

February 3, 2012

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Clerk
Rhode Island Division of Public Utilities & Carriers
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Division Docket No. D-11-94
National Grid Hurricane Irene Response Assessment
Responses to Division Data Requests (Set 2)
III. Municipal/EMS/DOT Liaisons**

Dear Ms. Massaro:

Enclosed are one original and five (5) copies of National Grid's¹ responses to the Division's Second Set of Data Requests issued in Section III. Municipal/EMS/DOT Liaisons in the above-captioned proceeding.

Please be advised that the Company is seeking protective treatment of certain confidential customer information contained in Attachment DIV 2-1: III. Municipal/EMS/DOT Liaisons, as permitted by Division Rule 3(d) and by R.I.G.L. § 38-2-2-(4)(i)(B). The Company has submitted a Motion for Protective Treatment to the Division. The Company will provide a copy of the confidential attachment mentioned above to the Division upon execution of a non-disclosure agreement. The Company is submitting redacted versions of the above-referenced attachment for the public record.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (401) 784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid ("Company").

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DIVISION OF PUBLIC UTILITIES AND CARRIERS

Docket D-11-94 – National Grid
Hurricane Irene Response Assessment

NATIONAL GRID’S REQUEST
FOR PROTECTIVE TREATMENT OF CONFIDENTIAL INFORMATION

National Grid¹ hereby requests that the Division of Public Utilities and Carriers (“Division”) provide confidential treatment and grant protection from public disclosure of certain confidential, sensitive, and proprietary information submitted in this docket, as permitted by Division Rule 3(d) and R.I.G.L. § 38-2-2(4)(i)(B). National Grid also hereby requests that, pending entry of that finding, the Division preliminarily grant National Grid’s request for confidential treatment pursuant to Rule 3(d).

I. BACKGROUND

On February 3, 2012, National Grid is filing with the Division its responses to the Division’s Second Set of Data Requests. Specifically, the Company is filing its responses to Data Request DIV 2-1: III. Municipal/EMS/DOT Liaisons. Attachment DIV 2-1: III. Municipal/EMS/DOT Liaisons contains the names of customers and municipalities, as well as account information for these customers, which the Company has historically regarded as confidential and proprietary to those customers. National

¹ The Narragansett Electric Company d/b/a National Grid (“National Grid or “the Company”).

Grid is requesting protective treatment for the confidential and proprietary information contained in the above-referenced attachments, which the Company has redacted.

II. LEGAL STANDARD

The Division's Rule 3(d) provides that access to public records shall be granted in accordance with the Access to Public Records Act ("APRA"), R.I.G.L. §38-2-1, *et seq.* Under APRA, all documents and materials submitted in connection with the transaction of official business by an agency is deemed to be a "public record," unless the information contained in such documents and materials falls within one of the exceptions specifically identified in R.I.G.L. §38-2-2(4). Therefore, to the extent that information provided to the Division falls within one of the designated exceptions to the public records law, the Division has the authority under the terms of APRA to deem such information to be confidential and to protect that information from public disclosure.

In that regard, R.I.G.L. §38-2-2(4)(i)(B) provides that the following types of records shall not be deemed public:

Trade secrets and commercial or financial information obtained from a person, firm, or corporation which is of a privileged or confidential nature.

The Rhode Island Supreme Court has held that this confidential information exemption applies where disclosure of information would be likely either (1) to impair the Government's ability to obtain necessary information in the future; or (2) to cause substantial harm to the competitive position of the person from whom the information was obtained. Providence Journal Company v. Convention Center Authority, 774 A.2d 40 (R.I.2001).

The first prong of the test is satisfied when information is voluntarily provided to the governmental agency and that information is of a kind that would customarily not be released to the public by the person from whom it was obtained. Providence Journal, 774 A.2d at 47.

In addition, the Court has held that the agencies making determinations as to the disclosure of information under APRA may apply the balancing test established in Providence Journal v. Kane, 577 A.2d 661 (R.I.1990). Under that balancing test, the Division may protect information from public disclosure if the benefit of such protection outweighs the public interest inherent in disclosure of information pending before regulatory agencies.

II. BASIS FOR CONFIDENTIALITY

The Company seeks protective treatment of certain customer information contained in Attachment DIV 2-1: III. Municipal/EMS/DOT Liaisons. This attachment contains the names, account numbers and other identifying information of those customers and municipalities impacted by Tropical Storm Irene. Customer identifying information has historically been deemed proprietary to each customer, and customers have come to expect that National Grid will maintain this information on a confidential basis.

