critical public safety facilities.
- During times of emergency, through their Town/Municipal Liaisons, electric companies shall participate in daily review of existing priorities with municipal EMDs, who shall consult with Unified Command/Incident Commander. Municipal Unified Command should include local Emergency Management Director, Chief Executive Officer, Public Works, energy company representatives, and private sector with critical facilities in the town. Town/Municipal Liaison, or someone in the Liaison reporting structure, shall communicate priorities to a representative in the Utility Command Post/Work Center, who provides daily schedule back to municipality and to DEMHS Regional Office with explanation of priorities set. As work is accomplished and priorities shift, updates will be provided to municipalities throughout the day.
- During times of emergency, work with Communications Task Force, or other State EOC Task Forces as designated. An Incident Action Plan, detailing the strategy to be employed by the utility that day, the extent and location of resources, and planned assignments, shall be provided at the beginning of each day to the State EOC. Regular updates shall be provided throughout the day, so that the Governor and the State EOC have accurate statewide situational awareness. Companies' liaisons at the State EOC shall be prepared to brief on the priorities established at company and municipal level, and to address priorities identified at the State EOC.
- Establish a standard operating procedure for damage assessment. See the Town/Municipal Liaison Utility Damage Assessment Form, which is attached to this Annex. The completed damage assessment form shall be submitted to the Town/Municipal Liaison, who shall provide the information to the utility's work center.
- In times of emergency, municipalities may use the damage assessment procedure and form to accurately deploy resources to perform the assessment and provide the information in a format that can be used by the public service company. Each year, municipalities shall identify individuals to the utilities to be involved this process so that the utilities can provide the necessary basic training to enable them to safely and effectively gather information to populate the form. If a non-electrical utility individual comes across damage, it should be recorded from a safe distance, and no attempt should be made to move closer to the damage to obtain information.
 - Under no circumstances should damage assessors handle, move, test, touch, manipulate, or other make contact with (including through the use of hot sticks or any other device) any wires, conductors, attachments, or other utility equipment. All wires, conductors, attachments, and utility equipment are potentially dangerous, as they may become energized at any time. All wires must be treated as energized and dangerous.
 - Persons engaging in damage assessments in and around utility conducts assume the risk of their actions, and must take every precaution and effort to maintain at least a 10 foot clearance from all utility conductors. The utility makes no assurance of safety with regard to those engaging in damage assessment activities.

Connecticut Emergency Support Function #12—All Hazards Energy and Utilities Annex

- As requested by the State EOC, embed a liaison with access to decision makers, at each DEMHS Regional Office affected by the emergency.
- Embed energy company liaisons at municipal EOCs as requested. Embed other pole owners and company liaisons at municipal EOCs as necessary to situation. Provide these liaisons with current information on restoration activities in the municipality, and update this information regularly throughout the day. See attached Communications Flow Chart.
- Duties of Town/Municipal Liaisons shall include the following: (1) checklist of what the towns can expect from the liaison (resources and information that the liaison can provide); (2) daily schedule, including regular tour of town, attendance at meetings; (3) exchange contact information including cell, office, home numbers, and email addresses.
- Duties of the Town/Municipal Liaisons shall also include:
 - Provide Town Priority Location Maps
 - Attend annual meeting with municipal EOC representatives
 - Report to the Municipal EOC as requested, upon EOC being opened and request for Liaison being made
 - Upon arrival, verify phone numbers of Municipal EOC
 - Provide communication link between the utility work center/EOC and the Municipal EOCs
 - Maintain communication link between Municipal EOCs and Regional utility representative at the DEMHS Regional Office, if applicable
 - Work with the Municipal EOC to prioritize their emergency locations and
 - communicate this information to the utility work center/EOC, either directly or through Municipal Liaison Team Coordinator or Town Liaison Unit Leader
 - Report the status of pre-designated Tier One priorities
 - Communicate special situations and requests for specific information
 - Communicate utility progress of emergency locations to the Municipal EOC
 - Report the status of the pre-designated priorities on a regular basis throughout the day to the DEMHS Regional Office and to Municipal EOCs. The timing of these status reports shall be set at the beginning of the incident.
- Duties of the Municipal Liaison Team Coordinator and/or the Utility Representative embedded at the DEMHS Regional Office shall include:
 - Communicating pre-designated priority work progress reports from the utility work center/EOC to the Municipal Liaison and to the DEMHS Regional Office at regular pre-established intervals during the day;
 - Assist the Municipality in laying out work of mutual benefit such as tree and road clearing and coordinate the effort through the Municipal Incident Commander;
 - Keep the municipality informed of utility restoration progress;
 - Keep utility work center/EOC informed of Municipality needs;
 - Provide work plans and status updates to the Utility representative at the State EOC on a regular pre-established basis, so that the Governor's Unified Command can be kept up to date on conditions and status of restoration throughout the State.

