

# Municipal Hub

## Municipal User

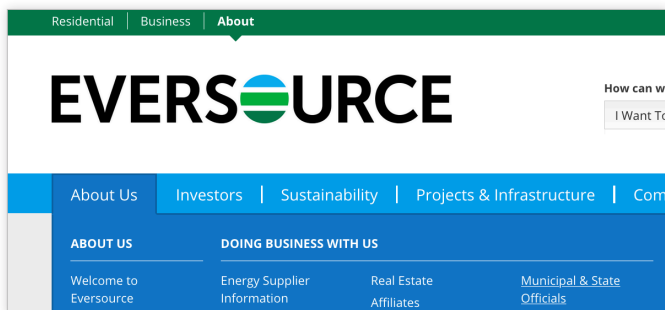
The Municipal User role is for the pre-assigned Single Point of Contact (SPOC) for a municipality who is responsible for submitting requests and providing support to users in their municipality. This user can view the Outage Map, view/download all reports, submit Fire Police Standby Tickets, submit New Critical Facility requests, report Critical Facility outages, and request Community Priorities. This access type is for the single person representing the interests and concerns of the municipality and serving as the coordinator or focal point of information concerning an emergent event. This person will be responsible for disseminating information amongst the municipal's emergency response team members and other key municipal officials.

### Accessing the Municipal Hub

#### Navigating to the Municipal Hub

1. Go to [www.eversource.com](http://www.eversource.com).
2. Click the **About** tab at the top of the home page.
3. Click **About Us**.
4. Select **Municipal & State Officials**.
5. Navigate to the Municipal Hub landing page.

**Note:** All users can access the Municipal Hub by visiting <https://municipal-hub.eversource.com/>.



Scan the QR Code to easily access the Municipal Hub from a mobile device.



#### Registering for the Municipal Hub

1. Access the Municipal Hub per the steps in the above section.
2. Click **Register** near the bottom of the page.
3. Select **Municipal User** from the **Access Type** dropdown.
4. Select your region, municipality, and title.
5. Fill in your personal information as indicated by the form.
6. Click **Submit**.

**Note:** Your password must be 14-25 characters long with one number, one uppercase letter, one lowercase letter, and one special character. Your password cannot contain your username.

#### Verify Registration

1. Go to your email inbox.
2. Locate email from [noreply@eversource.com](mailto:noreply@eversource.com).
3. Click the link in the email to verify your email address.

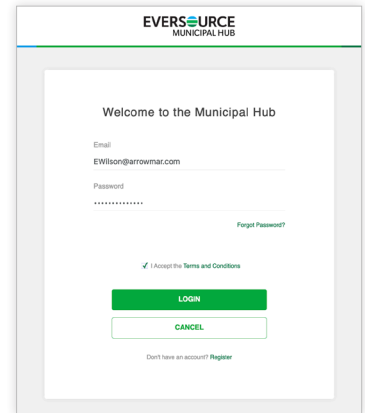
**Note:** The link will take you to the login page. You will not be able to login until your registration is approved.

4. You will receive an email from [noreply@eversource.com](mailto:noreply@eversource.com) when your account has been created.

### Logging In

Municipal Users log into the Municipal Hub using their registered email address and password.

1. Access the Municipal Hub per the steps in the above section (Navigating to the Municipal Hub).
2. Type in your email address.
3. Type in your password.
4. Check the box next to I accept the **Terms and Conditions**.
5. Click **Login**.



A user can only be logged into one device at a time.

### Password Reset

1. Navigate to the Municipal Hub login page.
2. Click **Forgot Password?**
3. Type in your current registered email address.
4. Click **Submit**.
5. Go to your email inbox and locate email from [noreply@eversource.com](mailto:noreply@eversource.com).
6. Open email and click enclosed link.
7. Type new password in the **Password** field.
8. Type new password again in the **Confirm** field.
9. Click **Change Password**.

### Types of Reports

To access all report types, go to **Menu** ≡ > **Reports** 📄. After logging into the Municipal Hub, Menu will open automatically.

#### Special Conditions Report

The Special Conditions report is designed to show a report of all Critical Facilities and Critical Customers within a municipality.

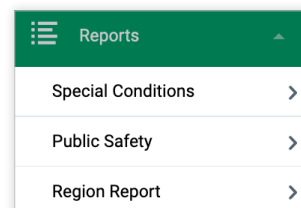
#### Public Safety Report

The Public Safety report shows a list of all reported FPS Tickets.

#### Region Report

The Region Report displays outages by a selected region. Outages are determined by device (e.g. fuse, switch, or transformer) location.

**Note:** Use the Search bar in the upper left to quickly locate a town on the Region report.



## Critical Customers

During an emergency event, Municipal Users can view real time updates for any Life Support Customers (Critical Customers) affected by an outage (e.g., without power).

To access a list of Critical Customers:

1. Log in to the Municipal Hub.
2. From the **Menu** ☰, click **Reports** 📄 > **Special Conditions**.
3. From the **Customer Type** dropdown menu select **Critical Customer**.

