Disaster Response Planning

May 11, 2021
Agenda

• 2020 Mutual Aid Events
• Lafayette, LA
  • Plans
  • Response
  • Lessons Learned
• Communications
  • Planning
  • Delivering
• Preparation
  • Planning
  • Resources available
• Safety
• Technology – Outage Maps
## 2020 Mutual Aid Events - ElectriCities

<table>
<thead>
<tr>
<th>Date</th>
<th>Requesting Utility</th>
<th>Responding Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/11/20</td>
<td>Danville VA</td>
<td>High Point NC</td>
</tr>
<tr>
<td>7/10/20</td>
<td>Morganton</td>
<td>Newton</td>
</tr>
<tr>
<td></td>
<td>Maiden</td>
<td>Newton</td>
</tr>
<tr>
<td></td>
<td>Dallas</td>
<td>Gastonia</td>
</tr>
</tbody>
</table>

### Hurricane Isaias

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Requesting Utility</th>
<th>Responding Utilities</th>
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<tbody>
<tr>
<td>8/2/20</td>
<td>New Bern</td>
<td>Statesville</td>
<td>High Point</td>
</tr>
<tr>
<td></td>
<td>Scotland Neck</td>
<td>Tarboro</td>
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<tr>
<td></td>
<td>Windsor</td>
<td>Wake Forest</td>
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<tr>
<td></td>
<td>Edenton</td>
<td>Tarboro</td>
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<tr>
<td></td>
<td>Belhaven</td>
<td>Rocky Mount</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Washington</td>
<td>Rocky Mount</td>
<td>Wilson</td>
</tr>
</tbody>
</table>

### Hurricane Delta

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Requesting Utility</th>
<th>Responding Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/8/20</td>
<td>Lafayette LA</td>
<td>High Point</td>
<td>Statesville</td>
</tr>
<tr>
<td></td>
<td>Lafayette LA</td>
<td>Stateville</td>
<td></td>
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<tr>
<td></td>
<td>Lafayette LA</td>
<td>Wake Forest</td>
<td></td>
</tr>
<tr>
<td></td>
<td>St. Martinsville, LA</td>
<td>Rocky Mount</td>
<td></td>
</tr>
<tr>
<td>10/11/20</td>
<td>SLEMCO</td>
<td>Rocky Mount</td>
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### Hurricane Zeta

<table>
<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>10/29-30/20</td>
<td>Morganton</td>
<td>Fayetteville PWC</td>
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<tr>
<td></td>
<td>Granite Falls</td>
<td>Kings Mountain</td>
</tr>
<tr>
<td></td>
<td>Newton</td>
<td>Monroe</td>
</tr>
<tr>
<td></td>
<td>Drexel</td>
<td>Concord</td>
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<tr>
<td></td>
<td>Drexel</td>
<td>Gastonia</td>
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<tr>
<td></td>
<td>Statesville</td>
<td>High Point</td>
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<tr>
<td></td>
<td>Lexington</td>
<td>Wake Forest</td>
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<tr>
<td></td>
<td>Danville VA</td>
<td>Rocky Mount, NC</td>
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<td></td>
<td>Statesville</td>
<td>Shelby</td>
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<tr>
<td></td>
<td>Statesville</td>
<td>Fayetteville PWC</td>
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<tr>
<td></td>
<td>Statesville</td>
<td>Wake Forest</td>
</tr>
<tr>
<td></td>
<td>Statesville</td>
<td>High Point</td>
</tr>
</tbody>
</table>

### Winter Storm

<table>
<thead>
<tr>
<th>Date</th>
<th>Requesting Utility</th>
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</thead>
<tbody>
<tr>
<td>12/25/20</td>
<td>Sevier County Electric Systems</td>
<td>Rocky Mount</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Statesville</td>
</tr>
<tr>
<td></td>
<td></td>
<td>High Point</td>
</tr>
<tr>
<td></td>
<td>Knoxville Utility Board</td>
<td>Wilson Energy</td>
</tr>
</tbody>
</table>
2020 - No COVID cases reported during mutual aid work!

Continue safe work practices and follow CDC recommendations to help prevent the spread of COVID-19.

