



**NORTHEAST PUBLIC POWER ASSOCIATION**

# MUTUAL AID PLAYBOOK



Northeast  
Public Power  
Association

est. 1965

# **Northeast Public Power Association**

## **Mutual Aid Program Playbook**

*Revised May 2021*



# Table of Contents

|  |    |
|--|----|
| <b>About</b>                               | 2  |
| Northeast Public Power Association (NEPPA) | 2  |
| NEPPA Mutual Aid Program                   | 2  |
| National Mutual Aid Network (APPA)         | 3  |
| <b>NEPPA's Mutual Aid Regions</b>          | 4  |
| <b>Roles &amp; Responsibilities</b>        | 5  |
| Regional Coordinator                       | 6  |
| Requesting Utility                         | 6  |
| Assisting Utility                          | 7  |
| <b>How Do I Request Aid?</b>               | 8  |
| <b>What to Expect After an Event?</b>      | 12 |
| <b>Appendix</b>                            | 13 |
| Mutual Aid Agreements                      | 13 |
| Veoci Training Guide                       | 13 |
| NEPPA COVID-19 Mutual Aid Checklist        | 13 |
| Billing Guide                              | 13 |
| Templates                                  | 13 |

## About

### Northeast Public Power Association (NEPPA)

Nationally, one-in-four customers is served by a public power company owned and operated by local or state governments, or rural cooperatives. In the six New England states, over 78 public power systems serve roughly 2 million retail customers and sell over 13 billion kilowatt-hours of electricity annually.



The Northeast Public Power Association (NEPPA) is a private, non-profit 501(c)(6) trade association founded in 1965 to represent and serve consumer-owned utilities of New England.

As a regional organization, NEPPA's mission is to develop and unite public utility professionals by advancing their knowledge, capabilities, and voice in the industry and workplace. NEPPA operates under the following core values: (1) focus on public power and community, (2) passion for safety, (3) training excellence, (4) collaboration and innovation, (5) industry leadership.

### NEPPA Mutual Aid Program

NEPPA's Mutual Aid Program is a service that delivers on all five of NEPPA's core values, and is often cited as one of the top three services utility members receive from their NEPPA membership. The NEPPA Mutual Aid Program is accomplished through the Mutual Aid Committee (comprised of utility volunteers) and supported by NEPPA staff to ensure that NEPPA Utility Members receive assistance when they need it most.

The NEPPA service territory is divided into five regions and mutual aid is coordinated through ten Regional Coordinators. Keeping the lights on is something Public Power Utilities strive to do, and NEPPA is proud to be able to help support that mission.

## National Mutual Aid Network (APPA)

The American Public Power Association (APPA) provides a procedure through the Mutual Aid Network to coordinate dialogue and actions across a three-tiered national communications network, without impinging on one-on-one mutual aid agreements between utilities. Utility coordinators communicate with local and county partners; network coordinators correspond with state and regional partners; and the national coordinator collaborates with the Edison Electric Institute (EEI), National Rural Electric Cooperative Association (NRECA), and emergency management agencies. All NEPPA utilities are in FEMA Region I.

For more information on the national Mutual Aid Network (through APPA), including how to contact the Region I Network Coordinators, please visit: <https://www.publicpower.org/disaster-planning-and-response>.