III. CONCLUSION

Accordingly, the Company requests that the Division grant protective treatment to the confidential customer information in Attachment DIV 2-1: III. Municipal/EMS/DOT Liaisons, and that the information not be placed in the public docket.

WHEREFORE, the Company respectfully requests that the Division grant its Motion for Protective Treatment as stated herein.

Respectfully submitted,

NATIONAL GRID

By its attorney,



Jennifer Brooks Hutchinson (RI Bar #6176)
National Grid
280 Melrose Street
Providence, RI 02907
(401) 784-7288

Dated: February 3, 2012

III. Municipal/EMS/DOT Liaisons
Division 2-1

Request:

During communications with local authorities did the various entities encourage different restoration priorities, such as hospital, water works, sewage treatment plant, critical intersections with traffic signals?

Response:

During communications with our local municipalities, public safety officials, and customers, many restoration priorities were communicated to the National Grid Community and Customer team. The National Grid Community and Customer team captured these requests and created a priority customer list. This list was secondary to the Company's official list of critical and sensitive customers, and consisted primarily of assisted living/elderly homes, rehabilitation centers, colleges/universities, schools, and municipal accounts. The list was forwarded to operations to help prioritize restoration. The National Grid Community and Customer team communicated with these customers throughout the storm until their restoration was complete. A copy of this list is provided in Attachment DIV 2-1: III. Municipal/EMS/DOT Liaisons. Because this list contains confidential and proprietary customer identifying information and account information, the Company is providing a redacted version of this list, subject to the Company's Motion for Confidential Treatment.

Prepared by or under the supervision of: John F. Isberg

REDACTED

Legend:

- Blue = Newly added, without power
- Red = Urgent, Town in jeopardy, without power
- Black (Regular) = Energized, with power
- Black (Bold) = Previously added, still without power

RI Hospitals

P#	FEEDER	PREMISE	CUSTOMER	NOTES
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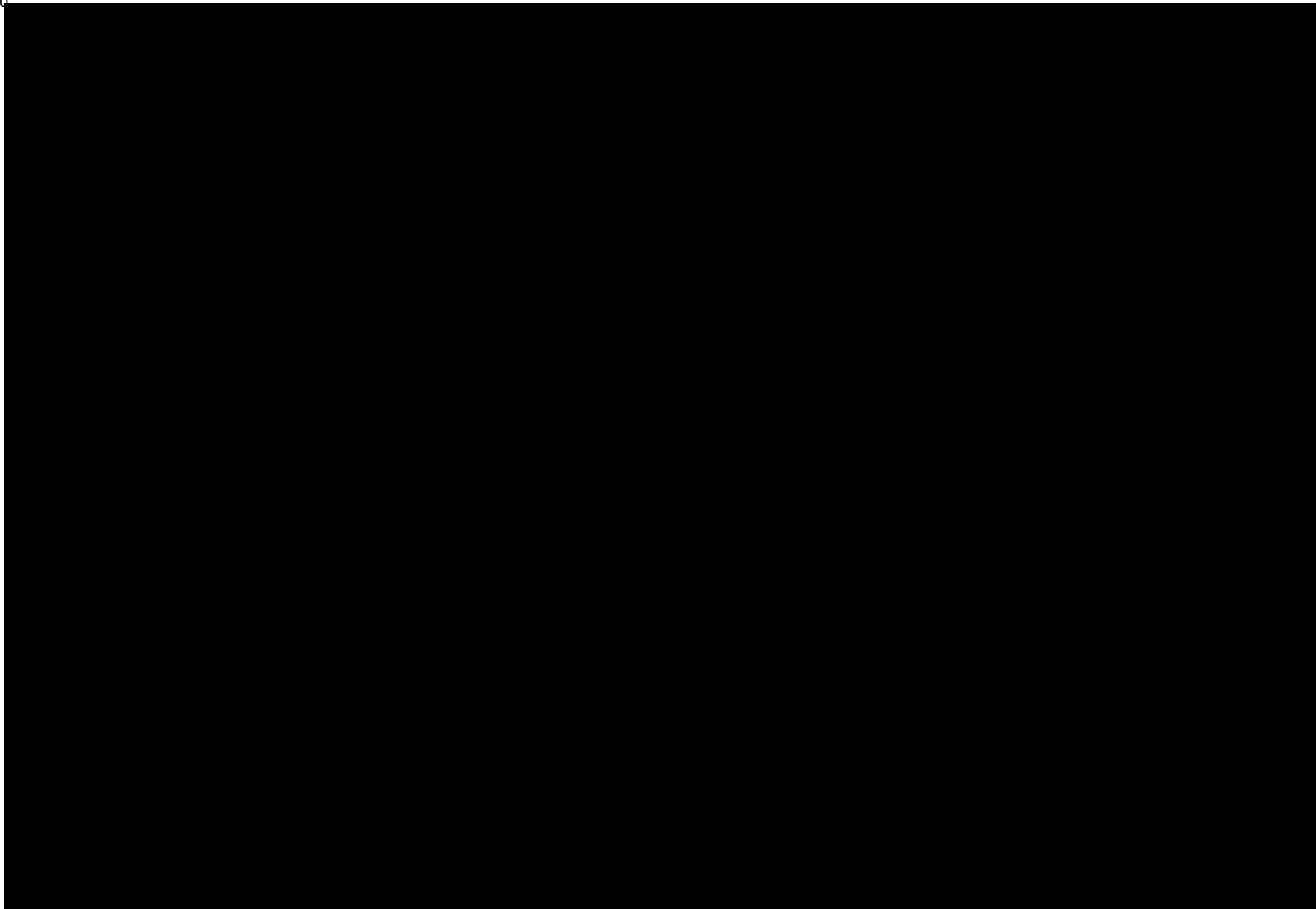
Full Power Restored