Implemented pre-deployment communications to include a call to discuss COVID practices.
AccuWeather experts predict 2021 Atlantic hurricane season will result in 16-20 named storms

Of the storms projected to reach hurricane strength, three to five are predicted to become major hurricanes (Category 3 or higher storms that have maximum sustained winds of 111 mph or greater), according to a report written by Kevin Byrne, AccuWeather staff writer.

“AccuWeather’s forecast, when compared to that 30-year average, indicates that 2021 is expected to be an above-normal season for tropical activity in the Atlantic. A normal season is considered to have 14 storms, seven hurricanes and three major hurricanes,” wrote Byrne.

After six years of Atlantic Tropical Cyclones forming prior to the official start of the season, the National Hurricane Center will now issue routine Tropical Weather Outlooks starting May 15.
Lafayette Utilities Systems

Jason Miller
Electrical Distribution
Engineering Coordinator
Lafayette Utilities Systems
jasonmiller@lus.com

Greg Labbe
Electric Operations Manager
Lafayette Utilities Systems
glabbe@lus.com

Alex Antonowitsch
Public Information Specialist
Lafayette Utilities Systems
aantonowitsch@lus.org
Lessons in Restoration:
Hurricanes Laura and Delta

Greg Labbe’ – Electric Operations Manager
Jason Miller – Electrical Distribution Engineering Coordinator
Lafayette Utilities System

- **Our Utility**
  - 424 LUS Employees
  - 2 Customer Service Centers
  - 70,000 Customers

- **Electric**
  - 3 Power Plants
  - 18 Electric Substations
  - Peak + Reserves = 487.4 MW

- **Water**
  - 2 Water Treatment Plants
  - 20 Water Wells

- **Wastewater**
  - 4 Wastewater Treatment Plants
  - 19 Packaged Plants / 185 Lift Stations
LUS Major Storm Response Plan

Members and participants in APPA Mutual Aid program

Mutual Aid program in Louisiana through LEPA

Partners in Mutual Aid

The energy behind public power
LUS Employees are Critical and Essential

All LUS Employees are Critical Infrastructure Personnel and everyone is required to work in an emergency.
**LUS Major Storm Response Plan**
**Zone breakdown**

### Zone 1 – Line Supervisor

<table>
<thead>
<tr>
<th>Substation 1</th>
<th>Substation 2</th>
<th>Substation 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Foreman</td>
<td>Lineman</td>
<td>Lineman</td>
</tr>
<tr>
<td>Lineman</td>
<td>Lineman</td>
<td>Lineman</td>
</tr>
<tr>
<td>Lineman</td>
<td>Lineman</td>
<td>Lineman</td>
</tr>
<tr>
<td>Mutual Aid Crew</td>
<td>Mutual Aid Crew</td>
<td>Mutual Aid Crew</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Truck</th>
<th>ETC Asst. Supervisor:</th>
<th>ETC Assistants:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lineman</td>
<td>Engineering Staff</td>
<td>Engineering Staff</td>
</tr>
<tr>
<td>Lineman</td>
<td></td>
<td>Engineering Staff</td>
</tr>
</tbody>
</table>

**Liaisons**
- Meter Readers
- Utility Repairmen
- Water/WW Personnel
LUS Major Storm Response Plan
Restoration Process

Services are restored in a manner that addresses priority for the system, safety for workers, what is critical to the community and an efficient flow of work.
# LUS History of Hurricane Response

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>HURRICANE</th>
<th>RESTORATION DAYS</th>
<th>DATE</th>
</tr>
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<tbody>
<tr>
<td>5</td>
<td>Andrew</td>
<td>7</td>
<td>8 / 1992</td>
</tr>
<tr>
<td>3</td>
<td>Isador</td>
<td>0</td>
<td>9 / 2002</td>
</tr>
<tr>
<td>4</td>
<td>Lili (100% outage)</td>
<td>5</td>
<td>10 / 2002</td>
</tr>
<tr>
<td>5</td>
<td>Katrina</td>
<td>1</td>
<td>8 / 2005</td>
</tr>
<tr>
<td>5</td>
<td>Rita</td>
<td>5</td>
<td>9 / 2005</td>
</tr>
<tr>
<td>4</td>
<td>Gustav</td>
<td>5</td>
<td>9 / 2008</td>
</tr>
<tr>
<td>4</td>
<td>Ike</td>
<td>3</td>
<td>9 / 2008</td>
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<tr>
<td>2</td>
<td>Isaac</td>
<td>1</td>
<td>8 / 2012</td>
</tr>
<tr>
<td>1</td>
<td>Barry</td>
<td>3</td>
<td>7 / 2019</td>
</tr>
<tr>
<td>--</td>
<td>Tropical Storm Cristobal</td>
<td>1</td>
<td>6 / 2020</td>
</tr>
<tr>
<td>4</td>
<td>Laura</td>
<td>2</td>
<td>8 / 2020</td>
</tr>
<tr>
<td>4</td>
<td>Delta</td>
<td>4</td>
<td>10 / 2020</td>
</tr>
</tbody>
</table>
2020 Hurricane Season
Side-by-Side