## NEPPA's Mutual Aid Regions

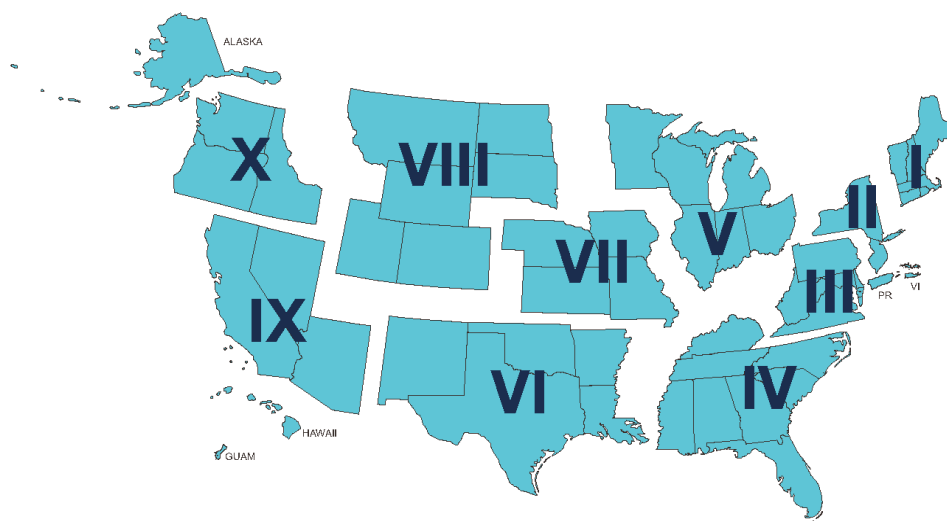
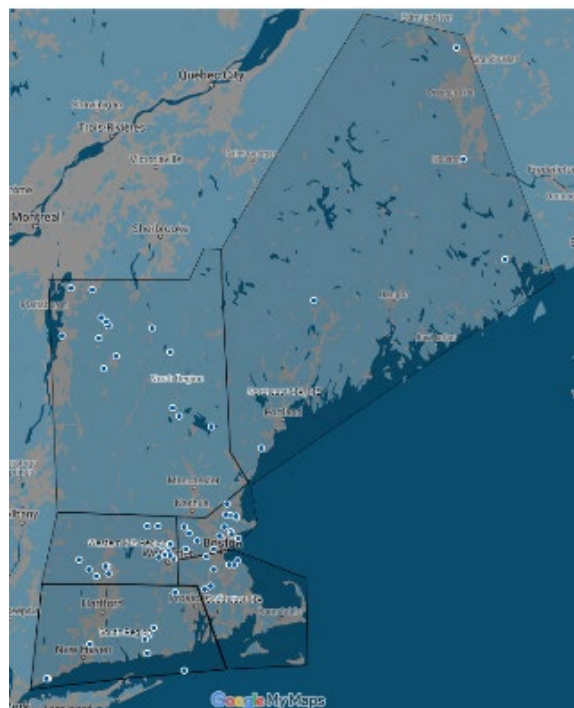
NEPPA's successful Mutual Aid Program is achieved through the crucial, volunteer Regional Coordinators.

New England is separated into five-regions, managed by two Regional Coordinators each:

1. **North** (Vermont & New Hampshire)
2. **Western MA** (West of Worcester, MA)
3. **Northeast MA & ME** (Northeast of I-90)
4. **Southeast MA** (East of I-90)
5. **South** (Connecticut & Rhode Island)

Please visit [neppa.org/Mutual-Aid](https://neppa.org/Mutual-Aid) to find your utility's Region and Regional Coordinator or email [mutualaid@neppa.org](mailto:mutualaid@neppa.org).

The National Mutual Aid Network, through APPA, is separated into 11 regions that coincide with the national FEMA regions. Visit [publicpower.org](https://publicpower.org) for information on the National Mutual Aid Network

