

NORTHEAST PUBLIC POWER ASSOCIATION

Mutual Aid Committee

Veoci Training Guide for NEPPA REQUESTING & ASSISTING UTILITIES


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>

NEPPA Mutual Aid Request Form



N
E
Northeast
Public Power
Association
est. 1965

200 New Estate Road
Littleton, MA 01460
Tel: 978.540.2200

Welcome to the NEPPA Mutual Aid Request Form.

Please fill out the details below for a prompt response.

Choose Requesting Utility ^

☰ LIST 📍 MAP 📄 FIELDS

Name of Primary Contact at Requesting Utility

Primary Contact Email

Phone Number of Primary Contact

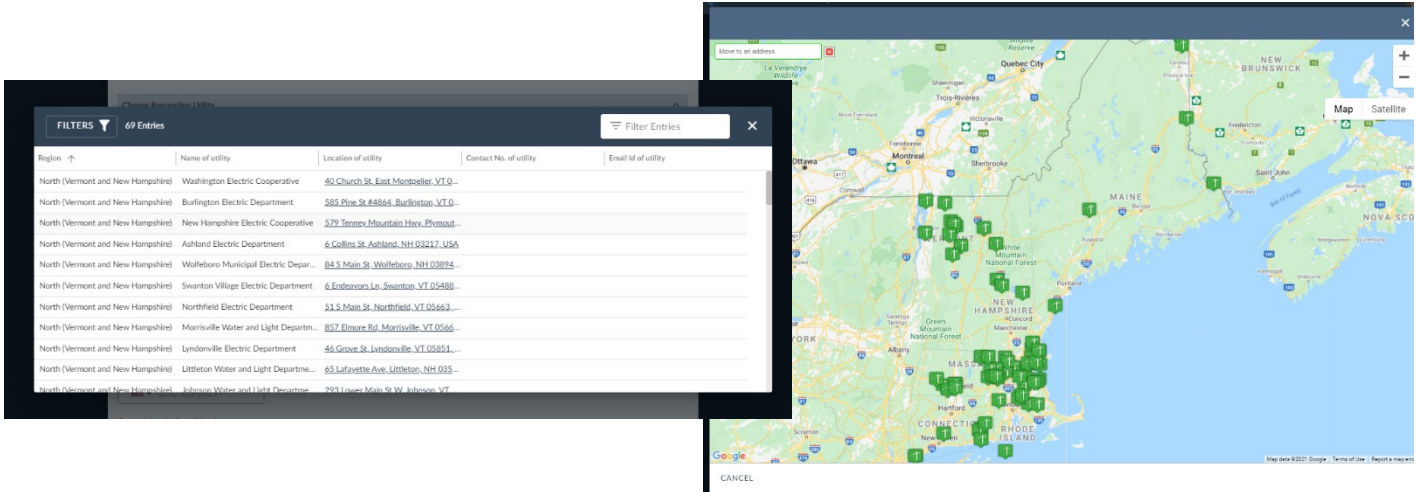
Name of Secondary Contact at Requesting Utility

