

Electric Safety Division Incident Response

Causes for Incidents and ESD Responses

- High wind and storms
- Off Right-of-Way (OROW) Trees
- Trees and branches in the Right-of-Way (ROW)
- Vehicle accidents
- Animals contacting lines and equipment
- Unexpected or unexplained failures
- BCS and Constituent Referral complaints

Electrical Distribution Company (EDC) Storm Hardening

- Inspection
- Maintenance
- System Improvements
- Response Drills
- Additional Crews and Materials Provisions

Emergency Response to Vehicle Accidents (with lines down)

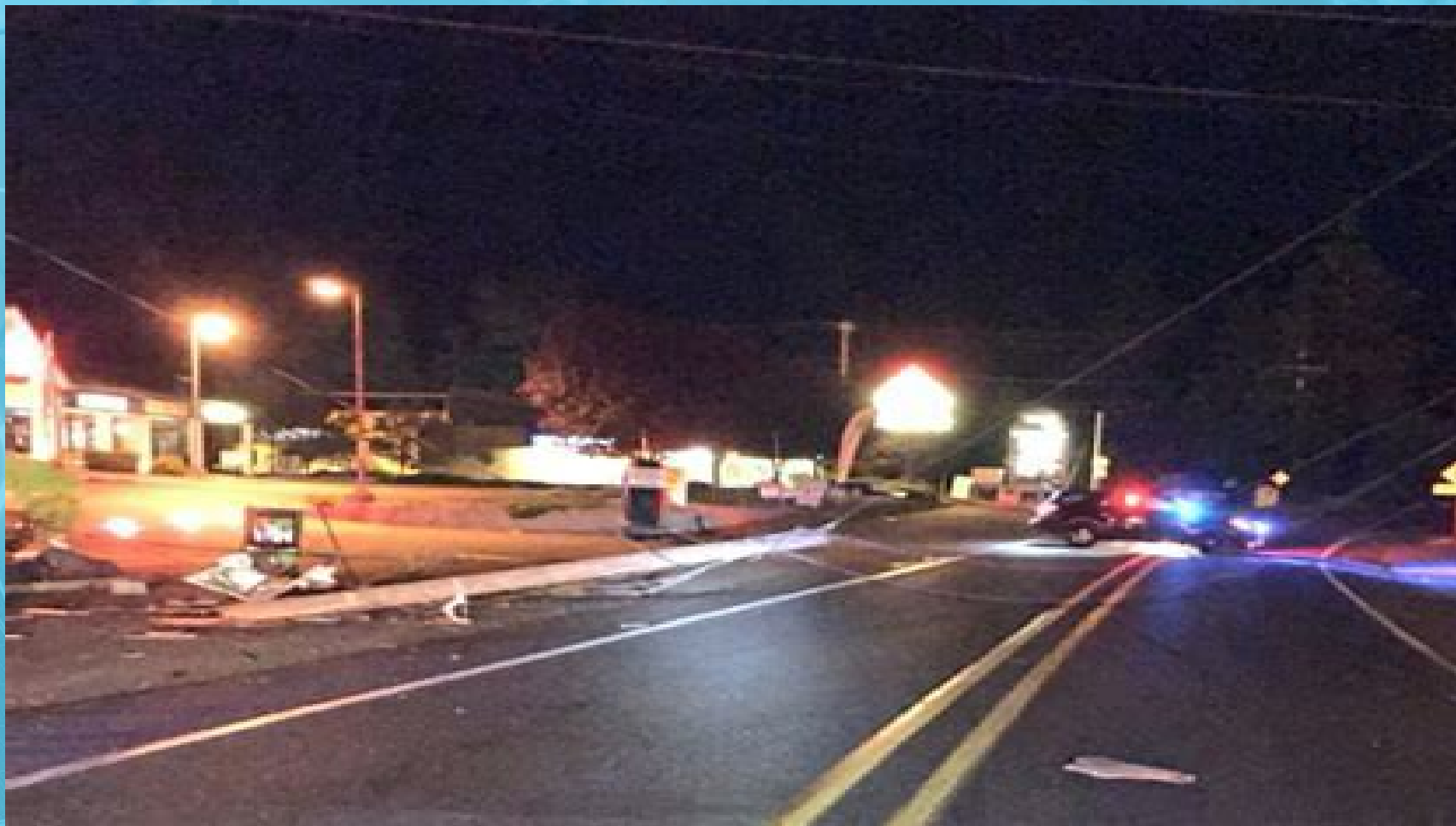


Communication with 911 dispatchers is important.

Getting accurate, third-party information is critical.



Making the Incident Scene Safe for First Responders



Who responds to customer complaints?

Who does the follow-up?



What happens between the Help Desk and the customers?



What should happen between the Help Desk and the customers?



Communication from the utility is important.

Understanding the issue or complaint is essential

Directing the proper resources for the response is vital

Updating the customer with pertinent information is helpful

Getting verification of completed work gives closure

Good communication with customers builds trust

Trust between the utility and customer is good business

