

*Northeast Public Power Association*

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# Mutual Aid : Behind the Curtain!

August 19, 2025





## NEPPA Mutual Aid – 1990 to present

- Provides emergency assistance from and to NEPPA member utilities.
- The original Emergency Assistance Agreement was written and signed in 1990.
- An updated agreement was installed in 2020 and that is the current agreement today.
- Administered and operated by member utility volunteers through the NEPPA Mutual Aid Committee.
- Mutual Aid Committee Chairman receives direction from the NEPPA Board of Directors.

# NEPPA Mutual Aid Agreement

- The Agreement sets terms and conditions by which emergency assistance is rendered under the NEPPA Mutual Aid Program.
- The agreement defines lodging conditions, meals, materials, payment terms, etc.
- Going on mutual aid you should ensure your truck is properly stocked, keep track of all your time and expenses.



# NEPPA Mutual Aid Agreement



## Minimum Personnel and Equipment Requirements

### Tools, Materials and Equipment

- Protective cover
- Rigging equipment
- Crimping and cutting tools (chainsaw fuel, bar and chain oil)
- Specialty equipment, such as primary and secondary voltage meters
- Climbing tools (belts, safeties, hooks and lanyards)
- Hot line tools (live line tools) and associated attachments to perform switching and grounding tasks, including Load Buster tool
- Portable protective grounds (only bucket trucks). All grounds must be accompanied by a tag with the company name, ground owner and contact information

### Trucks

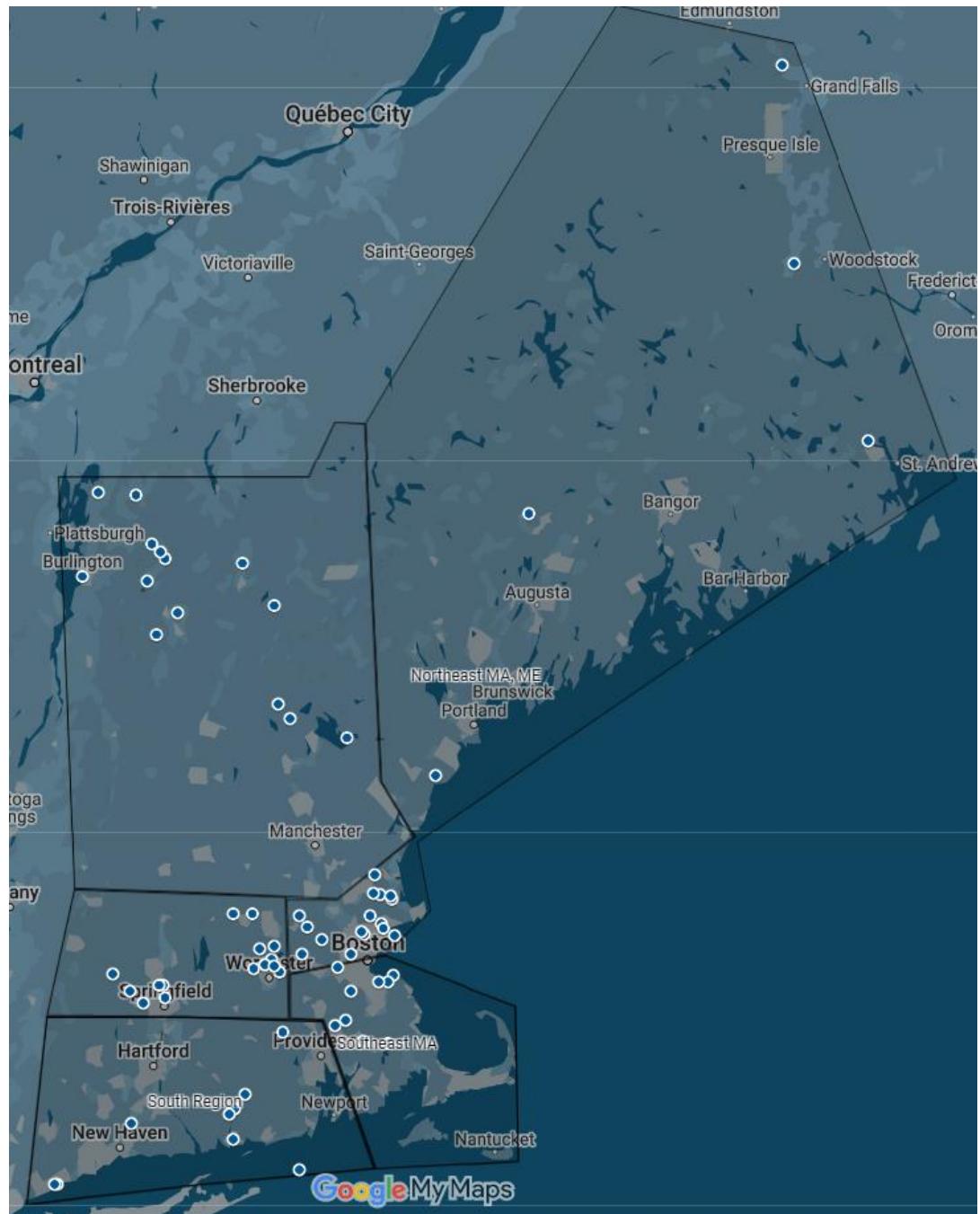
- Reliable/Mechanically and Electrically sound truck
- Traffic control devices (cones, signs, vests, flags, etc.)
- Ladder
- First aid kit
- Fire extinguisher
- Proper lighting to allow for safe work during low visibility

