



Corporate Instruction

SUBJECT

CUSTOMER CARE EMERGENCY RESPONSE PLAN

1.0 PURPOSE -- The purpose of this Instruction is to establish guidelines to coordinate efforts that will provide assistance ("Customer Care") when deemed necessary by the Incident Commander (IC) following an electric, gas, or steam incident.

2.0 APPLICATION --

2.1 This Instruction applies to all organizations of Consolidated Edison Company of New York, Inc. (CECONY). The primary organizations involved with Customer Care are Central Field Services (CFS), Customer Operations, Electric Operations, Gas Operations, Legal Services, Public Affairs, Purchasing, Steam Operations, Substation Operations, and System and Transmission Operations. Support from Emergency Management; Energy Services, Engineering and Planning; and Environment, Health and Safety (EH&S) may also be required for these types of incidents.

2.2 The term *Company* when used in this Instruction refers to CECONY unless otherwise stated.

3.0 PROCEDURES --

3.1 Customer Care includes --

- a. Assisting customers in obtaining updated information during an emergency.
- b. Providing assistance to affected customers in securing food, clothing, transportation, temporary housing, and other basic essentials, when necessary.
- c. Addressing customers' concerns and providing assistance in those instances where significant property damage has been caused and this property damage is associated with customer safety and/or security.
- d. Intervening on behalf of the affected customer with Company departments, governmental and social service agencies, and other agencies or bodies when deemed necessary.
- e. Maintaining an infrastructure of customer service resources to respond to the needs of affected customers.

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- f. Providing updated customer and incident information to the Quality Assurance and Communications Management Group (CMG) and Project & LAN Support, Customer Operations.

3.2 Declaring a Customer Care Emergency –

- a. The IC and/or appropriate on-site emergency response personnel will declare a Customer Care Emergency and initiate the Customer Care Emergency Response Plan. Prior to declaring a Customer Care Emergency, the IC may consult with the General Manager of the affected operating organization.
- b. The Customer Care Emergency Response Plan should be invoked if one of the following occurs:
- (1) The health and safety of customers directly affected by the emergency are adversely impacted to a significant degree by an electric, gas, or steam system condition that cannot be corrected during the initial field response. This includes, but is not limited to, those events where heating and/or water systems have been damaged or general living conditions have been significantly disrupted.
 - (2) Unforeseen and disruptive events that impact our service as a result of severe natural phenomena, environmental events, hazardous materials releases, or negative impacts from emergency response.
 - (3) A situation develops that responding Company personnel (IC and staff) determine may adversely affect customers and/or external stakeholders/agencies.
- c. The factors to be weighed in determining whether to implement the Customer Care Emergency Response Plan include, but are not limited to:
- (1) The Company's responsibility in the cause of damages and/or hardships to the customer.
 - (2) The cause of outage/displacement.
 - (3) The number of customers affected by the incident.
 - (4) The type of customer (i.e., life sustaining equipment (LSE) customers, hospital, etc.).

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- (5) Whether relocation/displacement is required.
 - (6) The estimated amount of time people will be displaced.
 - (7) The extent of any property damage caused and its impact on overall customer safety and well-being.
 - (8) Whether a government agency has requested assistance.
 - (9) The extent to which customers' needs are already being addressed via assistance from other local or regional agencies (i.e., Office of Emergency Management [OEM], American Red Cross, etc.).
- d. The IC and/or on-site emergency response personnel will request assistance from Customer Outreach, Customer Operations, through the appropriate Regional Electric Operations Control Center, Gas Emergency Response Center, Steam Trouble Desk, or Substation Operations Desk at the Energy Control Center, which will be responsible for contacting the CMG at [REDACTED]
- e. CMG will notify Customer Outreach personnel who will confer with the control center(s), the IC, and/or appropriate on-site emergency response personnel for additional information in order to determine an appropriate level of staffing for the response. If Customer Outreach and/or the IC determines that a mobile Customer Information Center (CIC) is necessary, Customer Outreach will contact CMG to arrange for the mobilization of the CIC as described in paragraph 4.2b (5).

NOTE: Not every activation of the Customer Care Emergency Response Plan requires the mobilization of a CIC to the field location.

- f. The control center(s) will be responsible for notifying Legal Services to inform them that a CIC has been mobilized and that its representative is required to be on-site.
- g. CMG will be responsible for notifying the Central Information Group (CIG), System and Transmission Operations, that a request has been made to mobilize a CIC to a location. CIG in turn will make notifications according to its established guidelines on the mobilization of a CIC per CG 5-2, "CIG Notification for Activating the Emergency Vehicles Procedure".
- h. Immediately after the declaration that the Customer Care Emergency Response Plan will be implemented, the on-site IC will either call CIG or

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will direct a member of his/her department to call CIG and request that a CNS message be issued to CNS-qualified individuals, specified on a listing that the IC provides from the departments listed below, asking them to attend a call using a conference bridge number provided by the IC. For those personnel not on the CNS list, the IC will direct a member of his/her department to call those individuals separately.