August 27 on Thursday 1 a.m. - Cameron, Louisiana
Category 4 at landfall - 111 miles away

October 9th, Friday at 6 p.m. - Creole, Louisiana
Category 2 at landfall - 98 miles away

13 miles difference
Hurricane Laura makes landfall Thursday 1 a.m.

Customers began to lose power around 2 a.m.

Restoration began Thursday 7 a.m. after winds drop below 39 mph

Restoration work completed Friday 3 p.m.

Peak – 15,000 customers lost power
Hurricane Delta makes landfall
Friday 6 p.m.

Customers began to lose power around 7 p.m.

Restoration of substations began –
Friday 11 p.m.

Full restoration efforts began –
Saturday 6 a.m.

Restoration work completed
Tuesday 8 p.m.

Peak – 50,000 customers lost power (70% of total customers)
# Mutual Aid and Contractors

## Hurricane Laura

- **Florida**
  - Jacksonville
  - Tallahassee
  - Gainesville
  - Lakeland
  - New Smyrna Beach
  - Fort Pierce
- **Contractors**
  - PEI
  - Asplundh
  - Shelton
  - CSR by Power Grid
  - SolScapes

## Hurricane Delta

- **Florida**
  - Tallahassee
  - Jacksonville
  - Gainesville
  - Orlando
  - Kissimmee
  - Lakeland
  - Fort Pierce
  - Homestead
  - Key West
- **North Carolina**
  - High Point
  - Wake Forest
  - Statesville
- **Georgia**
  - Marietta
  - Newnan
- **Oklahoma**
  - Grand River
  - Edmond
- **South Carolina**
  - Santee Cooper
- **Kentucky**
  - Owensboro
  - Paducah
  - Henderson
- **Contractors**
  - SEC
  - ABC Trimmers
  - Asplundh
  - NXS Power
  - PEI
  - Shelton
## Mutual Aid and Contractors - Resources

**Hurricane Laura**
- 100 Electric linemen
- 2 Assessors
- 3 Coordinators
- 10 Mechanics
- 2 Managers
- 1 Safety personnel
- 70 Tree trimming personnel
- 44 Bucket trucks
- 17 Digger derricks
- 65 Pick ups
- 15 Tree buckets
- 10 Chippers
- 3 Split dumps
- 5 Lift trucks
- 3 Manual lift trucks
- 8 Pole trailers
- 3 Material trailers
- 1 Side by side
- 2 Alley/backyard machine
- 1 4-Drum puller
- 1 Tensioner

**Hurricane Delta**
- 266 Electric linemen
- 1 Assessors
- 3 Coordinators
- 14 Mechanics
- 2 Managers
- 4 Safety personnel
- 1 Dispatcher
- 1 Truck driver
- 2 Policemen
- 97 Tree trimming personnel
- 95 Bucket trucks
- 48 Digger derricks
- 95 Pick ups
- 16 Tree buckets
- 5 Chippers
- 3 Split dumps
- 5 Lift trucks
- 5 Trim lift
- 7 Manual lift trucks
- 18 Pole trailers
- 14 Material trailers
- 2 Side by side
- 6 Alley/backyard machine
- 2 4-Drum puller
- 1 5-Ton truck
- 2 Police cars
2020 Hurricane Response & Mutual Aid

