

# National Grid's Response to Hurricane Sandy: Restoring, Reconnecting and Rebuilding

An aerial photograph of a large, swirling hurricane over the ocean. The eye of the storm is a bright white circle in the center, surrounded by a dense, dark blue ring of clouds. The surrounding ocean is a deep blue with white-capped waves.

Nancy Cianflone  
Director, Program Development and Governance

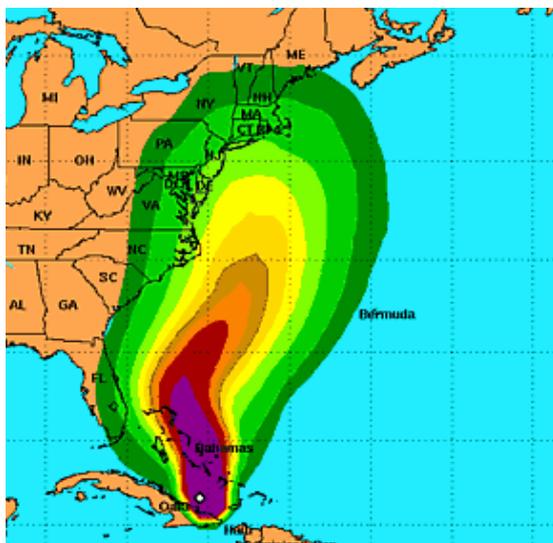
LIFE Regional Conference – Long Island  
May 2, 2013

# Today's agenda

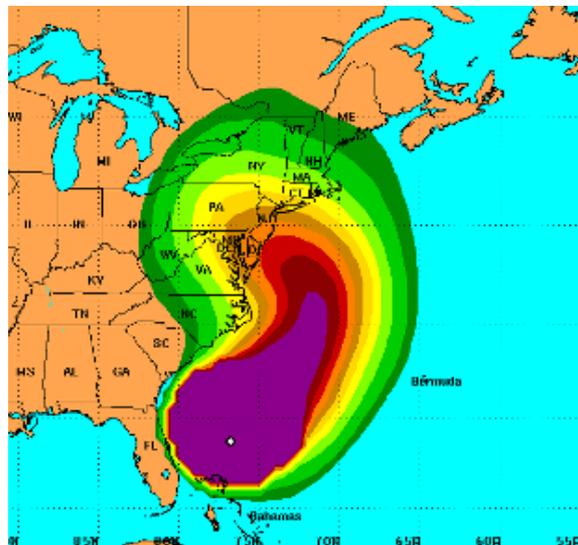
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- **Storm Preparation**
  
- **National Grid's Response to Hurricane Sandy**
  1. Restoring our Gas Infrastructure
  2. Reconnecting our customers
  3. Rebuilding our communities

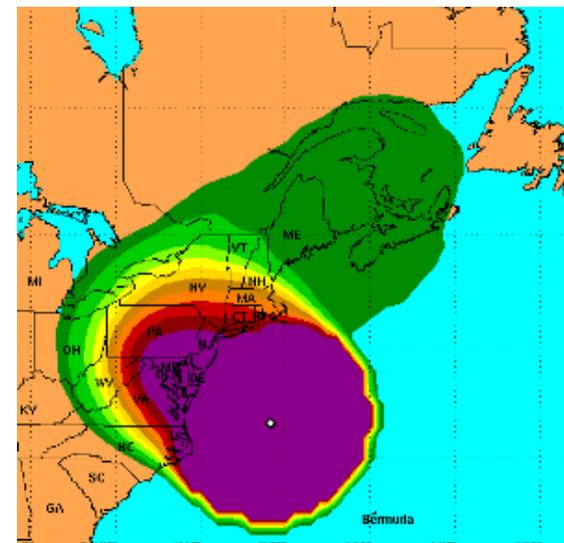
# Preparation: tracking the storm



October 25, 2012 – 11am



October 27, 2012 – 11am



October 29, 2012 – 11am

# Storm preparation notice to employees

October 25, 2012



“As you know, **the company is preparing for Hurricane Sandy**, which depending on her track, has the potential to bring damaging winds, flooding and even snow to our service area. Regardless of the track and what the storm will bring, we began preparing for Sandy’s potential impacts earlier this week -- to ensure we are ready across both our gas and electric systems. So, **please be ready to carry out your storm assignment** if you are called on to do so.