- (1) The Operating General Manager(s)/Control Center(s) directly involved with the incident
- (2) IC on-site (this is usually the emergency response manager)
- (3) CMG for notification and possible dispatch of Customer Outreach
- (4) Local Public Affairs
- (5) Corporate Communications, Public Affairs.
- (6) Emergency Management Duty Liaison
- (7) Legal Services
- (8) Emergency Operations, CFS. (Contacted via the Operations Control Center at [REDACTED])

3.3 Site Response –

- a. All responding personnel will report to the Incident Command Post (ICP) and communicate with the IC for additional instructions.
- b. The level of response to the incident site depends on the extent of the incident and the duration that customers are displaced. Generally, if there are no outages and customers are not displaced from their homes or are estimated to be displaced for four hours or less, the operating organization will handle all customer concerns.
- c. At the discretion of the operating organization, other Company organizations could be required to respond to the site, which may include but is not limited to: Customer Operations, Energy Services, EH&S, and Legal Services.
- d. Public Affairs in consultation with the IC will evaluate the situation and decide whether personnel will respond to the site.

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3.4 Post-Emergency Preparedness – After the immediate emergency that required invocation of the Customer Care Emergency Response Plan has been brought under control or is resolved, remaining customer issues may require that the procedures outlined in the plan continue to be applied. The IC in charge of the initial emergency or his/her relief is responsible for maintaining contact with the Customer Outreach staff remaining on scene until such time that all outstanding customer issues are resolved.

- a. The on-site IC will follow through and initiate the demobilization of the Customer Care Emergency Response Plan when customer care actions are completed and communicate the same to all responders, the operating department(s) on-site, Control Room(s), and CIG. When customer care actions are needed beyond the time when on-site activities are required, customer care activities and demobilization will be determined by Customer Operations and Legal Services. Other departments will continue to assist as needed.
- b. At all times, the operating organization having the greatest responsibility for the remediation of the overall incident will be responsible for monitoring all costs associated with the Customer Care Response by making sure receipts and/or cost estimates for all activities are collected. The on-site IC has the ultimate authority to assign someone to this role, and the assignment of this role will depend on the severity of the incident and the types of expenses that are incurred.

3.5 Post-Emergency Evaluation – After all the customer issues have been resolved, the IC from the responsible organization led by the General Manager or his or her designee may decide to hold an after actions review with all involved organizations to discuss the overall effectiveness of the Customer Care Emergency Response Plan, an evaluation of the Company's response, and specific changes and recommendations for improvement, where needed.

4.0 RESPONSIBILITIES --

4.1 Central Field Services (CFS) – Emergency Operations:

- a. Works with the IC to arrange for hotel accommodations and/or transportation for customers impacted by the emergency.
- b. Uses designated P-Cards for the purchase of emergency items during Company-wide or locally declared emergencies. These cards will be permanently opened for all purchase categories and will be assigned to those individuals who are designated by their organizations to act in an emergency. Direct withdrawal of cash is not permitted. (Reference Corporate Instruction CI-320-11, "Corporate Procurement Card.")

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4.2 Customer Operations –**a. Customer Outreach.**

- (1) Obtains the status of the incident from the IC upon responding to the site. (Reference Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies.").
- (2) Communicates updated incident status to affected customers.
- (3) Determines the needs of affected customers throughout the event.
- (4) Maintains contact with the affected customers throughout the event including the period when they are lodged.
- (5) Performs as liaison for the customers with other Company departments.
- (6) Customer Outreach personnel will ensure that the IC is apprised of all activities and ensures that all of these activities are appropriately recorded/logged with the documentation being kept as part of the overall incident response.
- (7) Arranges for bi-lingual personnel to respond when needed to address customer needs.
- (8) Determines the needs of impacted customers and discusses these needs with the IC and CFS. Customer needs might include local transportation, personal vehicle fuel, food, lodging, dry and wet ice, prescriptions, and other personal items or services as deemed necessary to facilitate recovery from the incident.
 - (a) NOTE: P-Card charge policies are covered in CI-320-11, "Corporate Procurement Card."
- (9) Tracks the number of customers interacting with Outreach personnel at the site.
- (10) Documents the problems and questions customers present to Outreach personnel at the site and refers this information to the appropriate organizations as needed.
- (11) Reports on the conditions/situation in the vicinity of a mobile CIC.

