

Cover Page
Response to Docket No. 20170215-EU

**Review of electric utility hurricane preparedness and restoration
actions.**

From:
Okefenoke EMC Nahunta GA

Composed by:
Travis Page
Manager of Distribution Services

Docket No. 20170215-EU

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-Equipment Failure due to rain/wind
- 4-Equipment failure due to age and condition of equipment
- 5-Transmission service down to our Substations

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)

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.

***This attachment is Okefenoke EMC's DRP as it was used in Hurricane Matthew. Please note it is being revised continually to meet the needs and resources that our Co-op has from year to year. You will see some areas that my not look fully complete. These are areas that are currently being looked at for change and improvement. But I wanted to send a working copy as it stands today.**

OKEFENOKE RURAL ELECTRIC MEMBERSHIP CORPORATION

DISASTER RECOVERY RESPONSE PLAN

The scope of this plan is to outline a safe and orderly preparation for a natural disaster and provide for the safe and timely restoration of electrical service to our members from any disaster, not just hurricanes.

First and foremost is the safety of our employees, their families, and our Cooperative members. **Under no circumstance will safety be compromised.**

Because it is impossible to provide for every contingency, this plan was devised to outline the philosophy of operations before, during, and after a disaster. A general outline is provided that identifies various staff and department responsibilities.

This plan is intended to be a guide that indicates a direction to be taken during a disaster and is subject to modification at any time as the situation may dictate. Some of the goals and guidelines contained in this plan may prove to be impractical or impossible to implement due to cost, shortage of personnel, or any other unforeseen circumstance. Management reserves the right, to change, alter, modify, or disregard any portion of this plan if circumstances indicate.

This Disaster Recovery Plan is broken down into 4 phases including an Appendix for attachments.

Phase I: Pre-Disaster
Phase II: Damage Assessment
Phase III: Restoration
Phase IV: Post-Disaster
Appendix

Phase I (Pre-Disaster Plan)

The Pre-Disaster Plan is the first phase of OREMC's Disaster Restoration Plan. This plan consists of strategies and pre-determined meetings to prepare for impending storms or other disasters of scale.

Schedule of Pre-Disaster Meetings

In Attendance 72 Hr Meeting (Oct 5, 2016...)

Manager: John
Operations: Travis, Buster, Mike B, Michael, Jeffery
Safety: David S
Engineering: Ernie, Kane, JMW, Jon
Accounting: Joyce
IT: Tony, Jonathan
Corporate Service: Darren,
Member Service: Gary, Nancy, Dui, Royce

- I. **72 Hour Meeting** – This is the first gathering of those persons who will be directly involved in the assessment and restoration effort.

(Staff, General Foreman, Transportation Supervisor, Purchasing, W/H, Staking Supervisor)

This meeting will cover the latest update on impending events. The natural disaster plan should be review so that everyone starts on the same page. At this meeting the following items/instructions should be announced:

1. Review of Disaster Organizational structure. *(General Assignments-details to follow in later meetings.)*
2. Checklist for tools, materials, equipment. *(GF/WH/Transportation)*
3. Checklist for food, lodging, contractors, etc. *(Michael/David S)*
 - a. *Committed to Sleeper/Shower Trailers to be delivered Oct 7th (150 beds and Shower Trailer)*
 - b. *Mt Calvary Church also offered to open social hall for meals and lodging.*
4. Any personal conflicts, company conflicts, or any anticipated problems should be discussed. *(*Buddy H may be out due to surgery, Esther out of town.)(Other concerns to be discussed later)*
5. Securing, storing of loose materials, equipment, on the yards and vehicles. *(GF/WH/Transportation)*
6. Weather forecast update.
7. Emergency generation. *(Tony R/ Jeffrey/William)*
8. Restoration priorities, communication feeders, main feeders, substation. *(Ernie/Darren/Kane/TP)*
9. Work schedules. *(JEM/TP/David S)*

10. Supervision of contract crews discussed. *(Bird dogs to be assigned later)*

11. Cash disbursements. *(Joyce/Pam H/ Jen)*

12. DOT coordination. *(JMW)*

In Attendance 48 Hr Meeting (Oct 6, 2016...)