RI Assisted Living/Elderly Homes

Full Power Restored

- 34F1
- 17W43
- 48F3
- 34F1
- 13F4
- 68F2
- 48F3
- 34F3
- 16F3
- 76F4
- 46F2
- 13F4
- 108W63
- 72F4
- 72F4
- 34F2
- 34F2
- 68F1
- 469 2220

- 16F3/16F4
- 16F3
- 36W41
- 469 2220
- 14F1, 14F3
- -
- 38K21
- 17F43
- 15F1
- 72F2
- 54F1
- 18F1
- 18F1
- 51F3
- 5F2
- 108W62
- 51F2
- 51F1
- 23F6
- 112W44
- 108W65



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RI Hospitals

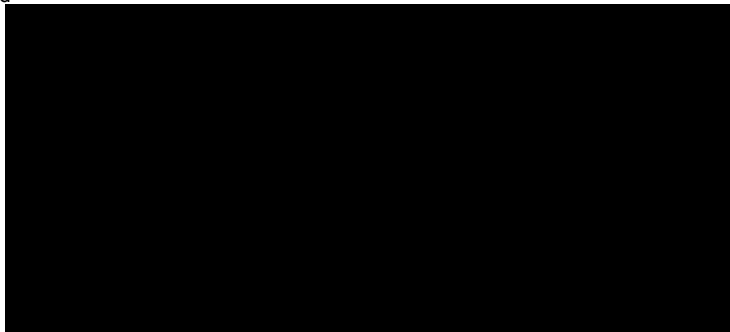
P#	FEEDER	PREMISE	CUSTOMER	NOTES
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Full Power Restored

RI Assisted Living/Elderly Homes

Full Power Restored

- 36W41
- 63F3
- 18F7
- 30F2
- 1101
- 16F1
- 51F2
- n/a



- Portsmouth
- Coventry
- Johnston
- North Kingston
- Providence
- WESTERLY
- Bristol
- Pascoag



REDACTED
COLLEGES

Legend:

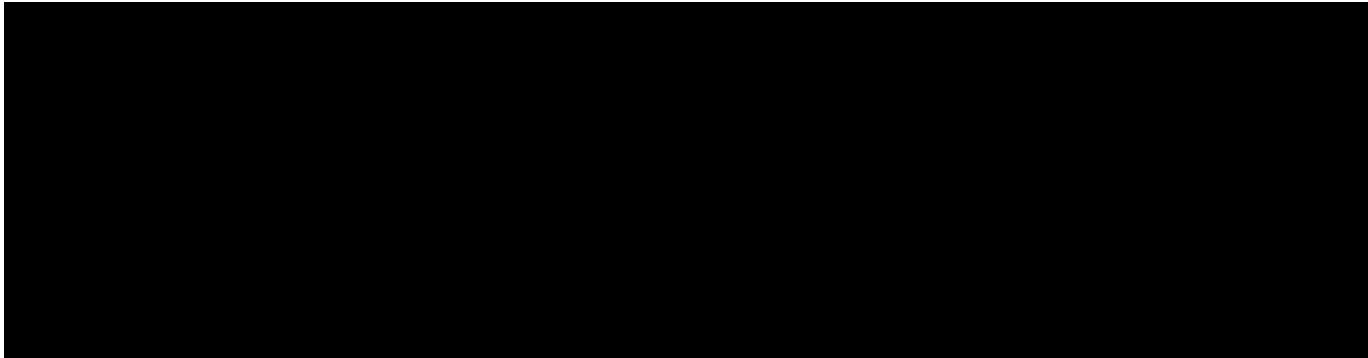
- Blue = Newly added, without power
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Colleges / Universities