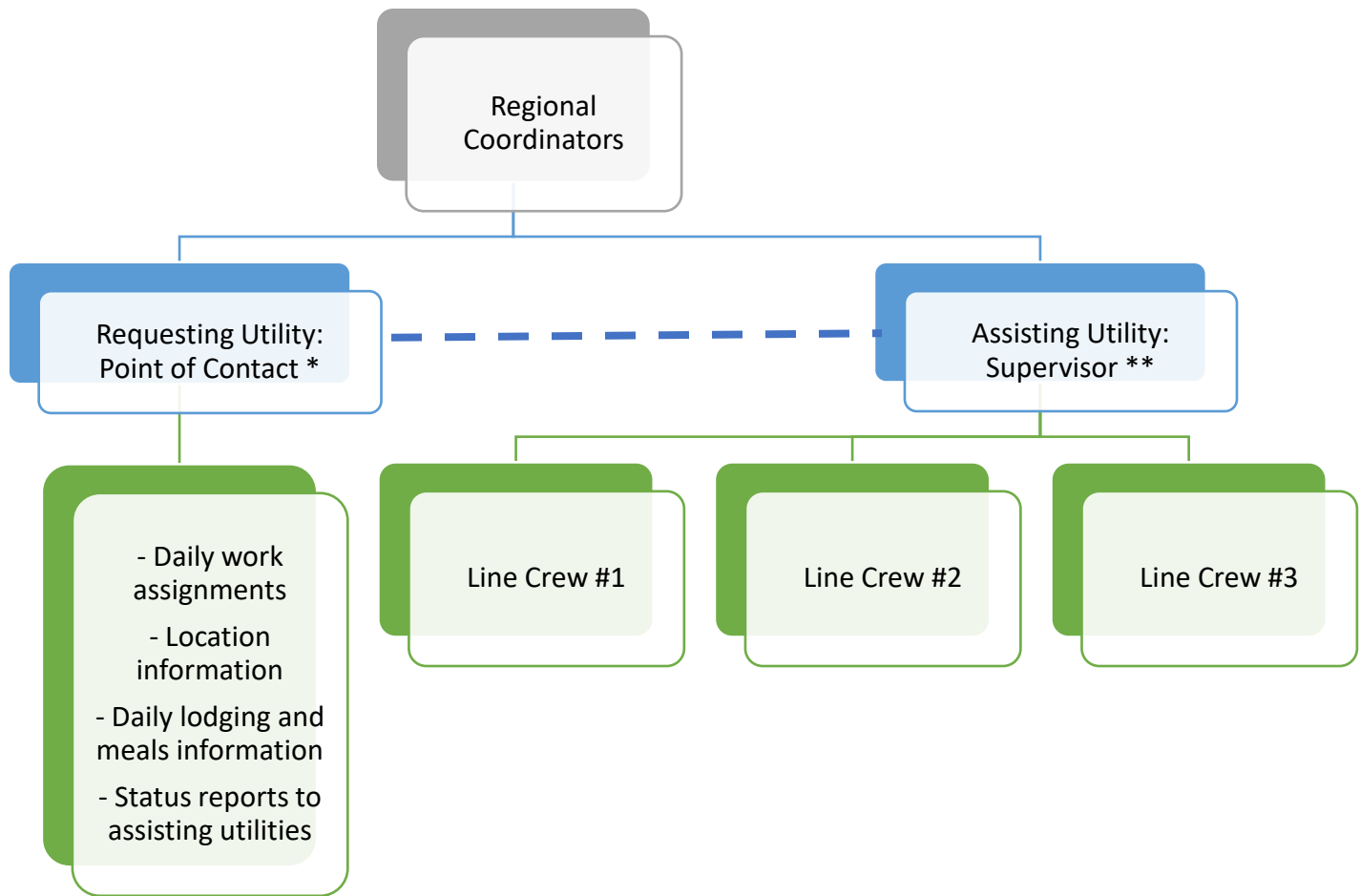


*FEMA & APPA Regions*  
*Source: Public Power Mutual Aid Playbook*

## Roles & Responsibilities

Below you will find a graphic representation of the various roles involved in NEPPA's Mutual Aid Committee.

**NOTE:** If there are any questions or doubts about roles or responsibilities including invoicing and expectations, please reference the NEPPA Mutual Aid Agreement which governs the Program.



\* *The Requesting Utility Point of Contact has a crucial role to fill by coordinating and informing the Assisting Utility of daily work assignments, location information, lodging and accommodations, as well as status reports to Assisting Utility and Regional Coordinator at least daily.*

\*\* *A supervisor is recommended for any aid request requiring three (3) or more crews.*

## Regional Coordinator

### What Does the Regional Coordinator Do?

After receiving a request, the Regional Coordinator verifies the request and initiates the Request for Aid to all public power utilities in their region. Once responses have been submitted, the Regional Coordinator then matches Assisting Utilities to the Requesting (or Host) Utility, and initiates the first communication between Requesting and Assisting Utilities.

During the event, the Regional Coordinator will maintain daily communications with the Host Utility until all crews have been released, and the request has been closed.