Manager: John
Operations: Travis, Buster, Mike B, Michael, Jeffery,
Safety: David S
Engineering: Ernie, Darren, Kane, JMW, Jon
Accounting: Joyce
IT: Tony, Jonathan
Corporate Service: Darren
Member Service: Gary, Nancy, DUI, Royce

II. **48 Hour Meeting** – The latest weather update is discussed. Everyone reports on his particular area of responsibility. Decisions should be made on whether or not to place contractors on standby. Lodging should be reserved. NOTE: It may require 48 hours or more to mobilize contract work crews.

1. Weather Update. *(JEM)*
2. Recap of 72 hour meeting. *(TDP/JEM)*
 - a. *Secure Yards and Truck Clean up*
 - b. *Fuel Options*
 - c. *Inventory Materials (Poles, Wire, Splices, etc...)*
 - d. *Start looking for Rooms*
3. Review of Pre-Storm Assignments. *(Will have complete by 24 hr Meeting)*
4. Discuss lodging. *(Michael/David S)*
 - a. *Review "Storm Services Contract" through GEMC.-All Good if needed.*
5. Discuss Food resources. *(Michael/David S)*
 - a. *Review "Storm Services Contract" through GEMC.-All Good if needed.*
6. Discuss additional contractors. *(TDP/JEM)*
 - a. *Pike*
 - b. *Other EMC help. (Cowetta, Central, Colquitt...)*
7. Restoration priorities, communication feeders, main feeders, substation. *(ET/TP)*
8. Work schedules roughed out. *(TDP/JEM)*
9. Cash disbursements. *(Joyce)*

10. EMS Coordination. (Royce/Gary/Mark M)

- a. Started acquiring some extra private lines in dispatch area for EOC/EMS etc...*

11. DOT coordination. (JMW)

- a. Re-entry Passes*

In Attendance 24 Hr Meeting (Oct 7, 2016...)

Manager: John
Operations: Travis, Buster, Mike B, Michael, Jeffery,
Safety: David S
Engineering: Ernie, Darren, Kane, JMW, Jon
Accounting: Joyce
IT: Tony, Jonathan
Corporate Service: Darren
Member Service: Gary, Nancy, DUI, Royce

III. **24 Hour Meeting** – All workstation assignments should be made and everyone informed. Reporting times, work schedules, crew compositions, vehicle assignments, etc. should be made at this time. Also, a preliminary decision should be made on the expected duration of customer outages. Contacts with contract crews as to reporting time, location and composition should be confirmed. It is important that everyone be prepared for the worst.

1. Weather Update. *(JEM/TDP)*
2. Recap of 72 and 48 hour meetings. *(JEM/TDP)*
3. Review of Pre-Storm Assignments. *(JEM/TDP)-See Attached*
 - a. *Dual Dispatch stations set up-(Joey, Kane, Howard, James, Mark W, Jonathan)*
 - b. *Materials acquisitions-(Michael/Jeffrey)*
 - c. *Website Communications-(Tony R)*
 - d. *Crew and Circuit Assignment-(TDP)*
 - e. *Crews Contact- (GF)*
 - *(Randy/Jeffrey will cover if Buddy is not available in Hilliard)*
 - f. *Pre Storm Safety Briefing- (David S)*
 - g. *CSR phone Pool – (Nancy/Gary)*
 - h. *Communications, Radio Tower & Generation support-(Tony R/Jonathan)*
 - i. *Office Generation- (Jeffrey/William)*
 - j. *Transmission "GTC" Contact- (Darren/Kane/Ernie)*
 - k. *Materials and staging if needed- (Rob/Michael/ Kenny/Jeffrey)*
 - l. *Fuel acquisitions- (Jeffrey)*
 - m. *Software – (Tony/Jonathan/Howard)*
 - n.
 - o.
 - p.
 - q.
4. Discuss lodging. *(Michael)*
 - a. *6 rooms for Saturday*
 - b. *31 rooms for Sunday and Monday*
 - c. *Sleeper/Shower Trailers delivered Oct 7th (150 beds and Shower Trailer)*
 - d. *Mt Calvary Church also opened social hall for meals and lodging.*