P#	FEEDER	PREMISE	CUSTOMER	NOTES
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Full Power Restored

- 68F1
- 68F1
- 22F2
- 63F6
- 13F2
- 51F1/51F2
- 76F7
- 9F22



SCHOOLS

REDACTED

Legend:
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RI Schools

#	FEEDER	PREMISE	TOWN	SCHOOL_NAME	NOTES
					Full Power Restored
-	-		Scituate		
-	-		Hope		
-	52F3		Warwick		
-	57J3		Warwick		
-	51F3		Bristol-Warren		
-	3F2		Warwick		
-	72F4		Warwick		
-	38F5		Scituate		
-	12J2		Providence		
-	17W42		N Smithfield		
-	17W42		N Smithfield		
-	18F6		Johnston		
-	12J2		E Providence		
-	-		E Providence		
-	126W41		Cumberland		Major Trees and poles down in Theater Drive
-	51F3		Bristol-Warren		
-	76F7		Cranston		
-	83F2		N Kingstown		
-	38F1		Glocester		Full Power Restored
-	34F2		Glocester		Full Power Restored
-	23F3		Smithfield		Full Power Restored
-	5F1		Barrington		Full Power Restored
-	102W54		Cumberland		Pole leaning at roadway entrance
-	54F1		Coventry		Full Power Restored
-	63F3		Coventry		Full Power Restored
-	61F3		East Greenwhic		Full Power Restored
-	61F3		East Greenwhic		Full Power Restored
-	40F1		East Greenwhic		Full Power Restored
-	40F1		East Greenwhic		Full Power Restored
-	127W40		N Smithfield		Full Power Restored
-	107W43		Central Falls		Full Power Restored
-	111J1		Central Falls		Full Power Restored
-	111J1		Central Falls		Full Power Restored
-	111J1		Central Falls		Full Power Restored
-	107W62		Central Falls		Full Power Restored
-	107W43		Central Falls		Full Power Restored
-	111J1		Central Falls		Full Power Restored
-	102W50		Central Falls		Full Power Restored
-	113J1		Pawtucket		Full Power Restored
-	113J1		Pawtucket		Full Power Restored
-	106J3		Pawtucket		Full Power Restored
-	1 1127		Providence		Full Power Restored
-	23F6		N Providence		Full Power Restored
-	30F1		Exeter		Full Power Restored

SCHOOLS

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RI Schools

#	FEEDER	PREMISE	TOWN	
-	34F1		Foster	Full Power Restored
-	34F2		Glocester	Full Power Restored
-	34F2		Glocester	Full Power Restored
-	30F2		N Kingstown	Full Power Restored
-	17W42		N Smithfield	Full Power Restored
-	127W40		N Smithfield	Full Power Restored
-	72F4		Warwick	Full Power Restored
-	52F2		Warwick	Full Power Restored
-	5F1		Barrington	Full Power Restored
-	4F2		Barrington	Full Power Restored
-	4F2		Barrington	Full Power Restored
-	112W44		Cumberland	Full Power Restored
-	107W80		Pawtucket	Full Power Restored
-	107W63		Pawtucket	Full Power Restored
-	76F7		Cranston	Full Power Restored
-	27F5		Cranston	Full Power Restored
-	21F4		Cranston	Full Power Restored
-	21F4		Cranston	Full Power Restored
-	72F3		Cranston	Full Power Restored
-	76F7		Cranston	Full Power Restored
-	N/A		Full Power	
-	N/A		Chariho	
-	N/A		Narragansett	
-	N/A		Lincoln	
			All Schools	
			All Schools	

MUNICIPAL

REDACTED

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Municipal - Traffic Signals

P#	FEEDER	PREMISE	CUSTOMER	NOTES
				Full Power Restored

Municipal / Pump Stations

P#	FEEDER	PREMISE	NOTES
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Full Power Restored

