

# **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**

Date	Requesting Utility	Responding Utilities
7/11/20	Danville VA	High Point NC
7/10/20	Morganton	Newton
	Maiden	Newton
	Dallas	Gastonia
	Hurricane Isai	as
8/2/20	New Bern	Statesville
		High Point
	Scotland Neck	Tarboro
	Windsor	Wake Forest
	Edenton	Tarboro
	Belhaven	Rocky Mount
	Washington	Rocky Mount
		Wilson
	Hurricane Delt	ta
10/8/20	Lafayette LA	High Point
	Lafayette LA	Statesville
	Lafayette LA	Wake Forest
	St. Martinsville, LA	Rocky Mount
10/11/20	SLEMCO	Rocky Mount

Date	Requesting Utility	<b>Responding Utilities</b>
	Hurricane Zeta	
10/29-30/20	Morganton	Fayetteville PWC
	Granite Falls	Kings Mountain
	Newton	Monroe
	Drexel	Concord
	Drexel	Gastonia
	Statesville	High Point
	Lexington	Wake Forest
	Danville VA	Rocky Mount, NC
	Statesville	Shelby
	Statesville	Fayetteville PWC
	Statesville	Wake Forest
	Statesville	High Point
	Winter Storm	
12/25/20		Rocky Mount
	Sevier County Electric Systems	Statesville
		High Point
	Knoxville Utility Board	Wilson Energy









of NORTH CAROLINA, INC.

# 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.

s.

COVID-19

# 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 <u>aantonowitsch@lus.org</u>

The energy behind public power



# 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



The energy behind public power

Partners in Mutual Aid



# **LUS Major Storm Emergency Procedure Manual**

Major Storm Emergency Procedures Manual



#### LAFAYETTE UTILITIES SYSTEM MAJOR STORM EMERGENCY PROCEDURES MANUAL TABLE OF CONTENTS 1-2 I-INTRODUCTION ... II - ANNUAL PREPARATION and REVIEW ... . 2-3 III -FEMA DOCUMENTATION **IV-EMERGENCY ELECTRIC RESTORATION SYNOPSIS** V - EMERGENCY WATER RESTORATION SYNOPSIS. VI - PLAN OF ACTION ... PHASE I - Guideline for Continual Readiness 9-10 PHASE II - Weather Alert . . 10-11 PHASE III - Hurricane - Watch/Warning A - Interim Director ..... 12 B - Managers ..... C - Communications ... 12 . 12-13 D - Electric Operations - Facilities ... 13 E - Engineering. F - Energy Control System . 13-14 G - Power Production ... 14 H - Substations & Communications ... 14 1 - Support Services .... . 14 J - Transmission & Distribution ... 15 K - Wastewater Collection . 15 L - Wastewater Treatment . . 15-16 M - Water Distribution . 16 N - Water Production . 16-17 PHASE IV - During the Storm. 17-18 PHASE V - Storm Diminishes 19 A - Civil Defense Team 19 B - Contractor Support Team 19 C - Control Center Team 20 D - Energy Control Team Revised 3/24/2020

Page 1 of 3

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MAJOR STORM **EMERGENCY PROCEDURES MANUAL** PHASE V - Storm Diminishes - con't E - Environmental Team & Engineering Environmental Team 20 F - Fiber Team ... . 20 G - Finance Team 20 H - Food Team . 21 I - Liaisons Team . 21 J - Lines Team ... 21 K - Lines-Dispatch. 22 L - Lines-Etc. Assistant Team ... 22 M - Lines-Field Support Team 22 N - Lines-Tree Trimming Team.. 22 O - Lodging Arrangements. 22 P - Network Engineering 22 Q - Phone Team. 23 R - Power Plant Team .23 S - Public Hazard Information Team.. .23 T - Substations Team U - Timekeepers Team .. 23 24 V - Warehouse Materials Delivery Team. 24 W - Wastewater Collections Operations Team X - Wastewater Treatment Plant Team. 24-25 .25 Y - Water Distribution Operations Team. Z - Water Plant Team . 25

. 26

General.

