

Mutual Assistance Event September 3, 2024

October 10, 2024



Agenda

- Event Summary and Timeline
- Mutual Assistance Process
- Preparation
- Restoration
- Key Takeaways
- Q&A







Event Summary and Timeline

September 3rd

- 1:27 pm: Pressure relief at station ignited, burned down electric transmission line: 4,200 electric customers out
- 1:33 pm: Gas crews arrived on site to assess and begin isolation process
- 3:30 pm: Fire extinguished
- 3:56 pm: Isolated section of gas distribution/made safe:
491 customers affected
- 4:23 pm: Contact NGA for mutual assistance
- 4:45 pm: Begin turn off / lock /tagging process
- 6:00 pm: Discussion with nearby LDCs as heads-up for support
- 6:45 pm: Joint mobilization call #1
- 9:00 pm: Joint mobilization call #2



Event Summary and Timeline

September 4th

- 1:00 am: Turn off process complete
- 6:00 am: Mutual resources begin to arrive
- 7:30 am: Begin restoration
- 8:00 pm: Complete restoration
- 9:00 pm: Mutual resources released



Mutual Assistance Process

- NGA Mutual Assistance Coordinator (MAC) and Requestor point of contact (PoC) review event and discuss need for assistance
- NGA leadership call – assign event roles
- MAC and PoC – decide on time of Joint Mobilization call, complete/review RFA, use OQ Equivalency Matrix (OQEM) to help optimize response
- Joint Mobilization call #1 – event summary, RFA review, logistics, preliminary support resources from responders
- Responders – complete RFA with resource commitments – send to MAC and PoC
- Joint Mobilization call #2 – finalize resource commitments, finalize logistics, discuss mobilization, Q&A
- NGA assists Responders with rosters and OQ transcripts
- NGA monitors progress and assists as needed until demobilization



Preparation

- Drills and exercises:
 - CH Internal Drill (w/ICS)
 - 6/25 Joint Exercise
 - NGA Quarterly TTX Exercises
- Gas “Emergency Boxes” (w/photo)
- OQ Equivalency Matrix



NGA Regional Mutual Aid Assistance Program

REQUEST FOR ASSISTANCE (RFA)

TO BE COMPLETED BY REQUESTING COMPANY

Today's Date:	6/20/24	New:	<input checked="" type="checkbox"/>
RFA Number:		Renewal:	<input type="checkbox"/>
RFA TYPE:		Cancellation:	<input type="checkbox"/>
Requesting Organization:	Everyday Gas Utility	Change/Update:	<input type="checkbox"/>

	Primary Contact	Secondary Contact
Name:	Bill Smith	Bill's Backup
Company Phone:	914-555-5525	845-555-5526
Cell Phone:	845-555-5525	845-555-5527
E-Mail:	Utility.worker@cenhud.com	Utility.Worker2@cenhud.com

Period Emergency Assistance Needed:	
Starting Date:	6/25/24
Ending Date:	6/29/24

Description of Emergency (Include approximate number of customers affected)

Bridge over I-95 hit by tanker. 99 lb main runs under the bridge and needs to be isolated. 5,000 customers will be out. Eversource is requesting 200 mutual aid resources qualified for shut-offs and relights.

System(s) Affected ≤ 14" WC >14" ≤ 60 PSI > 60 PSI or ≤ 124 PSI > 124 PSI >20% SMYS

Type of PE: HDPE , MDPE

Typical Main Size	10	"OD to	12	"OD
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Gas Emergency Box



Affected Customer Gas Shut Off

YELLOW TAG

People. Power. Possibilities.
Central Hudson
 Gas & Electric Corporation
 49148

The gas service to this area has been interrupted. This yellow tag indicates to our field employees that your home has been turned off properly and is safe. Please leave this tag tied to the front door. We will return to light your appliances when the gas service is restored. If you must leave, please call our office and advise them where you can be reached when we must get into your home.

Please do not remove
 (845) 452-2700
 1-800-527-2714

**GAS
 (1) EMERGENCY**

SHUT OFF

NAME _____
 ADDRESS _____ CITY _____

(2) 49148

Name _____ Date _____
 Address _____
 No. Meters Shut-off _____
 Shut-off Complete? Yes No
 Comments _____

Gas Turned On By/Name _____ Date _____
 Remarks _____

49148 SHUT OFF (3)

* List meter number on back. Form No. 100

Meter Numbers-List the same meters on top and on bottom sections.

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____
- 11) _____
- 12) _____
- 13) _____
- 14) _____
- 15) _____

Meter Numbers-List the same meters on top and on bottom sections.

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____
- 11) _____
- 12) _____
- 13) _____
- 14) _____
- 15) _____

WHITE TAG

Central Hudson
Gas & Electric Corporation

46189

We are experiencing a gas emergency that has interrupted gas service to some of your neighbors. This tag indicates to our field employees that your house has not been affected by this interruption. Please do not remove this tag. We will remove it when the emergency is over. If you have any questions please call our office and advise them that you have a white tag on your front door.