### Personal Protective Equipment (PPE)

- Proper footwear
- Hand protection
- Head protection
- Hearing Protection
- Eye protection
- Fall protection
- Hazard Risk Category 2 Arc Rated clothing

# How NEPPA Mutual Aid works

- New England is divided into 5 regions.
  - North Region
  - Western MA Region
  - Northeast MA and ME Region
  - Southeast MA Region
  - South Region
- Each region is assigned a Regional Coordinator (RC) and back-up.
- Every utility in a region is responsible to request aid through the mutual aid software on NEPPA's website when in need of assistance.
  - <https://neppa.org/mutual-aid/>
- The Regional Coordinators use the mutual aid software to locate utilities willing to assist and connect them with utilities in need of assistance.



# NEPPA Mutual Aid Requests



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## MUTUAL AID



Just as firefighters, police officers, and other emergency responders combine forces to support community recovery in the wake of regional disasters, lineworkers and other electric utility personnel come together to restore power and keep people safe.

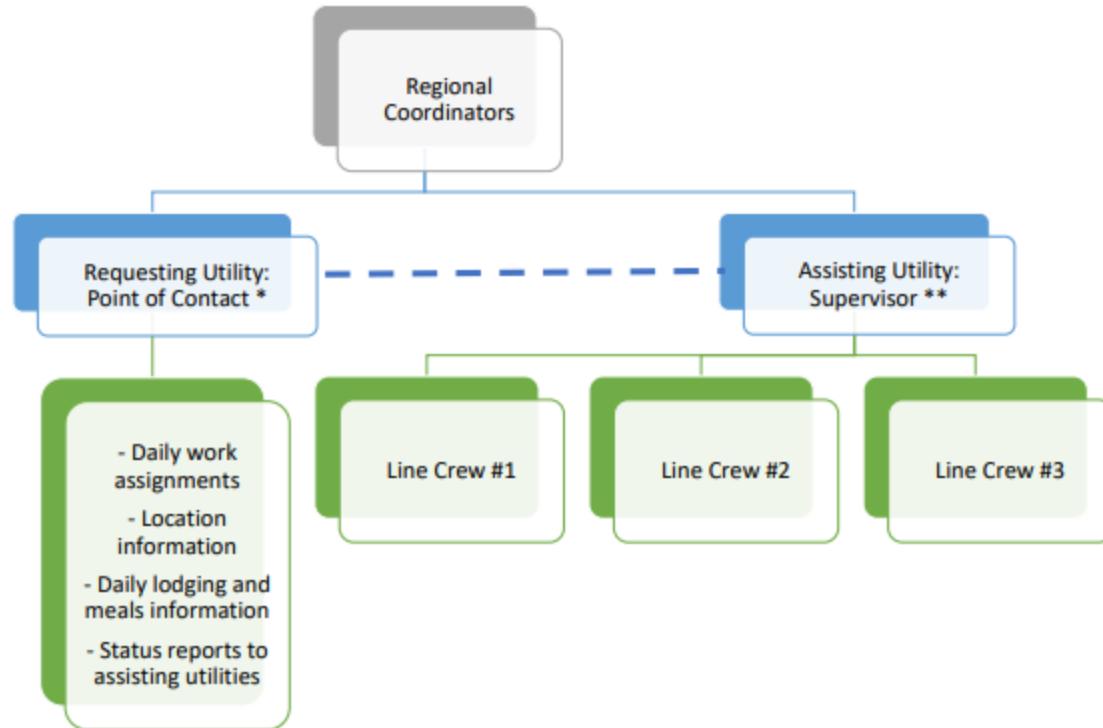
NEPPA Mutual Aid Network supports our six regional states along with any utility that needs our help.

