EERP Guidance Document - Telephone

16 NYCRR Section 603.6 Major service provider emergency contingency plans

(a) This section applies only to Major Service Providers as defined in this section. Major Service Providers are required to incorporate the requirements of this section into their emergency contingency plans pursuant to section 603.5(b)(1). These requirements are primarily intended to ensure adequate response for storm and storm-like emergencies; however, some aspects of these additional requirements will have application to virtually all events noted in section 603.5(a) and should be used accordingly.

(b) Definitions.

(1) Major Service Provider. A Major Service Provider is defined as (i) any service provider that is an incumbent local exchange provider, or (ii) any facilities-based service provider with over 500,000 access lines, or (iii) a certificated 911 service provider as defined in section (b)(2).

(2) 911 Service Provider. A 911 service provider is any entity that is certified under the Public Service Law that provides 911, E911, or NG911 capabilities such as 911 call or information transport, selective routing, ALI, ANI, or the functional equivalent of any of those capabilities, NG911 core services, directly or indirectly intended for or to a Public Safety Answering Point (PSAP), statewide default answering point, or appropriate state, regional or local 911 authority, or that operates facilities that directly serve a PSAP or state, regional or local 911 authority. For the purpose of these rules, a provider "directly serves a PSAP" if it: hosts a selective router or ALI/ANI database; provides functionally equivalent NG911 capabilities and core services; or, is the last service- provider facility through which a 911 trunk, SIP connection, or administrative line passes before connecting to a PSAP.

(3) Storm Drill. A storm drill is a training exercise conducted by the Major Service Provider, or that the Major Service Provider participates in if conducted by an electric utility (or utilities) or a government agency (or agencies), to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the Major Service Provider's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the Major Service Provider. Drills shall simulate the involvement of a majority of a Major Service Provider's customer base. The drill can be achieved through the mobilization of personnel with specific storm response and/or service restoration assignments under simulated storm conditions or participation in a multi-entity drill or a government sponsored drill or through the actual preparation for an advancing storm, which may or may not cause damage to the network. However, in either case, to qualify as a drill, the participants must have carried out all their storm response assignments under either an impending storm scenario or a simulated storm scenario. The drill must also involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section (c) of this Part that all requirements of this definition were met.

All telecommunication service providers meeting the definition of Major Service Provider, or a certified 911 service provider shall file the emergency contingency plan under this section, i.e., the enhanced emergency response plan, or EERP.
(The telecommunication service providers not meeting the definition of Major Service Provider shall continue to file the standard emergency response plan, or ERP, under 16 NYCRR Section 603.5)

(c) Submission of Major Service Provider emergency contingency plans.

(1) Initial and Amended Annual Filing. On or before January 31st of each year or on such other date as the commission may prescribe, each Major Service Provider shall file with the commission, in accordance with the requirements of section 603.5(b)(1) an updated emergency contingency plan that meets the requirements of section (d), and any amendments to a filed emergency contingency plan to maintain a high level of preparedness,

or a statement that no amendments are contemplated.

(2) Certification. On or before January 31st of each year or on such other date as the commission may prescribe, each Major Service Provider shall certify in a report filed with the Secretary of the commission that within the past 12 months, it has taken the following actions:

(i) periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section (d)(5);

(ii) conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities;

(iii) conducted testing of its central office power systems, including generators, transfer switches, alarms, rectifiers, batteries, etc.;

(iv) attest that the Major Service Provider is in compliance with Federal Communications Commission rules and best practices adopted or established for back-up power at switching offices and those offices serving PSAPs;

(v) for each switching office in its serving territory, report the type of generation deployed at the switching office and its automatic start capability, the date and results of testing, and corrective actions taken as a result of such testing.

Provide certification as required in (i) (ii) (iii) and (iv) above and the required information in (v), in the tables below (substitute with your own tables as necessary)**.**

Certification	Name	Title	Date
I certify that in the past 12 months the Company periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in 16 NYCRR 603.6 section (d)(5).			
I certify that in the past 12 months the Company conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities.			
I certify that in the past 12 months the Company conducted testing of its central office power systems, including generators, transfer switches, alarms, rectifiers, batteries, etc.			
I certify that the Company is in compliance with Federal Communications Commission rules and best practices adopted or established for back-up power at switching offices and those offices serving PSAPs.			

Provide the required information in (v) in the table below.

