

Okefenoke EMC Nahunta GA

Response to Staff's First Data Request for the PSC (December 2017)

1. OREMC followed its Disaster Restoration Plan (DRP)
 - a. Meetings were held on staff and supervisor level at no less than 72, 48 and 24 hr increments before storms anticipated landfall in our service area. Topics included, weather reports, mobilization and evacuation, fuel needs, lodging, food, critical accounts, as well as mutual aid.
 - b. As above, phone and email communication between OREMC and our State wide entities as well as external sources such as Pike, Storm Services, Aslundh began simultaneously with the internal meetings according to the DPR.
 - c. Mutual aid conversations began between 3 and 5 days prior to landfall in our service area
2. OREMC followed its Disaster Restoration Plan (DRP)
 - a. OREMC allocated multiple employees to all of the above areas from question 1-A as well as multiple employees in areas such as dispatch, Assessment of damages, birddog crews, and coordination with County EMA and Public SO and 911 services. Assignments for individuals varied from one storm to another as a practice of cross training, in preparation for upcoming storms
3. Per mutual aid agreements, OREMC began accruing cost when the aiding crews left their home facility. (typically OREMC does not stage up crews before the storm)
4. For the 2016 storms Matthew and Hermine OREMC used a paper check list and disposable cameras to record damages and location of the damages. In addition we did record some damages on IPads. Our assessment team was made up of linemen, foremen and Staking Techs from within the organization. (No outside assessments were used.) For the 2017 storms, we used an internally written software package to identify damages and record these issues with pictures using IPads. These assessments were electronically transferred real time back to the main office. At that point further assessments could determine where labor and equipment could be most efficiently used to restore power.
5. As the supervisor of the assessment team composed the big picture of damages, he directed the labor and materials to the most proper areas to restore power. These orders were given in paper format to the maintenance Supervisor for the respective areas.
6. OREMC worked to keep the power on as the storms approach. At the point in time where the crews feel unsafe or at any time 911 services have been suspended we will discontinue our restoration efforts until the storm has passed. Once the storm has blown through we will take the same approach as we begin the assessment stage and into the restoration process. These two functions

will be working in tandem as there will be priority circuits that will need maintenance by the crews as the assessment team carries out their process of system wide assessments.

7. For all the storms that were in OREMC's service area we develop a plan of action based on assessments and a team of individuals in several departments including Engineering, Operations, Staking and Construction. These team members are supervisors in their own areas and average tenure for these individuals in their respective jobs would be in the 20 year range, with most having at least 30 years in Co-op seniority.
8. Several times a day progress on priority circuits would be re-assessed. Also throughout the week as process of the assessment team when new damages were brought to light, we re-assessed the system wide status multiple times a day. We had staff working night shift with the sole intent to start each day with new clear assessment and restoration strategy. We reallocated labor and resources based on our system status for each new day.
9. Each storm is different, but we usually keep resources until we have a very good idea that all outages will be completed on that particular day.
10. Detailed information can be retrieved...here are estimates.
 - a. Most storms approximately 4 days
 - b. Most storms approximately 4 days
 - c. 3 meals a day
 - d. 3 meals a day
 - e.
 - f.
 - g. None
 - h. None

No delays due to any of the above

11. N/A
12. Do not have that information at this time.
13. Our company IVR automatically handles calls. We staffed CSR pool for call backs on any tickets that may be of emergency in nature. We have direct (private) lines for 911, EMA, County, and State entities to utilize.
14. OREMC has between 8 and 15 CSR employees that are available depending on the need. They are also utilized throughout the storms for other duties.

15. Do not have that information at this time.
16. Phone calls and Emails are the primary source of contact.
17. IVR identifies customer through caller ID and associates that call with an EMC account. Creates an outage based on responses from customer. Allows for a voice recording if customers deems necessary. It's an automated process. Outage is pushed straight to dispatch/mapping software where it is processed.
18. Normal calls are not categorized. However if customer identifies an emergency concern through recording option a ticket is made by CSR pool and it can be handled separately as part of the Assessment process.
19. CSR pool as well as all employees is made aware of restoration progress through companywide emails, text and daily meetings among supervisors.
20. OREMC generally refrains from giving out specific estimates on restoration times. In times that more specifics are needed for government agencies, schools or 911... we will analyze each situation based on assessments. We notify customers of progress through website, CSR pool and local new/radio if necessary. We also use local EMA presence to share our progress and concerns as those entities engage the public. We generally have contact multiple times a day with each county EMA that would be affected.
21. We use a combination of in house fuel, contract resources (tanker) and public fueling stations.
 - a. OREMC has on site Fuel deposits at 2 of our 3 offices
 - b. Fuel was not an issue
 - c. No delays
 - d. No issues
22. We take large orders of non-perishable items (poles, transformers, wire, splices) in early summer to hedge for shortages during storms. This seems to work for us.
23. Do not have that information at this time.
24. OREMC's approach to our DRP is simply this...it is a plan that changes according to each and every different case and challenge. We assess the problems multiple times each day throughout the entirety of the disaster. We make informed decisions based on resources at hand and the needs at the time the decisions are made.
25. Same question and answer as #24.

26. Baker and Nassau

27. Do not have that information at this time

28. OREMC does not have a Storm Hardening plan. We build distribution facilities based on RUS and NESC specifications in all service areas.

29. Do not have hardened Facilities

- a. Transmission-OREMC has no Transmission Lines
- b. Distribution-Do not have that information at this time
- c. Services-Do not have that information at this time

30. Do not have non-hardened Facilities

- a. Transmission-OREMC has no Transmission Lines
- b. Distribution-Do not have that information at this time
- c. Services-Do not have that information at this time

31. ?

- 1-Lines down due to trees and wind outside our ROW
- 2-Lines down due to trees and wind inside our ROW
- 3-Transmission service down to our Substations
- 4-Equipment failure due to rain/wind
- 5-Equipment failure due to age and condition of equipment

32.

- 1-Regional damage limited resources from Neighboring Utilities
- 2-Widespread/statewide damage limited our resources from outside Utilities
- 3-Resources from outside travel time (Iowa to South GA)
- 4- Inclement work environment (wet, muddy, inaccessible for equipment)
- 5-

33. We do not have flood monitors

34. No Automated Feeder Switches

35. OREMC serves no CIF. We are overwhelming residential.

36. Do not have that information at this time

37. None, OREMC does not endorse or pursued customers to build UG or OH.