Members of the Northeast Public Power Association have built a strong and respected reputation for providing prompt and reliable emergency response to their neighbors and colleagues for decades.

As a volunteer-led effort, NEPPA's Mutual Aid Program is a pillar of the organization and is often cited as a key member benefit.

REQUEST AID

## Sounds easy, right?



- Regional Coordinators are responsible for working together to ensure all requests are filled to the best of their availability....24/7.
- Regional Coordinators and NEPPA Staff are responsible for maintaining utility contact information in the Veoci System.
- Managing expectations – always changing.
- Regional Coordinators are responsible for training utility personnel on mutual aid and the process.

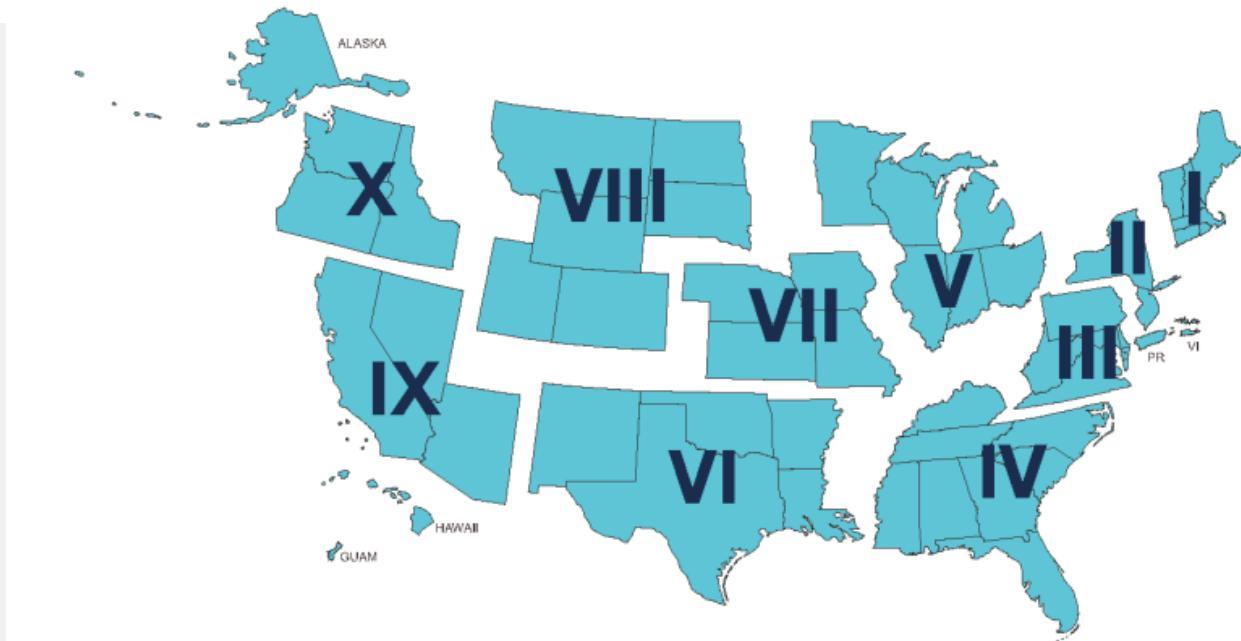
# NEPPA Mutual Aid - Supervisors



- Supervisors are required if 3 or more crews are requested/dispatched.
- A supervisor's duty during NEPPA Mutual Aid events vary on the requesting utility needs, but most of the time the duties will include:
  - Communication between responding crews and requesting utilities.
  - Ensuring all crews are working safely and understand the environment where crews are working.
  - Providing stock to crews, as necessary.
  - Patrolling areas for damage.
  - Ensuring meals are delivered or crews understand when to break.
  - Ensuring hotel rooms are secured.
  - Communicating with regional coordinator to provide updates regarding restoration.

# National Mutual Aid Network - APPA Mutual Aid

- APPA Mutual Aid Committee (MAC) formed to formalize the mutual aid network for the nation's public power utilities.
- MAC organizes national conference calls when warranted by storm events (ex. hurricanes Harvey, Irma, Maria).
- Requesting and assisting utilities operate under the APPA Mutual Aid Agreement and APPA Guiding Principles (2023).



# APP Mutual Aid Network Coordinators

- Network Coordinator responsibilities:
  - Activate and coordinate your region's utilities for assisting out of region APPA utilities.
  - Activate and coordinate APPA utilities for assistance to your region's utilities.
  - Participate in storm event conference calls
  - Attend biannual MAWG national meetings.