Switching Office	Location	Type of Generation Deployed	Auto-Start Capability	Test Date	Test Result	Corrective Actions Taken

(3) Each Major Service Provider shall make available for public inspection, its currently effective system-wide Major Service Provider emergency contingency plan filed pursuant to section 603.5(b)(1) at its principal corporate headquarters or, in the alternative, make available for public inspection on the company's website. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each operating area or, in the alternative, make available for public inspection on the company's website.

(4) Any corporation that has regional or division plans shall make amendments to such operating area plans as are necessary to have those plans conform with any systemwide plan. However, a corporation that has a corporate plan that meets the requirements of this Part and provides the framework for regional plans may elect to file only the corporate plan with the commission, provided it certify that the regional plans have been updated to comply with the corporate plan and that the requirements of this Part have been met for each of the regional plans.

(d) Content of Major Service Provider emergency contingency plans. Each Major Service Provider's emergency contingency plan shall provide a current, detailed description of its service restoration plan and shall include the following information:

1. Table of Contents

Provide a table of content of the emergency contingency plan.
Include a matrix showing the sections required by section 603.6 for telephone service providers (see attached sample matrix).

2. Introduction

A statement of the purpose, policies, and objectives of the plan.

3. Emergency Classifications

Specify classifications of a storm emergency or other emergency by severity and the criteria or guidelines used for determining each classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore service to business as usual levels, the type of expected damage to the provider's network, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair network damage.

Describe how the Company classifies storm or other storm-like emergences. Complete the table below (add or delete rolls or column(s) where applicable).

	Class 1	Class 2	Class 3
# of Customers Affected (e.g., < 50, > 1,000)			
Geographic Scope (e.g., street, town, county)			
Expected Time to 100% Restoration			
Type of Damage (e.g., storm or other emergency events)			
Company Personnel Alone or Company and Supplementary Non-Company Personnel Required			
Other			

4. Emergency Response Training Program

State the Major Service Provider's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like emergency that would be classified at the highest or next highest level of severity. State the extent to which any personnel outside the Company may be involved in a storm drill. Include provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.

A. Does the Company provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties? (Y/N) _____. If no, then the Company is not in compliance with this regulation. If yes, provide the following information.
   - What subject areas are covered by the training program, i.e., emergency operations, safety, customer service, etc.?
   - How is the training conducted, e.g., classroom, online course, etc.?
   - Does the training include a review of the current EERP?
   - Where can employees find the emergency response training materials and the EERP?
   - How often does the Company provide emergency response training for Company employees who are assigned emergency response and service restoration responsibilities?
   - How frequent does the Company update the training material?
   - Identify person(s) responsible for managing and evaluating the effectiveness of the program in the table below (add rows or columns as necessary).

Name	Title	Responsibility	Contact Information

B. Does the Company have any plan and procedure to conduct at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities? (Y/N) ___. If no, then the Company is not in compliance with this regulation. If yes, provide the following.
- The organizational structure of the drill, including name and title of responsible person(s) for each function in the drill.
- Are outside personnel involved in the emergency drills and to what extent? If yes, complete the table below (add rows or columns as necessary).

Business Name	Responsible Person	Title	Contact Information	Drill Responsibility

C. Does the Company have any provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill? (Y/N) ___. If no, then the Company is not in compliance with this regulation. If yes, provide the following.
- Provide the Company's provisions for critiquing the drill procedures.
- How does the Company use the lessons learned from the drill critique to improve its emergency contingency plan?
- Does the Company have any procedure to give Staff a minimum of two weeks' advance notice of a scheduled drill?

5. Advanced Planning and Preparation

Specify the on-going actions that the Major Service Provider expects to take throughout each year to plan and prepare for an emergency. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies. State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power, and/or telecommunications services, and safety precautions regarding electrical hazards such as downed wires and the use of portable generators. State the procedures to update at least semiannually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:

(i) all provider personnel assigned service restoration responsibilities.
(ii) external storm restoration vendors and contractors, additional (non-New York) internal staffing.
(iii) all life support and other special needs customers.
(iv) medical facilities and other human services agencies.
(v) print and broadcast media.
(vi) state, county and local elected officials, law enforcement, 9-1-1 dispatching centers, and emergency

management offices; and,

(vii) critical equipment and supply vendors.

At least annually, in accordance with the requirements of section 603.6(c)(2), the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities.

A. Specify the ongoing actions the Company expects to take throughout the year to plan and prepare for an emergency, including but not limited to, conducting testing of its central office power systems, including generators, transfer switches, alarms, rectifiers, batteries, etc. as required by section 603.6(c)(2)(iii).