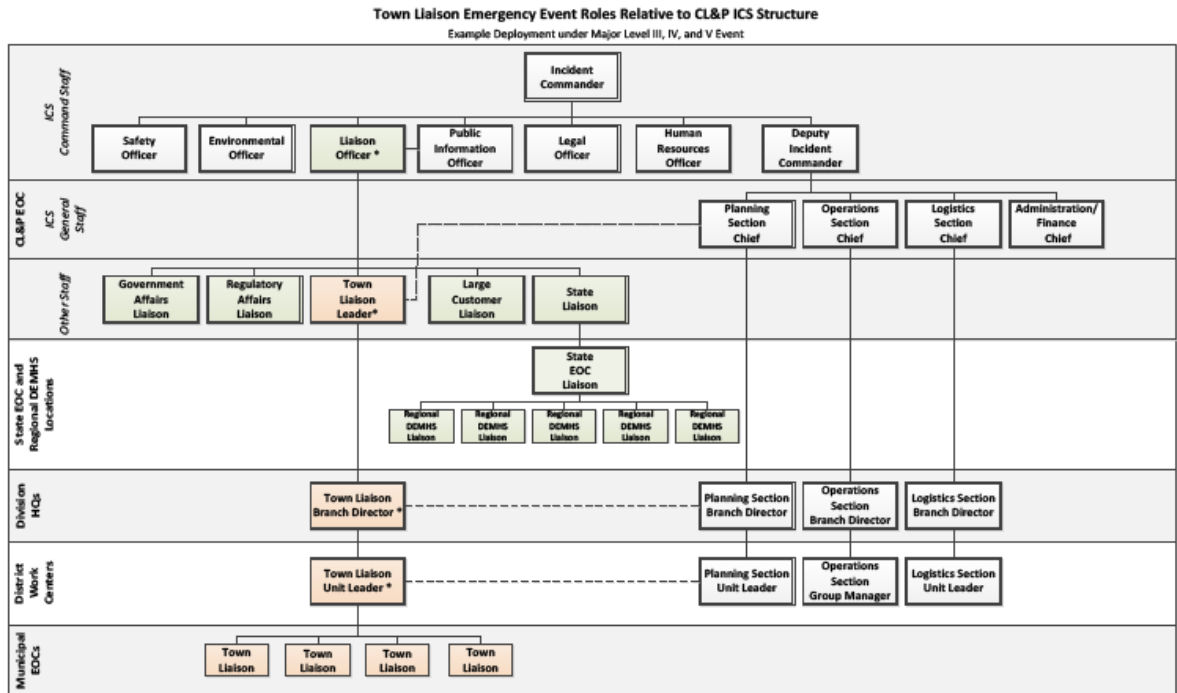
- Provide clear guidance on the roles of various company representatives interacting with municipalities. Establish a clear point of contact and communication flow from municipal EOC, to DEMHS Regional Office, to State EOC.
- At least annually, provide each municipal CEO and local EMD with relevant contact information for that provider's emergency point of contact for that municipality. Municipal CEOs and EMDs shall be responsible for distributing this information as appropriate within their governmental organization. Municipal questions and inquiries should flow through this emergency point of contact.
- At least annually, each provider shall provide a summary of the municipal points of contact information for each DEMHS region to the DEMHS Regional Coordinator.
- Each provider shall communicate with its company's management team, as well as the DEMHS Regional Office and State EOC (as needed) to address and provide status reports on any municipal questions or inquiries.
- Throughout the year, and in times of emergency, provide municipalities with any tree trimming schedule, so that residents are aware of when work is scheduled to be done.
- Communications companies shall maintain adequate back-up power for their respective cell towers.
- Attend and support briefings and other coordination meetings, at the State EOC or elsewhere.
- Assist State EOC to maintain situational awareness of energy levels and resources within the state.
- Maintain operational logs, messages, requests, and other appropriate documentation.
- Participate in and prepare after action reviews and report, including identification of key problems and how they were solved.
- Throughout each year, serve as members of the state and DEMHS Region ESF 12, CT ESF 2 and other ESF groups as appropriate, and actively collaborate, coordinate, and participate in planning, preparedness, response, and recovery activities, including training and exercises held at the local, state, or utility-to-utility level. Include state and local partners in company exercises and training.
- Participate in any state After Action reviews.

The Connecticut Light and Power Company:

Upon request by the local EMD, CL&P shall provide a dedicated resource to each town to assist in road clearing activities.

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After a municipality has opened its EOC and has requested a Town Liaison, CL&P shall deploy a Town Liaison that that municipality's EOC. CL&P's Liaison Reporting Structure:

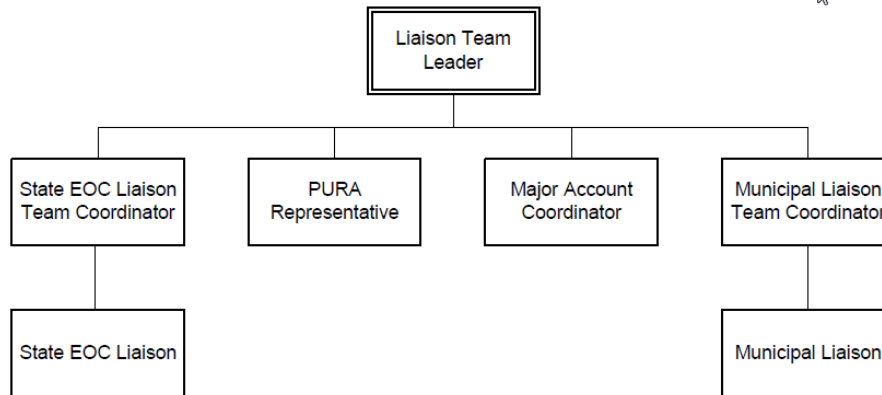


*Note: Dotted lines indicate critical communications (not reporting) relationship. Town Liaison organization has critical communications relationships with the Planning Section at the Unit, Branch and TLL levels and with the PIO through the Liaison Officer.

