Data Driven Decision Making Workshop

Date: September 19-20, 2018
Hosted By: Edison Electric Institute
DAY 1

9/18/2018
Safety Message
Opening Remarks

Tom Kuhn
President

Edison Electric Institute
Opening Remarks

Chris Eisenbrey
Edison Electric Institute (EEI)
Opening Remarks

Mike Zappone
Fleet Response Wg Chair
Manager Resource Acquisition

EVERSOURCE
ENERGY
Opening Remarks

Chris Geldart
AHC Board President
COO, Priority 5 Holdings
# Agenda 9/19/2018 Workshop

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00am</td>
<td>Registration</td>
</tr>
<tr>
<td>10:30am</td>
<td>Opening Remarks &amp; Welcome to EEI</td>
</tr>
<tr>
<td>10:45am</td>
<td>Session 1 – Discussion Use Case Approach to Solving P.S. Issues</td>
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<tr>
<td>11:00am</td>
<td>Session #2 – Discussion/Demo on Increasing Confidence in Datasets with the ORL Standard</td>
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<tr>
<td>12:30pm</td>
<td>Working Lunch &amp; Networking</td>
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<tr>
<td>1:00pm</td>
<td>Session #3 – Discussion on DHS NICC / SISE Coordination</td>
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<tr>
<td>2:15pm</td>
<td>Break</td>
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<tr>
<td>2:30pm</td>
<td>Session #4 - Discussion on current GeoCollaborate Daily Disaster Dashboard</td>
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<tr>
<td>3:15pm</td>
<td>Session #5 – Discussion on SISEnet Operations Center and FLORENCE</td>
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<tr>
<td>4:30pm</td>
<td>Session #6 - Discussion on SISE Outreach</td>
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<tr>
<td>4:45pm</td>
<td>Wrap Up</td>
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<tr>
<td>5:00pm</td>
<td>Conclusion</td>
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</tbody>
</table>
**VISION**

A new environment for sharing sensitive information that enables data-driven decision making amongst public and private stakeholders to effectively manage disruptions.

**MISSION**

To provide an environment that leverages vetted, trusted professional relationships and invested organizations to distribute synchronized situational awareness for response, recovery, for the whole of community stakeholders.
What is SISE?

- Central Trusted Place for Planning & Information Sharing
- Trusted Community
- Bridge to Regional State EOCs
- Faster Innovation, Applied Research & Risk Analytics
- Sustained Operational Activities

Legal Framework
- Identity Management
- User Segmentation
- Legal Agreement
- Identity Management

Faster Innovation, Applied Research & Risk Analytics

Sustained Operational Activities
SISE’s Unique Collaborative Technology

From NASA / Storm Center

Legal Framework

Verizon
AT&T
Exxon
Petro Fuel
Feds

PA
MD
VA
NC
Trades

FPL
Encore
Center Point
Southern
Dominion
Florence Coordination

- AHC / SISE
- EEI Ops Center
- APPA
- NRECA
- FEMA NBEOC
- US DOT
- US DOE
- NOAA
- DOD
- FEMA LOGISTICS
- DHS NICC
- NEMA / IAEM Dashboards
- NC EOC
- SC EOC

Florence

8/29/2018
Session #1

Discussion “Sector Use Case”
Approach to Problem Solving
Private Sector Issues

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Use Case Methodology

SECTORS
- Electric
- Fuel
- Telecom
- Food
- Finance
- Transport

Operational Problems and Related People, Data, Security
- People = Cultures, Perspectives, Intents, Terms/Language
- Data = Timing, Formats, Reliable Sources, Formats, Labeling, Handling
- Security – Legal, Governance, ID Vetting, Permissions, Credentials, Agreements

Sector Use Cases

Data Sets
How It Works

Unique Operational Solutions

SISE Work Group & Committees

Ongoing Research, App Development & Partner Integration

Sector Use Cases

(Generic Sector Related Data, Directories, Trending Info, Infrastructure, Resource Availability, etc.)

Growing Pool of Available Data & 3rd Party Apps

Open Source Data

(Weather, Storms, Flooding, Traffic, Media, Social Media, Satellite, etc...)

