

NYSEG and RG&E Emergency Response Power Restoration Practices, Priorities and Interactions

NYSEMA 2015 Winter Conference
Trish Nilsen
Emergency Preparedness



Agenda

About Iberdrola USA, NYSEG and RG&E

Emergency Preparedness – Blue Sky

How We Restore Service – ICS at IUSA

Interaction Opportunities

Municipal Coordination – Road Clearing and Make Safe

Municipal Coordination – Wires Down and Restoration

Your Questions

Emergency Response: Safety Focus

- Event response work can be dangerous. Everyone must maintain safety awareness, practice safe behaviors and to look out for each other
 - ***Nothing is more important than safety during all event response activities***
 - ***The safety of employees, contractors and customers, as well as the general public, is always our first concern***

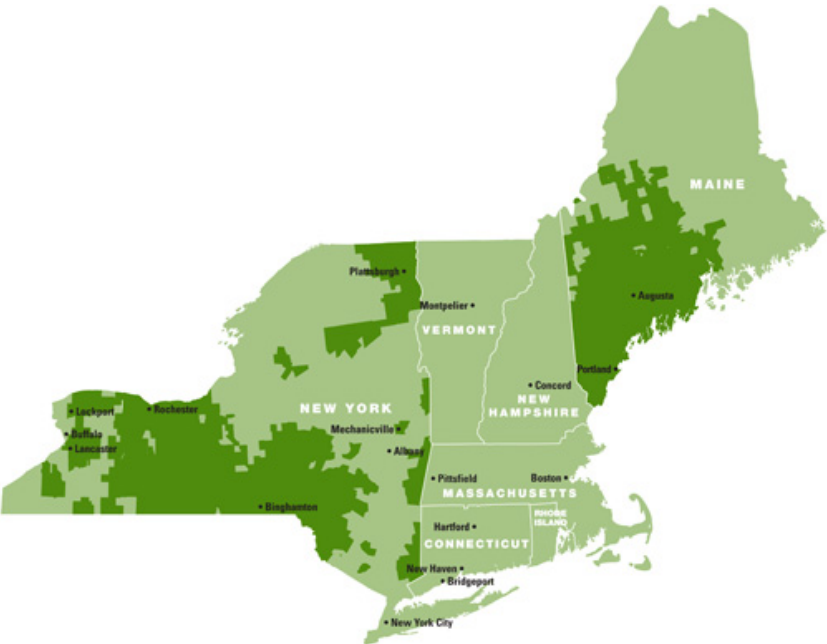


- While restoration is important; avoiding accidents, injuries and deaths is our highest priority – no one should do anything they are not qualified to do!

About Us: Iberdrola USA Networks

Facts and Figures

Service Area	34,000 square miles
Population Served	5 million
Electricity Service	62 counties, 962 cities, towns, villages and townships
Electricity Customers	1,857,000
Miles of Transmission Lines	8,275
Miles of Distribution Lines	66,709
Substations	905
Electricity Delivered (2012)	31,570 gigawatt-hours
Natural Gas Service	41 counties, 337 cities, towns and villages
Natural Gas Customers	570,000
Natural Gas Delivered	111 million dekatherms