United Illuminating:

Upon request by the local Emergency Management Director, UI shall provide a dedicated line construction and line clearance crew to each town for road clearing.

- UI's response structure:



- The UI- supplied make safe crews will work through the town liaisons.

AT&T:

- AT&T shall have a representative embedded in the SEOC, the NU EOC, and the UI EOC upon request. Such representative shall provide a link to AT&T's emergency response center for the purpose of escalation and restoration updates. These representatives shall work closely with the AT&T Local Response Center and team.
- AT&T shall activate its Local Response Center in response to a disaster or emergency event that cannot be readily resolved under normal circumstances. The LRC Response Team is empowered to develop strategies and make decisions for the organizations they represent.
- All municipalities will be notified of an AT&T contact and contact information.
- Serve as a member of the CT ESF 2 and CT ESF 12 groups and actively participate in planning, preparedness, response, and recovery activities.

Dominion-Millstone Power Station:

- Staff or pre-staff and activate Millstone Emergency Response Facilities (ERF) and emergency response personnel for a Millstone-declared emergency of Alert, Site Area Emergency or General Emergency. This would include a contingent of response personnel dispatched to the CT State EOC. (A severe weather/storm-related event could result in a Millstone emergency declaration.)
- Communicate with Independent System Operator (ISO) New England for electrical power production and transmission coordination.
- Communicate with State EOC and DEMHS Region 2 Coordinator as requested or indicated during emergency.
- Serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.

Water Companies/Public Water Systems:

- There are approximately 560 Public Water Systems serving 2.7 million state residents. All Public Water Systems are required to comply and report purity and adequacy to the DPH DWS, the

primacy agency for drinking water in the State of Connecticut. This would also include emergency preparedness and response activities.

- Public Water Systems shall implement all appropriate sections of their Emergency Contingency Plans, Continuity of Operations Plan, etc.
- Establish communications and coordination with the local EOC/EMD for each municipality in which a Public Water System provides service.
- Provide operational status updates, as necessary, to DPH DWS, SEOC, and local EOCs. Status updates shall include the priority items that the Public Water System is working on to maintain or restore water quality and quantity to customers. WebEOC may be used to facilitate these updates in the future.
- Establish emergency public notification mechanisms to communicate with customers during emergencies. This would include developing message templates, distribution lists, identifying priority users and maintaining efficient means to distribute messages.

Wastewater Utilities:

- There are approximately 127 municipal water pollution control authorities operating wastewater utilities serving 2.1 million state residents. All wastewater utilities are required to report system bypasses and interruptions of wastewater treatment to CT DEEP Municipal Facilities Section. This includes emergency preparedness and response activities.
- Wastewater utilities shall implement all appropriate sections of their Emergency Contingency Plans, Continuity of Operations Plan, etc.
- Establish communications and coordination with the local EOC/EMD for each municipality in which a Municipal Wastewater System provides service.
- Provide operational status updates, as necessary, to CT DEEP Municipal Facilities Section, State Emergency Operations Center, and local EOCs. Status updates shall include the priority items that the wastewater utility is working on to maintain or restore wastewater conveyance and treatment to customers.
- Establish emergency public notification mechanisms to communicate with customers during emergencies. This includes developing message templates, distribution lists, identifying priority users and maintaining efficient means to distribute messages.

Local Partners /Municipalities:

- A Representative from each of the five Regional Emergency Planning Teams (REPTs), and particularly any Regional Emergency Support Function (RESF) 12 Chairs, shall serve as a member of the CT ESF 12 group and actively participate in planning, preparedness, response, and recovery activities.
- A Representative from the CT Conference of Municipalities (CCM) shall serve as a member of the CT ESF 12 group, and CCM shall actively participate in planning, preparedness, response, and recovery activities, including providing key support to communications flow before, during and after an emergency event.

- A Representative from the CT Council of Small Towns (COST) shall serve as a member of the CT ESF 12 group, and CCM shall actively participate in planning, preparedness, response, and recovery activities, including providing key support to communications flow before, during and after an emergency event.
- Provide the local EMD as the point of contact at the municipal EOC.
- Activate the local EOC when the situation warrants the presence of a Town/Municipal Liaison.
- Support and participate in Make Safe crews and other utility response activities as needed.
- Maintain communications flow to and from State EOC through the DEMHS Regional Office.
- Participate in After Action reviews.