Full Power Restored

- 59F1

- 34F2

- 38F5

- 31J1

- 3F2

- 17W43

- 126W42

- 34F1,34F2,34F3

- 34F1,34F2,34F3

- 34F1,34F2,34F3

- 34F1,34F2,34F3

- 5F4

- 5F2

- 51F3

- 102W51

- 38F5

- 17F3

- 59F3

- 59F3

- 17F3

- 17F3

- 59F3

- 72F4

- 72F4

- 41F1

- -

- 85T3

- 102W55

- 112W44

- 108W65

- 108W65

- 30F1

- 59F3

- 59F3

- 41F1

- 59F3

- 30F2

- -

- 68F2

- 48F5

MUNICIPAL

REDACTED

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Municipal - Traffic Signals

P#	FEEDER	PREMISE	CUSTOMER	NOTES
				Full Power Restored

Municipal / Pump Stations

P#	FEEDER	PREMISE	NOTES
-	4F2		
-	7F1		
-	4F2		
-	5F1		
-	-		
-	48F4		
-	48F5		
-	108W51		
-	108W55		
-	49J4		
-	48F2		
-	47F3		
-	108W51		
-	108W55		

III. Municipal/EMS/DOT Liaisons
Division 2-2

Request:

Provide call notes for all Rhode Island municipal coordination calls.

Response:

Please see Attachment DIV 2-2: III. Municipal/EMS/DOT Liaisons.

Prepared by or under the supervision of: John F. Isberg

RIEMA Call

August 28th, 2011, 1:00 pm.

- Call held with town EMA's. Several towns reported issues with 911 and emergency phone lines.
- Weather concerns centered around potential moderate to major coastal flooding with this evening high tide.
- Towns actively reporting downed wires through National Grid processes. Assured Hospitals will be listed as critical customers and all hospitals now on back up generation will be a priority service restoration.
- 14 Red Cross Shelters are now open across Rhode Island with approximately 331 residents. 8-10 of the shelters are on generated power. National Grid is actively identifying these shelters and adding them to the critical customer lists.

RIEMA Call

August 29th, 2011, 1:00 pm.

Notes from RIEMA Call 1:00. (Call included Municipals)

- Operational update given by Mike Hrycine and John Isberg.
 - Height of storm had 330,000 customers without power. Currently we have 270,000 customers without power.
 - Public Safety is our concern. This will be a multi-day event.
 - We are in the damage assessment stage.
 - Working on Transmission restoration and substation restoration.
 - All current Wires down calls have been completed.
 - Town concerns centered on water distribution and clearing debris
 - Reminded towns to call the Municipal room with questions or concerns.

RIEMA - School Superintendents call

Monday, August 29, 2011, 1:45 pm

- Restoration strategy
 - Public Safety first
 - Assessing damage and beginning restoration activities.
 - Powering Transmission lines and substations.
 - Once these are powered on we will energize the main lines and side taps.
 - At this point power will come back on if there is no other damage i.e. trees
 - Will have ETRs tomorrow

- School Superintendents concerned about buses, travel to and from school with traffic lights out and how the Dept. of Education will classify days (Are they snow days?)

Municipal Call #1

A Municipal Call was completed August 29, 2011 – 1:00 pm. The agenda is below. No formal minutes were taken on this call.

Rhode Island Municipal Conference Call Monday, August 29, 2011 1:00 PM

Hurricane Irene Emergency Response Call with RI EMA for EMA's

- **Introductions**
 - Thank you for the opportunity to participate today on this call
 - John Isberg – Director of Community and Customer Management
 - Mike Hrycin – Director of Electric Operations
 - Kevin Rennick – Director of Sales – Municipal Room Lead

- **Purpose**
 - Inform municipal & public officials of progress to date and plans going forward.
 - Take general Q&A

- **Municipal Room is open**
 - Municipal Room Number – 877-922-8197
 - General Outage Number – 800-322-3223

- **Operations Update:**
 - Current Status – John Isberg
 - Electric Update – Mike Hrycin

Municipal Call #2

A Municipal Call was Completed August 30, 2011 - 1100 am.

- Purpose of municipal, community and outreach call was an update on restoration strategies and progress in which towns/communities can contact NG regarding their individual priorities.