Government Data

(Emergency Declarations, Waivers, Guidance, Video, Roadways, Crime, Toll Roads, Weigh Stations, etc...)

Operational Data

(Pics, PDFs, Docs, Spreadsheets, Screen Shots, Training, Real-time Data Feeds, etc...)

Private Sector Data

(Specific Sector Related Data, Directories, Trending Info, Infrastructure, Resource Availability, etc...)
## Emergency Resource Library
Data Sets To Support Decision Makers

### Currently Available
- Weather Radar/Storms
- State Declarations & Waivers
- Flooding Rivers
- Low Height Bridges & Tunnels
- Open/Closed Retail Facilities (Hughes)- Fuel, Pharmacies, Hotels
- State Post Disaster Re-Entry Procedures
- High Water Track Vehicles
- Port-a-Potties

### In Development
- Banks Branches
- ATM Machines for Cash
- Commercial Fueling Stations *(For Large Trucks and Commercial Vehicles)*
- Convenience Stores
- Grocery Stores
- Home Improvement Centers *(Hardware & Supply Stores)*
- Commercial Generators- Mobile
- Commercial Generators- Fixed Units
- Ice- Dry Ice
- Ice- Bagged Ice
- Laundry Services
- Mold Removal
- Fire Restoration
- Oxygen- Bottled
- Propane
- Pumps- Industrial *(Flood Alleviation)*

### Future
- Heating Oil
- Storage Facilities- Refrigerated
- Storage Facilities- Controlled Environment
- Storage Facilities- Warehouse
- Lighting- Portable
- Trucks- Rental
- Trucks- Refrigerated
- Trucks- Storage Trailers
- Rental Equipment Facilities- Forklifts, Bucket Trucks, etc.
- Cleanup- Bulk Sorbents & Products
- Waste Disposal Services
- Waste Disposal Services- Hazardous Wastes
- Mitigation Services- Business Continuity/Disaster Recovery
- Portable Satellite Equipment & Services
- Satellite Phones/Radios
- Trunk Repair Facilities
- Medical Supplies & Equipment
- Available Housing Units/Apts
- Drone Resources *(Training, Operations, Equipment, Countermeasures)*

Legend:
- Completed
- In Progress
- Not Completed

These data sets include Lat/Long Coordinates

As of 10/26/2017
What is Ready to Use Now?

SISE Apps Store

SISE Apps, Ops Guides, 3rd Party Solutions

SISE Identity Vetting & Verification Process
Decisions / Agreements

• Improve Use Cases Model process
• Create “blue sky” use cases
Session #2

Discussion / Demo on Increasing Confidence in Datasets with the ORL Standard

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
AHC SISE ORL (Operational Readiness Levels)

Increasing decision maker confidence with data sets and data providers
Operational Readiness Levels

The most important purpose of the ORLs is the ability to communicate the reliability of a dataset to people without the background or expertise to interpret the reliability themselves.
Operational Readiness Levels

The intent of ORLs is to:

• Identify datasets used in decision making as trusted, vetted data sources

• Provide decision makers with a level of confidence in using datasets to drive decision making

• Evolve the process of identifying data, verifying its trustworthiness and availability

• Posting vetted data in a secure shared environment that will be made available to others as needed
Operational Readiness Levels

- Improved efficiency and readiness
- No ad hoc efforts to scramble for data
- Users know how to interpret data to apply to operational settings and situations
Operational Readiness Levels

Why is this important?

• With the increasing amount of information in the form of ‘data’ and a ‘just in time’ approach for decision making and situational awareness during major disasters, sometimes questionable information gets into chain of command and can adversely impact emergency operations.

• The use of data from unknown sources increases vulnerability and can compromise safety. Understanding where data comes from and how often it is updated should be a key concern for any decision maker.