Phone Number of Secondary Contact

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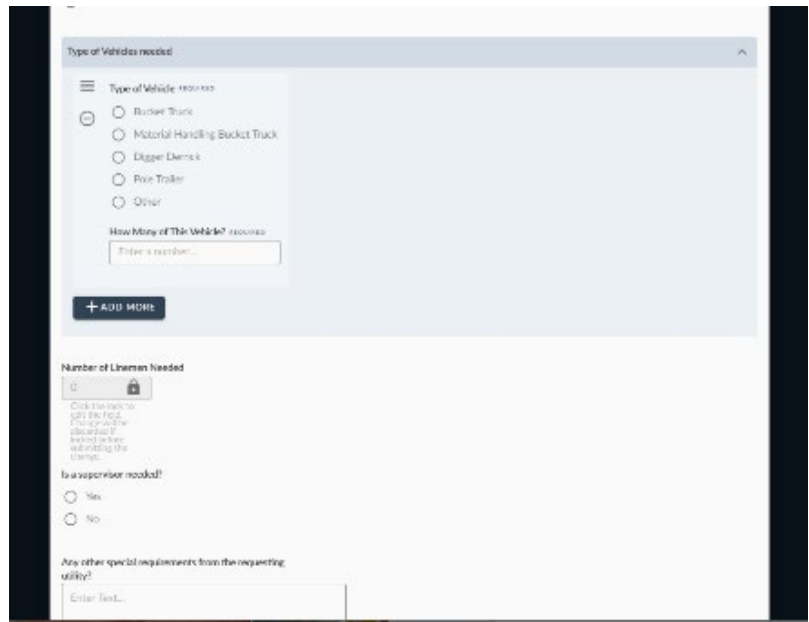
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- a. Select Requesting Utility from either a List or Map View



- 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.





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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.

Mutual Aid Request Received by NEPPA

 Veoci <noreply@veoci.com>
To Sarah Braese
12/18/2020

Association
Established 1965

Dear NEPPA Test Requestor 2 at Norwich Public Utilities,

Your Request for Mutual Aid, ID#36 has been received and your regional coordinator has been sent a notification. They will be reaching out to you soon via the contact details you provided.

Phone: +1 603-339-5852

Veoci

Request has been acknowledged. Expe...
ly@veoci.com>
12/18/2020

Public Power Association
Established 1965

Dear NEPPA Test Requestor 2,

Your Mutual Aid Request has been acknowledged by Randall Surprenant.

Please be ready to receive follow up communication from that individual shortly using the contact details provided.



Veoci


- a. The requestor will then soon receive a phone call from the appropriate Regional Coordinator to confirm the need and details of the request.

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- 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 12/18/2020



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/v/p/form/rpxfb7sw9fh3?c=144305>

Veoci

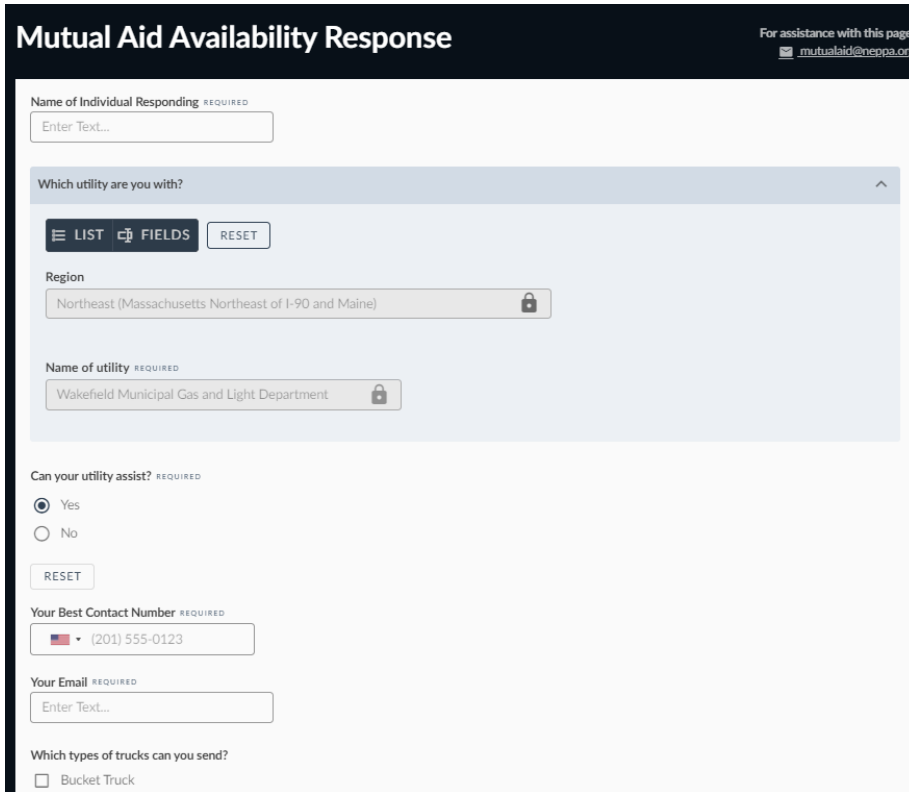
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- a. Assisting Utilities click on the “Link to respond” (via text or email) and complete a simple webform with their available resources (see screenshot on page 4).
 - i. Enter Name of Individual Responding, Contact Information, Type and Number of 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.



