

Municipal Hub

Dispatcher/ First Responder

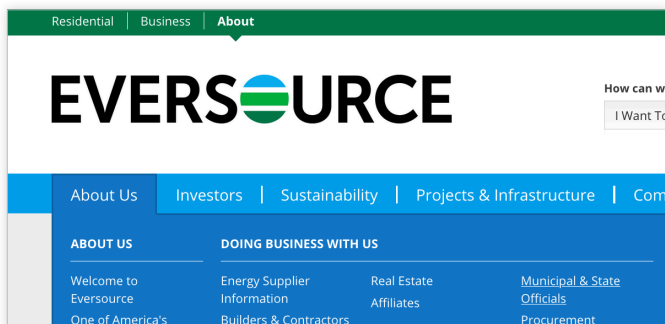
The Dispatcher/ First Responder role is for a Community Dispatcher or First Responder who needs access to submit Fire Police Standby Tickets and view the status of reported public safety events. This user can submit Fire Police Standby Tickets, view the Outage Map, and view/download the Public Safety and Region report. This access type is for municipal First Responders, Emergency Dispatchers, or Regional Dispatch Centers.

Accessing the Municipal Hub

Navigating to the Municipal Hub

1. Go to 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 **Dispatcher/First Responder** 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. Muni Users may hover over the “i” to see password requirements. Your password cannot contain your username.

Verify Registration

1. Go to your email inbox.
2. Locate email from noreply@eversource.com.
3. Click the link in the email to verify your email address.

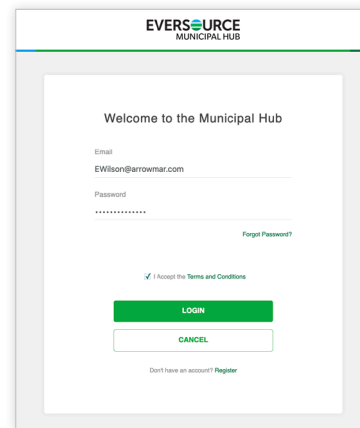
Note: The link will take you to the login page. You will not be able to login until your registration is approved.

4. You will receive an email from noreply@eversource.com when your account has been created and you are able to login to the Municipal Hub.

Logging In

Dispatcher/First Responders 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**.



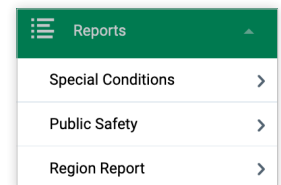
A user can only be logged into one device at a time.

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.
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.



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.

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 a Public Safety Report

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

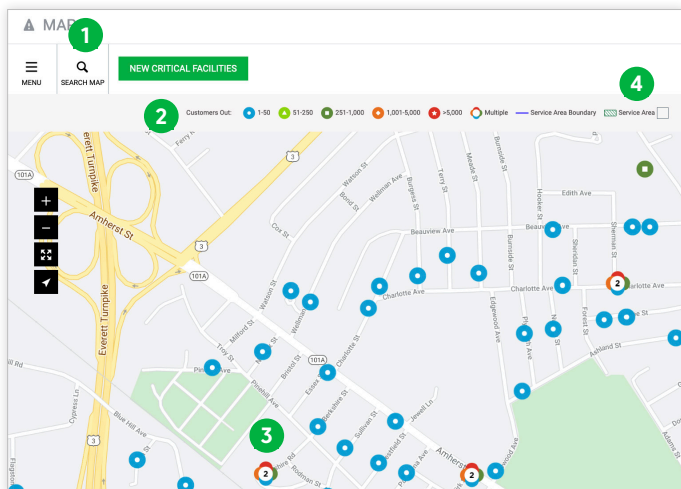
Click the **[Name]:Download CSV file** link in the lower left corner of the window.

Navigating the Map

Map Overview

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

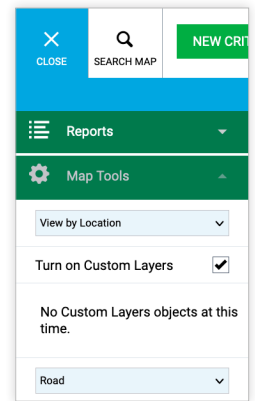
1. **Search Map:** Click **Search Map** to search for a specific address on the map.
2. **Map Key:** This tool is located at the top of the map and provides symbols to help users understand what the map is displaying. The map key changes when the view of the map is changed using the Map Tools button.
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.



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

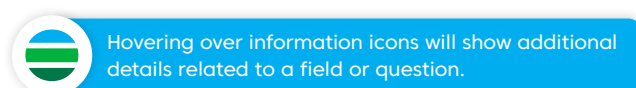
This feature is designed for Dispatcher/First Responders to submit FPS 2 and FPS 3 tickets. For FPS 1 Imminent Danger/ Life Threatening situations, call the Public Safety FPS1 Line directly and do not create a ticket.

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**.



Technical Support

Requesting Technical Support During Normal Blue Sky Days

Please contact the Eversource Community Relations team that corresponds to the state you are in:

CTCommunityRelations@eversource.com

MACommunityRelations@eversource.com

NHCommunityRelations@eversource.com

Requesting Technical Support During Emergency Incidents

Please email the Muni Hub Support Team at 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.