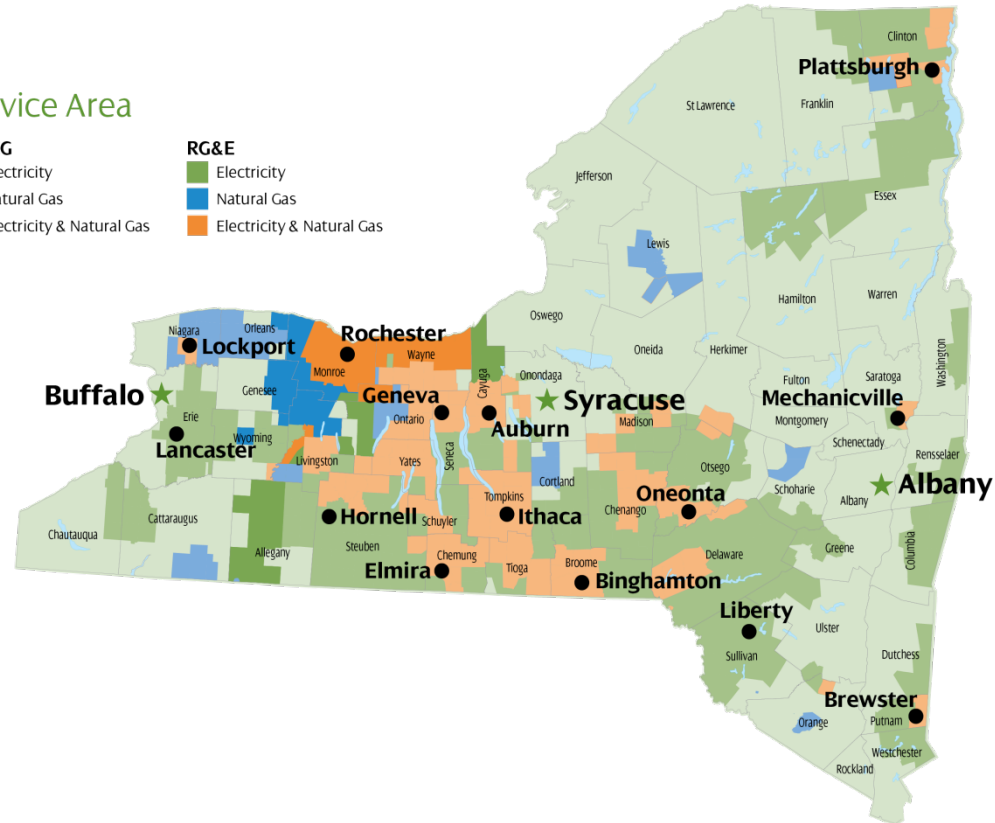


About Us: NYSEG and RG&E

Facts and Figures

Service Area	22,700 square miles
Population Served	2.5 million (NYSEG) 1 million (RG&E)
Electricity Service	42 counties (NYSEG) 9 counties (RG&E)
Communities	NYSEG: 151 cities/villages, 379 towns RG&E: 28 cities/villages, 58 towns
Transmission Lines (miles)	4,558 (NYSEG) 1,017 (RG&E)
Distribution Lines (miles)	34,267 (NYSEG) 8,622 (RG&E)
Substations	435 (NYSEG) 150 (RG&E)
Generating Stations	7 at 68.7 megawatts (NYSEG) 5 at 187.5 megawatts (RG&E)
Electricity Delivered	15,409 gigawatt-hours (NYSEG) 7,231 gigawatt-hours (RG&E)
Natural Gas Pipeline (miles)	15 (NYSEG transmission) 106 (RG&E transmission) 2,464 (NYSEG distribution) 2,837 (RG&E distribution)
Natural Gas Delivered	50,963,000 dekatherms (NYSEG) 45,022,000 dekatherms (RG&E)

Service Area



Emergency Preparedness at Iberdrola USA

We are frequently tested by severe weather and other unforeseen events that can threaten and damage our electrical system. We have a **proven record of response** to damage to ensure public safety and to restore power safely and quickly



We have a ***fundamental responsibility*** to the public to keep service operating and restore service promptly when damage occurs

Emergency Preparedness: Blue Sky Activities

Our emergency response methodology is based on years of experience in actual events, along with practice opportunities using drills and training

It's also based on industry best practice

We've recorded our approach to emergency response and detailed our emergency response structure in three key documents:

1 Iberdrola USA Incident Command System (ICS)

- Our ICS follows the National Incident Management System (NIMS)

2 NYSEG and RG&E Emergency Plan

- Provides an overview of our electric emergency response strategies
- Filed annually with the NY Public Service Commission and provided to you
- Supplemented on the local level by division plans

