



An Exelon Company

Special Electric Reliability Forum on Hurricane Irene

**Pennsylvania Public Utility
Commission
October 12, 2011**

Storm Preparations

- ✓ Initiated Pre-Event Planning and Preparations Three Days Prior to Storm (August 24)
 - Pre-Event Conference Calls to Discuss Preparations and Planning
 - Emergency Operations Center (EOC) Opened Two Days Prior to Storm (August 25)
 - Around the Clock Staffing Strategy Organized
- ✓ Secured More than 1,500 Additional Personnel for Assistance with Restoration and Tree Trimming
 - Contractors - 587
 - Mid-Atlantic Mutual Assistance - 53
 - ComEd - 161
 - Vegetation Management Crews - 766
- ✓ Conducted Interviews and Briefings with Media to Discuss Storm Preparations, Planning and Customer Outage Expectations
- ✓ Conducted Outreach with Elected Officials and Local Governments
 - State Regulatory and Elected Officials
 - County 911 Centers Outreach and Staffing
 - Municipal and County Governments

Outages and Restoration

- ✓ Specific Issues Impacting Restoration
 - Flooding
 - High winds resulting in down trees
 - Road closures
 - Tornado warnings that required crews to stand down
- ✓ Physical Damage to Distribution System
 - Cross Arms – 1,509 units
 - Fuses – 11,001
 - Insulators – 5,019 units
 - Poles – 316
 - Transformers – 278 units
 - Wire and Cable – 90 miles
- ✓ Responded to more than 3,300 police, fire and wire jobs and cleared more than 100 roads during the storm



Outages and Restoration

✓ Customer Outages by County

Bucks	Chester	Delaware	Montgomery	Philadelphia	York	Total
131,037	134,036	109,392	67,899	57,158	11,580	511,102

✓ Restoration Strategy

- Restore service to any affected substations
- Perform switching to re-route power to customers when possible
- Restore power to critical care customers
- Restore customers with attention given to circuits based on number of affected customers
- Restore power to smaller neighborhoods and individual services

✓ Customer Restoration Timeline

	Number and Percentage of Customers Restored	
Restored within 24 hours of outage	416,152	81%
Restored within 36 hours of outage	463,372	91%
Restored within 48 hours of outage	493,279	97%
Restored within 72 hours of outage	505,414	99%

Communication and Outreach

- ✓ Customers
 - Direct communication through PECO's automated phone system
 - Web-based information through PECO's Storm Central and for customers with online accounts
 - Proactive calls to customers who experienced the most extended outages
 - Monitored outages for critical care customers
- ✓ Media
 - Conducted more than 500 media interviews to provide information related to storm preparation, outage, and restoration
- ✓ Elected and Regulatory Officials
 - Personal calls and outreach regarding storm impact
 - Continued email updates regarding outages and restoration
- ✓ Local Officials and Emergency Responders
 - Personal calls and outreach to affected municipalities regarding storm impact
 - Continued email updates and text messages regarding outage updates
- ✓ Employees
 - Regular updates to all employees from the emergency response organization regarding outages, restoration and employee safety.

Lessons Learned

✓ Successes

- Utilization of Established Hurricane Plan
- Advanced Planning
- Staging of Crews
- Communications to Employees

✓ Opportunities for Improvement

- Road Closures
- Customer Communications Regarding Restorations
- Truck Permitting for Foreign Crews