5. Discuss Food resources. *(Michael/David S/ Jeffery/TDP/Joyce/Mark M/Kimi)*
 - a. *Joyce, Kimi, Mark, Nancy, Cheryl, Pam H, Michael, Mandy, Carrie, and others are working out a schedule for both having food catered and cooking meals in house. This will be a day by day issue.*

6. Discuss additional contractors. *(JEM/TDP)*
 - a. *Pike*
 - b. *Other EMC help. (Cowetta, Central, Colquitt...)*

7. Restoration priorities, communication feeders, main feeders, substation. *(ET/TDP)*
 - a. *Main 3 phase feeders*
 - b. *Churches*
 - c. *Schools*
 - d. *Shelters*
 - e. *OREMC Offices*

8. Work schedules roughed out. *(JEM/TDP)*
 - a. *Catch outages as normal until*
 - *Wind makes restoration unsafe*
 - *Until EMS no longer available in the area*
 - b. *As storm blows thru plan start up at 6:00 AM and have Crews turning in to food and sleep by 12:00 PM*

9. Cash disbursements. *(Joyce/Jen)*
 - a. *Will begin to get cash to Crew Leaders today.*
 - b. *Also have Fuel cards and several Visa cards if needed.*

10. EMS Coordination. *(Royce/TDP/Gary)*
 - a. *Royce has been in contact and attended several meetings with neighboring EOC's*
 - b. *Travis has also attended Brantley EOC meeting*

11. DOT coordination. *(JMW)*
 - a. *Mark has been in contact with DOT and started routes of communication if needed.*

Phase II (Damage Assessment Plan)

The Damage Assessment Plan is the second phase of OREMC's Disaster Response Plan. It takes in consideration the severity of damages we incur during the initial disaster. This phase is instrumental in identifying what level of response OREMC will need to invoke to get power restored.

Response Levels

1) Localized Damage – No outside help needed.

Outage calls can be handled by existing office personnel. The regular office staff, duty dispatcher, or on-call supervisor routes appropriate crew to system disturbance.

Localized outages would include service drops, one or two taps, or main feeder. The response to localized outages/damage would be handled entirely by cooperative employees.

2) Dispersed Damage – Requires help of neighboring cooperative and/or contract crews.

Dispersed damage outages are cooperative wide in nature. Several delivery points may be affected. A number of main feeder lines and tap lines are affected. Several customers are without power and restoration time is projected to be prolonged.

In general, the workload for restoration exceeds the twelve hour capability of a cooperative's workforce.

3) Widespread Damage – Requires help from contract crews and other utilities on a regional basis.

Widespread outages are extensive by nature and involve several cooperatives. Due to the extent of damage the restoration effort will be more formal and centralized in organization. A number of coordinators will be required due to the geographic coverage of this type of event.

Damage Assessment Plan

The first step in the restoration effort is a valid assessment of the extent of damage to the electrical system. Normally the response level will be directly related to the number of consumer outages and the geographic and physical parameters of damages.

1) Assessment Strategy – A defined plan on how and where to begin the damage assessment is essential for timely response. (Formal break down by station.)

a.

2) Assessment Team(s) – Consideration as to the composition of the assessment team should be carefully considered. Team members must be capable of recognizing, documenting, and

reporting the nature and extent of damage. Lineman, servicemen, staking engineers, system engineers, and other personnel familiar with the electric system should be included on the team.

Team assignments should be double checked at the 48 hour meeting. In addition to team members, geographic areas should be assigned and revised as needed upon impact of the disturbing event.

The assessment teams should be given Damage Assessment Forms, System Maps, Highway Maps and other materials and information deemed appropriate by the coordinator.

NOTE: If personnel from outside the cooperative are used to perform damage assessment, up-to-date maps are critical.