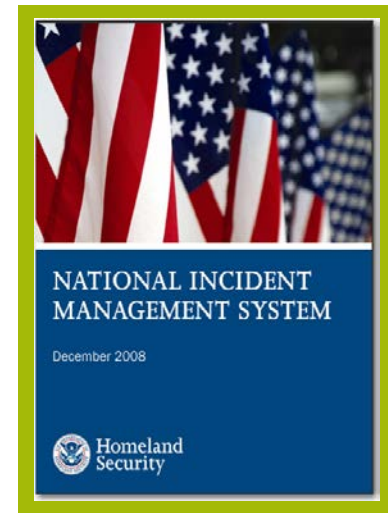
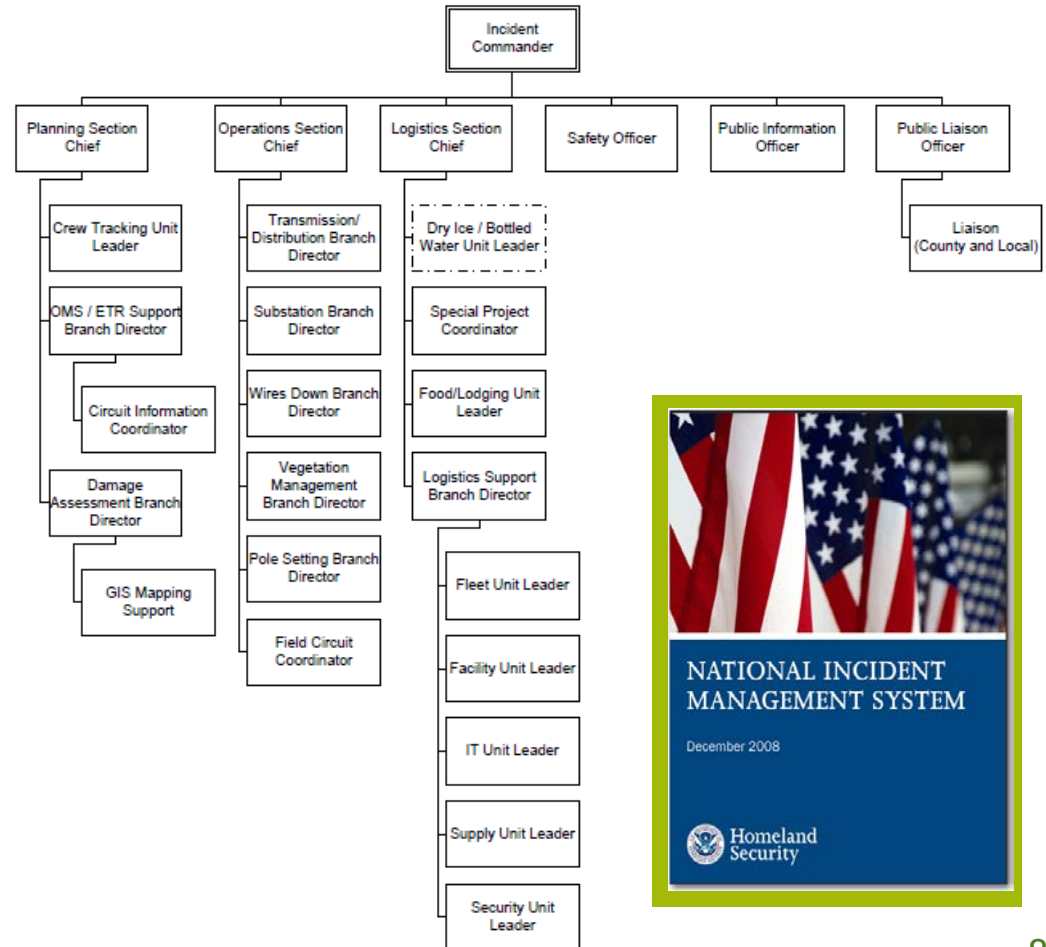
3 Iberdrola USA Incident Position Guide (IPG)

- The IPG documents all of our emergency response roles

Iberdrola USA Incident Command System (ICS)