## Requesting Utility

### What Does the Requesting Utility Do? \*

Once the request form has been submitted, the details confirmed and request activated within the Network, the Requesting Utility is expected to maintain daily communications with the Regional Coordinator, particularly as it relates to crew progress and release. In addition, the Requesting Utility is expected to:

1. Provide estimate of type and amount of equipment needed. - *Sec 3(a)*
2. Provide Assisting Utility accurate directions. *Sec 3(b)*
3. Designate a qualified person to work with each crew of the Assisting Utility *Sec 3(c)*
4. Provide description of the electrical system operational plan. *Sec 3(d)*
5. Provide Meals and Lodging for employees of Assisting Utility.
6. Release all employees of Assisting Utility once assistance is no longer needed. *Sec 3(e)*
7. Promptly reimburse expenses incurred by Assisting Utility. *Sec 3(f)*
  1. See Mutual Aid Agreement - Section 1.3: Expenses (beginning on page 1) for details on expenses.

**REFERENCE:** Mutual Aid Agreement - Section 3: Obligations of Requesting Utility (beginning on page 3) for additional information.



## Assisting Utility

### What Does the Assisting Utility Do? \*

Primary and Secondary contacts at each member utility within a Region are notified by call, text and email with a Mutual Aid Request Alert.

If able to provide assistance, you will be prompted to follow a link (sent by email) to complete a simple "Mutual Aid Availability" form.

**NOTE:** Be sure to provide accurate contact information on this form. These details are crucial for both the Regional Coordinator and Requesting Utility.

Once matched with a Requesting Utility, you will receive an auto-generated email that notifies:

1. Your utility has been selected.
2. Summary of what you are expected to provide.
3. Contact information of the Host Utility.
4. Instructions on the next steps including contacting Host Utility for the following:
  - a. Location
  - b. Details
  - c. Required Safety Equipment & PPE
  - d. Contact information of crews
  - e. Estimated duration of stay
  - f. Crew Transfer Sheet if required by either party

### Obligations of Assisting Utility

As referenced in the Mutual Aid Agreement, Assisting Utilities are also responsible for the following:

1. Adhere to personnel and equipment requirements *Sec 4(c); Exhibit A*
2. Maintain all time sheets and work records *Sec 4(a)*
3. Maintain insurance amounts and coverages *Sec 4(d)*
4. Submit invoices for expenses within 30-days after assistance *Sec 4(b)*

**REFERENCE:** Mutual Aid Agreement - Section 4: Obligations of Assisting Utility (beginning on page 6) for additional information.

# How Do I Request Aid?

Below is an abbreviated version of the step-by-step guide on requesting Mutual Aid, found at [neppa.org/mutual-aid](https://neppa.org/mutual-aid).

1. If a NEPPA member utility needs Mutual Aid, the first step is to **visit [neppa.org](https://neppa.org) and fill out the online form that details the request.**

The requestor does not need a username or password. Link to form at [neppa.org](https://neppa.org) or click below:

<https://veoci.com/v/p/form/mzw6zux9m4nv>

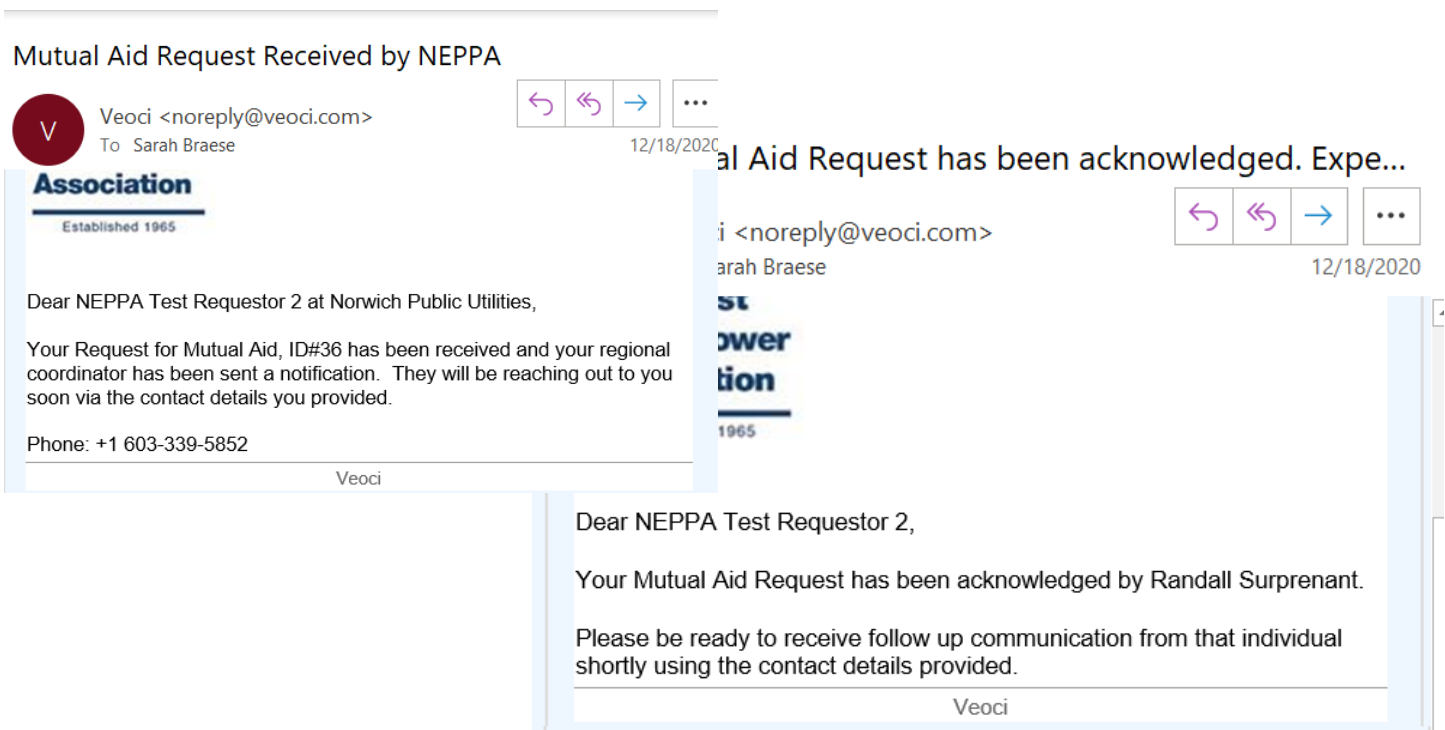
- a. Select Requesting Utility from either a List or Map View

The screenshot displays the 'NEPPA Mutual Aid Request Form' interface. At the top, the NEPPA logo and contact information are visible. Below the header, a welcome message and instructions are provided. The main section is titled 'Choose Requesting Utility' and offers two options: 'List' and 'Map'. The 'List' view is currently selected, showing a table of 69 entries. The table columns are: Region, Name of utility, Location of utility, Contact No. of utility, and Email Id of utility. The 'Map' view shows a map of the Northeast region with green markers indicating utility locations.