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Policies and Procedures during Emergency Conditions

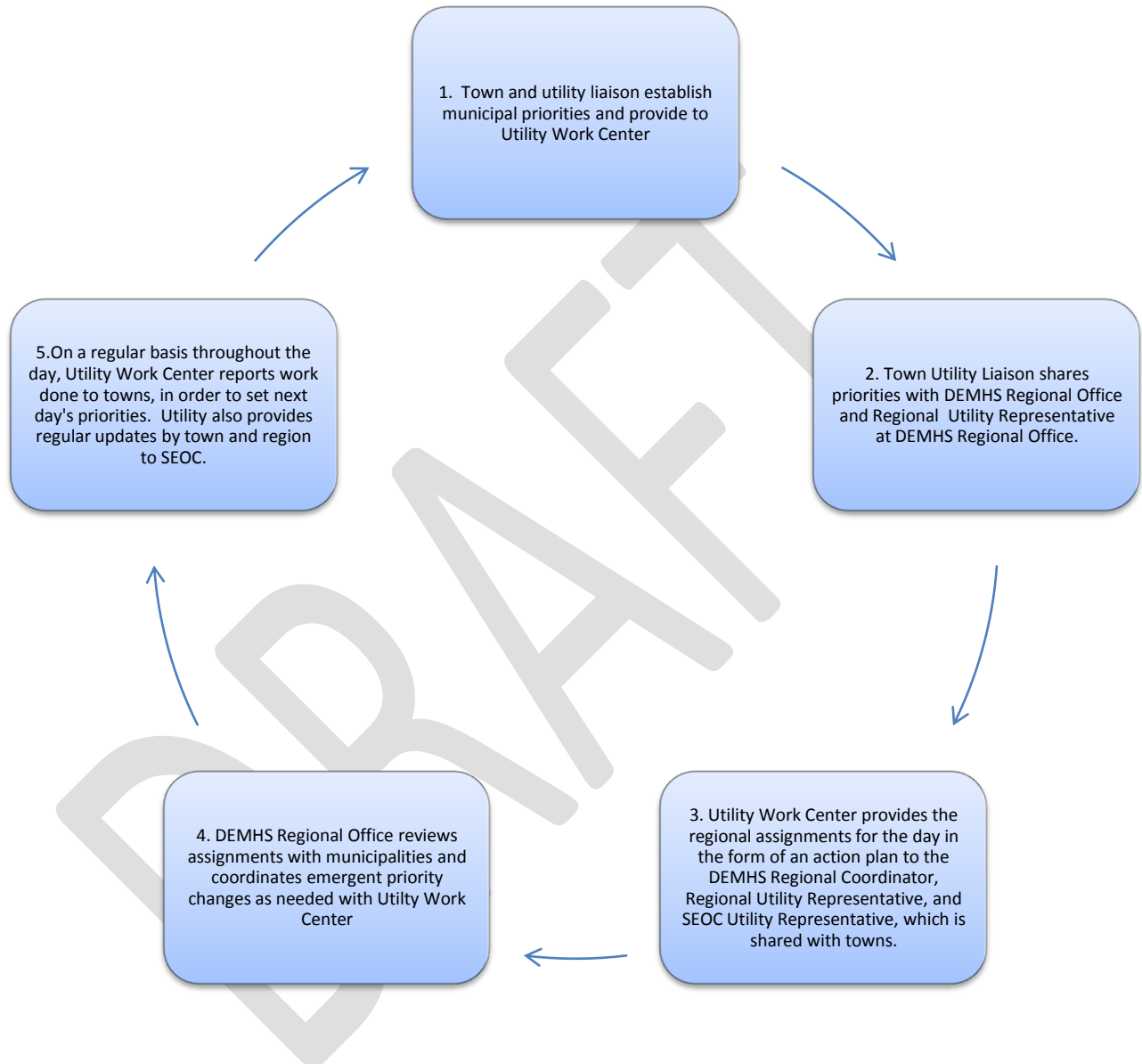
Pole Owners Standard Operating Procedure—During times of emergency, any public service company with the capability of repairing or replacing a damaged utility pole shall have the authority and obligation to make restorations as necessary, subject to appropriate safety considerations, regardless of ownership/protocols of joint pole ownership, communications flow.

- Communications utilities are responsible to ensure that the work zone is safe for their employees to perform the work, and shall work with electric companies to determine that poles are de-energized.
- Communications utilities shall coordinate pole restoration with electric utilities as necessary.
- Communications utilities shall communicate pole restoration plans to municipalities.
- If permitted, UI/CL&P may shift or re-locate cable or other wires.

Communications Flow During Emergency (See attached Chart)

- IAPs are prepared cooperatively at municipal level and sent to Energy Company, which reviews priorities, and then **reports back** to towns/State EOC on daily work schedule, explaining reason for priorities.
 - Towns shall identify public safety priorities, which shall be given preference by the public service companies.
 - Municipalities and public service companies shall work together to provide realistic make safe, cut and clear, and restoration expectations daily.
 - Public service companies shall communicate back to municipal EOCs when work is completed, and provide regular updates throughout the day.

Municipalities/Utilities/DEMHS Regional Office/State EOC
Response and Restoration Communications Flow



It is anticipated that Towns will provide priorities to the utilities the day before for work to be performed the next day. The information flow back to the Towns must occur in a timely manner, for situational awareness and so that adjustments to priorities can be made.