Overview Municipal Town Managers :

- Agreed with NG's focus on public safety. Understood we were in our second phase of damage assessment and preliminary restoration.
- Emphasis that the community leaders are our eyes and ears and we have a special team/phone lines dedicated to their needs.
- Overall Mayors and Town concerns include: nursing homes on generation, trees in wires, power to schools, and the coordination of power restoration information such as ETRs.
- NG assured Towns that NG was working with RIDOT for tree and wire removal.
- Communicated Municipal Room and number is for their use and priorities.

Action Items – Each town will receive calls from NG on their stated concerns. Lists of schools without power will be continuously updated. Single point of contact established for all Road Closures and Road Clearing. We are working hard to understand each towns priorities and cooperating with them to restore service.

Specific Town Concerns:

Coventry, RI - Nursing Homes on generation and delay in road debris clearing (wires and trees)

- NG Follow Up: Call to Fire Chief to assure we had his priorities and critical facilities are on our list. Assured town that NG had the list of Nursing Homes provided by RIEMA and that we would make sure theirs is on the critical customer list. Coventry High School was placed on the schools with no power list. Town will provide NG with list of priority road for clearing.

East Greenwich, RI - Similar challenges. Nursing Homes on generation, schools without power and delay in road debris clearing (wires and trees). Additionally they needed their town offices returned to service.

- NG Follow Up: Individual call to town official to assure we had his priorities and critical facilities on our list. Assured town that NG had the list of Nursing Homes provided by RIEMA and that we would make sure theirs is on the critical customer list. High School and NE Institute of Technology was placed on the schools with no power list. Town will provide NG with list of priority road for clearing.

Richmond, RI - Road debris clearing (wires and trees). Elderly community with no power. Would like ETRs.

- NG Follow Up: Called Town to assure we have priorities and critical facilities on our list. Assured town that NG had the elderly community noted as a critical customer. High School was placed on the schools with no power list. Town will provide NG with list of priority road for clearing. ETRs provided late afternoon.

Lincoln, RI - Same as other towns. Additionally having communication challenge with town residents. Residents were stating that NG is directing them to call police and fire for wire down and trees in street .

- NG Follow Up: Called Town to assure we have priorities and critical facilities on our list. John Isberg to call Nancy Concemi regarding customer messaging.

Town Municipal Call
Wednesday, August 31, 2011
11:00 am

Call Lead - John Isberg, National Grid

Attendees:

- 26 Towns Attending: Barrington, Bristol, Burrillville, Charlestown, Coventry, Cranston, East Greenwich, East Providence, Exeter, Hopkinton, Johnston, Lincoln, Little Compton, Narragansett, Newport, North Providence, Pawtucket, Portsmouth, Providence, Richmond, Smithfield, South Kingstown, Warren, West Warwick, Westerly, Woonsocket
- **Additional Attendees: General McBride (RIEMA), RIDOT, and various Local officials
- 12 Towns Send Regrets: Central Falls, Cumberland, Foster, Glocester, Jamestown, Middletown, N. Kingstown, N. Smithfield, Scituate, Tiverton, Warwick, W. Greenwich.

Purpose of Call: National Grids restoration progress to date and the plan for moving forward.

NG Message:

- Public Safety is still first priority.

- Provided Muni-room, Gas & Electric Inspectors & Outage phone numbers
- Continue to work in all communities. More crews are on the way. Restoration progress:
 - 340K total outages
 - reduced to 270K on Monday
 - reduced to 140K restored on Tuesday
 - reduced to 110K as of 6:00 a.m.
- Pro-actively set up processes for road clearing (coordinated with RIDOT), process for verifying school outages/ETRs and critical concerns hotline.
- Reiterated customer restored numbers/successes to date and the plan going forward is to focus on distribution feeders.

Feedback from Towns:

- Very pleased with RI Municipal Room and the people working there.
- They understand that NG is in this with them and it is a multiday event.
- Towns recognized and acknowledged that RI NG has taken steps to go above and beyond in helping them clear their streets.
- Appreciative of NG getting 18 of 22 Nursing homes back into service yesterday.

Specific Town Concerns

Westerly - Needs help getting more details on outages/ETRs.

Action Item - Assigned NG to contact town directly. Told all other towns to call muni-room for any specific ETR needs.

Charlestown - Volunteered the use of a Nigret park for a Staging site if NG needed one.

Action Item - Assigned NG to call town back with thank you and explained when setting up a staging site there are many factors. Such as proximity to hotels, main roads etc.

West Warwick - Needed to see if we could get sewer plant and pump plant in service. Thanked us for getting other critical facilities in service yesterday. Side note: Was told by NG that there were no tree crews available for roads.

