



# NYSEG RG&E Emergency Preparation Overview for County Emergency Operations Personnel

# Agenda

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# Introductions

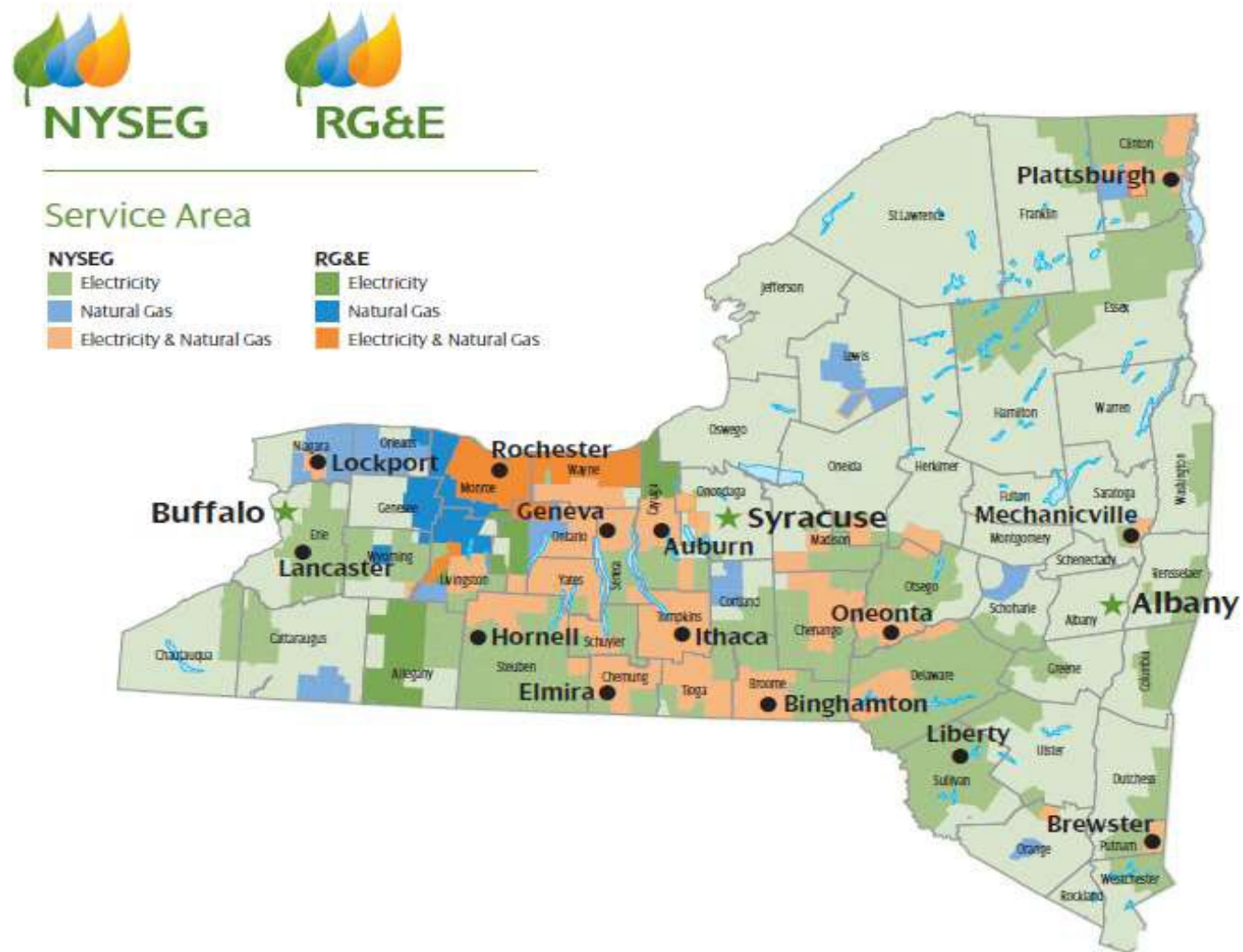
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# NYSEG RG&E Service Area



# Emergency Plan

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Updated Annually

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**New York State Electric & Gas Corporation  
and  
Rochester Gas and Electric Corporation**

**Electric Utility Emergency Plan**

Last Updated May 4, 2022

Link to [Emergency Plan](#)



# Power Restoration

## SAFETY - First Priority

- Clear and unambiguous
- We respond to every known incident of downed wires or reported emergency to ensure public safety.