DISCUSSION OF COMMON TERMS

Understanding “Make Safe Crew”, “Line Crew”, and “Cut and Clear” Operations:

Natural disasters such as wind, snow, and ice storms often leave roads impassible due to numerous downed trees, branches, utility poles and wires in the roadway. Providing access to all areas of a municipality is an overarching life safety issue for fire, EMS, and police services.

To make the roadway safe for clearing, the electric company crew must determine the power is off and physically disconnect the downed wires from the grid. The electric company workers assigned to this life safety priority task are called a ‘Make Safe Crew.’ The local utility ICP on scene will direct the Make Safe crews to local priority locations based on communications received from the Town/Municipal Liaison who is located at the municipal EOC. The municipal incident commander supports the crew with public works crews and other municipal resources as needed in order to optimize the road opening response.

The assignment and management of the make safe crews is distinctly different from that of the typical electric company “Line Crew” who is tasked with power restoration. Typically, the line crews involved with restoration are supported by power company “tree crews” who assist with Cut and Clear operations related to the restoration efforts. In some instances, Make Safe Crews transition to Line Crew restoration assignments when released by the incident commander. Line Construction Crews perform the electric utility physical construction work. Line Clearance crews perform the tree trimming and removal work.

The **Make Safe/Protocol for Clearing Blocked Roads**, which begins on page 30, provides details on the Make Safe process.

Defining the Many Types of Companies That Provide Public Services Related to Energy:

Companies that provide public services such as electricity, gas, telephone, cable, video, water, and sewage, as well as the companies that support these services, such as energy generators, pipelines, and antenna systems, are all known by various names that are defined by statute and often have specific technical meanings. In order to avoid the confusion that can be caused by the use of various terms within this document, the ESF 12 Annex specifically lists key companies that provide public services in Connecticut. The provisions of the Annex therefore apply to all companies that provide public services directly connected to, or affected, by energy.

Specific statutory definitions may be found in various places in the state statutes, including Connecticut General Statutes Titles 16 and 19.

Common National Incident Management System (NIMS) and Incident Command System (ICS) Terms

Commonly Used Terms and Acronyms

EOC – Emergency Operations Center – The physical location at which the coordination of information and resources to support local incident management activities normally takes place.

ESF - Emergency Support Function – Part of the National Response Framework, ESFs provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to-Federal support. Connecticut is beginning to use the ESF concept at the state level to coordinate support to our local partners. For example, during major storms in 2011, an ESF #2 or (Communications Task Force) was established with representatives from several different agencies to support communications restoration in the state.

IAP – Incident Action Plan – The plan of goals, tactics and work assignments established to accomplish the goals during a particular time period, known as the Operational Period. Under the Incident Command System (ICS), the IAP is a series of forms that describe the overall goals, tactics and work assignments to accomplish those goals, a communications plan, and a safety and weather message.

ICS - Incident Command System-a management system designed to enable effective and efficient incident management. It is structured to facilitate activities in five major functional areas: command, operations, planning, logistics, finance and administration.

MACS – Multi-Agency Coordination System – Under NIMS, Command and Management. MAC systems provide support and coordination to Incident Command by making policy decisions, establishing priorities, resolving critical resource issues, facilitating logistics support and resource tracking, and collecting, analyzing and disseminating information. Local municipality EOCs and the State EOC are examples of facilities where MAC systems operate in Connecticut.

NIMS – National Incident Management System –The components of NIMS include Preparedness, Communications and Information Management, Resource Management, Command and Management, and Ongoing Management and Maintenance. The Incident Command System, Multi Agency Coordination Systems, and Public Information are subcomponents, under the Command and Management component.

State Response Framework – Document that outlines how the State of Connecticut’s agencies prepare for and respond to major incidents within the State of Connecticut. It details the interrelationships between local, state and federal government and the procedures for resource requests between these entities. It also describes Standard Operation Procedures in the State Emergency Operations Center and what Multi Agency Coordination looks like at that level.

Unified Command – the concept that more than one agency has jurisdiction over an incident, and that they all work together at the command level. For example: At the incident level, Police, and Fire may

work together at an incident involving a crime and a fire at the same time. At the Local EOC level, the Chief Elected Official/Chief Executive Officer, heads of police, fire, board of education, etc., all work together as unified command. Depending on the incident, the unified command meeting may be supplemented by Public Works, private sector such as a head of a local business group, utilities. At the state level, the Governor and his agency commissioners work together in Unified Command.

Whole community – a planning concept that is integrated and involves the whole community and should be built on a foundation of existing programs and relationships.

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MAKE SAFE/ PROTOCOL FOR CLEARING BLOCKED ROADS

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INTRODUCTION

Objective

This procedure provides instructions to all State of Connecticut agencies and organizations, municipal governments, and utility companies involved in safely and efficiently clearing blocked roads following a storm event. It provides the initial framework for developing a common and shared approach, processes, and priorities whereby utilities and the public sector coordinate clearing blocked roads. The electric utilities reserve the right to amend or alter this procedure if public health and safety are at risk, on scene if there is an imminent emergency, or otherwise after consultation with the State ESF 12 Working Group.