- 3) **Geographic Assignments** – Assessment teams may be assigned by: 1) substations 2) feeders 3) districts 4) sub-districts or some combination of the above. The level of response will determine the appropriate geographic assignment. A pre-assigned plan for each of the above should be drafted so that it can be implemented with minimum effort.
- 4) **Foot, Vehicle, Aerial Patrols** – The method(s) of damage patrol may vary but will most likely include one or more of those listed. Pre-assignment of vehicles is important to increase efficiency. If a plane or helicopter is needed, reservations should be made 24 to 48 hours in advance. If the aerial patrol is to be used as a general survey of damage the Disaster Coordinator, Cooperative Manager, Public Relations Coordinator or some other designated person may fly with the pilot. However, if the aerial patrol is to be used for detailed damage assessment a person with the geographic and technical knowledge of the electric system should be assigned to the aircraft.
- 5) **Damage Reporting** – Level of detail in reporting will be determined by the extent of damage. The pre-assembled damage reporting forms should be formatted so that minimum effort is required to indicate: 1) condition of right-of-way 2) condition of poles/structures 3) conductor damage 4) transformers (size, type) 5) pole-top assemblies 6) condition of service drops and other information that will facilitate restoration of the electric system.
- 6) **Communicating The Damage** – Localized damage will normally be reported by two-way radio. Crews can quickly be dispatched to the site and repairs can be made in a timely manner. Extensive and widespread damage must be reported in a more formal manner to a central location. Depending upon the complexity of the report, damage assessment can be phoned, faxed, or hand delivered to the Central Response Center for evaluation and restoration assignment.

NOTE: If personnel from outside the cooperative are used to perform damage assessment, up-to-date maps are critical.

**A Safety Briefing for Assessment Teams may be necessary depending on the type of disaster.

Attachments:

- Assessment Team Assignments-Individual employees or crews will be pre-assigned to Substations and/or Circuits throughout our system. (Crew Assignments list is attached to this plan.)
- Assessment Form- Employees will use a standard Assessment Form to collect information about system conditions. This form includes many aspects of the disaster including Power line and pole conditions as well as roadway hazards that may affect our response.
- System Circuit Diagrams- IPads (Partner/Imaps/IPhones)

Phase III (Restoration Plan)

The Restoration Plan is the third part of the OREMC DRP. It follows the Assessment Stage and helps to organize our restoration process. This plan takes in consideration size and location of the disaster. It has different levels of action based on intensity and nature of the event as described below.

System Analysis- As data is collected from the Assessment Teams, System Analysis will begin to determine what Response Level is deemed necessary to restore power to our consumers.

*This process will be conducted at OREMC main office in Nahunta if the situation permits. Otherwise a temporary "War Room" will be appointed at an alternated location deemed safe at that time. Both Engineering and Operation supervisors will combine resources as directed in the DRP Organization Chart to achieve a safe and efficient work plan.

Response Level Review-

1) Localized Damage – No outside help needed.

Outage calls can be handled by existing office personnel. The regular office staff, duty dispatcher, or on-call supervisor routes appropriate crew to system disturbance.

Localized outages would include service drops, one or two taps, or main feeder. The response to localized outages/damage would be handled entirely by cooperative employees.

2) Dispersed Damage – Requires help of neighboring cooperative and/or contract crews.

Dispersed damage outages are cooperative wide in nature. Several delivery points may be affected. A number of main feeder lines and tap lines are affected. Several customers are without power and restoration time is projected to be prolonged.

In general, the workload for restoration exceeds the twelve hour capability of a cooperative's workforce.

3) Widespread Damage – Requires help from contract crews and other utilities on a regional basis.

Widespread outages are extensive by nature and involve several cooperatives. Due to the extent of damage the restoration effort will be more formal and centralized in organization. A number of coordinators will be required due to the geographic coverage of this type of event.

Priority Substations, Circuits, and Customers-

We need a list of Priority customers and circuits.-ET

We need the assessment teams to be familiar with possible open points and alternate or loop feed capabilities of circuits.