**We have begun to enact our emergency plan**, which includes:

- Multiple company-wide planning conference calls each day
- Securing extra repair crews – potentially from as far away as Oregon and California
- Beginning the set up of staging areas in the areas that may see the most impact and pre-staging crews and equipment in these areas
- Coordinating with state and local government, emergency planning and public safety agencies
- Calling our customers, especially life support customers, to be sure they are aware the storm is coming so they can prepare accordingly
- Ensuring we have adequate staffing in key areas including storm rooms/call centers

# Sandy makes landfall



**Kings Park, Long Island**



**Port Jefferson, Long Island**



**St. James, Long Island**



**Rockaway Peninsula, Breezy Point, Queens**

# The impact – downstate New York



Staten Island



Rockaway Peninsula, Breezy Point, Queens

- High, sustained winds combined with extreme tidal surges
- Unprecedented devastation
  - Severe flooding across LI's south shore / Rockaway Peninsula / Brooklyn / Staten Island, impacting National Grid gas customers
  - Electric: 90% of LIPA's 1.1. million customers without power
  - Gas: 20K+ customers affected based on system isolation
  - Nor'easter 10 days later; ~123K additional electrical outages
- People's homes and businesses destroyed, including many National Grid employees involved in restoration
  - Employee hotline established – counseling services to support employees

# NYC communities impacted by flooding



# Long Island communities impacted by flooding



# The unprecedented restoration efforts

- More than 15,000 employees and mutual aid resources working 24x7 to restore gas and electric service to LI customers (~1,600 to support gas restoration)
- **Electric:** 85% restored in a week; 99% restored in just over two weeks for LIPA electric customers who could safely accept power
- **Gas:** proactive isolation of gas system in flood zone areas
  - Three-step assessment:
    1. unable to restore
    2. restore to meter
    3. restore completely
  - Safety of employees and customers paramount throughout effort



Setauket, Long Island



National Grid Gas Control Center - Hicksville

# The unprecedented restoration efforts



Staten Island



Stony Brook, Long Island



Brooklyn



Rockaway Peninsula, Breezy Point, Queens

# National Grid gas system: by the

# numbers



Staten Island

- ~**140k customers** touched as part of the process
- Over **570** mutual assistance crews from **46 companies** – *possibly the largest effort of its kind ever in the natural gas industry*
- Completed **over 70k** inspections on high and low pressure services that may be affected by the flooding
- Addressing **more than 40k** high pressure regulator replacements
- Network of **250 plumbers** to match with customers in need
- ~**\$40 million invested in rebuilding the gas system** in Breezy Point, Queens and New Dorp, Staten Island

# Reconnecting our customers



Amityville Harbor, Long Island (both photos)

- **Community Outreach Centers established in hardest hit areas**
  - 8 centers staffed by 100 National Grid employees
  - Worked together with multiple organizations, trade allies, townships, cities, municipalities
  - On the ground, door-to-door outreach
  - NYC Rapid Repair program
    - Replace all flood damaged gas and electric equipment in customers' homes
    - Connect gas and electric service in real time

# Reconnecting our gas customers – Communications

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**Hurricane Sandy**  
Recovery assistance information



www.nationalgrid.com

nationalgrid  
HERE WITH YOU HERE FOR YOU

**Restoring your natural gas service**

If your home was flooded and any natural gas fuel equipment was impacted as a result of Hurricane Sandy, repairs or replacement of your heating system or air conditioning may be needed before natural gas service is restored. It is our goal to restore your natural gas service as safely and quickly as possible.