Applicability

This procedure applies to all State of Connecticut agencies and organizations, Town governments, and utility companies (electric, phone, cable TV, etc.) required to support clearing State and Local roads following a storm event.

Discussion

Clearing blocked roads is a very high priority for all Connecticut communities following a storm event. The number one priority is to provide emergency vehicle access for search and rescue and other lifesaving actions. Other priority considerations are public access to emergency shelters, hospitals and other medical facilities, and other critical community support facilities. To accomplish this clearing, multiple organizations [e.g., CL&P, UI, AT&T, local Departments of Public Works (DPW), and the state Department of Transportation (DOT)] are required to work in sequence to ensure a safe and efficient process. Timely communication among these organizations is essential to accomplish timely clearing of blocked roads.

Blocked roads are identified by emergency personnel, local DPW, State DOT, and utility damage assessment teams. In all cases, each blocked road location must be communicated to the local Town EOC. Once received, the Town must prioritize the blocked road location using criteria in this procedure and record the location and priority on the standard State Damage Assessment form. State of Connecticut agencies and organizations and Town governments will use the standard State Damage Assessment forms to communicate needed utility support through the utility Town Liaison process. Crews needed to open blocked roads will be allocated to the highest priority block roads in sequence to the lowest priority blocked roads until all roads are cleared. However, the utilities and/or municipalities may shift the priority of road clearing to restoration in the event that municipal priorities or emergencies require restoration of service, such as emergency operations centers or hospitals, in order to coordinate storm efforts or protect public health and/or safety. Any shifting of priorities shall be shared with the towns and the DEMHS Regional Office.

The emergency response to blocked roads may be performed using Task Force resources or Strike Team resources. If coordination is practicable, then a Task Force comprised of personnel from the Town DPW Director, or his/her designee, and/or State DOT, electric utility, phone company, and cable TV work together and perform all necessary tasks to clear or partially clear a blocked road. This process requires more time from the utility companies and may delay restoration of service to their customers. A Strike Team from each support group could work independently and in the proper sequence to clear or partially clear a blocked road. The Strike Team process requires timely communications from the field to the appropriate Incident Command Post (ICP) and to the appropriate Town EOC.

If wires or other facilities (poles, transformers, etc.) are involved with the blocked road, the electric utility must respond first to assess the scene. If electric company facilities are involved, then line crews will mitigate the electric hazard caused by their potential source of voltage at the blocked road location. This may be performed by restoring, isolating and grounding, or cutting and removing the conductors. The process selected by the supervisor or line crew foremen will be based on a safe and expeditious method to mitigate the electrical hazard. Electric utilities will move debris (e.g., trees) only as necessary to mitigate the electrical hazard. As the electric company is performing its work at the scene, as requested by the electric company, the local Town EOC will contact other utilities (phone, cable TV, etc.) to report to the blocked road location.

When the electric company’s voltage hazard has been mitigated, or if electric company facilities are not involved, on-scene personnel will notify the local Town EOC through the electric company’s ICP. Phone, cable TV and other utilities required to remove or restore their equipment will complete their work. Once all utilities have completed its work, the Town DPW or State DOT will remove trees and other non-utility items blocking the road.

Town DPW’s and the State DOT’s first priority is to open blocked roads for emergency vehicle access. This typically means a minimum 9’ wide by 14’ high opening for vehicles. Once this is finished, Town DPWs or State DOT may choose to completely clear the road or move to another blocked road location. The utility companies’ strategy, however, is to complete all their make safe work at a scene before moving to the next priority blocked road location. This will make the entire area accessible to the Town DPW or State DOT allowing them to complete the road clearing without further utility support.

Timely, clear communications are essential to the overall goals of having Town and State roads opened quickly after the storm is over. Live time status updates from field personnel to their Storm ICP to the local Town EOC will help expedite the support needed to clear roads.

The initial blocked road clearing is performed based on the following priorities and field assessments as defined by the State of CT Interagency Debris Management Task Force:

Priority	No.	Definition
High	1	Support to Search and Rescue and other lifesaving resources
	2	Critical life sustaining facilities (i.e., hospitals, nursing homes, other).
	3	Additional life sustaining facilities (i.e., emergency feeding and sheltering sites, local distribution points, other).
	4	Critical community support facilities (i.e. police, fire, EMS, and emergency management sites, other).
	5	Longer term sustaining facilities (i.e., water treatment and sewage

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		facilities, electrical facilities critical for power restoration, other).
	6	Remaining critical facilities (i.e., critical communication nodes).
Medium	7	Major traffic routes including interstate highways and ramps
	8	Major waterways essential to commerce and major flood drainage ways
Low	9	Other roads

Other considerations for prioritizing blocked roads include restoring electric, phone, and cable TV service to large blocks of customers, business centers, large employers, and schools.

Town DPWs and the State DOT are responsible for removing trees, limbs, and other non-utility debris blocking the road. Utility companies will move trees, limbs, and other debris only as needed to remove their equipment.

Utility companies are not responsible for protecting the public, town employees, or state employees from any electrical hazard caused by back feeds from improperly connected generators, distributed generation, or other sources of non-utility voltage. Each employer shall take steps necessary to protect its employees from improperly connected generators, distributed generation, or other sources of non-utility voltage.