- **8-24-20**
  Hurricane Marco approaches
  LUS stages Tallahassee

- **8-26-20**
  LUS prepositions crews in Mississippi

- **8-29-20**
  LUS sends 3 crews along with GRU to aid City of Vinton

- **9-01-20**
  LUS sends damage assessors to Town of Boyce. Crew in Gueydan relocated to Boyce. LUS sends service crew to Town of Kaplan

- **9-06-20**
  Entergy delivers transformer
  LUS builds temporary substation for the City of Vinton

- **8-25-20**
  Marco hits as TS
  LUS prepares for Laura

- **8-27-20**
  Restoration begins in Lafayette

- **8-30-20**
  LUS sends 1 crew to aid Town of Gueydan. Also relocates 1 crew from Vinton to join Tallahassee in the City of Alexandria

- **9-05-20**
  LUS installs reclosure, completing restoration for the Town of Boyce

- **9-15-20**
  Temporary transmission complete, LUS puts Vinton back on 138 Substation
2020 Hurricane Response & Mutual Aid

9-16-20
LUS sends 3 crews to Foley Al. for Hurricane Sally

9-27-20
LUS returns from Foley Al.

10-07-20
LUS prepares for Hurricane Delta

10-09-20
LUS stage GRU and Statesville and preposition 19 crews outside the state

10-10-20
Restoration begins in Lafayette

10-11-20
LUS gets request from Local Co-op. ElectricCities instrumental in coordination.

10-12-20
LUS begins releasing crews to LUS fiber and local Co-op

10-14-20
Restoration concludes in Lafayette

10-29-20
LUS sends 3 crews to aid Town of Houma for Hurricane Zeta
Mutual Aid Preparation for On-Coming Storm

Public Power Mutual Aid Playbook
A Guide to Response & Recovery for the Nation’s Public Power Utilities
VERSION 2.0  AUGUST 2016
Preparation for On-Coming Storm

National Regions

[Map of the United States with regions labeled X, VIII, VII, V, II, I, IX, VI, IV, III, and II.]

Legend:
- Steady State:
  - 0: No outages
  - 1: Isolated event
- Local/State Mutual Aid Activated:
  - 2: Local/state event
- Regional Mutual Aid Activated:
  - 3: Regional event
- National Mutual Aid Activated:
  - 4: National event

Tier 1: Utility Coordinator
- Steady State:
  - Update contact and resources lists and communicate periodically with network coordinator
- Local/State Mutual Aid Activated:
  - Communicate needs and available resources to network coordinator
- Regional Mutual Aid Activated:
  - Communicate needs and available resources to network coordinator
- National Mutual Aid Activated:
  - Communicate needs and available resources to network coordinator

Tier 2: Network Coordinator
- Steady State:
  - Compile contact and resources data from utilities within network
- Local/State Mutual Aid Activated:
  - Manage response within their utility
- Regional Mutual Aid Activated:
  - Periodic updates of needs and resources as response proceeds
- National Mutual Aid Activated:
  - Multiple daily updates of needs and resources as response proceeds

Tier 3: National Coordinator
- Steady State:
  - Maintain mutual aid playbook and list
- Local/State Mutual Aid Activated:
  - None generally, but may assist with information as requested
- Regional Mutual Aid Activated:
  - Monitor conditions for possible escalation
- National Mutual Aid Activated:
  - Host pre-storm call with affected network coordinators

American Public Power Association

LAFAYETTE UTILITIES SYSTEM
Preparation for on-coming storm

MUTUAL AID AGREEMENT

In consideration of the mutual commitments given herein, each of the Signatories to this Mutual Aid Agreement agrees to render aid to any of the other Signatories as follows:

1) Request for aid. The Requesting Signatory agrees to issue its request in writing to the Acting Signatory within a reasonable time after aid is needed and, with reasonable specificity. The Requesting Signatory agrees to compensate the Acting Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Acting Signatories.

2) Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Acting Signatory. The agreement to render aid is expressly not contingent upon a declaration or a major disaster or emergency by the federal government or upon receiving federal funds.

3) Invoice to the Requesting Signatory. Within 60 days of the return to the home work location of all labor and equipment of the Acting Signatory, the Acting Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.

4) Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Acting Signatory shall be as follows:
   a) Labor Force. Charges for labor force shall be in accordance with the Acting Signatory’s standard practices.
   b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the Acting Signatory, shall be the reasonable and customary rate for such equipment in the Acting Signatory’s location.
   c) Transportation. The Acting Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.
   d) Meals, lodging, and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Acting Signatory.

5) Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.

6) Execution. Each party hereby has read, agreed to, and executed this Mutual Aid Agreement on the date indicated.

Please print

Date: ____________________________ Name/Title ____________________________
City, State, Zip ____________________________ Organization ____________________________
Office Phone, Mobile Phone ____________________________ Email ____________________________

Please send signed agreement to:

Michael Hyland
Senior Vice President, Engineering Services
American Public Power Association
3434 Crystal Dr., Suite 1900, Arlington, VA 22202
E-mail: MichaelHyland@apppa.org | Fax: 202-467-2002

Questions about this agreement should be directed to MichaelHyland@apppa.org or 202-467-2002.
Staging or Pre-Positioning

Hurricane Laura – Category 4/3
- City of Tallahassee and SolScapes (tree trimmer) arrived ahead of Laura
- Pre-positioned mutual aid crews arrived the morning after the storm passed

Hurricane Delta – Category 2
- GRU and Statesville rode out the storm at the Cajundome on Friday
- Vehicles were parked *inside* the Convention Center
- Mutual Aid crews arrived during the day Saturday and Sunday
Staging at Cajundome
Staging at Cajundome – Pre-Storm
Staging at Cajundome – Mutual Aid Lodging

Hurricane Season

• LUS reaches out and lines up potential hotels prior to Hurricane Season.

• Prior to storm event, LUS staff of 3-5 call hotels to start booking rooms for incoming mutual aid teams

Pre-Staged Teams

• Slept at Cajundome during Hurricane Delta
Staging at Cajundome – COVID-19 Stations

• Temperature checks
• Daily questionnaire
• PPE masks and sanitizer available
Staging at Cajundome – Contractor Check In
Staging at Cajundome – Customer Service & Call Center

- Phone team average of 16 customer service reps / 24 hours a day
- Total Received Calls for Hurricane Laura: 6,023
- Total Received Calls for Hurricane Delta: 22,453
Cajundome – Food Service

Hurricane Laura
~ 650 served per meal

Hurricane Delta
~ 805 served per meal
On-Hand Materials
Supply Chain Issues

With back-to-back storms, LUS encountered challenges…

• **Materials**
  – Larger utilities depleted the supply of available materials
  – Mutual Aid and Contractors assist with materials
  – Restocking issues
    • Poles
    • Transformers

• **Resources**
  – Existing contracts for food, ice, and fuel
  – Hotel/Lodging
    • Decreased availability after Hurricane Laura
Storm Communications

Alex Antonowitsch
Public Information Specialist
aantonowitsch@lus.org
Pre-Storm Messaging

Messages: Generator Safety, Hurricane Handbook, Outage Contact Info, Critical Needs

Digital Billboards

Media Outreach

Hurricane Handbook
www.lus.org/storm-central
Storm Messaging

Messages: Generator Safety, Crew Safety, Outage Contact Info, Safety After Storm

Press Releases

Examples:
- Generator Safety After A Storm
- Power Outage Update Advisory
  - Submitted at 6 am, noon, 7 pm
- Lafayette Utilities System To Help Restore City of Vinton After Hurricane Laura
- Lafayette Utilities System Restoration Process After Hurricane Delta

Radio

Down Power Line Safety- Radio Ad
Media Interviews Pre- and Post- Storm

Preparing for Laura: LUS takes steps to minimize problems

Designated Individuals for Media Interviews

- Lowell Duhon – Interim Director
- Jeff Stewart – Engineering and Power Supply Manager
- Alex Antonowitsch – Public Information
- Garrison Harrison – Conservation Specialist

LUS crews restore power to 100% of customers following Hurricane Delta

LUS begins power restoration efforts following Delta
Social Media

Messages: Generator Safety, Hurricane Handbook, Storm Prep, Outage Contact Info

Social Media Tags:
• #publicpower
• #communitypowered
• #Lafayettestrong
• #hurricaneXYZ

Tag Mutual Aid partners
• @ElectriCitiesNC
• @SanteeCooper
• @CityofHighPoint
• @WakeForestPower
• @CityofStatesville
Social Media

Reach: Organic / Paid  Post Clicks  Reactions, Comments & Shares

10/10/2020 6:27 PM
We are currently reporting 20,000 LUS customers without power. We

57.9K 6.2K 1.8K

09/09/2020 7:39 PM
And the power is back on! 14 days since Hurricanes Laura made landfall.