# National Mutual Aid Network - APPA

## Mutual Aid – Resource List for

## Tropical Storm Helene

State	Utility/JAA	Availability	Total Personnel	Where they are going/scheduled/deployed	# of Damage Ass	Transmission	Distribution Crews	Incident Support Help	Other Equipment
<b>Deployed</b>	<b>Scheduled to Deploy</b>	<b>Ready to Deploy</b>		<b>Released from Mutual Aid</b>	<b>Deployed to IOU or Coop</b>				
<b>Contacts:</b>									
MO	CU Springfield	Released to home	11	Abbeville, SC				2 1 Supv, 1 Mech, 1 Safety	2 buckets, 2 DDs, 1 small bucket, 1 backyard machine, p/up, s
NE	LES	Deployed	12	Albany, GA			(2) 5 man Crews	(1) Line Supervisor, (1) Mechanic	(2) Buckets, (2) Digger/Derricks, (1) Pole Trailer, (3) Pickups
NE	Grand Island	Deployed	6	Albany, GA			(1) 6 man Crew		(1) Bucket, (1) Digger Derrick, (1) Pole Trailer, (1) Pickup
AL	Florence Utilities/ECA	Deployed		Bristol, TN					
AL	Huntsville Utilities/ECA	Deployed	9	Bristol, TN			2- three man crews, 2 operators, 1 supervisor		
AL	Russellville Electric Board/ECA	Deployed	7	Bristol, TN			2 crews		
AL	Florence Electricity Department	Deployed		Bristol, TN					
FL	Newberry	Deployed	2	Central FL Electric Coop					
FL	Bartow/Fort Meade	Deployed	7	Central FL Electric Coop				7	
FL	New Smyrna Beach	Deployed	6	Central FL Electric Coop				6	
FL	Keys Energy	Deployed	8	Central FL Electric Coop			6-man crew + 2-man tree crew		
AL	Dothan Utilities/ECA	Deployed		City of Newberry, SC					
AL	Riviera/ECA	Deployed	Will be releases 10.6.24	Clinton, SC			16 Man Crew		
AL	Opelika Power/ECA	Deployed		Douglas, GA			7 Man Crew		
AL	MUB Albertville/ECA	Deployed	Will be released 10.5.24	Easley, SC					
AL	City of Andalusia/ECA	Deployed		Easley, SC					
NC	High Point	Released	5	Easley, SC				2	1 bucket, 1 DD, 1 pickup
MO	MPUA RSC Crew	Released to home	5	Easley, SC				1	1 55'+, 1 40', 1 DD, 1 P/UP, 1 pole trailer if needed
MO	Hannibal	Released to home	5	Easley, SC				1	1 60', 1 DD, 1 P/UP, 1 45'
AL	Guntersville Utilities/ECA	Deployed		Elizabethton, TN					
KY	Bowling Green	Deployed	6	Elizabethton, TN					
KY	Bowling Green	Deployed	6	Elizabethton, GA					2 Buckets, 1 digger, 1 Flatbed pick-up
AL	Athens Utilities/ECA	Deployed		Erwin, TN					
AL	Cullman Power Board/ECA	Deployed		Erwin, TN					
MA	NEPPA	Deployed	58	Fitzgerald, Crisp, Oxford & Sandersville, GA, Laurens SC Coop, GA Power	35	2 man crews	6 supervisors 1 mechanic 1 safety 2 overall coordinat	(5) Trees Crews Available	
KY	Nicholasville	Released to home	6	Fitzgerald, GA					2 or 3 Buckets