B. Does the Company have procedures to stockpile emergency restoration tools and supplies? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide the following information.
   - Does the Company designate specific employee(s) for planning, replenishing, and maintenance of the emergency restoration tools and supplies? If yes, provide the name and title of the employee(s).
   - Does the Company maintain a list of needed emergency restoration tools and supplies, including quantities and locations?
   - Provide the Company's procedures for distributing and replenishing the stockpile before, during, and after an emergency event.

C. Does the Company have provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide the following.
   - The personnel responsible for the preparation and distribution of communication with information on customer storm preparation, including name, title, and contact information.
   - The forms of communication on customer storm preparation.
   - Content of the communication, including information to address storm survival without electric power, and/or telecommunications services, and safety precautions regarding electrical hazards such as downed wires and the use of portable generators, and any other information the Company deems necessary.
   - Sample communications distributed to customers.

D. Does the Company have procedures to update the above-mentioned list at least semiannually? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide the following information.
   - Who is responsible for the procedures to update its list of contact persons, including name and title of the responsible person?
   - How does the Company maintain the lists of contact persons, i.e., online, or hard copies in specific location(s)?
   - How frequent does the Company update the lists of contact persons?
   - How does the Company establish the eligibility criteria for acceptance as life support and other special needs customers?

E. Does the corporation/company annually verify that all the preceding data are current? (Y/N) __. If no, then the Company is not in compliance with this regulation. If yes, then answer the following questions.
   - Who is responsible for verifying that all the preceding data are current?
   - How are all the preceding data verified as being current?

F. Does the corporation/company issue, at least semiannually, updated lists of known changes to its employees that have plan implementation responsibilities? (Y/N) ___. If no, then the Company is not in compliance with this regulation. If yes, then provide the following.
   - Name and title of the person responsible for distribution of the updated lists of known changes to employees that have plan implementation responsibilities.

- How frequent does the Company issue an updated list of known changes to employees with plan implementation responsibilities?

6. Emergency Anticipation

Identify the preparatory measures corporate management would implement in anticipation of a potential storm or network emergency expected to affect the service territory within hours or days. Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.

Does the Company/corporation have preparatory measures that management would implement in anticipation of a potential storm or network emergency? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, then provide the following information.

- How does the Company determine the classification of the anticipated storm or network emergency event?
- Describe the Company's preparatory measures under different classifications of the emergency event if the procedures are different for each classification.
- Who is responsible for preparing and informing personnel of the impending storm or network emergency?
- How are key personnel notified of the coming expected event?
- Does the Company/corporation verify that emergency and power utility contact information is up to date?
- Does the Company/corporation pre-stage emergency equipment, supplies, and fueling vehicles based on classification of the storm or other network emergency?
- How does the Company ensure that outreach is conducted to the contact list identified in section 5 above?
- Does the Company test the backup generators to central offices to make sure that they are functional?
- What are the criteria under which key personnel are notified of an impending emergency in terms of nature, timing, and severity of the anticipated emergency event?
- What are the criteria used to deploy key personnel to assigned areas in terms of nature, timing, and severity of the emergency event?
- What are the criteria used to determine if and what special precautions should be taken?

7. Service Restoration Procedures

Provide the corporation's procedures for mobilizing its personnel, materials, and equipment in order to survey system damage and implement measures to ensure timely, efficient, and safe restoration of service to customers in areas damaged by a storm or other storm-like emergency or loss of commercial power or telecommunications service. The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures, including Telecommunications Service Priority customers. For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broadscale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys. Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas. Provide the procedures for deploying company and contractor crews to work assignment areas, monitoring crew activity, reassigning crews as necessary, and releasing crews, under both centralized and decentralized command modes. Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews. Identify the procedures for coordinating company restoration procedures with the restoration efforts of electric utilities, other telecommunications and cable television service providers, and with state and local emergency management and public works agency efforts. State the procedures to coordinate efforts with the service territory's electric utility provider for restoring electric service to priority telecommunications facilities.

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Does the Company have procedures for mobilizing personnel, materials, and equipment to survey system damage and implement measures to ensure timely, efficient, and safe restoration of service to customers in areas damaged by a storm or other storm-like emergency or loss of commercial power or telecommunications service? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, then answer the following questions.