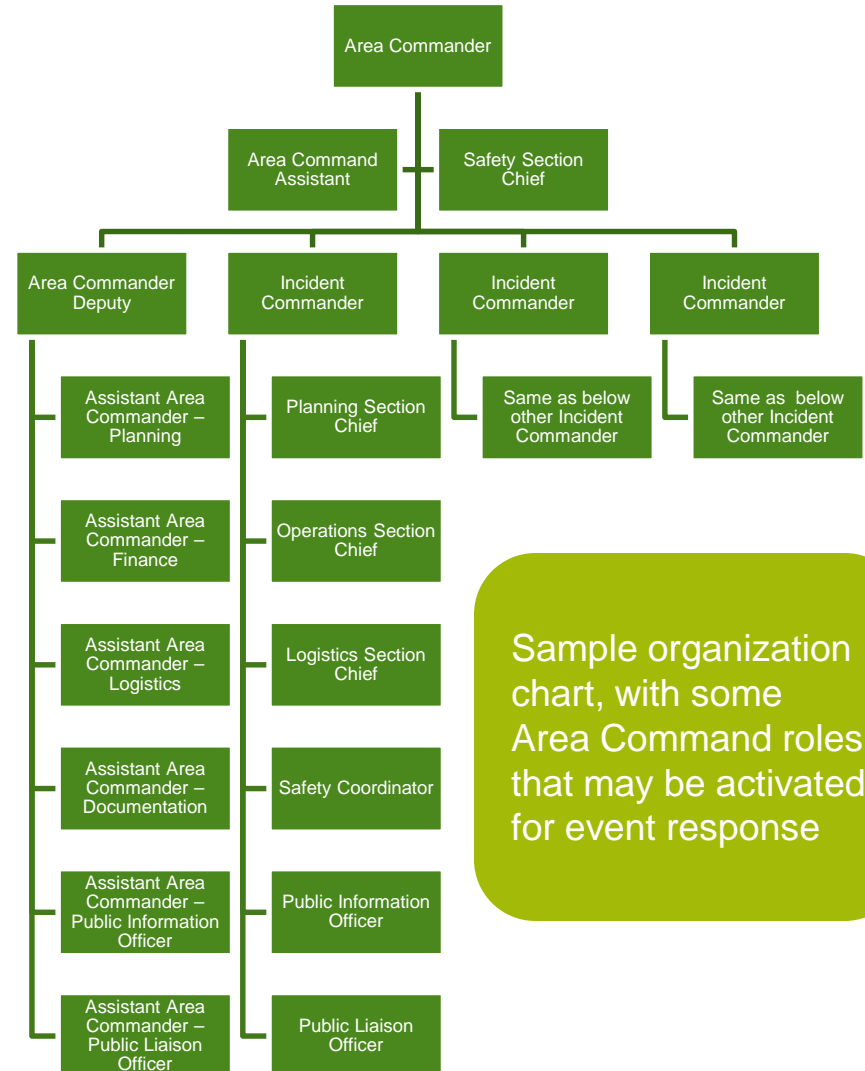
Scalable and transferrable approach to incident management

- Intended to be flexible; to expand or contract as the situation warrants
- Modeled after the National Incident Management System (NIMS) Incident Command System



ICS at IUSA: Area Command

- Expands from Incident Command to Area Command depending upon event span and complexity
- Focuses on overall event management and support (corporate), keeping restoration focus local



Sample organization chart, with some Area Command roles that may be activated for event response

What Does Our Emergency Plan Do?

- Enables effective **response** to restore service without incident or delay
- Provides **clear structure** for accountability and communications
- Enables effective **cooperation** with local and regional officials
- Ensures efficient **resource management**



NYSEG and RG&E Electric Emergency Plan

Key Components

Readiness

Event
Preparation

Restoration

Communications

Evaluation

Electric Utility Emergency Plan

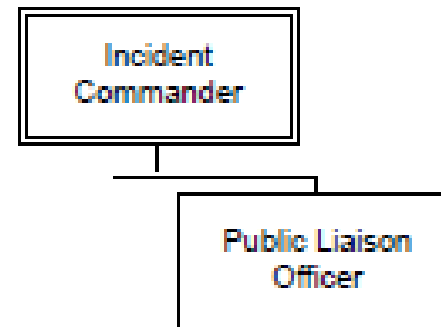
Key Components – Readiness



Interaction Opportunities – Before An Event

Blue Sky

- NYSEG and RG&E Managers of Regional Operations (Incident Commanders) and Regional Outreach Managers (Public Liaison Officers) meetings
- Critical facilities lists, county and local liaison involvement
- Municipal coordination
- Strike team discussions