These steps will be required to restore service:

1. National Grid will visit your location to determine the condition of our equipment. Just as the meter and will also assess the condition of customer-owned equipment such as the hot water heater or furnace. Contact us at the telephone numbers below to arrange a visit.
2. If the inspection determined that your appliances were not damaged and can be used safely, and you have electricity power we will restart your equipment.
3. If it is determined that the appliances were damaged or otherwise not deemed safe for operation, a warning tag will be placed on the equipment and the gas system shut down.
4. Contact a licensed plumber in order to verify that your electricity can be restored.
5. Once your electricity is restored, contact a licensed plumber to assess/replace damaged appliances. A list of licensed plumbers for your area is available on [www.nationalgrid.com](http://www.nationalgrid.com). Please note, National Grid does not repair customer-owned gas appliances. Assistance may be available. Please see the device side.
6. After the repairs have been made, please call:
  - 1-703-492-2800 (Monday - Friday, 8am - 8pm)
  - 800-400-5000 (Long Island and the District)
 to schedule an appointment to restart the equipment.

**Please Note:**

- Customers must be present in the household for:
  - Repairs/replacement of our equipment if it is located within the household
  - Inspection, if needed
  - Heights of appliances
- If there is an electric shut-off, electricity must be restored to the home before gas assistance will operate.

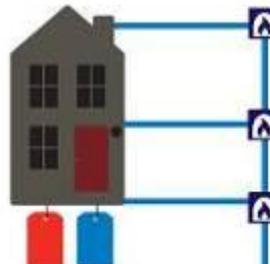
**Flood waters can permanently damage gas and electrical equipment. Even if the equipment does not, customers can affect electrical and moving parts. Corrosion is likely and in office facilities where it cannot be seen. This can lead to failures and can cause fires, even if the equipment appears intact and functions after drying out. Please consult professional electrical, heating and cooling service providers. Replacement is the preferred remedy.**



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**Hurricane Sandy Relief Program:  
A guide for our natural gas customers**

National Grid is offering three levels of assistance:



**Tier 1: One-time bill credit**  
For all eligible customers, National Grid will credit their natural gas bill in the amount of \$100 to help offset equipment or replacement of damaged boilers, water heaters or furnaces. Customers need to do nothing. Customer's equipment must have been "tagged" indicating a safety issue necessary.

**Tier 2: Assistance for HEAP-eligible customers**  
In addition to the \$100 bill credit, low-income eligible customers residing in the state under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance. Please see income side for complete description.

**Expanded customer assistance for customers not eligible for HEAP**  
In addition to the \$100 bill credit, our customers who did not receive HEAP benefits, but whose household income levels fall within the guidelines on the income side of this sheet or meet other "hard-pressed" criteria, and who also meet the eligibility above, may be able to receive additional assistance. Please see income side for complete description.

National Grid is reaching out to our natural gas customers who have been most heavily impacted by Hurricane Sandy on Long Island and New York City with a Customer Assistance Program.

Eligible customers include property owners whose home has not been declared uninhabitable by the Federal Emergency Management Association (FEMA) and National Grid has placed a warning tag on boilers, water heaters or furnaces, ensuring that the equipment is unsafe for repair and operation until repair or replacement is made, are eligible.



# Rebuilding

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Rockaway Peninsula, Breezy Point, Queens

## Rebuilding – community outreach



Rockaway Peninsula, Queens (both photos)

- **Our community liaisons provided operational and communication support in the most devastated areas of LI**
  - Distributed much needed supplies, blankets, batteries, water, CO detectors, electric heaters (FEMA / NYPD)
  - Pre-holiday turkey donation
  - Toy donation program planned for the holidays
  - Heart Share emergency customer assistance program

## Rebuilding – community outreach

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**Lindenhurst, Long Island: Senator Schumer with Ken Daly, President, Gas and John Bruckner, President, Electric**

## Rebuilding — economic development

### National Grid launches \$30M Emergency Economic Development and Community Redevelopment Program



- **\$30 million program targeted to gas customers, businesses, and communities most impacted by hurricane and flooding**
- **Three-tier program**
  - 1 Fund plumbing inspections for all impacted customers
  - 2 Fund new heating equipment for most vulnerable customers
  - 3 Support commercial redevelopment and rebuild communities

Rockaway Peninsula – Breezy Point, Queens

## Discussion

“ This is our home and we are determined to help our communities recover and rebuild ”

Kenneth Daly, CFA  
President, National Grid New York