Action Item - Assigned NG to follow up/ call town and specifically give ETRs and establish priority of work. (NG has crews working on these critical customers today.)

East Greenwich - Thanked us for getting all schools back in service yesterday with the exception of the High School. Also wanted us to be aware there are several residents without water or sewer.

Action Item - Assigned NG to call town contact and inventory these critical residents. NG have crews at High School today.

Northport - Wanted Green Waste site. RIEMA took this issue.

Barrington - Needed NG to reset fuse at major sewer plant. (NG is already on the way to this location) Follow up call will be placed.

Town Municipal Call
Thursday, September 1, 2011
11:00 am

Call Lead - John Isberg, National Grid

Attendees:

- 20 Towns Attending: Barrington, Bristol, Charlestown, Coventry, East Greenwich, Hopkinton, Johnston, Lincoln, Little Compton, Narragansett, Newport, North Kingstown, North Providence, North Smithfield, Providence, Richmond, Scituate, Smithfield, South Kingstown, Warren.
- **Additional Attendees: General McBride (RIEMA), RIDOT, and various Local officials

Purpose of Call: National Grids restoration progress over the last 24 hrs and the plan for moving forward.

NG Message:

- Public and employee Safety is first priority.
- Provided Muni-room, Gas & Electric Inspectors & Outage phone numbers

Over the last 24 hrs restoration progress:

- All transmission, sub-transmission and substation transformers have been energized in the state of Rhode Island
- Over the last 24 hrs all 26 remaining feeders are now energized. All feeders in Rhode Island are in service.
- Over 1000 workers (restoration crews and tree crews) are actively restoring power across Rhode Island.
- All known Nursing homes have been energized. Please call RIEMOC or Muni-Room with any others that are still on generation.
- More line and tree crews will be arriving in RI tomorrow and Saturday.
- *****Pro-actively asking towns to authorize blanket Authorization to NG for electrical connect and reconnections of services. (This speeds up the process**

for individual residents and businesses with specific damage to property to be restored to service.)

Feedback from Towns:

- Appreciate NG holding Municipal calls for towns still out of service.
- They understand that NG is in this with them and it is a multiday event.
- Towns are working with NG and Verizon
- Want as much information on ETRs and as detailed as possible

Specific Town Concerns

Smithfield - Had Nursing home concern. (Nursing home is already back in service). Had house fire with left over debris.

Action Item - Assigned NG to contact town directly. Told all other towns to call muni-room for any specific critical customer needs.

Charlestown - Wants a staging site next time. Many residents have no water because of electrical pumps. Would like to be able to explain why some residents have power and the resident next door does not.

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

South Kingstown - Not seeing NG crews in area. Has 500 still without power. Not sure who to call for Verizon wires on ground.

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

Coventry - Had 2 Nursing home concerns. (One is back in service the other we did not know about. Mike has crews working today). Would like updated ETRs.

Action Item - Assigned NG to call town contact and inventory these critical residents. NG have crews in town today.

Scituate - Giving us Blanket Authorization for reconnect/ disconnect. Who to call about Verizon poles that look rotted.

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

Barrington - Are crews working in town today? When will the feeders be energized?

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

Providence - Thanked NG for all the work. Are crews working in town today? Who will clean up Verizon Poles?

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

North Providence - Thinks they have the 3rd highest disconnects in state. (Not correct)

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

Hopkinton - Are crews working in town today?

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

Richmond - Are crews working in town today? When will the feeders be energized?

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

Town Municipal Call

Friday, September 2, 2011

11:00 am

Call Lead - John Isberg, National Grid

Attendees:

- 20 Towns Attending: Burrillville, Bristol, Central Falls, Charlestown, Coventry, East Greenwich, Foster, Gloucester, Lincoln, Little Compton, Narragansett, Newport, North Kingstown, North Providence, North Smithfield, Pawtucket, Richmond, Scituate, Smithfield, West Warwick

Purpose of Call: National Grids restoration progress to date and the plan for moving forward.

NG Message:

- Public and employee Safety is first priority.
- Provided Muni-room, Gas & Electric Inspectors & Outage phone numbers

Thank you for Blanket Authorizing customer connect and disconnect permits. (Many RI Towns have authorized NG to complete services for customers)

Over the last 24 hrs restoration progress:

- Down to 30,000 customers and pocket areas.
- Over the last 24 hrs significant gains in restoration. More and more crews are still coming in to help.
- Concentrating resources in our hardest hit areas with significant damage.