Electric Utility Emergency Plan

Key Components – Event Prep



Interaction Opportunities – Before an Event

Event Preparation

- Municipal outreach by PLO (phone and email)
- Municipal conference calls
- Situational awareness – internal and external (weather, road closures, etc.)
- Mobilization – staging resources

Westchester County - Situation Summary - 2/2/15 - 06:30

Weather: Wintry mix in progress in southern Westchester. Snow falling in northern Westchester. By late morning expect a transition to all freezing rain in southern Westchester, and a sleet/snow mix in northern Westchester. Before precipitation ends early this evening there will be another transition back to snow. Ice total of about .1" to .25", with up to .5" in some areas. Total snowfall estimated at 6"-10" countywide by this evening. Winter Storm Warning in effect until 6pm tonight. http://www.nhc.noaa.gov/obs/em2_winter.php

Outages:

Con Edison: 0
http://apps.coned.com/stormcenter_external/

NYSEG: 0
<http://www.nyseg.com/Outages/outageinformation.html>

Transportation:

Alport: Open, most flights cancelled. Passengers should check with their carrier.
<http://airport.usps.nyestater.com/aircraftflightstatus>

Road Closures: No major closures. Parkways are snow covered and slick, but passable. Tappan-Zee Bridge has a 45mph speed restriction.
<http://511ny.org/511at.aspx>

MNRR: On or close to schedule, customers may experience delays. Haverstraw-Cosling Ferry service suspended.
<http://www.mnrr.info/mv/>

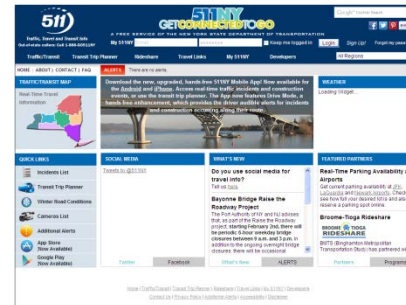
Bee-Line Bus/ParaTransit: Bee-Line buses and ParaTransit vehicles are experiencing 30 minute delays.
<http://transportation.westchestergov.com/Bee-Line>

The following bus routes are operating on standard snow detours:

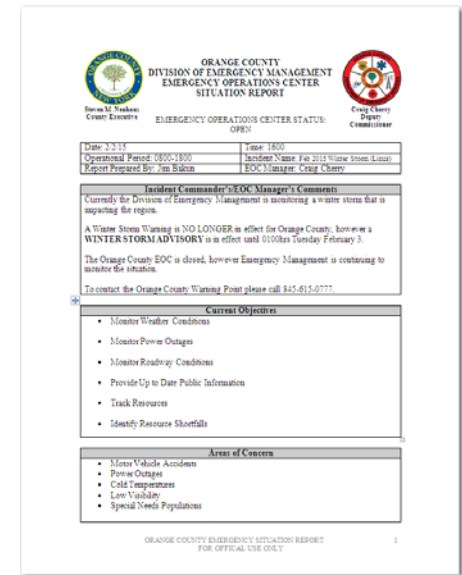
- Route 8-No service to Nadine Hill in Yonkers. Bus will travel on Nepperhan Ave. between Elm St. and Walnut St.
- Route 16-No service to Strawberry Rd. and Lexington Ave. Bus will operate on Rt. 6 instead.
- Route 30-No service to Stone Ave. and Fortfield Ave. in Yonkers. Bus will continue on Lockwood Ave. and Mile Square Rd. instead.

School Status:

Most districts are canceled for today, however some schools and child care providers are on a delayed opening.



