

EAP Emergency and Storm Response Working Group

2026 PA PUC Safety Conference

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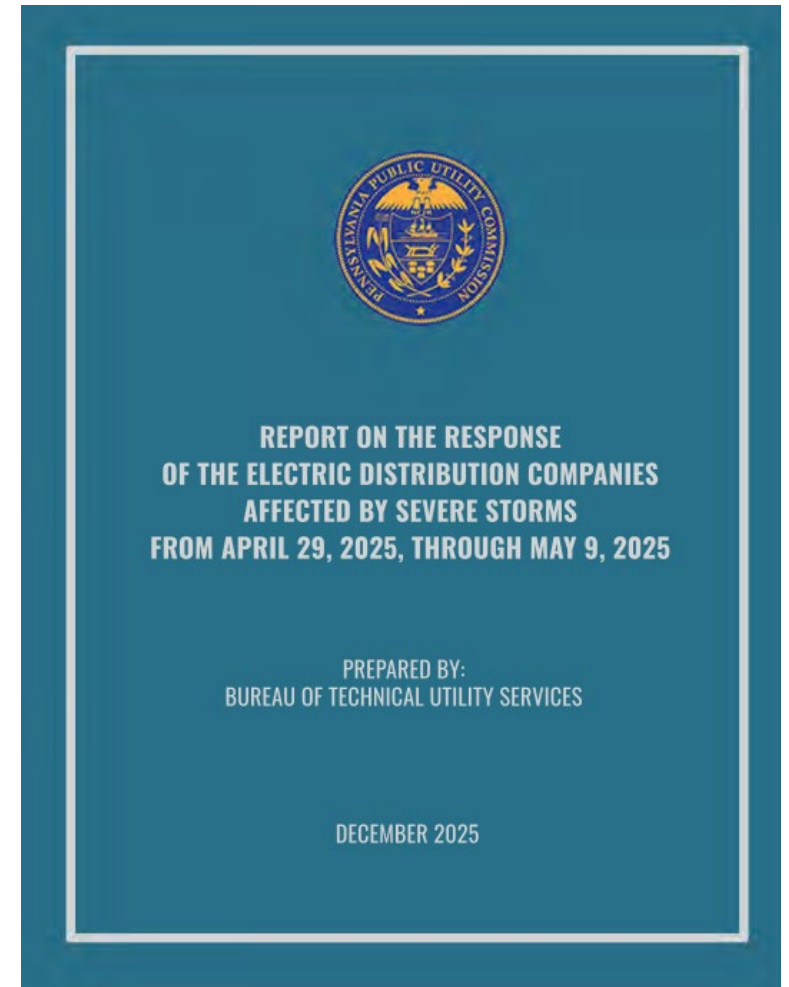
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Background

- On January 5, 2026, the PUC issued a report of findings and recommendations based on storms impacting Western Pennsylvania in April and May 2025.
- The report included several recommendations for all Pa EDCs.



PUC Report Recommendations

EDCs should continue cooperation, communication, liaising with county 911 centers and EMAs

Re-establish the ESRWG and focus on improvements to storm response

EDCs should consult with EDCs from storm-prone states and review best practices for storm response and restoration.

EDCs should consult with experts on climate and weather in order to improve storm outage prediction models and planning capital investments to address storm hardening and resiliency.

EDCs should consider storm hardening and climate adaptation as programs to be address through vegetation management and capital investments.

Emergency and Storm Response Working Group

Mission:

The Emergency & Storm Response Working Group (“ESRWG”) will provide a forum for EAP members to coordinate after action reviews following major service outages, to develop and share improvement opportunities and best practices related to safe, and prompt service restoration. The Working Group also provides a vehicle for sharing coordinated information to the Pennsylvania Public Utility Commission.

Initial series of meetings held January through April 2026, with intent to regroup in fall and winter to debrief on Summer 2026 storm season.

This work is ongoing in pursuit of continuous improvement.

Highlights



There is no one-size-fits-all “best practice” as every area and every company is different.



However, there are lessons to be learned and shared. A best practice from one company can be tailored to meet the needs of another.



There is value in benchmarking practices with one another.



EDCs with affiliates in other states have valuable insight to share from those jurisdictions.

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Road closure processes and procedures

- EDCs discussed the variations in how road closures are determined and communicated.
- This is an area where there doesn't appear to be consistency across EDCs.
- The EDCs committed to **continuing sharing information to determine opportunities for improvement.**

ETR processes, procedures, programs, and technologies

- EDCs discussed how each company determines ETRs (estimated time of restoration) and communicates those with customers, recognizing ETRs are a focal point for customers and others during storms.
- This is an area **highly influenced by technological capabilities**, where EDCs can learn from one another.