LAFAYETTE UTILITIES SYSTEM



# **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 Teams**





### **Plan Zones**





# LUS Major Storm Response Plan Zone breakdown

# Zone 1 – Line Supervisor

#### **Substation 1**

Line Foreman Lineman Lineman Mutual Aid Crew

#### Substation 2

Lineman Lineman Mutual Aid Crew

#### Substation 3

Lineman Lineman Mutual Aid Crew

#### Service Truck

Lineman Lineman

#### **ETC Asst. Supervisor:**

Engineering Staff

#### **Liaisons**

Meter Readers Utility Repairmen Water/WW Personnel

#### **ETC Assistants:**

Engineering Staff Engineering Staff Engineering Staff Engineering Staff



# 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

CATEGORY	HURRICANE	RESTORATION DAYS	DATE
5	Andrew	7	8 / 1992
3	Isador	0	9 / 2002
4	<i>Lili</i> (100% outage)	5	10 / 2002
5	Katrina	1	8 / 2005
5	Rita	5	9 / 2005
4	Gustav	5	9 / 2008
4	Ike	3	9 / 2008
2	Isaac	1	8 / 2012
1	Barry	3	7/2019
	Tropical Storm Cristobal	1	6/2020
4	Laura	2	8/2020
4	Delta	4	10/2020



# **2020 Hurricane Season**





#### **2020 Hurricane Activity**





## Side-by-Side



13 miles difference

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





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





### **Hurricane Laura**

Peak – 15,000 customers lost power





### **Hurricane Delta**

Peak – 50,000 customers lost power (70% of total customers)



LAFAYETTE UTILITIES SYSTEM

# **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

#### • Florida

- Tallahassee
- Jacksonville
- Gainesville
- Orlando
- Kissimmee
- Lakeland
- Fort Pierce
- Homestead
- Key West
- North Carolina
  - High Point
  - Wake Forest
  - Statesville

#### **Hurricane Delta**

- 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





#### 2020 Hurricane Response & Mutual Aid





#### **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**



Level	Tier 1: Utility Coordinator	Tier 2: Network Coordinator	Tier 3: National Coordinator (American Public Power Association)			
Steady St	Steady State					
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			
1 Isolated event	<ul> <li>Assess need, respond to event, and determine if escalation is needed</li> </ul>	None generally, but may assist with information as requested	Maintain mutual aid     playbook and listserv			
Local/Sta	te Mutual Aid Activated					
2 Local/state event	Communicate needs and available resources to network coordinator and update periodically     Manage response within their utility	<ul> <li>Monitor response</li> <li>May assist identifying available resources</li> <li>Inform APPA of response, potential needs, and if preemptive call is needed</li> </ul>	Monitor conditions for possible escalation     Monitor response to inform federal agencies			
Regional	Regional Mutual Aid Activated					
3 Regional event	<ul> <li>Communicate needs and available resources to network coordinator</li> <li>Periodic updates of needs and resources as response proceeds</li> </ul>	Assist identification of available resources     May work with other network coordinators to mobilize needed resources	Host preemptive call with affected network coordinators     Monitor response to inform federal agencies			
National Mutual Aid Activated						
4 National event	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			



#### **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.) <u>Request for aid</u>. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.
- 2.) <u>Discretionary rendering of aid</u>. Rendering of aid is entirely at the discretion of the Aiding Signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal functs.
- 3.) Invoice to the Bequesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Bequesting 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.) <u>Charges to the Requesting Signatory</u>. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:
  - <u>Labor force</u>. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.
  - b.) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the Alding Signatory, shall be at the reasonable and customary rates for such equipment in the Alding Signatory's location.
  - c.) <u>Transportation</u>. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.
  - d.) <u>Meals, lodging and other related expenses</u>. 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 Aiding Signatory.
- 5.) <u>Counterparts</u>. 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.
- Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Please print

Date	 (Name/Title)
	 (Organization)
	 (City, State, Zip)
	(Office Phone, Mobile Phone)

(Email)

#### Please send signed agreement to:

Michael Hyland Senior Vice President, Engineering Services American Public Power Association 2451 Crystal Dr., Suite 1000 | Arlington, VA 22202 E-mail: MutualAid@PublicPower.crg | Fax: 202/467-2932

Questions about this agreement should be directed to MutualAid@PublicPower.org or 202/467-2900.