Mutual Aid Availability Response

For assistance with this page: mutualaid@neppa.org

Name of Individual Responding REQUIRED

Which utility are you with?

Region

Name of utility REQUIRED

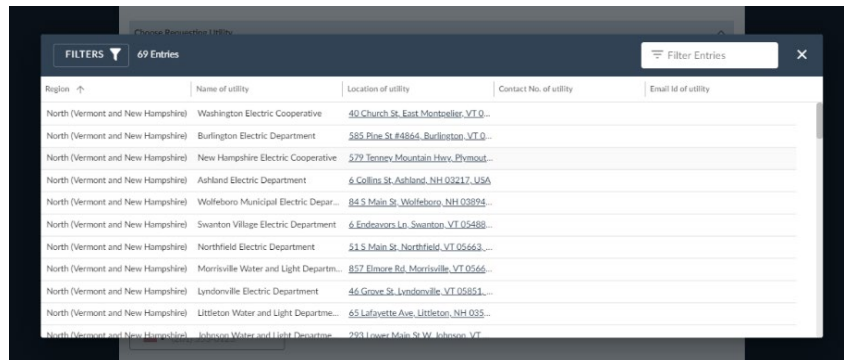
Can your utility assist? REQUIRED
 Yes
 No

Your Best Contact Number REQUIRED

Your Email REQUIRED

Which types of trucks can you send?
 Bucket Truck

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



69 Entries

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 03894...		
North (Vermont and New Hampshire)	Swanton Village Electric Department	6 Endeavors 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 Elmire 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		



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- 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.

 Veoci <noreply@veoci.com>
 To Sarah Braese
 Fri 12/18/2020 12:33 PM


Northeast Public Power Association
 est. 1965

200 New Estate Road
 Littleton, MA 01460
 Tel: 978.540.2200

↩ Reply ↩ Reply All ➔ Forward ⋮
 Fri 12/18/2020 12:33 PM

This is a Drill.
NEPPA Mutual Aid Alert.

The responding utilities to fulfill the Mutual Aid request for Norwich Public Utilities 2 at sbraese@neppa.org are below.

Hull Municipal Light Plant

Responder Details	EAD +1 718-208-3370 edailey@neppa.org
Name of utility:	Hull Municipal Light Plant
Types of trucks Assigned:	3 Bucket Trucks 1 Material Handling Bucket Trucks 2 Digger Derricks
Number of linemen assigned:	12
Notes:	

This is a Drill. Your Utility Selected for Mutual Aid Response

 Veoci <noreply@veoci.com>
 To Mutual Aid
 12/18/2020

You forwarded this message on 12/18/2020 11:49 AM.

This is a Drill.NEPPA Mutual Aid Alert.

You have been selected as a responding utility for the Mutual Aid request for South Norwalk Electric and Water submitted by NEPPA Test Requestor at mutualaid@neppa.org with phone of +1 603-339-5852.

Pascoag Utility District

Responder Details	Elizabeth Dailey +1 718-208-3370 edailey@neppa.org
Name of utility:	Pascoag Utility District
Types of trucks Assigned:	1 Bucket Trucks 1 Material Handling Bucket Trucks 1 Digger Derricks
Number of linemen assigned:	6
Notes:	