To export or print the list of Critical Customers:

1. Follow the steps above to access the Critical Customers list.
2. Click **Export All**, then click **Download with More Details**.
3. Once the report is downloaded, click to open and print.

## Exporting Reports

All reports can be exported to a Comma Separated Value (CSV) file, which can be opened using Excel or other spreadsheet programs.

### Exporting Special Conditions & Public Safety Reports

1. In a report, click the **Export All** button in the upper right.
2. Click into the **File Name** text field and begin typing a new name for the file, if desired.
3. Select a report type:
  - **Download Table View:** Downloads entire Table as a report.
  - **Download with More Details:** Downloads full report along with data hidden in the more details column.
4. Once the report downloads, click **Open File**.

**Download Berlin, CT Special Conditions Report**

File Name

DOWNLOAD TABLE VIEW
DOWNLOAD WITH MORE DETAILS
CANCEL

### Exporting a Region Report

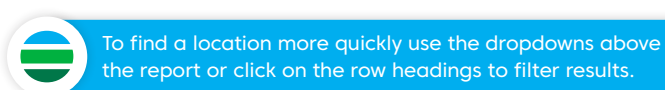
Click the **[Name]:Download CSV file** link in the lower left corner of the window.

## Reporting an Outage

An outage can be reported for a Critical Facility or Critical Customer location manually if the event the outage was not previously reported.

1. Go to the Special Conditions Report by going to **Menu** ☰ > **Reports** 📄 > **Special Conditions**.
2. From the **Customer Type** dropdown menu, select **Critical Facility**.
3. In the Event Status column, click the **Report an Outage** link.
4. Click the radio button to the left of the location to confirm an outage at that location.
5. Click **Submit**.
6. Click **Done**.

**Note:** The system and reports update approximately every 15-30 minutes. The reported outage will not be reflected immediately on the report.



## Emergency Support Function (ESF) 12 Priorities (Connecticut Only)

Emergency Support Function (ESF) Priorities is a State regulated process that Eversource follows in Connecticut. ESF-#12 Priorities only apply to Make Safe to Clear FPS 2 Tickets.

**Note:** A Public Safety Specialist will review ESF-#12 rankings regularly.

### ESP Priority Ranking

ESF Priorities are ranked on a scale from 1-9:

1. Rankings on 1-6 are considered High Priority
2. Rankings on 7 or 8 are considered Medium Priority
3. A ranking of 9 is considered a Low Priority

### ESF-#12 Rankings

#### High Priority

1. Support to search, rescue, and lifesaving resources.
2. Critical life sustaining facilities (e.g., hospitals).
3. Additional life sustaining facilities (e.g., sheltering sites).
4. Critical community support facilities (e.g., police, fire, EMS).
5. Longer term sustaining facilities (e.g., water treatment facilities).
6. Remaining critical facilities (e.g., critical communication nodes).

#### Medium Priority

7. Major traffic routes including interstate highways and ramps.
8. Major waterways essential to commerce and major flood drainage ways.

#### Low Priority

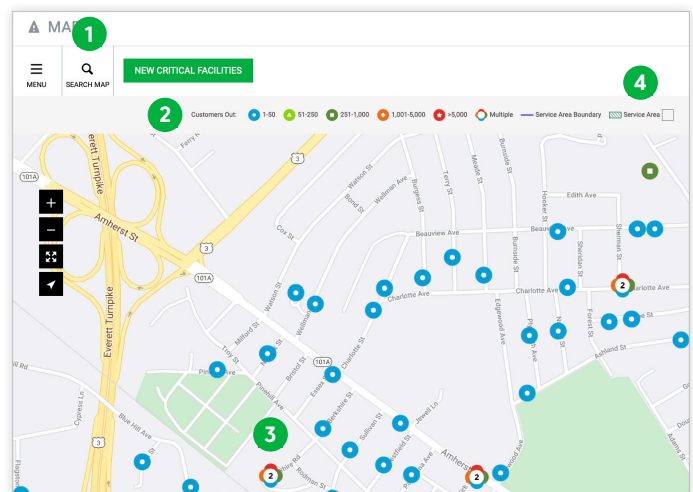
9. Other roads.

## Navigating the Map

### Map Overview

The map is available to show the geographic location of outages at-a-glance.

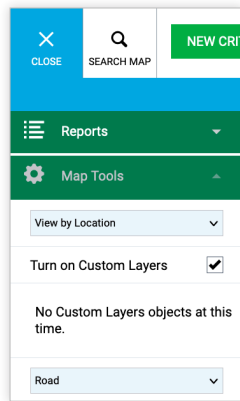
1. **Search Map:** Click **Search Map** 🔍 to search for a specific address on the map.
2. **Map Key:** This tool is located at the top of the map and provides symbols to help users understand what the map is displaying. The map key changes when the view of the map is changed using the Map Tools button.
3. **Multiple:** This symbol indicates clusters of outages in a particular area. This symbol will disappear and reveal individual outages as the user zooms in on the map.
4. **Service Area:** By clicking the Service Area check box, users can view the Eversource Service Area on the map.