### **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



![](_page_36_Picture_5.jpeg)

![](_page_36_Picture_6.jpeg)

### **Cajundome – Food Service**

![](_page_37_Picture_1.jpeg)

### **Hurricane Laura**

~ 650 served per meal

### **Hurricane Delta**

~ 805 served per meal

![](_page_37_Picture_6.jpeg)

![](_page_37_Picture_7.jpeg)

![](_page_37_Picture_8.jpeg)

![](_page_37_Picture_9.jpeg)

### **On-Hand Materials**

![](_page_38_Picture_1.jpeg)

![](_page_38_Picture_2.jpeg)

### **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

![](_page_39_Picture_12.jpeg)

![](_page_39_Picture_13.jpeg)

![](_page_39_Picture_14.jpeg)

# **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**

![](_page_41_Picture_3.jpeg)

![](_page_41_Picture_4.jpeg)

![](_page_41_Picture_5.jpeg)

### Media Outreach

![](_page_41_Picture_7.jpeg)

Hurricane Handbook www.lus.org/storm-central

![](_page_41_Picture_9.jpeg)

![](_page_41_Picture_10.jpeg)

### **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

![](_page_42_Picture_11.jpeg)

![](_page_42_Picture_12.jpeg)

### **Social Media**

August 22, 2020 - August 2020 - A

Lafayette Utilities System (LUS) October 11, 2020 · @ Some of the work from around the city. #CommunityPowered #LafayetteStrong

![](_page_42_Picture_16.jpeg)

Lafayette Utilities System (LUS)
 Concorr 11, 2021-0
 Our mutual aid infransis Chy of Tairahassee, FL - Government and Paducah Power System from
 Kentucky are still out three bringing the power back on
 whutual of Hold Chemer

![](_page_42_Picture_19.jpeg)

![](_page_42_Picture_20.jpeg)

![](_page_42_Picture_21.jpeg)

### **Media Interviews Pre- and Post- Storm**

### Preparing for Laura: LUS takes steps to minimize problems

![](_page_43_Picture_2.jpeg)

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

### $f \lor 0 = 2 +$

![](_page_43_Picture_5.jpeg)

![](_page_43_Picture_6.jpeg)

LUS begins power restoration efforts following Delta

# <section-header><section-header><image><image><image>

### Designated Individuals for Media Interviews

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

![](_page_43_Picture_14.jpeg)

### **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

Lafayette Utilities System (LUS) @LafUtilities · Oct 8, 2020 Thank you @CityofHighPoint

City of High Point @CityofHighPoint · Oct 8, 2020 Our Electric Department sent two line crews to @LafUtilities to help as #HurricaneDelta approaches. They came up to help us in 2018. One great advantage of a public power community is that we help each other in times like these! @ElectriCitiesNC

![](_page_44_Picture_15.jpeg)

Lafayette Utilities System (LUS) August 21, 2020 · 🚱

Take a few minutes this weekend and double check your emergency kit. Make sure you have batteries, food, water and medications on hand.

![](_page_44_Picture_18.jpeg)

Lafayette Utilities System (LUS) August 26, 2020 · 3

LUS is ready for Hurricane Laura #PublicPower

![](_page_44_Picture_21.jpeg)

...

#### Lafayette Utilities System (LUS) October 7, 2020 · 🚱

LUS crews gearing up for Hurricane Delta set to arrive in Lafayette at noon on Friday.

![](_page_44_Picture_24.jpeg)

Lafayette Utilities System (LUS) August 21, 2020 - 🛇

Sandbag sites are available throughout Lafayette Parish. All locations are self-bagging, and residents must bring their own shovel and manpower. Please note: The Fortune Road sandbag location is no longer open and has been moved to Foster Park at 399 2nd Street in Youngsville. LAFAYETTE CITY AND PARISH SANDBAG LOCATIONS... See More

![](_page_44_Picture_27.jpeg)

![](_page_44_Picture_28.jpeg)

### **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		0	57.9K	6.2K 1.8K
09/09/2020 7:39 PM	And the power is back on! 14 days since Hurricane Laura made landfall,	84	0	50.4K	3.3K 2.5K
08/27/2020 5:31 PM	More of the damage from Hurricane Laura that LUS crews and mutual	6	0	48.9K	14.1K 1.4K
10/10/2020 2:52 PM	Thank you for your patience. There was extensive damage from		0	25.1K	4.7K 952
10/13/2020 4:21 PM	LUS would like to express our deepest gratitude and thanks to the	6	0	23.2K	861 <b>1</b> .4K
	1			Suctom (LLIS)	

![](_page_45_Picture_4.jpeg)

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

![](_page_45_Picture_6.jpeg)

![](_page_45_Figure_7.jpeg)

#### Lafayette Utilities System (LUS) October 10, 2020 · @

Thank you for your patience. There was extensive damage from Hurricane Delta and our crews are Trans-you tor your patience. There was extensive damage from Humane Delta and our orews are working as quickly on askey as passible. We have 38 increases and 17 there timming creat spread throughout the city. We are also bringing in additional creas refeased from other cities that were not as impacted by the storm. Please call (337) 231-3700 to report a power outage, down power lines/equipment, trees or limbs touching lines or any water issues.

