

Special Electric Reliability Forum on Hurricane Sandy

Pennsylvania Public Utility
Commission

January 10, 2013



Background

- The three worst-hit companies, Met Ed/FirstEnergy, PPL and PECO, proactively met to discuss lessons learned, best practices and opportunities for improvement.
- The list that was generated is a working document and draft.
- The industry will continue its best practices collaboration to develop a comprehensive list of areas of opportunity.

Storm Preparation

1. Proactive Outreach

- Conduct pre-storm communications with stakeholders (Governor, Public Utility Commission, PEMA, elected & municipal officials, other emergency management agencies)
- Consider proactive communication for residential customers by using blast telephone & radio messaging to raise customer awareness

Storm Prep (cont.)

2. Outreach to Critical Facilities

- Have critical facilities test backup generators

3. Wire Sitting Staffing

- Consider identifying, training and working with third parties to expand resource capabilities of responders protecting the public from downed wire

Staging

4. Share Best Practices Around Pre-Set Staging Areas
 - Preferred accommodations are hotels for line personnel; however, EDCs will need to ensure alternate facilities are accessible in the event hotels are not available

Hazard and Damage Restoration

5. Communication to Help Municipal and Elected Officials
 - Develop communication to help municipal and elected officials better understand restoration process

Communications

6. Initiate a Team to Share Best Practices Around ETR Process and Education
 - Update scripts for outbound messaging to be more customer-focused
 - Explain nested outages through a graphic display on EDCs' websites
 - Use of Public Workshops (not meetings) during customer post storm communications

Communications (cont.)

7. Conduct External Briefing Calls
8. Emergency Management Agencies (EMA)
 - Develop joint communications when sending team to an EMA. A separate discussion will be held to develop the process

Communications (cont.)

9. FE/PPL/PECO to Conduct Follow Up Discussions with Bucks Co. Elected and Municipal Officials, as well as newly appointed Emergency Operations Manager
10. Share Best Practices Around Use of Social Media and Website

Communications (cont.)

11. Work with Townships, Municipalities, and PennDOT on Improving Road Closure Process
12. FE/PPL/PECO to Develop Joint Engineering Reviews/Operational Solutions to Service Territories that are adjacent to each other