DRP Organization Chart- During an event of magnitude employees will be assigned duties that may fall outside of their normal job description. For this reason we have designed an Organizational Chart for this DRP. A copy is attached to this document and will be updated as needed to insure accuracy.

Safety Briefings for OREMC employees will be given if possible during the days leading to the event. If this is not possible due the sudden nature of the disaster, OREMC employees will use standard safety procedures used during routine maintenance.

If the nature of the event calls for a level 2 or Level 3 Response Level, and other Utilities are called upon to help OREMC restore power, a "Safety Briefing" will be held with each member or crew before they start work on our system.

Attachments:

DRP Organization Chart-Travis

Safety Briefing for Outside Utilities- David S

Circuit Diagrams-IPads

Pre-assigned Crews/Bird Dogs-Travis

Restoration Assignments

- 1) **Organizational Structure** – The organizational structure for restoration will be different from the cooperatives normal structure. Functional roles will be filled by personnel because of their particular skill and/or knowledge.
- 2) Careful planning should be given to the functional organizational chart so that personnel are effectively and efficiently utilized. Actual names should be assigned to each function at the 72 hour meeting.

- 3) **Restoration Priorities** – A complete listing of customers, taps, feeders and substations is to be made indicating the sequence that service will be restored.

Medical, police, fire, and home-bound medically challenged individuals should receive the highest priority.

A spreadsheet or some type of matrix should be developed so critical loads can quickly be identified. - Ernie

- 4) **Task Analysis** – Each functional area on the organizational structure will have an associated “job description”. A brief statement outlining what is expected of the position will help mitigate confusion early in the restoration effort.
- 5) **Work Schedules** – Employees should be informed as soon as possible when, where, and what time to report. They should be told to expect to work straight through the next 24 hours. Personal and family concerns should be address initially and given high priority. Reporting times and working hours will be adjusted as the restoration effort matures.
- 6) **Contract Work Force** – Enlisting additional work crews should be coordinated through the statewide organization. This is particularly true when human resources are in short supply.

Contract Crews and Outside Labor will go through a brief Safety Introduction.

In addition, any contract crews presently working for the cooperative can be pressed into service.

Whatever source of outside help is obtained, preformatted contracts should be in place outlining rates for labor, transportation, and equipment.

Rate schedules should be formatted such they can be updated at least annually. If possible, the contract should detail equipment, vehicles, crew makeup, supervision, and other expense items as appropriate.

Some level of general supervision must be supplied to each contract crews. This must be planned and implemented as needed. Two-way radio communication or cellular phones will be needed to insure a safe, effective work group. The Co-op will provide an employee to guide contractors to and from jobsites. (Assigned Birddog)

- 7) **Progress Reports** – At or near the end of each workday, all area/crew/team supervisors should meet with the General Foreman at each or the local offices. Restored lines, services, substations will be reported to the system amp. It is very important that daily briefings be held so that efforts are focused and synchronized. (General Foreman)
These meetings provide an opportunity for public relations personnel to be updated. (Royce, Dewayne)

Support Functions

- 1) **Food Services** – One person in the organizational structure should coordinate serving meals, providing ice, water and personal support as needed. Whenever possible meals should be provided from a nearby restaurant. A listing of restaurants, owner's phone number, seating capacity and other details should be compiled on each location throughout the service area. **Dewayne and Royce**

Lodging and school cafeterias are good locations to feed a large number of people.

- 2) **Lodging** – One person in the organizational structure should coordinate room reservations. A current listing of available motels, lodges, gymnasiums and other sleeping arrangements should be maintained by the appropriate employee. A listing of phone numbers, contact person(s), capacity, and other details should be compiled for locations throughout the service area. **Dewayne and Royce**

NOTE: The Red Cross is often a helpful contact.

