



Emergency Preparedness & Incident Command Systems

WHY MOSAIC

Utilities face increasing disruption from severe weather, cyber threats, operational failures, labor contingencies, and other events that can strain response efforts. Mosaic helps utilities build practical, scalable preparedness programs by aligning Emergency Response Plans (ERPs), the Incident Command System (ICS), Emergency Operations Center (EOC) structures, mutual aid processes, communications, training, and operational workflows into a unified response model.

Our utility-focused approach combines emergency management best practices with deep operational experience to improve readiness before an event, strengthen coordination during response, and drive continuous improvement afterward.

KEY OUTCOMES



Faster Activation & Resource Mobilization

Enable teams to respond quickly with clearly defined processes, responsibilities, and escalation paths.



Clear Roles & Consistent Incident Response

Establish a common operating structure across leadership, field operations, logistics, communications, and support teams to reduce confusion during critical events.



Improved Damage Assessment & Restoration Visibility

Strengthen coordination, reporting, and decision-making processes that support more accurate damage assessments and Estimated Times of Restoration (ETRs)



Stronger Mutual Aid & Stakeholder Coordination

Create repeatable onboarding, briefing, safety, and communication processes for contractors, mutual aid partners, agencies, and internal teams.



Sustainable Readiness & Regulatory Confidence

Maintain preparedness through ongoing exercises, governance, improvement planning, and documented processes that can withstand regulatory scrutiny.

WHAT WE DELIVER

- **ERP Health Check & Readiness Assessment**
 - Evaluate plans, processes, systems, organizational structures, communications, and alignment with the National Incident Management System (NIMS) to identify gaps and prioritize improvements.
- **Emergency Response Planning, EOC & ICS Design**
 - Develop or refresh Emergency Response Plans (ERPs) while defining Emergency Operations Center (EOC) and Incident Command System (ICS) structures, activation workflows, roles, responsibilities, resource management processes, communication protocols, and operational checklists.
- **Hazard & Threat Preparedness Planning**
 - Assess readiness for severe weather, wildfires, flooding, labor disruptions, technical failures, cyber incidents, and other operational threats.
- **Mutual Aid Planning & Onboarding**
 - Standardize contractor and mutual aid coordination through safety briefings, credentialing processes, communication protocols, and integration with Geographic Information System (GIS) and Outage Management System (OMS) workflows.
- **Exercise Design, Facilitation & Continuous Improvement**
 - Design and facilitate tabletop, functional, and full-scale exercises supported by evaluations, performance metrics, After-Action Reviews (AARs), and improvement plans.
- **Training, Governance & Sustainment**
 - Establish readiness programs, annual exercise roadmaps, Responsible, Accountable, Consulted, and Informed (RACI) governance structures, performance dashboards, and corrective action tracking to maintain long-term preparedness.

PREPARED FOR THE MOMENTS THAT MATTER MOST

When an incident occurs, response effectiveness depends on the decisions, processes, and preparation established long before activation. Mosaic helps utilities build emergency preparedness programs that strengthen coordination, improve operational performance, and ensure teams are ready to respond with confidence when it matters most.