

- Call the Technology Help Desk (1-877-357-3911) to establish an IT contact to help with identifying technology capabilities in the event of an emergency.
- Work with your IT contact to prepare a list of computer related equipment needed to operate from a remote command center. Consider items in Section 2.9 and below:
  - Computers
  - Cables
  - Cable TV service
  - Modems
  - Printers
  - Telephone lines and jacks
  - Fax machines
- Be prepared to provide the Help Desk with a list of technology needs whenever the request for support is made.

#### **2.11 Emergency Needs of: Large Commercial & Industrial Customers; Municipals; Hospitals; Skilled Care and Special Needs Facilities**

Assign company employee(s) - usually Key Account Reps – to document and communicate to field management, special considerations of critical care facilities, such as: hospitals/nursing homes; medical facilities (refer to Form 6.13); commercial/industrial customers that affect commerce, schools and institutions, day care facilities, etc.

#### **2.12 Flood Prone Areas**

(Refer to Form 6.14)

Prepare an index of flood prone areas by town, street, system number, and map number. Properly vent regulators (bottom vented or extended vented above anticipated water levels for service regulators).

#### **2.13 Annually Review the Processes Associated with the Emergency Manual with Frontline Leadership**

In addition to updating information within the manual, Operations Centers and other internal support groups performing emergency responsibilities (e.g., Engineering, Construction Services, System Operations, Gas Control Room), must review and update the Emergency Manual at least annually, not to exceed 15 months. This annual review must be documented and consist of date, location, who conducted the review, and attendees. The effectiveness of managing an incident is dependent on the awareness, knowledge, and training of company personnel in their assigned responsibilities during emergency situations. Form 2.13 may be used for the annual documentation.

#### **2.14 Annual Incident Simulations**

Annually, a simulation should be performed by using one of the following methods:

- Tabletop exercises:
  - Interactive discussions of hypothetical emergency situations with a small group
  - Include Gas Control Room personnel, if the situation could affect Gas Control Room operations
- Drills:
  - Limited in scope
  - Based upon evaluating interaction and coordination within specific work groups
  - Good indicator of participants' knowledge of required policies and procedures

## List of Flood Prone Areas

Location (Town/City/Boro)	Street Address	System Number	Map Number
Taunton	Mill River (Bay Street), Whittenton		
Brockton	Spring Street/Poplar Avenue Area, Belmont Avenue, Riverside Drive		
Scituate	North Scituate (Gannett, Surfside) Egypt Beach Area, Oceanside Avenue, (includes all Number Streets from turner Road to 5 <sup>th</sup> Street) Lighthouse Area, Front Street Area, Humarock Beach (Atlantic Avenue)		
Marshfield	Rexham Beach, Foster Road Area, (Esplanade Area) (Ocean Street, Island Road) Brant Rock Area, Blue Fish Cove) (Lower Bay Street Area) (Plymouth Street, Kentucky Road)		

## List of Flood Prone Areas

Location (Town/City/Boro)	Street Address	System Number	Map Number
Andover	No Main St (209)	80001016 (LP)	AND-020
Andover	Riverina Rd	80001004	AND-009
Lawrence	Daisy St	80001015 (LP)	NLAW-013
Lawrence	Erving Ave	80001015 (LP) /80001004 (HP)	NLAW-014/NLAW-015/NLAW-008
Lawrence	Exchange St	80001015 (LP)	NLAW-008
Lawrence	Holly St	80001015 (LP)	NLAW-007
Lawrence	Myrtle St	80001015 (LP)	NLAW-007/NLAW-008
Lawrence	Willow St	80001015 (LP)	NLAW-008
Methuen	Armory St	80001004 (HP)	MET-116
Methuen	Lowell St	80001004 (HP)	MET-116
Methuen	Pine St	80001015 (LP)	MET-078
North Andover	Edgewood Dr	80001004 (HP)	NAN-072
North Andover	Mablin Ave (including surrounding streets close to Shawsheen River)	80001004 (HP)	NAN-130

## List of Flood Prone Areas

Location (Town/City/Boro)	Street Address	System Number	Map Number
Agawam	River Road	80003048	4,16,17
Northampton	Mount Tom Road	80004001	91,95
Northampton	Fair Street/ Old Ferry Street	80004002	100
Springfield (Indian Orchard)	Centre Street	80003054	50
Springfield	East Columbus Avenue	80003048,80003053,80003054	23,34,35