- 3) **Vehicle and Equipment** – The supervisor of Fleet Maintenance should oversee the service each vehicle and piece of equipment as soon as possible before the restoration effort begins. **(Marion, Kenny, William, Jeffrey)**

Names of part suppliers, fuel suppliers and their emergency phone numbers should be maintained at all times. **(Jeffrey, William)**

Fueling sites for automobiles, trucks, and aircraft should be identified and located throughout the service area. Each location should be visited to determine if auxiliary equipment such as portable generators, pumps, etc. will be available if needed. If not, plans should be made to provide this equipment as needed. A complete specification sheet should be prepared on each site. **(Jeffrey)**

- 4) **Materials and Supplies** – The Warehousing/Purchasing Supervisor should maintain a listing of vendors and their emergency contact numbers. **(Michael, Jeffery, Rob)**

A preliminary survey of pole, cross-arm, conductor, and vendors of long delivery items should be made at least 48 hours before the disturbing event. Inventory levels of storm materials will be double checked and any supplies needed, will be requisitioned by the W/H to the Purchasing Supervisor at the 48 hours before Storm. **(Rob, Jeffrey, Michael)**

It may be appropriate to set aside certain materials and designate them "Emergency Use Only".

Employees familiar with the service area should be designated to deliver materials and supplies as needed. (Meter Readers, Transformer Shop, & Non-Linemen)

Procedures for issuing and accounting for materials should be developed for emergency situations. (Joyce-job numbers)

Inventory levels of hard hats, flashlights, batteries, chain saws, rain gear, and other personal gear and hand tools should be determined 72 hours in advance of the disturbing event. (Rob, Jeffery, Michael)

- 5) **Accounting/Cash Disbursement** – Someone familiar with the cooperative’s accounting requirements should be assigned to issue cash advances and the supporting documents as needed. In addition, this same accounting group will provide the necessary guidelines for documenting FEMA reimbursement support data. (Joyce)
- 6) **Customer Support** – A group of employees familiar with answering trouble calls and preparing service orders should be identified and trained according to the requirements of the cooperative. This function may be handled by automated answering up to certain levels. However, exceptions and call-back may need to be handled by a cooperative employee. (Gary and CSR Group)
- 7) **Priority Account Relations**- Some Customers labeled as Priority Accounts will need special handling during mass outages. Schools, Medical Centers, Law Enforcement, Pumping Stations, Water Facilities, Industrial Parks etc... The following will be responsible for determining which accounts are a Priority and will be the point of contact for these accounts. This is for distribution of information and status updates only. This does not necessarily mean we OREMC will be able to restore power to those account any quicker than a regular customer. (Gary-Royce)
- 8) **Technical Support** – Two-way radio, telephone, cellular, and other voice and data communications facilities are essential to restoration effort. Someone should be assigned to coordinate the operational support of these facilities. (Tony-Jonathan)

Maps, drawings, structure design, pole-top assemblies, engineering data related to the electric system and other technical and engineering support are vital to the restoration effort. Someone from the cooperative’s engineering section should coordinate the technical needs relating to the electrical system restoration. (Howard)

Planning Check list

1) 72 Hour Meeting –

2) 48 Hour Meeting –

- a. Report on particular areas of responsibility.
- b. Weather update.
- c. Discuss whether or not to put contractors on standby.
- d. Assessment strategy discussed.
- e. Assessment teams assignments, employees, maps, vehicles, etc.
- f. Damage reporting forms discussed condition of right-of-way, condition of pole structure, conductor damage, transformer (size) (type), condition of service drops. (See Exhibit A)
- g. Damage Report, communication from field.
- h. Safety.
- i. Assessment strategy.
- j. Assessment Teams assigned.
- k. Geographic areas assigned.
- l. Damage Assessment Forms, system map, highway.

3) 24 Hour Meeting –

- a. Workstation assignments should be made and everyone informed of reporting times, vehicle assignments, and crew compositions.
- b. Contract crews, reporting times, location, and composition, lodging.
- c. Preliminary decision on the expected duration of customer outages.

d. Prepare for worst

e. Safety

Phase IV (Post-Disaster Plan)

The Post-Disaster Plan

- What needs to be change