• Trusted Information means that data can drive decision making and accelerate planning, response, assessments and the movement of goods and services that save lives. We will be introducing Operational Readiness Levels (ORLs) to the SISE and its Daily Disaster Dashboard soon to begin building more confidence in your use of data.
Decisions / Agreements

- Agree to adopt the ORL standard with partners
- Formalize ORL partner relationships
- Test ORL within utility GIS community
WORKING LUNCH

Until 1:30pm
Session #3

Discussion on DHS NICC / SISE Coordination

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Session #3

Greg McShane

Emergency Planning IT & Facilities Branch Chief
National Infrastructure Coordinating Center

Homeland Security
Decisions / Agreements

- Test methods for SISE/NICC integration of data sets
- Phase ORL model into DHS NICC
BREAK

Until 2:15pm
Session #4

Discussions on current GeoCollaborate Daily Disaster Dashboard

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Decisions / Agreements

• Agree on recommendations for GeoCollaborate platform enhancements
• Develop process for State-to-SISE info sharing using GeoCollaborate
• Explore other logistics use cases or applications
Session #5

Discussions on SISEnet Operations Center and FLORENCE

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
The SISE Technical Solutions

Situational Awareness & Secure Data Collaboration

Operations, Incident Management, Mobile App, Analytics, Planning & Exercises, TS Level Security
SISE Security Architecture

The “honeycomb” model
Florence Coordination

- FEMA NBEOC
- AHC / SISE
- DOD
- US DOT
- US DOE
- NOAA
- FEMA LOGISTICS
- DHS NICC
- NEMA / IAEM Dashboards
- EEI Ops Center
- APPA
- NRECA
- NC EOC
- SC EOC
Long Term SISE Strategy

SISE Framework Using ORL Standard

Subscribers

Private Sector

State/Local EOCs

State/Local Fusion Centers & DOTs

Operational Coordination
(Multi-State and Multi-Sector Operational Coordination on Operational Delays & Work Aroun ds)

Data Analytics, Modeling & Exercises
(Creating What If’s, Monitoring Rolling Costs of Response, Determining Cascading Impacts & Supply Chain Disruptions, Support Exercises)

Federal Dashboards (FEMA, DHS NICC, DOE, etc..)
SISEnet Operations Center Overview

• Purpose
  • Timely sharing of the right information with the right people (Private and Public stakeholders, ORL)
  • Resource assistance (information brokerage)
    • Private to Private (High Water Vehicles)
    • Public to Private (waivers, declarations, Convoy assist)
  • Facilitate a collaborative environment (fill the white space in the matrixed environment)
    • Focused and based on identified Use Cases
SISEnet Operations Center
As Is

• People
  • Working Groups
    • SISE
    • Fleet Response

• Process
  • Virtual to Parasitic

• Tools
  • SISE App store (data sets)
  • GEOColaborate (data viewer)
  • TACCS (operations/decision support tool/common operation picture)
SISEnet Operations Center
To Be

• People
  • Working Groups (stood up or expanded and ended by use case need)
    • SISE
    • Fleet Response
    • Food
    • Fuel

• Process
  • Staffed Full Time
  • Fixed Location

• Tools
  • SISE App store (data sets)
  • GEOColaborate (data viewer)
  • TACCS (operations/decision support tool/common operation picture)
Decisions / Agreements

• Agree on SISEnet ConOps, strategy and approach
• Agree on “honey-comb” architecture
• Create strategy and processes for “blue sky day” modeling & exercises
Session #6

Discussion on SISE Outreach

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Approach

• Less is more
  • Targeted vs General
  • Use Case Focused for Broad Topics

• Leverage digital outreach
  • Social media ads
  • Targeted emails & segmentation
  • Surveys

• Automation
  • Create 24x7 education and offers
Example
Results As of 9/17/2018

• 152 SISE “Level 1” Opt-Ins in 5 Days
  • 5 Academic
  • 47 Government
  • 10 Non-Profit
  • 90 Private
  • 3 Unknown
Wrap Up / Next Steps

• **Actions**
  • **Governance**
    • Formalize sub-committees
  • **Operational Guides**
    • Get EULO Guide to Mike Z & Glen A.
    • Get Glen A. EULO info on their efforts and merge
    • Create a SISE ID vetting guide
  • **Process**
    • Need to create processes to vette and align products, people and processes
  • **Products**
    • 1StopOps test
    • CATEX automated micro-exercise process