## DAMAGE ASSESSMENT

- Specially-trained employees begin assessing the damage to the system so we can assign crews effectively and make repairs safely and as quickly as possible.

## RESTORATION

- With assessment underway, we then assign crews to begin making repairs, and provide estimated times of restoration, refining estimates if necessary

*In major events, we may go into a ‘make safe’ mode prior to assessing and then restoring power.*



# Power Restoration - Hierarchy

It is important to understand the restoration process – there’s a prioritized order to our restoration work.

1. Generally, we work on our transmission system and substations first because they are the backbone of our electricity delivery system. We then focus on the distribution lines that directly serve our customers.
2. Another guiding principle is prioritizing the repairs so that we restore service to the largest numbers of customers first.
3. And we also do our best to consider the needs of critical facilities, such as emergency management centers, and our customers who depend on life support equipment.



# Government Official Outreach

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Effective communications with government officials and other community leaders fosters strong relationships and enhances public awareness of emergency response.

- NYSEG and RG&E liaisons are stationed in county emergency management offices, as necessary.
- Municipal Storm calls are conducted with government and emergency management officials and Department of Public Service Staff.
- Contact information for NYSEG and RG&E liaisons is provided to government officials.
- Communications are maintained with county emergency management directors and other key personnel throughout the event.



## Communication Channels



Leverage social media, email and telephone messaging. Specialized telephone contacts to life support, and elderly, blind or disabled customers, and critical facilities.

Post updates on Twitter @RGandE and @NYSEandG and on Facebook.



Our websites are always updated with emergency preparation and outage information.

- Visit Outage Central at [rge.com](http://rge.com) and [nyseg.com](http://nyseg.com) using a laptop, desktop or tablet.
- Outage information is mobile-enabled for smartphone users



# Road Clearing Coordination

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Make safe efforts involve the classification and clearing of wires down and other hazards that may occur during storm events.

Specifically, wires down calls will be prioritized based on potential danger, i.e., wires down on occupied vehicle or near a populated area and/or determined as energized (arcing and burning).

Make safe efforts will be coordinated with local and municipal agencies to ensure the related activities such as opening roads or reestablishing access to Critical Facilities are included in the prioritization within the 'make safe' process.