![](_page_45_Picture_10.jpeg)

#### Lafayette Utilities System (LUS) Published by Alex Antonno 11 ublished by Alex Antonowitsch 💿 · October 10, 2020 · 🕤

We are currently reporting 20.000 LUS customers without power. We have 36 line crews + 17 tree trimming crews spread throughout Lafayette working hard to get everyone's power back on with more crews arriving. Below is a snapshot of our service territory indicating the remaining outages. ed #lafavettestro #community

![](_page_45_Figure_13.jpeg)

#### Lafayette Utilities System (LUS) ----October 13, 2020 · 🚱

LUS would like to express our deepest gratitude and thanks to the following public power mutual aid partners and local companies that helped us restore power in Lafayette after the devastation of Hurricane Delta. City of Tallahassee, FL - Government - Southern Electric Corp - JEA -City of natianassee, r.e. - odverimmen - southern flecture Colp - JeA -Santee Cooper - Gainesville Regional Utilities - Grand River Dam Authority - OUC - The Reliable One - Kissimmee Utility Authority - My Lakeland Electric - City of High Point Government - City of ... See More

![](_page_45_Picture_16.jpeg)

![](_page_45_Picture_17.jpeg)

- Martine Party

### **Mutual Aid Stories**

![](_page_46_Picture_1.jpeg)

HOME ACADIANA BUSINESS CORONAVIRUS NEWS ENTERTAINMENT/LIFE SPORTS OPINION OBITUARIES CLASSIFIEDS JOBS HOMES GAMES

LUS offers crews to help Vinton restore power; SLEMCO, Entergy, CLECO still working in Acadiana ACADIANA'S NEWSCHANNEL

### LUS crews returning home after helping to restore power in Vinton

![](_page_46_Picture_6.jpeg)

![](_page_46_Picture_7.jpeg)

The town of Boyce, LA provided @LafUtilities (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

![](_page_46_Picture_9.jpeg)

![](_page_46_Picture_10.jpeg)

80 Years of Powering Strong Communities

ASSOCIATION PUBLIC POWER ISSUES & POLICY

LOUTIN JUIN JUIN JUIND

![](_page_46_Picture_13.jpeg)

![](_page_46_Picture_14.jpeg)

### 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.

![](_page_46_Picture_18.jpeg)

LUS Commended Nationally for Electric Restoration Efforts After Hurricane Laura

![](_page_46_Picture_20.jpeg)

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

![](_page_47_Picture_2.jpeg)

# **Questions?**

### **Presenters Contact Information:**

### Greg Labbe'

Electric Operations Manager (337) 291-5705 Glabbe@lus.org

### Jason C. Miller

Electrical Distribution Engineering Coordinator (337) 291-5870 Jmiller@lus.org

Lafayette Utilities System - 1314 Walker Road, Lafayette, LA 70506 – www.lus.org

![](_page_48_Picture_7.jpeg)

# **THANK YOU**

![](_page_49_Picture_1.jpeg)

www.lus.org

![](_page_50_Picture_0.jpeg)

# Questions

![](_page_50_Picture_2.jpeg)

The energy behind public power

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![](_page_51_Picture_0.jpeg)

# Storm Communications: Planning Through Practice

Elizabeth Kadick, Senior Public Affairs Specialist, ElectriCities

### **Best Practices**

- Start prep early
- Start communicating early
- Follow through

![](_page_52_Picture_4.jpeg)

### **Planning: Crisis Playbook**

- Create on "blue sky day"
- Elements of a playbook
- COVID considerations

![](_page_53_Picture_4.jpeg)

![](_page_53_Picture_5.jpeg)

