

Preparing now for hurricane season

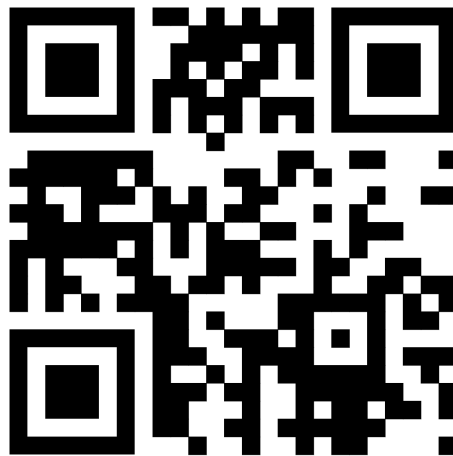
Eversource is preparing for what could be an **above-average hurricane season**.

Here's how our communities can prepare before storms arrive:

- Make sure **generators at critical facilities** are tested, serviced, and ready to go.
- Inform your Eversource Community Relations partner of any changes to **municipal critical facilities**.
- Be sure you've identified your **Single Point of Contact** for storms, and notify Eversource of any changes.
- Make sure you have access to Eversource's **Municipal Hub**, a vital communications tool during storm response. You can access the Municipal Hub through the URL or QR code on this sheet. Notify your Eversource Community Relations partner if you have trouble reaching the site or need training.
- Keep working with Eversource to **identify and address hazard trees**. Trees are the leading cause of storm-related outages.
- Review the information on the other side of this sheet on Eversource's **road clearing process**.

Eversource is committed to working with our municipal partners throughout the year to limit the impact of storms and respond promptly to storm damage. We're also investing in our delivery system to make it stronger and more resilient.

**You can access the Municipal Hub
at <https://municipal-hub.eversource.com/>
or through the QR code.**



Road Clearing Process

The Make Safe Process

- The clearing of Make Safe Blocked Road(s) (FPS2) is a public-safety priority for Eversource and its municipal partners. Work to clear Make Safe Blocked Roads will commence as soon as it is safe to proceed following the passing of a storm system.
- Clearing a Make Safe Blocked Road involves ensuring the lines that are down are de-energized and making temporary accommodations to remove wires or electrical equipment that are in the roadway. In most cases, this process does not restore customers.

Obtaining a Public Safety Specialist & Line Resource

- In a Level 4 ERP or greater, communities with Make Safe Blocked Roads (FPS2) may request a dedicated Public Safety Specialist and line resource to coordinate and address all municipal Make Safe Blocked Roads (for deployment by the Company by 12 hours after the storm leaving the area)
 - The community must have opened an Emergency Operations Center
 - Requests **must** be made by the community's **pre-identified single point of contact** to the dedicated Eversource Community Liaison

Coordination Between Eversource and Your Community

- Your Eversource Community Liaison will work with the Eversource Public Safety Section to assign dedicated Make Safe Resources.
- Once assignments are made, the Eversource Public Safety Specialist will reach out to the municipality's pre-identified, in-field contact to coordinate a meeting location.
- The Eversource Public Safety Specialist will work hand-in-hand with the community's in-field resource to coordinate and prioritize all Make Safe Blocked Roads (FPS2).
- Eversource may move Make Safe resources out of your community at any time to address a nearby **FPS1** event
- Non-Make Safe priorities (blocked roads, partially blocked roads, critical facilities, and wires down) should be coordinated with your dedicated Community Liaison.

Completion of the FPS2 Process in Your Town and Resource Reallocation

- After all Make Safe Blocked Roads (FPS2) are cleared in your community, Eversource may move Make Safe resources to clear Make Safe Blocked Roads remaining in other communities.
 - Moving a road-clearing crew out of a community after Make Safe Blocked Roads (FPS2) are eliminated will depend on the volume of Make Safe Blocked Roads in the state, as well as the type and volume of lesser priority roads in that community.
 - Any movement of the road-clearing crew from the assigned community will be communicated to the community prior to leaving.
- Once all Make Safe Blocked Roads (FPS2) are cleared across the system, Eversource will begin to clear electrical infrastructure from the remaining Blocked Roads and Partially Blocked Roads (FPS3) and address other priorities as outlined in Eversource's ERP.