## Map Tools

Go to **Menu** ≡ > **Map Tools**  to access additional map tool options.


- **View By:** Select a view from the **View by Location** dropdown menu to change how outages are viewed on the map.
- **View by Region:** View the percentage of customers with an outage by region.
- **View by Town:** View the percentage of customers with an outage in each town.
- **View by Critical Facility Outages:** This symbol indicates outages for Critical Facilities in an area. When fully zoomed into the map, this symbol will indicate that more than one Critical Facility is in the same location (e.g. a municipal property with both fire and police departments) and they have separate outages.
- **View Map Location:** When an outage is reported for a Critical Facility, a map link will appear to the right of the facility name in the name column of the report. The link will direct users to the area where the facility is located.
  - Note:** This feature is not available for Critical Customers.
- **Aerial View:** Select a view from the **Road** dropdown menu to change the map to **Satellite** or **Hybrid** view.



Hovering over information icons will show additional details related to a field or question.

## Setting Community Priorities

Municipal Users are permitted to request up to three FPS 2 or Critical Facility events as Community Priorities in a 24-hour period, per municipality.

1. Go to the Public Safety Report by going to **Menu** ≡ > **Reports**  > **Public Safety**.
2. Locate the FPS Event or Critical Facility outage event to prioritize.
3. Under the **Community Priority** column, click **Make Priority**.
4. Click **I Agree**.

**Note:** Requesting an event as a Community Priority does not guarantee that the FPS event will be resolved or that power will be restored to the Critical Facility the same day.

## Changing Community Priorities

Once three Community Priorities are requested, Municipal Users may request changes to their list of three Community Priorities by contacting their Community Liaison and identifying which of the existing Community Priorities should be denied. When that Community Priority is removed from the report the Municipal User will be able to submit a new Community Priority to replace it.

## New Critical Facilities

Municipal Users can submit new Critical Facilities to be added to the Special Conditions report. All submitted facilities will be reviewed by your Community Relations Representative during blue sky operations. The average review time for new Critical Facilities is usually two weeks.

1. Click the **New Critical Facility** button at the top of the window.
2. Enter a **Name** and **Address** for the new Critical Facility.
3. Enter a detailed reason for the request.
4. Click the checkbox to acknowledge Terms and Conditions.
5. Click **Submit**.

## Technical Support

### Requesting Technical Support During Normal Blue Sky Days

Please contact your Community Relations Specialist.

### Requesting Technical Support During Emergency Incidents

Please email the Muni Hub Support Team at [MuniHubSupport@eversource.com](mailto:MuniHubSupport@eversource.com). You will be contacted by email or telephone, depending on the nature of your request.

## Supported Browsers


### Desktop Browsers

- **Google Chrome:** Current and previous version.
- **Mozilla Firefox:** Current and previous version.
- **Apple Safari:** Current version and previous version on Mac OS X.
- **Microsoft Edge:** Current version.
- **Microsoft Internet Explorer:** Internet Explorer 11. The "compatibility view" is not supported.

### Mobile Device Browsers

- **Google Android:** Current version of Chrome on Android 4.4+.
- **Apple iOS:** Safari on the current and previous versions of iOS.

## Weather Tool

Show the current weather condition status across the map with Weather tool. Access the tool by going to **Menu** ≡ > **Weather** .

- **Radar:** Check box to the left of **Radar** to turn on the maps weather radar. Check the box to the left of **Loop** to view the radar loop on the map.
- **Opacity:** Toggle the Opacity slider to change the transparency of the radar on the map.
- **Weather Key:** Use the Weather Key to determine the weather conditions displayed on the map.

## Submitting Fire Police Standby (FPS) Tickets & Community Priority Requests

This feature is designed for Municipal Users to submit FPS 2 and FPS 3 tickets. For FPS 1 Imminent Danger/ Life Threatening situations, call the Public Safety FPS1 Line directly and do not create a ticket.

### Fire Police Standby (FPS) Levels Defined

- **FPS 2 / Hindering Emergency Operations:** An event in which utility equipment is preventing emergency response personnel from responding to an emergency situation, which is not considered life threatening, yet requires their attention. Fire or police personnel are standing by or en route to the scene.
- **FPS 3 / Non-life-threatening Electrical Hazard:** An event in which utility equipment created the need for emergency response personnel and or apparatus to remain on the scene to protect the public from the hazard created by the utility's equipment. Fire or police personnel are standing by or en route.

### Submitting an FPS Ticket

1. Click the **Create FPS Ticket** button.
2. Enter **Address** and **Cross Street**, then click **Continue**.
3. Select **Reporting Branch** and **FPS Level**, then click **Continue**.
4. Select all applicable issues and enter **Order Instructions**.
5. Click **Submit**.
6. Click **Close**.