Specific Town Concerns

North Smithfield - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

Foster - Would like ETRs. Badly damaged area.

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

North Kingstown - Still has 3 water pump stations out of service. Area is very hard hit. Many poles on ground. Several crews in the area working today.

Action Item - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

Coventry - Have pocket areas with 80-100 customers. Would a list by neighborhoods be useful. Crews working there today.

Action Item - NG crews there today. NG representative will call town with latest information.

Scituate - Would like ETRs. Explained they are tied with the Foster area outage. Crews working in area today.

• **Action Item** - **Assigned NG Community and Customer Liaison Team member to personally visit town this afternoon with restoration details.**

Johnston - Would like to follow up with NG after storm regarding Verizon & NG poles. Who owns what? Small subdivision is out of service.

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

West Greenwich - Thanked NG for all the work. Tree crews stopped at county line. Why?

Action Item - Tree crews from NG would keep going and follow the line. Assigned NG to follow up/ call town.

North Providence - Have local isolated outages with less than 5 customers. How are we going to clean them up?

Action Item - Assigned NG to follow up/ call town and specifically give ETRs. (NG has crews working in this town today.)

Newport - Muni-room staff very accommodating. Gave town list of residents still without power. Town visited each one.

Detailed Town Visits

Lori Spangler & Gerry Mirabile

- Gloucester
- Foster

- Scituate
-

Tom Dion & Jeff Dunham

- Charlestown
- South Kingstown
- Richmond
- Hopkington

Municipal Call Saturday Setember 3, 2011

Municipal Customer Care and Outreach

Municipal Call completed 11:00 am today.

Call Lead - John Isberg, National Grid

4 Towns Attending: Bristol, Central Falls, Charlestown and East Greenwich

Purpose of Call: National Grids restoration progress to date and the plan for today.

NG Message:

- Public and employee Safety is first priority.
- Provided Muni-room, Gas & Electric Inspectors and Outage phone numbers
- Today there will be a concentration of restoration crews in the hard hit areas still without service.
- Our goal is to restore RI to 99% by tonight. Tomorrow we hope to complete most of the single service calls in all areas.
- More crews will continue to do extensive work in all RI areas throughout the weekend.
- Crews are working around the clock, throughout the holiday weekend, to get all RI power on as soon as possible.

Community and Customer Liaison Team members will be meeting locally in towns today.

Glocester - Glocester Police, Charlie Miller EMA Director and other Town Officials

Scituate - meeting with Richard Tucker EMA Director

Foster - Actively working with Foster and town officials.

RI Municipal and Customer Emails

South Kingstown (Jon Schock, DPW Dir) – Very complementary of National Grid’s restoration efforts and municipal room support.

Bristol FD (Chief Martin) – Appreciated all the communications and ETRs. He was particularly concerned about several local nursing homes who without power until mid week. Appreciated our proactive outreach and muni-room communications.

Burrillville PD – National Grid did a very good job.

Packard & Graphics (voice mail from Kevin Trainer) - “I just want to let you know it is 4:30 pm, and we have had power now for about an hour; and we are back in business. And I want to send thanks to you and Tom Dion and the boys from Montana, Battle Creek Michigan and Idaho because these are the folks that where in front of the plan that got us up and running. Many, many thanks and much appreciation from Packard & Graphics to National Grid and all of the workman that you brought in from all over the country to get us back up. Thank you so much.”

Rhode Island Customer – Another Thank you Card delivered to Melrose Street.



Municipal Communications:

Municipal Room is open in Providence

Municipal Room phone number is

- Providence (877)-922-8197

Note - Due to the nature of outages and restoration efforts, estimates of affected customers are constantly changing.

III. Municipal/EMS/DOT Liaisons
Division 2-3

Request:

Did National Grid have an up-to-date listing all of the school facilities served in Rhode Island?

Response:

National Grid uses the database and master directory of the Rhode Island Department of Elementary and Secondary Education (“RIDE”) for listings of school facilities in Rhode Island. The RIDE directory contains a list of Rhode Island schools and the name, phone number, and email address for the principal of each school listed. During Tropical Storm Irene, the Company assigned two individuals to communicate directly with the schools on a daily basis. The Company also participated on the daily school superintendent calls at RIEMA from Monday, August 29 to Friday, September 2, 2011.

Prepared by or under the supervision of: John F. Isberg