Please do not remove
(845) 452-2700
1-800-527-2714

GAS
(1) EMERGENCY

HOUSE NOT AFFECTED

NAME _____
ADDRESS _____ CITY _____

(2) 46189

Tag Removed by: _____ Date: _____
Remarks: _____

Name _____
Address _____
Location checked by: _____
No gas at this location: Yes No No description situation _____

HOUSE NOT AFFECTED
46189
Date: _____

(2)

Form No. 818

Customer Not Affected

ORANGE TAG

CH Energy Group, Inc.
Central Hudson Gas and Electric Corporation

35808

The gas service to this area has been interrupted. It is necessary that we have access to your gas meter so that we can safely turn off your appliances. Please call our office so that we may accomplish this. This will expedite our being able to restore gas service to the area.

Please do not remove

(845) 452-2700
 1-800-527-2714

GAS
(1) EMERGENCY
ACCESS PROBLEM

NAME _____ CITY _____
 ADDRESS _____

(3) 35808

ACCESS PROBLEM (2)

Name _____ Date _____
 Address _____
 No. Meters Shut-off _____ By _____
 Shut-off Complete? No - State Reason: _____

Gas Turned On By _____ Date _____
 Remarks _____

Form No. 271

Access Issues

Preparation

- Drills and exercises:
 - CH Internal Drill (w/ICS)
 - 6/25 Joint Exercise
 - NGA Quarterly TTX Exercises
- Gas “Emergency Boxes” (w/photo)
- OQ Equivalency Matrix



NGA Regional Mutual Aid Assistance Program

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Preparation

meter turn-off	70, 72 (A,B, or C), 85	O&R	National Grid MA	New Jersey Natural Gas	CHGE
meter turn-on and relight	45, 70, 72 (A or B), 72D, 85	5-18	92	6	8
		5-18	60	6	8
Service Restoration		O&R	National Grid NE	New Jersey Natural Gas	CHGE
NGA Task Number	NGA Task Title				
CT45*	Restore Service	Y	NG-OQTASK45B	Y	Y
NGA-CT-45	Restoring Service (Customer Turn-on/Relight)	Y	NG-OQTASK45B	Y	Y
CT70*	Properties of Natural Gas and Abnormal Operating Conditions	Y	NG-OQTASK70	Y	Y
NGA-CT-70	Basic Abnormal Operating Conditions and Properties of Natural Gas	No	NG-OQTASK70	Y	No
NGA-CT-70-CAOC	Basic Abnormal Operating Conditions and Properties of Natural Gas (Critical AOC)	Y	No	No	Y
CT72A*	Installing and Turning Off Residential, Small Commercial, Large Commercial and Industrial Meters and Regulators	Y	NG-OQTASK72	Y	Y
CT72B*	Installing and Turning Off Residential and Small Commercial Meters and Regulators	No	No	No	No
CT72C*	Turning Off Meters Only	Y	NG-OQTASK72	Y	No
NGA-CT-72A.1	Installing and Turning Off Residential, Small Commercial, Large Commercial, and Industrial Meters (Including Regulators)	Y	NG-OQTASK72	Y	Y
NGA-CT-72A.2	Installing and Turning Off Residential, Small Commercial, Large Commercial, and Industrial Meters (Excluding Regulators)	No	No	No	No
NGA-CT-72B.1	Installing and Turning Off Residential and Small Commercial Meters (Including Regulators)	No	No	No	No
NGA-CT-72B.2	Installing and Turning Off Residential and Small Commercial Meters (Excluding Regulators)	No	No	No	No
NGA-CT-72C	Turning Off Meters (Only)	Y	NG-OQTASK72	Y	No



Restoration

- Determine FTEs and ETRs
- External (non-CH) role in restoration (e.g., drones)
- Set up the ICS
 - Enlisting support of internal resources (e.g., CSRs)
- Establish Command post (with logistics – WiFi, restrooms, printers, etc.)
- On-boarding and oversight of mutual assistance
- Turn off process and tagging
- Restoration process and recording work





STORY CHASERS

Central Hudson

Restored Services

- SHUT OFF
NAME: Walter Moore
ADDRESS: 10000 Hwy 100
CITY: Highland
49202
- SHUT OFF
NAME: Paula Ketchum
ADDRESS: 30000 Hwy 100
CITY: Highland
49102
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49115
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
53645
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
51012
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
53096
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
48868
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
48869
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49451
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49701
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49351
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49198
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49173
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
45654
- HOUSE NOT AFFECTED
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
45575
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49156
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49601
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49692
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
44707
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49651
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49901
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49037
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
53649
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49573
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
53099
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49001
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
49060
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
48955
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
48901
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
45695
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
43734
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
48858
- SHUT OFF
NAME: John & Susan
ADDRESS: 10000 Hwy 100
CITY: Highland
45514



Key Takeaways

What went well?:

- Safe Restoration
- Coordination
- Determination of FTEs
- Speed to secure resources
- Timely submission of rosters, transcripts
- New roster sheet
- Turn off/on process

Opportunities for improvement:

- Use of OQEM
- Consider support needs in advance given certain size outages, summer/winter, etc.
- Communication of important logistics questions
- Importance of drilling/exercising process



Q&A