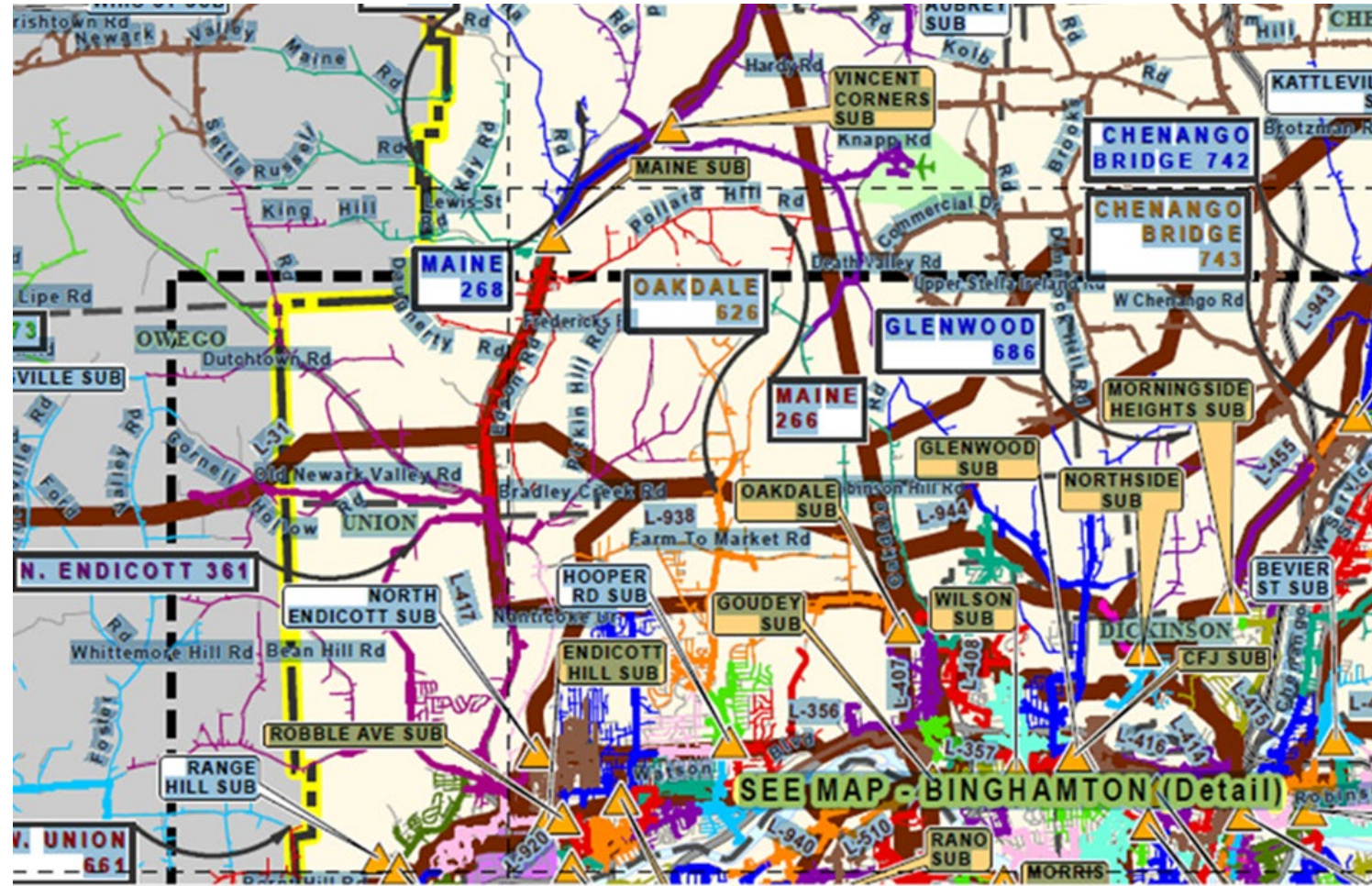
**Road Clearing Crews** will be offered at the county level in coordination with the County Emergency Operations Center (EOC). Once accepted by the county, these crews will be dedicated to opening roads that are closed due to downed wires.

Municipalities will coordinate road clearing request with the County EOC.

Once the wires are cleared and/or made safe, the county/municipality can then enter to remove debris and open the road.

# Circuit Maps

Circuit maps are available to County EOCs in PDF and shapefile formats.