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Weather and outage prediction modelling programs and platforms

EDCs compared different vendors and resources used.

Mutual aid crew management and best practices

- All EDCs have avenues to procure mutual aid. Timeframes for soliciting aid vary, especially depending on weather forecast accuracy.
- Some companies are considering technology solutions.

Storm response plan review and best practice sharing

Companies compared their adoption and implementation of Incident Command System (ICS), including training, roles, and rotations.

Consultation with Experts on Climate and Weather

- Dr. Jon Nese, Penn State Meteorology and Atmospheric Science Program
- Shared information and answered member questions about weather patterns and weather modeling, to inform storm outage prediction models and capital investments focused on storm hardening and resiliency.
- Noted that Pennsylvania has become more vulnerable to storms over time. For example, housing developments on former farm fields.

Storm and Emergency Communications with Stakeholders

The EDCs benchmarked their communications practices before and during a storm or other emergency.

The expectations of the PUC, elected officials, and other government entities has changed over recent years.

Best practices include advanced notice when possible.

EDCs distinguish between a “normal” storm and more significant storms or other types of incidents.

Factors include level of disruption; number of outages; injuries or death; media attention; and/or interest from elected officials.

PUC Reporting

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- Reportable Outages
 - Major Events
 - Reliability Indices

Reportable Outages

- All electric, gas, water, steam and telephone utilities shall notify the Commission when 2,500 or 5.0%, whichever is less, of their total customers have an unscheduled service interruption in a single event for 6 or more projected consecutive hours. Notification to Commission within one hour of initial assessment.
- Storm Report within 10 business days – 52 Pa. Code § 67.1
 - 1) The approximate number of customers interrupted during the event.
 - 2) The approximate number of trouble cases for each county affected during the event.
 - 3) The approximate number of outage cases for each county affected during the event.
 - 4) The number of outage cases exceeding 6 or more hours in duration.
 - 5) A listing of each outage case exceeding 6 or more hours in duration, including the following:
 - i. Approximate geographic location (county, city, municipality or township).
 - ii. Total number of customers affected.
 - iii. Duration of the outage.
 - iv. Initial date and time of the outage.
 - v. Restoration time and date.
 - 6) The reason for the interruption.
 - 7) The projected time for service restoration of the event.
 - 8) A listing of the number of utility workers assigned specifically to the repair work by general function, that is linemen, troublemen, tree crew, etc.,
 - 9) A listing of the number of contract workers assigned specifically to the repair work by company and by general function.
 - 10) A listing of the number of workers received as mutual aid by company and by general function, that is linemen, troublemen, tree crew, and the like.
 - 11) The date and time of the first information of a service interruption.
 - 12) The date and time that repair crews were assembled.
 - 13) The actual time that service was restored to the last affected customer.
 - 14) A general description of the physical damage sustained by the utility facilities. The description must include facilities replaced due to damage and a listing of the number of poles, transformers, spans of wire, pipes or valves replaced.
 - 15) For weather-related events, the utility's weather reports, outlooks or scenarios for the day before and the day of the interruption event.
 - 16) For all interruption events that caused outages to more than 10% of customers in the utility's service territory, the historical ranking of the event in terms of the number and duration of outages and examples of two comparable events, including the number and duration of outages for those comparable events.

Major Event

Either of the following:

- An interruption of electric service resulting from conditions beyond the control of the EDC which affects at least 10% of the customers in the EDC's service territory, for a duration of 5 minutes each or greater.
- An unscheduled interruption of electric service resulting from an action taken by an EDC to maintain the adequacy and security of the electrical system, including emergency load control, emergency switching and energy conservation procedures, as described in § 57.52

If approved, can be excluded from data used to calculate reliability indices.

Reliability Indices

- **SAIDI** – System Average Interruption Duration Index
 - The average duration of sustained customer interruptions per customer occurring during the analysis period.
- **SAIFI** – System Average Interruption Frequency Index
 - The average frequency of sustained interruptions per customer occurring during the analysis period.
- **CAIDI** – Customer Average Interruption Duration Index
 - The average time required to restore service to the average customer per sustained interruption.
- **MAIFI** – Momentary Average Interruption Frequency Index
 - The average frequency of momentary interruptions per customer occurring during the analysis period.

Contact Information

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