50.4K 3.3K 2.6K

08/27/2020 5:31 PM
More of the damage from Hurricane Laura that LUS crews and mutual

48.9K 14.1K 1.4K

10/10/2020 2:52 PM
Thank you for your patience. There was extensive damage from

25.1K 4.7K 952

10/13/2020 4:21 PM
LUS would like to express our deepest gratitude and thanks to the

23.2K 851 1.4K

Lafayette Utilities System (LUS)

And the power is back on! 14 days since Hurricane Laura made landfall, LUS and
Giacomini Regional Utilities have been working 16 hour days to bring the lights back on
for the city of Lafayette. Filing poles and lines, repairing transformers, and the installation

Lafayette Utilities System (LUS)

More of the damage from Hurricane Laura that LUS crews and mutual aid worked hard to work through today. Photo: Kevin

Lafayette Utilities System (LUS)

LUS would like to express our deepest gratitude and thanks to the省教育 police, public works, and the many volunteers who

Lafayette Utilities System (LUS)

THANK YOU FROM LUS

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Mutual Aid Stories

LUS crews returning home after helping to restore power in Vinton

The town of Boyce, LA provided @LaUtilities (LUS) a key to their city for their hard work and assistance in helping to restore power after the devastation from Hurricane Laura. #ThankYou #DepartmentOfTheMonth

Lafayette Utilities System To Help Restore City of Vinton After Hurricane Laura

Posted on August 30, 2020

Lafayette, LA (August 29, 2020) – Lafayette Utilities System (LUS) and crews from Gainesville Regional Utilities (GRU) left early Saturday morning headed for Vinton, Louisiana, to assist in electric restoration efforts.
Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

– Andrew Carnegie
Questions?

Presenters Contact Information:

**Greg Labbe’**
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THANK YOU

www.lus.org
Questions
Storm Communications: Planning Through Practice

Elizabeth Kadick, Senior Public Affairs Specialist, ElectriCities
Best Practices

• Start prep early
• Start communicating early
• Follow through
Planning: Crisis Playbook

• Create on “blue sky day”
• Elements of a playbook
• COVID considerations
Planning: RACI Model

- **R** – Responsible
- **A** – Accountable
- **C** – Consulted
- **I** – Informed
Planning: Stakeholder Mapping

- Employees
- Customers
- Media
- Elected Officials
- Industry Groups
- Community Groups & Partners
- Regulators/Govt. Entities
- Business Partners
- Neighboring Cities
Planning: SWOT Analysis

S – Strengths

W – Weaknesses

O – Opportunities

T – Threats
Planning: Other Playbook Elements

• Establish protocols and document
• Create a crisis management checklist
• Spokesperson identification
• Review and document messaging
• Audit of/updates to channels
Best Practices

• Start prep early
• Start communicating early
• Follow through
Best Practices

- ABC – Always Be Communicating
- Prioritize internal communications
- Accurate, timely, consistent
- ABL – Always Be Listening
- Follow agreed-upon process where possible
Communication Considerations

• Audiences
  • Internal, external

• Channels
  • Email, phone, texts, social media, website

• Messages
  • Safety tips and best practices
  • Reminders on restoration process
  • Resource sharing
  • Outage updates
  • Safety reminders
  • Weather updates
  • Continued status updates
  • Mutual aid updates
  • On-the-ground photos
  • Thank yous
  • The value of public power message

• Cadence
Social Success

Town of Ayden, NC @aydenncc · Sep 4, 2019
The Town is closely monitoring #hurricanedorian prepared to respond to outages & emergencies. Utility crews CANNOT respond to outages w/ wind gusts >35 mph ☂️. Updates=4 hours.❗️our first responders, line crew, & town workers. If possible, #stayhome 🏡 & #staysafe.
State Emergency Response Team (SERT)

- Part of N.C. Division of Emergency Management
  - When activated, the SERT meets at the Joint Forces HQ on Gold Star Drive in Raleigh
  - ElectriCities maintains a presence to:
    - Report outage figures
    - Represent public power alongside the co-ops and IOUs
    - Act as a liaison if needed with state and non-state resources
Driving Home the Value of Public Power

Local. Local. Local.