# Critical Facilities

## Critical Facility Levels

Level	Critical Facility Descriptions
1	<p><b>Critical Facility Level 1</b> - These facilities <u>provide services critical to public health and safety</u>:</p> <ul style="list-style-type: none"> <li>- Hospitals and Emergency Medical Facilities</li> <li>- Emergency Shelters and Cooling Centers</li> <li>- Fire, Police, Paramedics, and Rescue Facilities</li> <li>- Emergency Management Offices</li> <li>- Water pumping stations and Wastewater treatment plants</li> <li>- Critical Utility and Communications Facilities</li> <li>- Fuel Transfer and Fuel Loading Facilities (ports)</li> <li>- Mass Transit (tunnels, electric drawbridges, ferry terminals, major rail facilities/rectifier stations)</li> <li>- Airports</li> <li>- Military Bases</li> <li>- Critical Flood Control Structures</li> </ul>
2	<p><b>Critical Facility Level 2</b> - These facilities <u>provide significant public services</u> and may include some of the same type of facilities described in Level 1 depending on the event type, but are considered to some extent less critical by government agencies:</p> <ul style="list-style-type: none"> <li>- Nursing Homes and Dialysis Centers</li> <li>- Facilities to support other critical government functions</li> <li>- Prisons and Correctional Facilities</li> <li>- Communications (radio, TV, etc.)</li> </ul>
3	<p><b>Critical Facility Level 3</b> - These facilities <u>provide some public services</u> and may include some of the same type of facilities described in Level 2 depending on the event type, but are considered to some extent less critical by government agencies.</p> <ul style="list-style-type: none"> <li>- Event Specific Concerns</li> <li>- High-Rise Residential Buildings</li> <li>- Customers providing key products and services (food warehouse)</li> <li>- Managed Accounts, Large Employers, and Other Key Customers</li> <li>- Other Government Buildings, Schools, and Colleges</li> </ul>

- Critical Facilities are defined as those facilities from which essential services and functions for survival, the continuation of public health and safety, and disaster recovery are performed or provided.
- Critical Facilities plan for continuous electric service to ensure business continuity or continuity of government. Electric service will be maintained through uninterrupted utility service or a momentary interruption followed by a transfer to backup generation.
- Critical facility owners are responsible for their own backup generation and appropriate fuel.

High rise residential buildings are 12 stories or greater.

# Critical Facility Outage Reports

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During large outage events NYSEG and RG&E provide critical facility outage reports to County Emergency Operations Centers.

- Reports are provided twice per day at approximately 10:00 a.m. and 4:00 p.m.
- County EOCs are requested to identify the top five facilities needing restoration by 6:00 p.m. to the Public Liaison Officer (PLO) or the County Liaison assigned to the County EOC.
- NYSEG and RG&E will factor the priorities into their work plan for the next day to extent possible.
- Municipalities are encouraged to report specific issue to their County EOC for coordination.



# Critical Facility Requests

## Critical Facility Request Form

Submit this form to register as a critical facility or to update your contact information.

If you have multiple facilities, please submit a separate form for each location.

\* Required

### BUSINESS INFORMATION

Business Name \*

Street Address \*

City \*

State \*

ZIP Code \*

Customers can submit a request to have their facility considered for critical facility status by submitting a request through the NYSEG or RG&E website.

- Go to [nyseg.com](http://nyseg.com) or [rge.com](http://rge.com)
- Click on Outages
- In the Be Prepared section click on Critical Facility Request

# Life Support Equipment (LSE) Customers

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Customers with life support systems or other special needs that depend on electricity service.

## Pre-event Outreach

- When power interruptions may last 24 hours or longer, automated outbound pre-storm calls and text messages are made to LSE customers deemed to be in the path of the storm.

## During Event Outreach

- For Class II or III emergency events daily calls are made to LSE customers.
- If an LSE customer can't be reached by phone a field visit is made.
  - Utility resources are used when possible.
  - If utility resources are not available, a referral is made to the County EOC for assistance from emergency services personnel to perform a field check at the LSE customer's residence.

## Event Classifications

Class I - Damages that can be repaired in 24 hours or less.

Class II - In general, restored can be completed within 72 hours.

Class III - Requires more than 72 hours to restore and/or affects 25 percent or more of customers in an operating area.

# Information Requested

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To prepare for emergency events NYSEG and RG&E request that each County EOC do the following:

- Review and provide updates to the critical facility list.
- Identify potential locations for dry ice and bottled water distribution.
- Identify residential developments with large elderly populations or other similarly vulnerable establishments.
- Identify critical roads that should be prioritized for clearing if blocked by down electric facilities.