NC	Statesville	Released	10	Forest City, NC			1		2 buckets, 1 DD, 1 tree bucket, 2 pickups
TX	Denton	Deployed	8	Ft. Valley, GA				1 2 supv, 1 safety personnel	2 - 60' bucket trucks, 1 linebody digger truck, 1 service crew w
FL	Orlando	Deployed	17	Gainesville					
FL	Starke	Deployed	4	Gainesville					
FL	Kissimmee	Deployed	14	Gainesville					
FL	Leesburg	Deployed	8	Gainesville					
FL	Lake Worth Beach	Deployed	8	Gainesville			8		
TX	Lubbock	Deployed	15	Gainesville, FL			Two four-man crews	1 mechanic, 2 supervisor, 2 servicemen	6 buckets, 2 digger derricks, 5 pickups, 2 pole/equip trailers, 1
FL	JEA	Deployed	35	Georgia Power					
KY	Paducah	Released to home	6	Greeneville, TN					2 buckets, 1 pick-up
FL	Beaches Energy/Jax Beach	Deployed	8	Greenwood and Easley, SC			8		
AL	Troy Utilities/ECA	Deployed		Greenwood, SC			7 man crew		
AR(MO)	Conway	Released to home	6	Greenwood, SC				1	1 60', 1 40', 1 DD, 1 n/up

# NEPPA vs APPA Mutual Aid Differences

## NEPPA

- Call for aid tends to be more frequent
- Events are localized and handled with smaller responses
- Typically last a few days to a week
- Response times are usually within a few hours
- Coordination and communication tend to be better
- We do not support “Pre-staging”

## APPA

- Less Frequent
- Larger scale involving larger crews and equipment
- Supervisors, Mechanics are almost always required
- Response times typically require multiple days to arrive
- Agreements, approvals and logistics are more complex
- Pre- staging is more prevalent
- Less local control and communication
- Accommodations are often unknown and volatile
- Typically are multiple days, often weeks
- Often times turn into multiple deployments or groups, crew swap outs



### Dos:

*Do use FEMA's current Schedule of Equipment Rates (check FEMA/NEPPA websites).*

*Do include travel time in labor/truck hours.*

*Do adhere to Exhibit A minimum personnel/equipment requirements.*

*Do maintain/provide proof of insurance if requested.*

*Do itemize everything with supporting docs to avoid disputes.*

### Don'ts:

*Don't bill excluded expenses (e.g., overhead, indirect labor).*

*Don't exceed 40 straight-time hours/person/day for labor.*

*Don't bill for items provided by Requesting Utility (e.g., meals/lodging if supplied).*

*Don't delay invoice beyond 30 days, this risks non-payment.*

*Don't admit liability in disputes; follow indemnification process (Section 3).*

# Billing

# Conclusion



Are there any questions?