- Public Power is responsive, reliable, community focused

Engage in two-way conversations

- Put a face on public power

Give back

- Be visible
- Adapt to the needs of the community
When Things Go Wrong

• Acknowledge
• Apologize
• Correct
• Move on
Best Practices

• Start prep early
• Start communicating early
• Follow through
Best Practices

• Close out with your audiences
• Conduct storm debrief
• Apply lessons learned
Hurricane Preparedness Resources
**Storm Resources**

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**HELPFUL RESOURCES FOR OUR MEMBERS**

**ElectriCities Resources**
- ElectriCities – NC Public Power Outage Map *(Update your outage numbers frequently!)*
- ElectriCities – Mutual Aid Agreement

**For our Members: Available Resources for Mutual Aid (secure login)**

Visit our Outage Communications Page for tips, a handy messaging document, and graphic resources.

**Hurricane Preparedness Bill Inserts Request Form**

**Other Resources**

**Fayetteville PWC – 2020 Storm Preparation Guide**

**Resources for Storm Graphics Editing/Creation:**
- Canva: Create graphics and images quickly and easily.
- Procreate: Lightweight, feature-rich application with a low cost of entry.
- Lumen5: Free video creator and editor, ideal for conveying quick slideshows and image galleries with transitions.
- Pikochart: Create infographics, charts and more. Free and paid versions available.

**Ready NC – Resources on Various Disaster Preparation Topics**

**Ready NC – Hurricane-Specific Resources**

**Electric Subsector Coordinating Council (ESCC)**

**ESCC – COVID-19 Resources**

**APPA – All-Hazards Guidebook**

**APPA – Additional Resources on Disaster Response and Mutual Aid**

**APPA – Mutual Aid Form**

**NC Department of Public Safety Storm Updates Page**
### Social Resources

ElectriCities Social Media Messages During Storms and Outages

1. **Outage Messaging**
   
   **Key Hashtags:** #OutageUpdate, #StayTuned, #ThankYou  
   **Key Theme:** Clear, concise, consistent communication that manages expectations. Thank you for your patience.

   We are aware of an outage affecting [XXX] number of customers at [XXX areas / street names]. Crews are onsite. We expect power to be restored by [TIME]. #StayTuned for updates. Next update in [TIME, e.g. 30 minutes].

   We are here for you! To report power outages, call us at [PHONE] or visit [WEB]. Please stay safe! #hurricaneNAME #NCPublicPower

   For the latest information on outages from across our [TOWN/CITY], please follow us on [SOCIAL CHANNEL AND HANDLE]. The most recent information we have will be posted there. #StaySafe [LINK TO CHANNELS]
Get in Touch

• Reach us anytime
  • ekadick@electricities.org
  • communications@electricities.org
• Join our Communications Task Force group
Disaster Response Planning

Kenny Roberts
National Level Planning

• APPA’s Mutual Aid Working Group (MAWG) is reviewing the Mutual Aid Playbook (MAP).
• A taskforce is reviewing the NRECA/APPA mutual aid agreement (one-page document used to work inter-state).
ISER Cooperative Agreement & Disaster Response Resources
APPAs Mutual Aid Playbook

**Steady State**
- Level 0: No Outages
  - Update contact and resources lists and communicate periodically with network coordinator
  - Compile contact and resources lists from utilities within network
  - Maintain mutual aid playbook and listserv

**Local/State Event Mutual Aid Activated**
- Level 1: Isolated Event
  - Assess need, respond to event, and determine if escalation is needed
  - Monitor response
  - Maintain mutual aid playbook and listserv

**Regional Event Mutual Aid Activated**
- Level 2
  - Communicate needs and available resources to network coordinator and update periodically
  - Manage response within their utility
  - Monitor conditions for possible escalation

**National Event Mutual Aid Activated**
- Level 3
  - Communicate needs and available resources to network coordinator
  - Periodic updates of needs and resources as response proceeds
  - Host preemptive call with affected network coordinators
  - Monitor response to inform federal agencies