All cases of improperly installed generators will be immediately reported to the Town EOC via the appropriate ICP. The Town EOC will ensure each reported case is corrected by the Town’s Building Inspector or Electrical Inspector.

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INSTRUCTIONS

Identify, Record, Prioritize, and Track Blocked Road Locations

All

COMMUNICATE the location and condition of a blocked road to the Town EOC including the following:

The street name and address or nearest cross street.

The reasons for the blockage

As many of the following that apply:

- Down or low wires
- Tree(s)
- Utility pole(s) and pole number if possible
- Land slide
- Road washed out
- Other

Town EOC

REVIEW the blocked road information received from the field and DETERMINE the clearing priority using the criteria in Attachment 2.

USE the standard State Damage Assessment form and RECORD each blocked road location, condition, and priority in the Town EOC.

NOTIFY the applicable utility companies of the specific blocked road locations that need their support for clearing.

TRACK progress for each block road location and utility support needed until all roads are completely open for normal access.

The town designates a single point of contact associated with providing the work priorities and locations to the utility make safe crew.

Mitigate the Electrical Hazards from the Block Road Location

*Electric Utility /
Phone / Cable TV
ICP*

RECEIVE blocked road locations and priorities needing utility company support from the Town EOC as recorded on the standard State Damage Assessment form

MOBILIZE necessary resources.

ASSIGN resources to blocked roads working from the highest priority to the lowest priority until all blocked road locations are addressed.

*Electric Utility
Field Personnel*

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that the electric company wires or equipment are involved in the blocked road.

INFORM the Town EOC via the electric company's ICP if other utilities (phone, cable TV, etc.) wires or equipment are involved in the blocked road.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

If a portable generator is creating a backfeed, PERFORM the following:

EITHER

REMOVE the meter, INSTALL a cover, and SEAL the meter socket

OR

DISCONNECT the service or LIFT the transformer tap

NOTIFY the electric company's ICP that the service is disconnected and cannot be restored until the backfeed situation is properly corrected.

Utility ICP

NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

*Electric Utility
Field Personnel*

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, INFORM the electric company's ICP.

COMMUNICATE the estimated time to complete work at the location to the Town EOC via the electric company's ICP.

PERFORM the required actions to restore, isolate and ground, or cut and clear to mitigate the electrical hazard from the electric company's sources of potential in a safe and timely manner.

PROVIDE routine progress updates to the Town EOC via the electric company's ICP.

WHEN the electrical hazard from the electric company's sources of voltage has been mitigated, NOTIFY the Town EOC via the electric company's ICP.

*Phone / Cable TV
Field Personnel*

VERIFY the electric company field personnel have mitigated the electric hazard from their sources of voltage.

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that phone company or cable TV company wires or equipment are involved in the blocked road.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

IF a portable generator is creating a backfeed, PERFORM the following:

- REQUEST the generator be shut down and the output be disconnected.
- NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, then INFORM the phone or cable TV ICP.

COMMUNICATE the estimated time to complete work at the location to the Town EOC via the phone or cable TV ICP.

PERFORM the required actions to resolve phone and cable TV wires and equipment from the blocked road area.

PROVIDE routine progress updates to the Town EOC via the phone or cable TV ICP.

Town EOC

RECORD status updates reported from field personnel in the Town EOC and the State Web EOC.

TRACK completion of support activities needed to clear blocked roads.

Communicate Electrical Hazard Mitigated

*Electric Utility /
Phone / Cable TV
ICP*

WHEN the electrical hazard from the electric company's sources of voltage has been mitigated or phone and cable TV wires and equipment resolved, NOTIFY the Town EOC.

Clear Blocked Roads

Town EOC

WHEN all utility support for a specific location is complete, then DIRECT the Town DPW or State DOT to clear the road for access.

MOBILIZE necessary resources.

ASSIGN resources to blocked roads working from the highest priority to the lowest priority until all blocked road locations are addressed.

Town DPW / State DOT

RECEIVE blocked road locations and priorities from the Town EOC.

At each location and prior to commencing work, PERFORM the following:

PERFORM a site-specific assessment.

CONFIRM that utility wires and equipment are resolved and will not interfere with road clearing activities.

LISTEN for running portable generators at the scene.

If there are running generators, VERIFY that each identified generator is not creating a back feed.

IF a portable generator is creating a backfeed, PERFORM the following:

- REQUEST the generator be shut down and the output be disconnected.
- NOTIFY the Town Building Inspector via the Town EOC of the improperly installed generator.

ESTABLISH a strategy to be used to perform the work.

DETERMINE if the work can be completed safely with the current crew complement or if other resources are needed to complete the work.

IF the available crew cannot complete the work safely and timely, INFORM the Town EOC.

Town EOC

As needed, REQUEST additional road clearing support from the Regional DEMHS Office or the State EOC.

Town DPW / State DOT

COMMUNICATE the estimated time to complete work at the location to the Town EOC.

PERFORM the required actions to clear or partially clear the blocked road.

PROVIDE routine progress updates to the Town EOC.