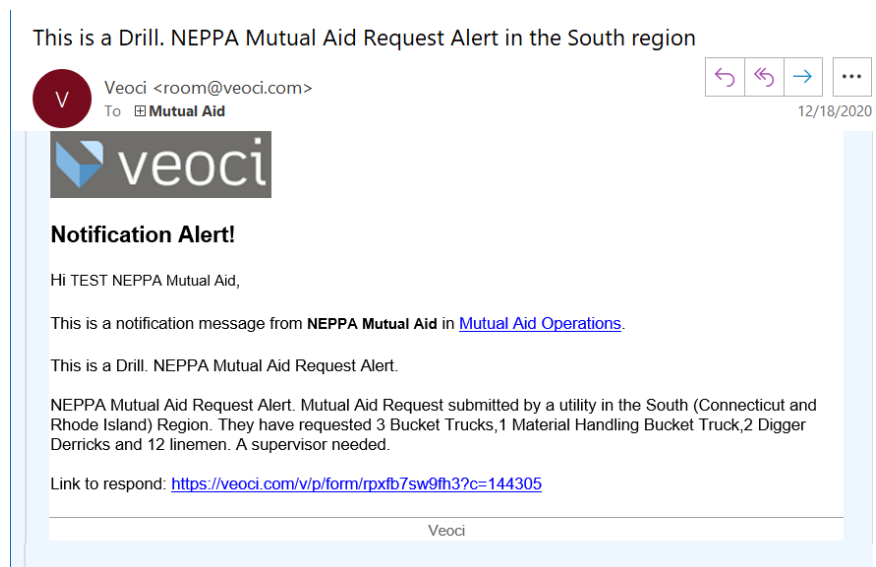
| Region                            | Name of utility                        | Location of utility                    | Contact No. of utility | Email Id of utility |
|-----------------------------------|--|--|------------------------|---------------------|
| North (Vermont and New Hampshire) | Washington Electric Cooperative        | 40 Church St. East Montpelier, VT 0... |                        |                     |
| North (Vermont and New Hampshire) | Burlington Electric Department         | 585 Pine St #5864, Burlington, VT 0... |                        |                     |
| North (Vermont and New Hampshire) | New Hampshire Electric Cooperative     | 579 Tenney Mountain Hwy. Phomou...     |                        |                     |
| North (Vermont and New Hampshire) | Ashland Electric Department            | 6 Collins St. Ashland, NH 03217, USA   |                        |                     |
| North (Vermont and New Hampshire) | Wolfeboro Municipal Electric Depart... | 84 S. Main St. Wolfeboro, NH 03094...  |                        |                     |
| North (Vermont and New Hampshire) | Swanton Village Electric Department    | 6 Employees Ln. Swanton, VT 05488...   |                        |                     |
| North (Vermont and New Hampshire) | Northfield Electric Department         | 51 S. Main St. Northfield, VT 05663... |                        |                     |
| North (Vermont and New Hampshire) | Morrisville Water and Light Departm... | 857 Elmore Rd. Morrisville, VT 0566... |                        |                     |
| North (Vermont and New Hampshire) | Lyndonville Electric Department        | 46 Grove St. Lyndonville, VT 05851...  |                        |                     |
| North (Vermont and New Hampshire) | Littleton Water and Light Departme...  | 65 Lafayette Ave. Littleton, NH 035... |                        |                     |
| North (Vermont and New Hampshire) | Johnson Water and Light Departme...    | 293 Lower Main St. W. Johnson, VT...   |                        |                     |

- 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).



- 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.

The screenshot shows a web form titled "Mutual Aid Availability Response" with a dark header. In the top right corner, it says "For assistance with this page: mutualaid@neppa.org". The form contains several sections: "Name of Individual Responding" with a text input field; "Which utility are you with?" which includes a "LIST" button, a "FIELDS" button, and a "RESET" button; a "Region" dropdown menu currently showing "Northeast (Massachusetts Northeast of I-90 and Maine)"; a "Name of utility" text input field with a lock icon; "Can your utility assist?" with radio buttons for "Yes" (selected) and "No"; a "RESET" button; "Your Best Contact Number" with a dropdown for country (USA) and a text input for the number "(201) 555-0123"; "Your Email" with a text input field; and "Which types of trucks can you send?" with a checkbox for "Bucket Truck".

- ii. Select Requesting Utility from either a List or Map View

The screenshot shows a table titled "Choose Requesting Utility" with a "FILTERS" button and a "Filter Entries" button. The table has five columns: "Region", "Name of utility", "Location of utility", "Contact No. of utility", and "Email Id of utility". It lists 10 utilities, all from the "North (Vermont and New Hampshire)" region.