- Level 4
  - Communicate needs and available resources to network coordinator
  - Multiple daily updates of needs and resources as response proceeds
  - Manage local response
  - Assist identification of available resources
  - Work with other network coordinators and APPA to mobilize needed resources
  - Available to coordinate response
  - Inform federal agencies
Regional and State Level

• Participate in APPA’s national planning
  • Follow the Mutual Aid Playbook (MAP) for Public Power

• Communicate regularly with Southeast Regional Coordinators

• A free FEMA workshop will be held in June

• Reviewing Mutual Aid Agreements

• Statewide Storm Work agreements in place with contractors
Guidebooks to Assist with Emergency Plans

- All-Hazards Guidebook
- Public Power Mutual Aid Playbook
- Emergency Assistance Program Manual and Restoration Best Practices Guidebook
Safety Briefing

Craig Batchelor
General Safety

• While working a mutual aid event, industry safety standards and practices such as those provided in OSHA regulations 1910.269, 1926 subpart V and the APPA Safety Manual shall be followed. In situations where your employer’s safety rules exceed those of OSHA and/or APPA, you must follow and work by the rules established by your employer.

• In the event of work situations or work conditions are not being completely understood, consult with the local authorized representative to determine the safest way to work the situation.
Best Practices for Crews

• Assign a qualified company representative as a bird dog for each crew.
• Conduct daily safety briefings with all crews.
• Provide an information packet to crews that includes a contact list.
• Provide system maps to crews.
• Provide construction standards.
PPE Requirements

**Appropriate PPE**
- Rubber gloves rated for system voltage

**Required FR clothing**
- Fall protection
- Personal protective grounds

**Traffic cones. Barricades and signs**
- Fall protection
- Personal protective grounds
If It’s Not Grounded It’s Not DEAD!
The reasons for grounding the wire and equipment are to protect each lineworker from injury due to the following:

- Energized Lines
- Feedback from Generators/Transformers
- Induced Voltage
- Lightning
- Accidental Closing (energizing of line)
- Accidental Contact (with energized line)
Follow Lock-out /Tag-out Procedures
Bag and Tag

- Every transformer needs to be bagged and tagged (address where the transformer was taken from).
- Hosting city will supply the bags and tags.
Know Before You Dig!

• Each crew is responsible for obtaining their own locates (811).
• Each crew is also responsible for any damage done to property.
Questions on anything related to Operations or Safety Briefings?
Technology – Outage Reporting

PJ Rehm
NC Public Power Outage Map

- Outage numbers are an important piece of the EAP process.
- ElectriCities Outage Map can always be viewed at:
  - https://www.electricities.com/services/emergency-assistance/outage-map/
- During events, there will be an “alert” banner on the home page to take you to the Outage Map and other EAP resources.
- We will link the outage map in member-facing communications.
Outage Map Process

• If an event impacts NC, we may begin requesting outage numbers.

• Outage numbers will be requested in the morning and early afternoon, corresponding with the governor’s press conferences.

• **It is important that you respond with your outage numbers!**

• And make sure they match what you are telling your citizens!
Outage Map Process

• EAP Primary contacts will receive an email and text message requesting outage numbers.

• EAP Primary contact will click link and fill out the form
  • Utility
  • Number of Outages
  • Name (optional)
  • Description (optional)

• At any time, you can update your outage numbers by clicking the link again. We will only request outage numbers twice a day.
Outage Map Process

- At the top right of the form website, you may also:
  - Call EAP
  - Email EAP
  - Visit Outage Map
Outage Map Integrations

• Integration to Members’ OMS or AMI systems
  • Currently integrated to DataVoice customers (8) and GUC

• Integrated Members will not receive outage report requests

• Delays with integrating to other systems (Nexgrid, Milsoft, Sensus)

• Goal is to move towards a “daily” outage map for NC Public Power, not just a major storm/event outage map
Other Outage Technology Information

- NCDPS receives outage updates from all utilities
  - [https://www.ncdps.gov/power-outages](https://www.ncdps.gov/power-outages)
- Very important to think about how you communicate with customers during outages!
  - For technology assistance (outage map, texting, etc.) contact PJ Rehm
- Outage communications have significant impacts to **customer satisfaction**
Questions
The energy behind public power

www.electricities.com

STAY CONNECTED

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company/electricitiesnc
NC Public Power Channel
Thank you!