- Provide an incident organization chart that the Company utilizes to survey system damage and restore service during an emergency event, including titles of the responsible personnel and job functions in the incident organization chart.
- Does the Company have criteria for implementing a different incident organization structure, i.e., centralized vs decentralized?
- Does the Company have procedures to ensure availability of personnel, material, and equipment to conduct timely system damage survey and service restoration?
- Does the Company have procedures to ensure site safety during a storm or storm-like emergency event?
- How does the Company establish restoration priorities to ensure that restoration time is minimized, while critical customers' needs are met?
- Rank the customer groups in the table below by restoration priority according to the Company's service restoration procedures (add lines for additional groups where applicable).

Customer Restoration Priority (Including but not limited to)	Priority Level
Hospital or Emergency Medical Facilities	
Main Utility and Communications Facilities	
Water and Wastewater	
Emergency Shelters	
Fire, Police, Paramedics and Rescue Facilities	
Emergency Management Offices	
Main Flood Control Structures	
Nursing Homes and Dialysis Centers	
Support for Other Critical Government Functions	
Prisons and Correctional Facilities	
Communications (radio, TV, etc.)	
Large Employers and Other Key Customers	
Event Specific Concerns	
Other Government Buildings, Schools, and Colleges	
Customers Providing Key Products and Services	
Residential developments with large elderly populations or other similarly vulnerable establishments as coordinated with county officials	
Telecommunications Service Priority Customers	
Life Support and Other Special Needs Customers	

- What personnel performs the broadscale preliminary assessment, e.g., Company employees or contractors?
- How is the broadscale preliminary assessment performed?
- What personnel performs the more detailed field survey, e.g., Company employees or contractors?
- How is the more detailed estimate of system damage performed?
- Does the Company have procedures to ensure availability of staffing for system damage assessment?
- What other sources does the Company receive damage information to make reasonable estimate of system damage?
- How are damage information from all sources integrated by the Company to make a reasonably accurate assessment of system damage and reliable projection of personnel, equipment, material and time, etc., needed for rapid and safe service restoration in all damaged areas?
- If the Company utilizes both centralized and decentralized incident organization structures for emergency response and restoration, provide following information under each structure.
    - How the company and contractor crews are deployed to work assigned areas,
    - How the company and contractor crews are monitored, and
    - What factors are considered in the determination if reassignment / releases of company and contractor crews are required, including name and title of the responsible person(s) who makes such determination.
- How does the Company communicate with survey and restoration crews, e.g., daily status meetings, phone calls, email/text messages, commercial radio?
- Who are responsible, including name and title, for communicating with the damage survey and restoration crews?
- Provide the Company's procedures in coordinating company restoration efforts with the restoration efforts of electric utilities, other telecommunications, and cable television service providers, and with state and local emergency management and public works agency efforts.
- Who are responsible for coordination with the electric utility for restoring electric service to priority telecommunications facilities and how, including name and title of the responsible persons?
- How does the Company inform the electric utility which portions of the telecommunication network, including

priority facilities, are out of electric service?

- Provide information in the table below on the Company's coordination with the various utility and government entities (add rows and/or columns where necessary).

	Electric Utility	Telephone/Cable Company	Emergency Management Agency	Public Works Agency
Name and Title of Company Personnel Responsible for Coordination				
Job Functions to Coordinate				
Methods or Means of Coordination				

8. Personnel Responsibilities

Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level. Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division levels.

A. Does the Company have a chart of organization and operational assignments of personnel to be mobilized for each emergency classification identified? (Y/N) ___. If no, then the Company is not in compliance with this regulation. If yes, provide the following.

- Provide the incident organizational chart and operational assignments of personnel to be mobilized for each emergency classification identified in section 3 above.
- Describe the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.

B. Does the Company have procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division levels? (Y/N) ___. If no, explain why. If yes, provide the procedures at both the corporate and the operation division levels.

9. Customer Contacts

Provide the Major Service Provider's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the Major Service Provider's customer service centers. State the procedures to coordinate efforts with the service territory's electric utility provider for restoring electric service to priority facilities. State procedures to contact and to restore telecommunications service to special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them.

A. Does the Company have procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events (Y/N) ___. If no, then the Company is not in compliance with this regulation. If yes, provide such procedures and facilities, including the following:

- How does the Company determine the number of customer service representatives (CSRs) needed during an emergency?
- How many CSRs are available?
- What is call center hour of operation during an emergency event, compared with the normal operating hour?
- Does the Company use the interactive voice response (IVR) to handle the extraordinary volume of customer calls during an emergency event?
- Does the Company use any third-party service provider to handle the customer calls during an emergency event?
- Does the Company use pre-recorded message to answer customers calls during an emergency event?
- What kind of message is given to customers during a call?
- Provide sample scripts of messages given to customers regarding projections for service restoration or other pertinent information.
- During time of emergency, does the Company have ability to place notifications on its phone system to let customers know there is an outage in a particular area?
- What is the Company's goal for answering a specific percentage of calls within a specific timeframe during an emergency event?
- What are the Company's procedures for monitoring calls answered, during an emergency, with the aim of adjusting staffing levels to meet the call answer rate?
- How are CSRs updated for service outage and restoration information?

