

STORM EMERGENCY PROGRAM

During and after a storm, power restoration is the highest priority for MacLean Power Systems. In support of our customers, MPS will provide dedicated customer service, inventory and shipping support for the emergency material needs of restoration. MPS manages storm procedures based on the Alert levels as identified below.

Storm Alert Levels

Green – MPS is operating under normal business conditions. A minor/isolated storm can occur with isolated outages, or a major piece of equipment/line can experience an outage where local stock is not available to restore power. Storm orders are first priority and will ship as needed from available inventory, dedicated storm stock or priority production as needed. Customer service will be available during normal business hours or after hours using our storm contacts.

Yellow – A major storm is threatening and MPS is on alert for potential major outages. MPS will continue normal shipping and production operations. However, we are preparing for receiving significant storm orders. We will expedite open orders and ship LTL, ahead of the storm, to major customers that have a contract with MPS. At this level we are not placing a hold on standard available inventory. In this mode it is anticipated normal stocking levels will be sufficient for Storm and normal orders.

Orange – A major storm is in progress, or a less severe storm has occurred with more isolated outages reported. MPS will place a hold on shipping product on the identified Storm Material list and all dedicated Storm Stock. Storm orders will have first priority on shipping and production, at the same time normal shipping and production operations will continue provided it does not interfere with Storm orders. The potential is that material due to ship to open orders outside of the potential storm area may be held until further notice.

Red Alert – A major storm has occurred with widespread outages. MPS will place all standard and VMI orders on shipping HOLD. All available inventory will be on hold for Storm orders only. Shipping Storm orders will be the only priority. The Storm Manager will monitor progress and release standard orders only after a clear indication they will not interfere with storm restoration.

MPS will monitor weather and utility outage reports and elevate the Storm Alert Levels as necessary. The Storm Manager will notify internal and external contacts when the levels are elevated. The Storm Alert level will be posted on macleanpower.com when elevated above green.

Dedicated Inventory: MacLean Power Systems maintains a special dedicated “Storm Emergency” inventory of critical restoration products, such as connectors, hardware and insulators. The dedicated storm products are specifically set aside for utility needs during storm emergencies, when large volumes of material are needed immediately. Additionally, when a major storm is imminent, we will place a hold on all inventory identified as potential storm material.

Availability: Storm stock material is available on a first-come first-serve basis. However, to ensure that storm stock material goes to the area(s) in the most critical condition, MPS reserves the right to determine when and where to make material available.

24/7 Manufacturing: MacLean Power Systems will dedicate all production capability toward manufacturing storm orders during a major event. We will operate 24/7 as needed to manufacture any of our products needed for storm emergency restoration. Availability will depend on raw material availability.

Freight

Green and Yellow – Standard Freight Policy – Zone shipping with standard freight prepaid and allowed requirements. Premium freight service is available.

Orange and Red – Shipping will be daily, dedicated freight (1 or 2 day depending on location). Freight will be prepaid and billed.

Premium Freight Service: All charges for premium freight service will be Freight Collect, via the customer’s chosen method or carrier, or Freight Prepaid and added to the invoice. MPS has a network of carriers ready to serve with dedicated direct shipments available at the most affordable rates. MPS will provide an estimate for premium freight. MPS will need contact information and phone number for receiving location.

MPS Preferred Air Freight Carrier: Admiral Air Freight. Admiral has access to all airline carriers and can arrange for “next available flight” service. All airfreight costs paid by MPS will be added to the invoice and must be authorized for payment before product is shipped.

Pricing: Emergency storm orders are priced at the applicable contract or valid quoted prices. If no contract is in effect or a valid quote is in place, the list price less standard discounts will apply.

Material Availability: The MPS website, macleanpower.com, provides material stock availability. However, during a major storm event, the website may not reflect current availability or upcoming production for storms. Contact MPS for the most accurate availability. When in Storm Alert, normal orders are placed on hold and all available material is available for storm restoration.

Storm Orders: Storm orders should be **faxed or emailed to expedite order entry** and product shipment. It is best to avoid EDI if you are able during this time. During normal business hours, **Fax orders to (803) 403-8108, or email order to MPScustomerservice@macleanpower.com** and contact your Customer Service representative directly to alert us of the incoming order. Outside of normal business hours, your customer service representative will provide instructions for submitting orders.

24/7 Customer Service: During normal business hours, contact your primary customer service representative at their work number. After hours, contact your customer service supervisor on their cell phone number or call 1(855) MPS-SHIP and select “Storm Emergency” option.

Primary Contacts - After hours:

	Work	Cell
Kelli Dixon – Western Region Lead	(803) 628-4368	(803) 322-5106
Derek Krent – Eastern Region Lead	(803) 628-2178	(803) 417-0624

Additional Contacts:

	Work	Cell
Layton Lively	West	(469) 744-7228
Chris Bollinger	West	(816) 806-8537
Sam Mather	West	(803) 579-0530
Corinne Knickerbocker	East	(312) 661-6233
Brian Shreve	East	(803) 818-7192
Jonathan Whitmore	East	(803) 616-4221