JAG SYNERGY, LLC

CAPABILITY STATEMENT

Connecting People, Projects, and Power.

Utility Readiness, Incident Leadership & Vendor Governance

JAG Synergy helps utility and infrastructure organizations strengthen readiness, improve coordination and make better decisions before, during and after critical events. Founder **Jennifer Grahn** brings 12 years in the utility industry, including leading Distribution Line manpower strategy for Entergy System Command through Hurricanes Ida, Beryl and Francine.

350+
Storm response contracts managed

70+
Contractors and vendors coordinated

13+
Storm and incident activations, 2019 to 2024

$1B+
Transmission capital portfolio supported

CORE COMPETENCIES

01 Operational Resilience & Incident Leadership

- Emergency response planning and execution
- Incident command and field coordination
- Outage management and service restoration
- Operational continuity frameworks
- After-action reviews and lessons learned

02 Stakeholder Engagement & External Relations

- Regulatory agency liaison and compliance
- Community and public communications
- Board and executive briefings
- Inter-agency coordination and MOUs
- Legislative and industry advocacy

03 Contract Administration & Vendor Governance

- Procurement and contracting strategy
- Storm contract development, extension and renewal
- Vendor performance monitoring (safety, cost, quality)
- Contract compliance and audit support
- Scope management and change control

04 Financial Stewardship & Capital Portfolio Management

- Capital project budgeting and forecasting
- Financial reporting and variance analysis
- Invoice verification and project closeout
- Storm cost tracking and financial impact

Jennifer Grahn presenting Entergy's Hurricane Beryl response at EEI.

WHY JAG SYNERGY

Cross-Functional Perspective
Links operations, finance, stakeholders and contractors.

Utility-Focused Experience
From transmission capital projects to storm command.

Execution-Minded Leadership
Recommendations built for implementation, not slides.

Balanced Approach
Proven, adaptable approaches from IOUs and cooperatives, tailored to meet each client's needs.

HAVE A TOUGH PROBLEM? BRING IT TO ME.

Jennifer A. Grahn, JAG Synergy, LLC

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PROVEN IN THE STORM

FEATURED RESPONSE: HURRICANE IDA, 2021

As Entergy's Distribution Line Manpower Leader in System Command, Jennifer rapidly acquired off-system line resources, built Avetta safety status into acquisition decisions, and cleared logistics and work-location barriers so crews deployed quickly and safely.

21 days
Customer restoration, followed by a 6-month system recovery

26K
Peak resources utilized

$2.1B
Total response spend

STORM & INCIDENT RESPONSE RECORD*

EVENT	ROLE	COMMAND	DATE
Hurricane Francine	Resource Section Deputy	System Command	Sep 2024
Hurricane Beryl	Resource Section Deputy	System Command	Jun 2024
Winter Storm Landon	Manpower Branch Director	System Command	Feb 2022
Hurricane Ida	D-Line Manpower Leader	System Command	Aug 2021
Tropical Storm Claudette	D-Line Manpower Leader	System Command	Jun 2021
Winter Storm Uri	QA/QC Reporting Leader	System Command	Feb 2021
Hurricane Zeta	Logistics Co-Chief	Louisiana State Command	Oct 2020
Hurricane Delta	Acting Lodging Branch Director	Louisiana State Command	Sep 2020
Hurricane Laura	Acting Lodging Branch Director	Louisiana State Command	Aug 2020
Hurricane Cristobal	QA/QC Reporting Leader	System Command	Jun 2020
Easter Weekend Weather	QA/QC Reporting Leader	System Command	Apr 2020
Winter Ice Storm	QA/QC Reporting Leader; Logistics Support	System Command; LA Metro Region	Jan 2020
Hurricane Barry	QA/QC Reporting Leader; Logistics Support	System Command; LA SE Region	Jul 2019

*Does not include non-named weather events or tornadoes.

EXPERIENCE

ATK Energy Group
Managing Director, External Engagement (2025 to 2026)

Entergy
Incident Response Manager (2021 to 2025)

Entergy Transmission
Capital Projects Analyst, Project Controls (2014 to 2021)

CREDENTIALS

FEMA NIMS 300
Incident Command System

CAP Academy
Qualified Cause Evaluator

A.A.S., Business & Management
Delgado Community College

MEMBERSHIPS

IAEM
International Association of Emergency Managers

WEN
Women's Energy Network, South Louisiana Chapter

PREPARED BEFORE. ALIGNED DURING. STRONGER AFTER.

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