

Back to Basics — Storm 101

What is the role of a Community Liaison during a storm?

Eversource activates its Liaison Organization during declared emergency events in accordance with the Eversource ERP. Each community within the impacted area is assigned a dedicated Community Liaison to address specific community needs.

This includes:

- Conducting proactive outreach so that communication channels are open and available to each municipality
- Advocating for their assigned municipality, contacting them in advance of, during and at the demobilization of an emergency event and helping to escalate community priorities
- Providing ongoing communications including timely updates for large customer outages, crew locations, daily work plans and updates concerning impacts to critical facilities

What is a Critical Facility?

A critical facility is a building or structure where the loss of electrical service would result in the disruption of a critical public safety or life sustaining function. It is the responsibility of the owners of each Critical Facility to maintain sufficient back-up electrical generation to operate the facility. Critical Facilities will be restored based on the Eversource Emergency Response Plan's restoration philosophy.

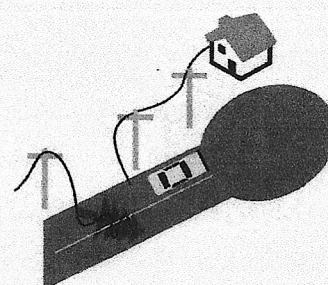
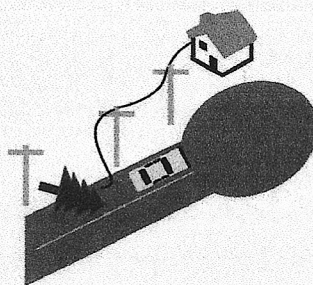
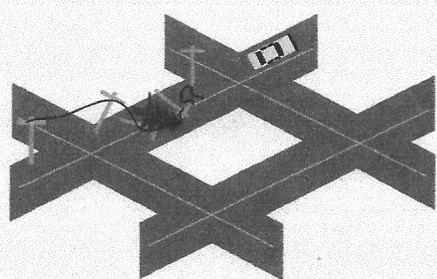
What is the Municipal Hub?

The Municipal Hub is a self-service tool for municipal users to access information on outages impacting Critical Facilities and Critical Customers, and to report and track Blocked Roads and other public safety events involving Eversource equipment. The Municipal Hub is available to users 24/7. Training and access are both coordinated through your dedicated Community Relations Specialist.

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What is a MAKE SAFE Blocked Road?

A **MAKE-SAFE Blocked Road** is a road that is **impassible to emergency vehicles**. This could be caused by trees, damaged utility equipment, Snow, other third-party attachment equipment, a dead ended street or any combination of previous items preventing access and involves utility equipment. A road is only considered blocked if there is no other reasonable means of access to an area. Make-Safe Blocked Roads are reported to Eversource as FPS 2s. All other blocked roads are reported as FPS 3s.



NOT BLOCKED – alternate access route | **NOT BLOCKED** – one lane passable | **BLOCKED** – not accessible

What is a Municipal Single Point of Contact?

The **Municipal Single Point of Contact** is an individual that is **pre-identified prior to a storm by the municipality that Eversource's Liaison Organization will communicate through during an emergency event**. The Single Point of contact ensures clear communication between Eversource and our towns. Eversource Liaisons will relay all storm information through this contact to ensure that accurate information flows quickly between the two entities during the restoration process.

What is a Community Priority?

Community Priorities can be defined as: **Critical Facilities, major municipal roadways where utility assets are blocking and restricting travel, or priorities identified by the local community emergency management official or designee responsible for coordinating with the utility and mutually agreed upon with the Community Liaison.**

- Community Priorities are used to identify critical jobs that impact continuity of operations within communities
- The single points of contact in each community will have the opportunity to provide Eversource Community Liaisons with three Community Priority requests per day
- Community Liaisons will provide updates regarding these Community Priorities throughout the day
- Making an event a Community Priority does not guarantee its completion that same day