B. Does the Company have any procedure to coordinate efforts with the service territory's electric utility provider for restoring electric service to priority facilities? If no, then the Company is not in compliance with this regulation. If yes, provide such procedures, including the following.

- Provide the Company's procedures to coordinate efforts with electric utility in its service territory.
- Who in the Company is responsible (e.g., outreach / communications manager) for coordinating with the electric utility? Include name and title of the responsible person(s).

C. Does the Company have procedures to contact and to restore telecommunications service to special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide such procedures, including the following.

- Does the Company send message to life support and special needs customers before, during, and after an emergency event?
- What messages are sent to life support and special needs customers before, during, and after an emergency event? Include sample messages.
- What is the policy for handling inquiries and requests for assistance from special needs customers and human service agencies that represent special needs customers?
- What is the Company's policy for restoring service to special needs customers?

10. Communications

Provide the Major Service Provider's procedures and facilities for establishing and maintaining both pre-and post-storm external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the Division of Homeland Security and Emergency Services and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. Include the identification of any dedicated phone lines, the designation of any special company representative to act as

liaison with government entities, and any special provisions that may be required for dealing with critical facilities. State the Major Service Provider's planned frequency of communication updates to the media.

Does the Company have procedures and facilities for establishing and maintaining both pre-and post-storm external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the Division of Homeland Security and Emergency Services and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide such procedures and facilities, including the following:

- What are the Company's procedures for communicating with the public (e.g., phone, chat, social media, text, and email) before, during, and after an emergency?
- How does the Company gather and release information about the emergency to send to customers, media, and local and state government agencies?
- How does the Company update on the status of service restoration (e.g., recorded messages, email, text, social media, etc.) and what is the frequency of the updates?
- Where the severity of the event warrants, how often will the Company conduct briefings for news media and public officials before, during, and after the emergency event?
- How does the Company maintain contacts with the Department of Public Service, the Division of Homeland Security and Emergency Services, and other government agencies?
- Does the Company have any dedicated phone line(s) during a storm or other storm-like emergency event?
- Does the Company designate a special company representative who acts as a liaison with media and government entities? If so, provide name and title of such representative.
- What is the planned frequency of communication updates to the media during an emergency event?
- Does the Company maintain a list of critical facilities? If yes, provide such list.
- Does the Company have any special provisions for dealing with critical facilities? If yes, provide such provisions.
- How does the Company communicate with the electric utility about restoration to priority facilities?
- Does the Company initiate and/or attend municipal conference call including the electric utility?

11. Outside Aid

State the corporate policy and criteria governing conditions under which requests for service restoration aid from other service providers, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.

Does the Company have corporate policy and criteria governing conditions under which requests for restoration aid from other service providers, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide such corporate policy and criteria, including the following:

- How is the decision made in request for outside aid in terms of timing and severity of the storm or storm-like emergency?
- What are the outside aids available when the Company requests? Provide a list of such outside aids.
- What procedures does the Company follow in requesting, adjusting the level, and dispatching the outside aid before, during, and after an emergency event?

12. Support Services

Describe the actions that will be taken, and the department and personnel responsible for implementing them, to sustain and support restoration crew activities. These shall include vehicle management, crew, and vendor accommodations, e.g., housing, food, and transportation, distribution of warehouse supplies, e.g., materials, tools, parts, and equipment needed in the restoration processes.

Does the company have procedures to sustain and support restoration crew activities, including vehicle management, crew, and vendor accommodations, e.g., housing, food, and transportation, distribution of warehouse supplies, e.g., materials, tools, parts, and equipment needed in the restoration processes? (Y/N) ____. If no, then the Company is not in compliance with this regulation. If yes, provide the responsibility and job function by each support service area in the incident organizational chart to support restoration crew activities. Including name and title of the responsible person(s) for each function.

13. Additional Information

Each Major Service Provider may submit such additional information and plans as it believes necessary or desirable to fulfill the purposes of this Part.

Provide any additional information necessary to fulfill the Company's goal for the emergency contingency plan.