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- (12) Deploys appropriate signage to highlight the location of a mobile CIC and notifies the Emergency Management Duty Liaison by paging [REDACTED] or calling the local Public Affairs office to advise that signs have been deployed and provides the signage locations. Removes signage when the activity at the site ceases.
- b. Quality Assurance and Communications Management Group (CMG) and Project and LAN Support.
- (1) Notifies Customer Outreach personnel that there has been a request to activate the Customer Care Emergency Response Plan.
 - (2) Updates the CMG log with incident information.
 - (3) Updates the Off-Hours Call Center, Customer Operations, if customer billing adjustments are necessary.
 - (4) Provides timely updates on the event to the Customer Operations Customer Assistance Call Centers (Bronx-Westchester CC/WICs, Customer Communications Center 1, Customer Communications Center 2, Staten Island Call Center, and/or Off Hours Call Center), which ensures that a uniform, consistent message is conveyed to any customers who call for information and updates.
 - (5) Upon request by the IC and/or on-site emergency response representative, and with the concurrence of Customer Outreach, will mobilize a mobile CIC by calling a predetermined list of Customer Operations employees who will deliver the mobile CIC to the emergency site.
 - (6) Quality Assurance and Communications Management Group (CMG) is responsible for notifying CIG at [REDACTED] that a mobile CIC has been deployed to support the incident response.

4.3 Electric Operations, Gas Operations, Steam Operations, Substation Operations, and System and Transmission Operations –

- a. The IC for the affected operating department or the IC for environmental incidents:
- (1) Determines if the Customer Care Emergency Response Plan is to be implemented.
 - (2) Has overall authority over any Customer Care Response.

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- (3) Coordinates the Customer Care Response, determines the level of response, determines what organization(s) must respond, and if services such as lodging and transportation will be provided.
 - (4) Mobilizes Customer Outreach through Quality Assurance and Communications Management Group (CMG) as required.
 - (5) Mobilizes, at their discretion, other Company organizations in accordance with Paragraph 3.3.
- b. Central Information Group (CIG), System and Transmission Operations.
- (1) Responsible for making any notifications relating to the incident, including any reports of damage, injuries, evacuations, etc. according to existing notification protocol and based on information provided by the communicator, IC, or applicable control center.
 - (2) Based on the information provided by the IC or designee notifies involved Customer Care departments of scheduled conference calls.
 - (3) For those Customer Care Emergency Response Plan activations that warrant the dispatching of a mobile CIC, makes the appropriate notification indicating this action.
- c. Energy Services, Engineering and Planning. When customers are relocated due to damage to their homes as a result of a problem with the CECONY system, Energy Services will continuously follow up with the customer's electrical and/or plumbing contractor performing service-related repairs for the sole purpose of expediting the restoration of the utility's services.

4.4 Emergency Management – Assumes the position as Liaison Officer to communicate with New York City Office of Emergency Management (NYC OEM), New York Police Department (NYPD), Westchester County Department of Emergency Services (WCDES), and other external agencies such as the American Red Cross, if necessary.

4.5 Legal Services –

- a. Provides advice and counsel to all involved parties as it relates to the payment of claims and distributes information to customers on claims and reimbursement.



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- b. Responds to any event where a mobile CIC has been deployed in order to review the incident, makes recommendations for the handling of claims, ensures that consistent guidance is provided to Customer Outreach personnel for dissemination to customers, and determines if Corporate Instruction CI-110-1, "Investigation of Serious Accidents, Incidents, or Other Occurrences," is implemented.
- c. In consultation with the IC, establishes the appropriate protocols for addressing damaged customer property.

4.6 Public Affairs – Provides timely and accurate information to appropriate Company personnel, the public through the news media, elected officials, and community organizations in accordance with Corporate Policy Statement 810-2, "Public Affairs Crisis Communications Plan."

4.7 Purchasing –

- a. Approves higher P-Card authorizations above \$5,000 per transaction for a specific one-time spot purchase with a maximum monthly spending limit of \$25,000 based on written justification and approval from the General Manager of the appropriate using department and the Vice President of Purchasing.
 - (1) NOTE: P-Cards can be used for expenses such as meals, hotels, and transportation during system emergencies only. The cardholder may use the P-Card for these expenses only when so authorized in accordance with the provisions of CI-320-11, "Corporate Procurement Card."
- b. Provides guidance on the use of P-Cards for unusual expenditures.
- c. Makes an Emergency Buyer available after normal business hours who can assist with spot purchases.

5.0 ADVICE AND COUNSEL -- The Vice President, Emergency Management, will provide advice and counsel on this Instruction.