• **Partners Update**
  • **Federal**
    • DHS S&T, DHS IP, FEMA, FEMA Logistics, DOE, DOT, NOAA, NASA
  • **State**
    • State emergency management, transportation, fusion centers
  • **Private Sector**
    • Electric, fuel, telecom, finance, food, water, retail, IT, transportation, supply chain
Decisions / Agreements

• Agree on SISE outreach, strategy and approach
Conclusion
DAY 2

9/20/2018
Safety Message
Opening Remarks

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Edison Electric Institute (EEI)
Opening Remarks

Mike Zappone
Fleet Response Wg Chair
Manager Resource Acquisition

EVERSOURCE
ENERGY
Opening Remarks

Tony Hurley
Fleet Response Wg Co-Chair
Retired Utility Executive
Opening Remarks

Chris Geldart
AHC Board President
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Governing SISE Principles

VISION

A new environment for sharing sensitive information that enables data-driven decision making amongst public and private stakeholders to effectively manage disruptions.

MISSION

To provide an environment that leverages vetted, trusted professional relationships and invested organizations to distribute synchronized situational awareness for response, recovery, for the whole of community stakeholders.
Day 1 Recap

• What is SISE?
• Sector Use Case Approach to Develop Solutions
• ORL (Operational Readiness Level) Standard
• SISE / DHS NICC Coordination
• GeoCollaborate Daily Dashboard
• SISEnet Operations Center
• SISE Outreach
• Agreements & Decisions
Reflections

Day 1
SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
SISEnet Business Integration Center
The SISEnet Business Integration Center is a true public-private partnership...

- Permanent, credible, operational framework for critical infrastructure restoration
- National in scope, state-connected, market segment-focused
- Staffed by emergency managers with deep market sector knowledge and contacts
- Convenes industry and government during Blue Sky to create a common operational process
- Activates during Gray Sky to find and solve problems
The complexity of an already complex private sector is ever increasing...

- While our margin of error grows ever smaller ...
- Current environment characterized by poor communication
- Key stakeholders in public and private sectors have little experience of working together ...
- In a crisis...
- Industry gets competing priorities and requests from Federal, State, and Local governments
- Lifeline sectors and government will have to come together quickly to solve problems
Benefits from the project

SISEnet Business Integration Center will benefit existing DHS programs by...

• Integrate RRAP (Regional Resilience Assessment Program) results and analytics into business sector

• Assimilate DHS S&T (Science & Technology) R&D investments and products into industry and government

• Build on work of Private Sector Offices with states, private sector, and FEMA regions
What is SISE?

The Sensitive Information Sharing Environment is a technical tool led by a user group that...

• Solved user identity/ legal/ policy obstacles
• Created collaboration environment where states and owners/operators can share information
• Proven technology (SISEnet) that has added value during large scale crisis including Harvey, Irma, Maria and Florence
What is AHC?

The All-Hazards Consortium is...

• State sanctioned 501c3

• 40,000+ state, private sector, FEMA, DHS NPPD and DOE stakeholders

• Creating resilience by connecting lifeline sectors to government

• Focused on incident management, critical infrastructure response and recovery
How does the SISEnet Business Integration Center work?

- Convene
- Build
- Practice
- Operate
- Sustain
Case Study: Multi-State Fleet Response Working Group
Case Study: New York City Coastal Storm Plan
Building the NEMA Vision
(National Emergency Managers Association)

• “One critical gap is the lack of a common operational process for industry and government to coordinate mission priorities and share information”
Critical Infrastructure Sectors

Chemical
Commercial Facilities
Communications
Critical Manufacturing
Dams
Defense Industrial Base
Emergency Services
Energy

Financial Services
Food and Agriculture
Government Facilities
Healthcare and Public Health
Information Technology
Nuclear Reactors, Materials, and Waste
Sector-Specific Agencies
Transportation Systems