### **Planning: RACI Model**

**R** – **Responsible** 

A – Accountable

**C** – Consulted

I – Informed

ELECTRICITIES

The energy behind public power

### **Planning: Stakeholder Mapping**

Employees	Customers	Media
Elected Officials	Industry Groups	Community Groups & Partners
Regulators/Govt. Entities	Business Partners	Neighboring Cities

![](_page_55_Picture_2.jpeg)

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### **Planning: SWOT Analysis**

**S** – Strengths

W – Weaknesses

**O** – **Opportunities** 

T – Threats

![](_page_56_Picture_5.jpeg)

### **Planning: Other Playbook Elements**

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

L	

### **Best Practices**

- Start prep early
- Start communicating early
- Follow through

![](_page_58_Picture_4.jpeg)

![](_page_58_Picture_5.jpeg)

### **Best Practices**

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

![](_page_59_Picture_6.jpeg)

## **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**

![](_page_61_Picture_1.jpeg)

Town of Ayden, NC @aydennc · 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. A our first responders, line crew, & town workers. If possible, #stayhome & & #staysafe.

![](_page_61_Picture_4.jpeg)

![](_page_61_Picture_5.jpeg)

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### 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

![](_page_62_Picture_7.jpeg)

# 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

![](_page_63_Picture_8.jpeg)

# When Things Go Wrong

- Acknowledge
- Apologize
- Correct
- Move on

![](_page_64_Picture_5.jpeg)

![](_page_64_Picture_6.jpeg)

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### **Best Practices**

- Start prep early
- Start communicating early
- Follow through

![](_page_65_Picture_4.jpeg)

### **Best Practices**

- Close out with your audiences
- Conduct storm debrief
- Apply lessons learned

![](_page_66_Picture_4.jpeg)

![](_page_66_Picture_5.jpeg)

![](_page_67_Picture_0.jpeg)

# Hurricane Preparedness Resources

### **Storm Resources**

### HELPFUL RESOURCES FOR OUR MEMBERS

#### **ElectriCities Resources**

ElectriCities - NC Public Power Outage Map (Update your outage numbers frequently!)

ElectriCities - Emergency Assistance Program Manual and Restoration Best Practices Guide (PDF Format)

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

VIEW THE HURRICANE PREPAREDNESS POWERPOINT PRESENTATION (06.11.2020 – 26.6MB) 👀

#### **Other Resources**

Fayetteville PWC - 2020 Storm Preparation Guide

Resources for Storm Graphics Editing/Creation:

- <u>Canva: Create graphics and images quickly and easily.</u>
- 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.
- Piktochart: 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

![](_page_68_Picture_25.jpeg)

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### **Social Resources**

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### ElectriCities Social Media Messages During Storms and Outages

#### 1. Outage Messaging

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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]

![](_page_69_Picture_8.jpeg)

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![](_page_70_Picture_0.jpeg)

# Crisis Communications Resources

![](_page_70_Picture_2.jpeg)

### **Get in Touch**

- Reach us anytime
  - <a><u>ekadick@electricities.org</u></a>
  - <u>communications@electricities.org</u>
- Join our Communications
  Task Force group

![](_page_71_Picture_5.jpeg)


### **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



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### **APPA's Mutual Aid Playbook**

	Steady State		Local/State Event Mutual Aid Activated	Regional Event Mutual Aid Activated	National Event Mutual Aid Activated
LEVEL	No Outages	Isolated Event	2	3	4
Tier 1 Utility Coordinator	• Update contact and resources lists and communicate periodically with network coordinator	<ul> <li>Assess need, respond to event, and determine if escalation is needed</li> </ul>	<ul> <li>Communicate needs and available resources to network coordinator and update periodically</li> <li>Manage response within their utility</li> </ul>	<ul> <li>Communicate needs and available resources to network coordinator</li> <li>Periodic updates of needs and resources as response proceeds</li> </ul>	<ul> <li>Communicate needs and available resources to network coordinator</li> <li>Multiple daily updates of needs and resources as response proceeds</li> <li>Manage local response</li> </ul>
Tier 2 Network Coordinator	• Compile contact and resources lists from utilities within network	• None generally, but may assist with information as requested	<ul> <li>Monitor response</li> <li>May assist identifying available esources</li> <li>Inform APPA of response, potential needs, and if preemptive call is needed</li> </ul>	<ul> <li>Assist identification of available resources</li> <li>May work with other network coordinators to mobilize needed resources</li> </ul>	<ul> <li>Assist identification of available resources</li> <li>Work with other network coordinators and APPA to mobilize needed resources</li> </ul>
Tier 3 National Coordinator (APPA)	• Maintain mutual aid playbook and listserv	• Maintain mutual aid playbook and listserv	• Monitor conditions for possible escalation Monitor response to inform federal agencies	<ul> <li>Host preemptive call with affected network coordinators</li> <li>Monitor response to inform federal agencies</li> </ul>	<ul> <li>Available to coordinate response</li> <li>Inform federal agencies</li> </ul>