| Region                            | Name of utility                        | Location of utility                   | Contact No. of utility | Email Id of utility |
|-----------------------------------|--|---------------------------------------|------------------------|---------------------|
| North (Vermont and New Hampshire) | Washington Electric Cooperative        | 40 Church St. East Montpelier, VT 0   |                        |                     |
| North (Vermont and New Hampshire) | Burlington Electric Department         | 585 Pine St #4864, Burlington, VT 0   |                        |                     |
| North (Vermont and New Hampshire) | New Hampshire Electric Cooperative     | 579 Tenney Mountain Hwy, Plymouth     |                        |                     |
| North (Vermont and New Hampshire) | Ashland Electric Department            | 6 Collins St. Ashland, NH 03217, USA  |                        |                     |
| North (Vermont and New Hampshire) | Wolfeboro Municipal Electric Depart... | 84 S. Main St., Wolfeboro, NH 03094   |                        |                     |
| North (Vermont and New Hampshire) | Swanton Village Electric Department    | 6 Endeavour Ln., Swanton, VT 05488    |                        |                     |
| North (Vermont and New Hampshire) | Northfield Electric Department         | 51 S. Main St., Northfield, VT 05663  |                        |                     |
| North (Vermont and New Hampshire) | Morrisville Water and Light Departm... | 827 Elmora Rd., Morrisville, VT 05666 |                        |                     |
| North (Vermont and New Hampshire) | Lyndonville Electric Department        | 46 Grove St., Lyndonville, VT 05851   |                        |                     |
| North (Vermont and New Hampshire) | Littleton Water and Light Departme...  | 65 Lafayette Ave., Littleton, NH 035  |                        |                     |
| North (Vermont and New Hampshire) | Johannes Water and Light Departme...   | 293 Lower Main St. W., Johnson, VT    |                        |                     |

- 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.

Your Utility Selected for Mutual Aid Response



Veoci <noreply@veoci.com>

To Mutual Aid



2/12/2021

**NEPPA Mutual Aid Alert.**

**YOU HAVE BEEN SELECTED AS AN ASSISTING UTILITY** for the Mutual Aid request for Stowe Electric Department submitted by NEPPA Test Requestor at [mutualaid@neppa.org](mailto:mutualaid@neppa.org) with phone of +1 978-540-2205.

Below you will find a summary of the selected resources you are expected to provide. Please contact NEPPA Test Requestor by phone (+1 978-540-2205) or email ([mutualaid@neppa.org](mailto:mutualaid@neppa.org)) for instructions on:

1. Reporting Location
2. Details
3. Required Safety Equipment & PPE
4. Contact information of Crews
5. Estimated duration of stay

## What to Expect After an Event?

Once the event is over and the requested crews have been released, the assisting utility should contact the requesting utility to gather the information necessary for proceeding with invoicing.

Items that are particularly helpful to send with the requestors invoice:

1. Timesheets listing the employee, equipment used, hours worked – see Appendix page 12 templates.
  - a) *See also: Mutual Aid Agreement - Section 4: Obligations of Assisting Utility for additional information.*
2. If applicable, the mutual aid section of your current bargaining agreement and/or wage agreements.
3. Clear copies of receipts for meals, lodging, materials, and miscellaneous expenses, if not provided by requesting utility.
  - a) *See Mutual Aid Agreement - Section 1.3: Expenses for more detailed information.*
4. Vehicle classification in accordance with FEMA's current Schedule of Equipment Rates.
  - a) *See: [Schedule of Equipment Rates | FEMA.gov](#)*

The requesting utility may have additional requirements.

**Invoices should be sent within 30-days** of the event by the assisting utility.

Requesting utilities should **remit payment to assisting utilities within thirty to forty-five days after receipt** of the invoice.

# Appendix

## Mutual Aid Agreements

1. [NEPPA Mutual Aid Agreement](#) (adopted March 2020)
2. [APPA Mutual Aid Agreement](#)

## [Veoci Training Guide](#)

## [NEPPA COVID-19 Mutual Aid Checklist](#)

## Billing Guide

## Templates

For full sample documents, please contact [mutualaid@neppa.org](mailto:mutualaid@neppa.org).

1. Crew Transfer Sheet
2. Timecard
3. Safety Briefing(s) & Onboarding Templates
4. Mutual Aid Guides for Individual Utilities

## **On-Boarding Guideline Checklist/Template**

- ☐ Process & Contact in case of emergencies
- ☐ Know your location at all times
- ☐ Area Hospital locations
- ☐ Tailboard meetings (include all parties & update as locations change)
- ☐ Hazards unique to Host's Service Territory
- ☐ Covid (or similar) Requirements
- ☐ Host Company's Electric System info (voltages, etc)
- ☐ Overall Energy Control Process – responsibilities
- ☐ PPE requirements & procedures
- ☐ Logistics arrangements & contact names, numbers
- ☐ Questions?