## Total Estimated PS and OTPS Costs by Program Year

<table>
<thead>
<tr>
<th>Year</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Total</th>
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<tbody>
<tr>
<td>A. Personnel</td>
<td>$1,155,000</td>
<td>$1,295,250</td>
<td>$1,575,750</td>
<td>$1,856,250</td>
<td>$1,996,500</td>
<td>$2,136,750</td>
<td>$10,015,500</td>
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<tr>
<td>B. Other Than Personnel Costs</td>
<td>$1,750,000</td>
<td>$675,000</td>
<td>$905,250</td>
<td>$905,250</td>
<td>$1,205,750</td>
<td>$1,205,750</td>
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<td><strong>Total Program Costs</strong></td>
<td>$2,905,000</td>
<td>$1,970,250</td>
<td>$2,481,000</td>
<td>$2,761,500</td>
<td>$3,202,250</td>
<td>$3,342,500</td>
<td><strong>$16,662,500</strong></td>
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</tbody>
</table>
Cost Sharing Opportunity

- Federal Funding
- Private Sector Associations and Situational Awareness Membership Investments
- Products to Enhance Resiliency Planning Enhances Membership and/or Product Specific Fees
Program Phasing Table

As shown below, program activities would phase in over a 72-month Period of Performance

<table>
<thead>
<tr>
<th>Year</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tr>
<td><strong>SISEnet Business Integration Center Startup</strong></td>
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<td>Establish BIC, Hire Staff</td>
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<td><strong>Blue Sky Activities</strong></td>
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<td><strong>Gray Sky Activities</strong></td>
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<td><strong>Sector Integration</strong></td>
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<td>1 Electric</td>
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<td>2 Food</td>
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<td>Ongoing</td>
<td>Ongoing</td>
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<td>Mission Capable</td>
<td>Mission Capable</td>
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</table>
Decisions / Agreements
BREAK

Until 10:30am
Session #2


**SESSION OBJECTIVE:** To review, discuss, update and approve the content of this session
Decisions / Agreements

• Agree on SISE outreach, strategy and approach
Session #3

Discussion w/US DOT Federal Motor Carrier Safety Administration

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Decisions / Agreements

• Agree on SISE outreach, strategy and approach
WORKING LUNCH

Until 1:00pm
Session #4

Discussions on State EOC Private Sector Liaisons Integration with SISE

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Decisions / Agreements

• Agree on SISE outreach, strategy and approach
Session #5

Discussions Discussion on SISE Outreach

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Approach

• Less is more
  • Targeted vs General
  • Use Case Focused for Broad Topics

• Leverage digital outreach
  • Social media ads
  • Targeted emails & segmentation
  • Surveys

• Automation
  • Create 24x7 education and offers
Example
Results As of 9/17/2018

- 152 SISE “Level 1” Opt-Ins in 5 Days
  - 5 Academic
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<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Title</th>
<th>Organization</th>
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<td>Debbie</td>
<td>Thayer</td>
<td>Rdstf1</td>
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<tr>
<td>140</td>
<td>Gregory</td>
<td>McShane</td>
<td>DHS</td>
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<td>141</td>
<td>Glen</td>
<td>Aichinger</td>
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<td>Tom</td>
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<td>Alex</td>
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<td>144</td>
<td>Glenn</td>
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<td>145</td>
<td>John</td>
<td>Millon</td>
<td>PPL Electric Utilities</td>
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<td>146</td>
<td>Michael</td>
<td>Zappone</td>
<td>Eversource Energy</td>
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<td>147</td>
<td>Kevin</td>
<td>Hardy</td>
<td>Florida Division of Emergency Management</td>
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<td>148</td>
<td>Tim</td>
<td>Reagan</td>
<td>Ameren</td>
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<tr>
<td>149</td>
<td>Donald</td>
<td>Nelson</td>
<td>Comm. of MA DPU EPD</td>
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<tr>
<td>150</td>
<td>John</td>
<td>Molnar</td>
<td>All Hazards Consortium</td>
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<td>151</td>
<td>Bill</td>
<td>Erny</td>
<td>American Chemistry Council</td>
</tr>
<tr>
<td>152</td>
<td>Gary</td>
<td>Regan</td>
<td>Henkels &amp; McCoy Inc</td>
</tr>
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Session #6

Wrap Up

SESSION OBJECTIVE: To review, discuss, update and approve the content of this session
Conclusion
Data Driven Decision Making Workshop

Improving Resiliency w/Better Data

Date: September 19-20, 2018
Hosted By: Edison Electric Institute