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### **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**



A Guide to Developing All-Hazards Emergency Plans and Preparedness Programs for The Nation's Public Power Systems American Public Power Association

### Public Power Mutual Aid Playbook

A Guide to Response & Recovery for the Nation's Public Power Utilities

VERSION 2.0 AUGUST 2016



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.

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APPA 🚞

### **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

Traffic cones.

Barricades and

signs

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### Fall protection

Personal

protective

grounds

energized lines. EAR PROTECTION

Mounts into hardhat slots and has replaceable foam cushions. Different types have different noise reduction ratings. (Not pictured)

Ny lon, one-piece frame. Worn to

block hazardous sun glare.

particularly when working on

### SAFETY HARNESS

SAFETY GLASSES

Full body harness for working in elevated bucket. Harness attaches to truck boom with lany ard and locking snap hook.

### RUBBER GLOVES

Dielectric-tested, rubber insulated gloves for electrical protection. Glove thickness dictates the level of voltage line personnel may work.

RUBBER GLOVE PROTECTORS

Leather gloves with Velcro tightening strap and attached orange vinyl cuff. Worn over insulated rubber gloves to reduce chance of puncturing or tearing from sharp objects

> WORK BOOTS Lace-to-toe, steel or ceramic-toe leather boots with extra arch support for climbing.

### HARD HAT

Made from hard plastic with inner web suspension system, has universal slots to attach accessories such as ear protection. Extended brim protects face from falling debris. Factory -tested for dielectric strength.

### RUBBER SLEEVES

Dielectric-tested, seamless, volcanized molded rubber that protects wearer's arms from unintentional contact with energized power source.

### SHIRT

55% Modacry lic / 45% cotton f lame resistant fabric and stitching with nonmetallic buttons.

### LANYARD

Ny lon strap with locking snap hooks connect to lineman's safety harness (in back) and to truck boom to prevent falling. (Not pictured)

### HOT STICK

Insulated, dielectric-tested fiberglass tool for moving or adjusting live electrical equipment.

### JEANS

88% Fire resistant cotton/ 12% Ny lon with flame resistant stitching.

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### 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?



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### 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:
  - <u>https://www.electricities.com/services/emergency-assistance/outage-map/</u>
- 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.

### ▲ ElectriCities Coronavirus (COVID-19) Resources – Read more →



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### 85 MEMBERS - 9 REPORTED (3 WITH OUTAGES)

11

**O** SEARCH FOR LOCATION.

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### **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)
- <u>At any time</u>, you can update your outage numbers by clicking the link again. We will only request outage numbers twice a day.

ELECTRICITIES V NORTH CAROLINA, INC.	<b>ر ک</b> ۵
Utility*	~
Number of Outages *	
<b>Time:</b> 4:31 pm - 6/2/2020	
Respondent First Name	
Respondent Last Name	
Description	
	REPORT
	* Required fields missing

### **Outage Map Process**

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

	r.		Ø
Utility*			<ul> <li></li> </ul>
Number of Outages *			
Time: 4:31 pm - 6/2/2020			
Respondent First Name			
Respondent Last Name			
Description			
	R	EPORT	
*	Require	d fields	missing

### **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



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### Other Outage Technology Information

- NCDPS receives outage updates from all utilities
  - 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 <u>customer satisfaction</u>



Wilson Energy: The estimated time for power to be on is currently 10:00PM on Jun 16 for 2416 FID. Approx 1981 customers impacted. Text STOP to cancel





### Questions



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www.electricities.com

### **STAY CONNECTED**

- @ElectriCitiesNC
- **f** @ElectriCities NC
- ② @ElectriCities NC
- b company/electricitiesnc
- **NC** Public Power Channel



## Thank you!