# NEPPA Mutual Aid Program Billing Guide for Assisting Utility

*Revised May 2021*

## About NEPPA's Mutual Aid Program

For more than 25 years, NEPPA's Mutual Aid Program has provided valuable assistance during storm outages. In fact, NEPPA members consistently rank Mutual Aid as a key member benefit. In order to participate in mutual aid, either to request assistance or to respond to a call for mutual aid, your utility must have signed the [NEPPA Mutual Aid Agreement](#).

Not sure if your utility has signed? Please contact [mutualaid@neppa.org](mailto:mutualaid@neppa.org).

## How Does Mutual Aid Work?

Through the work of Regional Coordinators, NEPPA's Mutual Aid Program identifies and connects appropriate resources to those seeking assistance. To find your regional coordinator, please [visit neppa.org/mutual-aid](https://neppa.org/mutual-aid)

To request Mutual Aid, visit [neppa.org/mutual-aid](https://neppa.org/mutual-aid) and click on the [Request Aid](#) button to complete a request form.

## Billing /Invoicing

The **Assisting Utility** shall:

- a. Maintain all time sheets and work records for its employees providing Assistance.

At a minimum, the time sheet must include:

- **Names of the Requesting and Assisting Utility.**
- **Names and work classification of all personnel from the Assisting Utility.**
- **Dates worked and number of hours for each date, including travel time.**
- **Truck classification in accordance with [FEMA Schedule of Equipment Rates](#) (see below).**



FEMA Equipment Codes are as follows:

- **Aerial Bucket Truck – FEMA Cost codes 8487/8703**
- **Digger Derrick Truck – FEMA Cost Codes 8670/8703**
- **Supervisor Vehicle – FEMA Cost code 8807**
- **Service Truck – FEMA Cost Code 8808**

b. Submit invoices for Expenses to ***Requesting Utility*** within thirty days after Assistance has been terminated. At a minimum, the invoice must include:

- Names of the Requesting and Assisting Utility.
- Contact information for Assisting Utility.
- All time sheets associated with Assistance.
- Labor and Truck Charges as defined in Section 1.3a).
- Any section of the labor agreement used in calculating wages.
- Any other expenses as defined in Section 1.3(c) through (f).
- Date the invoice is due.

***As a reminder, per Section I (g) of the agreement, tax payments, pilot payments and fringe benefits are considered excluded expenses and NOT invoiced to the receiving utility.***

### **Sample Timecard & Invoice**

For a sample timecard or invoice, please reference NEPPA's Mutual Aid Playbook or contact [mutualaid@neppa.org](mailto:mutualaid@neppa.org).

### **Questions?**

Please contact NEPPA at [mutualaid@neppa.org](mailto:mutualaid@neppa.org) or contact your Regional Coordinator.

**Thank you for supporting NEPPA's Mutual Aid Program!**

## NHEC Crew Transfer Sheet

[illegible]

# NEPPA Mutual Aid Program

## Sample Timecard

Employee Name -

Truck Type Description:

|               | Sunday   |          |        | Monday   |          |        | Tuesday  |          |        | Wednesday |          |        | Thursday |          |        | Friday   |          |        | Saturday |          |        |
|---------------|----------|----------|--------|----------|----------|--------|----------|----------|--------|-----------|----------|--------|----------|----------|--------|----------|----------|--------|----------|----------|--------|
|               | Straight | Overtime | Double | Straight | Overtime | Double | Straight | Overtime | Double | Straight  | Overtime | Double | Straight | Overtime | Double | Straight | Overtime | Double | Straight | Overtime | Double |
| Working Hours |          |          |        |          |          |        |          |          |        |           |          |        |          |          |        |          |          |        |          |          |        |
| Rest Hours    |          |          |        |          |          |        |          |          |        |           |          |        |          |          |        |          |          |        |          |          |        |
| Truck Hours   |          |          |        |          |          |        |          |          |        |           |          |        |          |          |        |          |          |        |          |          |        |

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

| Total Hours   |          |          |        |
|---------------|----------|----------|--------|
|               | Straight | Overtime | Double |
| Working Hours |          |          |        |
| Rest Hours    |          |          |        |
| Truck Hours   |          |          |        |



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