WHEN the road is cleared of partially clear, NOTIFY the Town EOC.

Town EOC

UPDATE the Town EOC Block Road List and the State Web EOC as roads are opened for access.

NOTE: It is incumbent upon each telephone company, cable company, and municipality to establish and maintain procedures to ensure the safety of its employees and residents. The electric utilities shall not responsible for any personal injury, including death, or property damage that results from handling down wires.

**Attachment 1
Definitions**

Blocked Road A road that is impassible to emergency vehicles. This could be caused by trees, damaged utility equipment, other third party attachment equipment, or any combination of previous items preventing access. Electric utilities are responsible to mitigate electrical hazard caused by their sources of voltage.

DOT Department of Transportation

DPW Department of Public Works

EOC Emergency Operations Center

ICP Incident Command Post

Safe Roadway (two phases):

Emergency Vehicle Access – passable roadway that allows the safe movement of emergency vehicles (9 foot wide by 14 foot high)

Fully Restored Access – passable roadway that has been brought back to a final state that allows for the safe transport of ALL vehicles under ALL circumstances (sometimes referred to as curb to curb or white line to white line)

DRAFT

Attachment 2
Blocked Road Priority Criteria
 (Sheet 1 of 1)

The initial blocked road clearing is performed based on the following priorities and field assessments as defined by the State of CT Interagency Debris Management Task Force:

Priority	No.	Definition
High	1	Support to Search and Rescue and other lifesaving resources
	2	Critical life sustaining facilities (i.e., hospitals, nursing homes, other).
	3	Additional life sustaining facilities (i.e., emergency feeding and sheltering sites, local distribution points, other).
	4	Critical community support facilities (i.e. police, fire, EMS, and emergency management sites, other).
	5	Longer term sustaining facilities (i.e., water treatment and sewage facilities, electrical facilities critical for power restoration, other).
	6	Remaining critical facilities (i.e., critical communication nodes).
Medium	7	Major traffic routes including interstate highways and ramps
	8	Major waterways essential to commerce and major flood drainage ways
Low	9	Other roads

Other considerations for prioritizing blocked roads include restoring service to large blocks of customers, business centers, large employers and schools.

See next page for Utility Damage Assessment Form. Double click on the form to access instructions on page 2.

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Utility Damage Assessment Form

Town: _____	Send via FAX to: _____
Submitted by: _____	Location: _____
Callback Phone: _____	FAX Number: _____
Date / Time: _____	

#	Address Street / Route	Nearest Cross Street and Next Cross Street	Wires Down Y / N	Broken Pole(s) Y / N	Broken X-Arms Y / N	Fallen Tree(s) Qty.	Additional Observations	Road Blocked Y / N	Priority Ranking (Below)	Blocked Road Description

WARNING: ALL CONDUCTORS SHALL BE TREATED AS ENERGIZED BY DAMAGE ASSESSORS!!
 Only those individuals trained to deal with electrical hazards should gather information used to populate this form. All wires, conductors, attachments, and utility equipment are potentially dangerous, as they may be or may become energized at any time. See Disclaimer on back page.

NOTE: All wires down and public safety issues shall be called in using the applicable emergency process. This Form does not replace the emergency process, but supplements it.

NOTE: This form is not to be used to report blocked roads that do not include any utility devices, conductors, or poles.

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INSTRUCTIONS:

Town Liaison

1. If a Town has performed a damage assessment, WORK with the Town personnel to complete this form.
2. ENSURE that the Town has used the Priority Categorization Table below to assign each location a priority.
3. If there are multiple pages to the Town’s damage assessment, NUMBER all pages.
4. SEND (a scanned copy by email or Fax) the form to the Town Liaison Unit Leader and the respective Regional DEMHS Liaison.
5. If the completed Form cannot be sent electronically, DELIVER a paper copy to the Town Liaison Unit Leader at the next scheduled CL&P briefing and send a scanned copy to the DEMHS Liaison.

Town Liaison Unit Leader

6. TRANSFER the Form to the Planning Section Unit Leader.

Planning Section Unit Leader

7. EVALUATE the information contained on this form and ENSURE it is entered into the applicable system and road clearing plans.

Damage Priority Categorization Table		
Priority	No.	Definition
High	1	Support to Search and Rescue and other lifesaving resources
	2	Critical life sustaining facilities (i.e., hospitals, nursing homes, other).
	3	Additional life sustaining facilities (i.e., emergency feeding and sheltering sites, local distribution points, other).
	4	Critical community support facilities (i.e. police, fire, EMS, and emergency management sites, other).
	5	Longer term sustaining facilities (i.e., water treatment and sewage facilities, electrical facilities critical for power restoration, other).
	6	Remaining critical facilities (i.e., critical communication nodes).
Medium	7	Major traffic routes including interstate highways and ramps
	8	Major waterways essential to commerce and major flood drainage ways
Low	9	Other roads

Persons engaging in damage assessment in and around utility conducts assume the risk of engaging in that activity, and should take every precaution and effort to maintain at least 10 feet of clearance from all utility conductors, and Utility makes no assurances, promises or warranties with regard to the safety of those engaging in damage assessment activities.