REQUESTING MUTUAL ASSISTANCE

1. If a NEPPA member utility needs Mutual Aid, the first step is to fill out the following online form that details the request.

   The requestor does not need a username or password. Link to form: https://veoci.com/v/p/form/mzw6zux9m4nv
a. Select Requesting Utility from either a List or Map View

b. Enter Primary Contact information, Description of damage, and Type (and Number) of requested vehicles. **NOTE:** The Number of Linemen Needed field will automatically be adjusted according to the number of vehicles.

i. Ensure that Primary Contact information is accurate and that this individual is available to verify next steps of within the process.
2. Once a mutual aid request has been submitted, the requestor will receive an email confirming “Request Received by NEPPA” and another confirmation when your Regional Coordinator has acknowledged (i.e. accepted) the request.

a. The requestor will then soon receive a phone call from the appropriate Regional Coordinator to confirm the need and details of the request.
3. Once the Request Alert has been initiated and Assisting Utilities have submitted their available resources, the NEPPA Regional Coordinator will match Assisting Utilities with the host (i.e. Requesting Utility).

This is a Drill. NEPPA Mutual Aid Request Alert in the South region

Veoci <room@veoci.com>  
To: Mutual Aid

Notification Alert!

Hi TEST NEPPA Mutual Aid,

This is a notification message from NEPPA Mutual Aid in Mutual Aid Operations.

This is a Drill. NEPPA Mutual Aid Request Alert.

NEPPA Mutual Aid Request Alert. Mutual Aid Request submitted by a utility in the South (Connecticut and Rhode Island) Region. They have requested 3 Bucket Trucks, 1 Material Handling Bucket Truck, 2 Digger Derricks and 12 linemen. A supervisor needed.

Link to respond: https://veoci.com/wp/form/rpvtb7sw9fh3?c=144305

Veoci
a. Assisting Utilities click on the “Link to respond” (via text or email) and complete a simple webform with their available resources (see screenshot on page 4).

i. Enter Name of Individual Responding, Contact Information, Type and Number of available vehicles. **NOTE:** The Number of Linemen Needed field will automatically be adjusted according to the number of vehicles.

1. Ensure that Contact Information is accurate and that this individual is available to verify next steps of within the process.

ii. Select Requesting Utility from either a List or Map View
b. Once an appropriate match has been made, the Requesting and Assisting Utilities will receive an email that connects the requestor with the assigned Assisting utility.

i. The email will provide appropriate contact information, at which point the Requestor and Assisting Utility will then begin coordination.