The screenshot shows the 511 website interface. At the top, it says "GET DOWN TO BUSINESS" and "511". Below that, there's a "WEATHER ALERT" section with a map of New York State and a "ROAD CONDITIONS" section with a photo of a bridge. There are also sections for "SOCIAL MEDIA", "WHAT'S NEW", and "FEATURED CONTENT".



The screenshot shows an "ORANGE COUNTY DIVISION OF EMERGENCY MANAGEMENT EMERGENCY OPERATIONS CENTER SITUATION REPORT". It includes a header with logos for Orange County and the Emergency Operations Center. Below that, there's a table with fields for "Date", "Time", "Operational Period", "Incident Name", "Report Prepared By", and "EOC Manager". The main body of the report contains "Incident Commander's/EOC Manager's Comments", "Current Objectives", and "Areas of Concern".



The screenshot shows the "NY-Alert" website. It features the New York State logo and the text "New York State State Agencies". Below that, there's a large "NY-ALERT" logo with the name "Andrew M. Cuomo Governor" underneath.



The screenshot shows the "NATIONAL WEATHER SERVICE" website. It features the National Weather Service logo and the text "NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION". Below that, there's a navigation menu with links for "HOME", "FORECAST", "PAST WEATHER", "WEATHER SAFETY", "INFORMATION CENTER", "NEWS", "SEARCH", and "ABOUT".

Electric Utility Emergency Plan

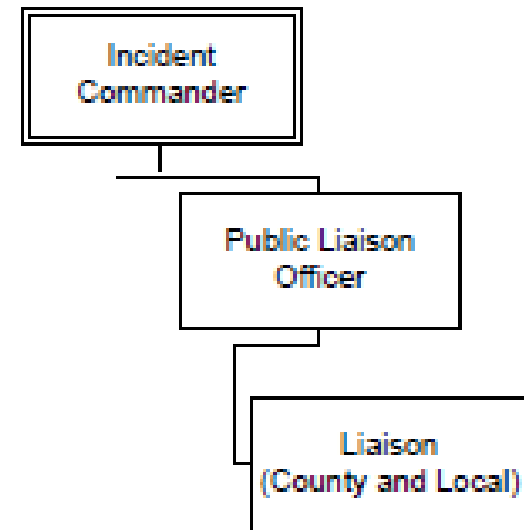
Key Components – Restoration



Interaction Opportunities – During An Event

Emergency Response and Restoration

- Public Liaison Officer contacts
 - Conference calls are conducted with elected and emergency management officials and Department of Public Service Staff
 - Contact information for NYSEG and RG&E liaisons to municipalities is provided to public officials
 - Contact will be sustained throughout the event
- Municipal coordination
 - We look to you to lead the local municipalities
- County Liaison Officer embedment
 - If requested, we will place a representative
- Strike teams for road clearance
 - Line and tree crews working with plow/debris crews



EOP 23 – Wires Down Management

Customarily ECC dispatches wires down to qualified resources; when Incident Command is activated, it becomes the focus of our Wires Down Branch Director

- Monitor all police, fire and government-reported incidents and manage response times
- Dispatch trained employees to investigate; and/or wire guards for safety
 - Line crews will make safe and not repair during the assessment phase
- Severity 1 events are immediately communicated to the WDBD by field personnel
 - Priority 1: Wire is burning, arcing/sparking, or immediate hazard
 - Priority 2: Relief of agencies standing-by
 - Priority 3: Notification of wire down from emergency organization
 - Affecting traffic flow on a public highway
 - Blocking/near a pedestrian walk/driveway
 - Primary or secondary conductor
 - Priority 4: Report of electric wire down from other sources
 - Priority 5: Report of wire down (type of wire not indicated), or where it appears the wire could be not electric conductor



Restoration of Power – Hierarchy

There is a prioritized order to our restoration work:

1. Generally, we work on our **transmission system and substations first** because they are the backbone of our electricity delivery system
We then focus on the **distribution lines** that directly serve our customers
2. Another guiding principle is **prioritizing the repairs** so that we restore service to the **largest numbers of customers** first
3. And we also do our best to take into account the needs of **critical facilities**, such as emergency management centers, and our customers who depend on **life support equipment**

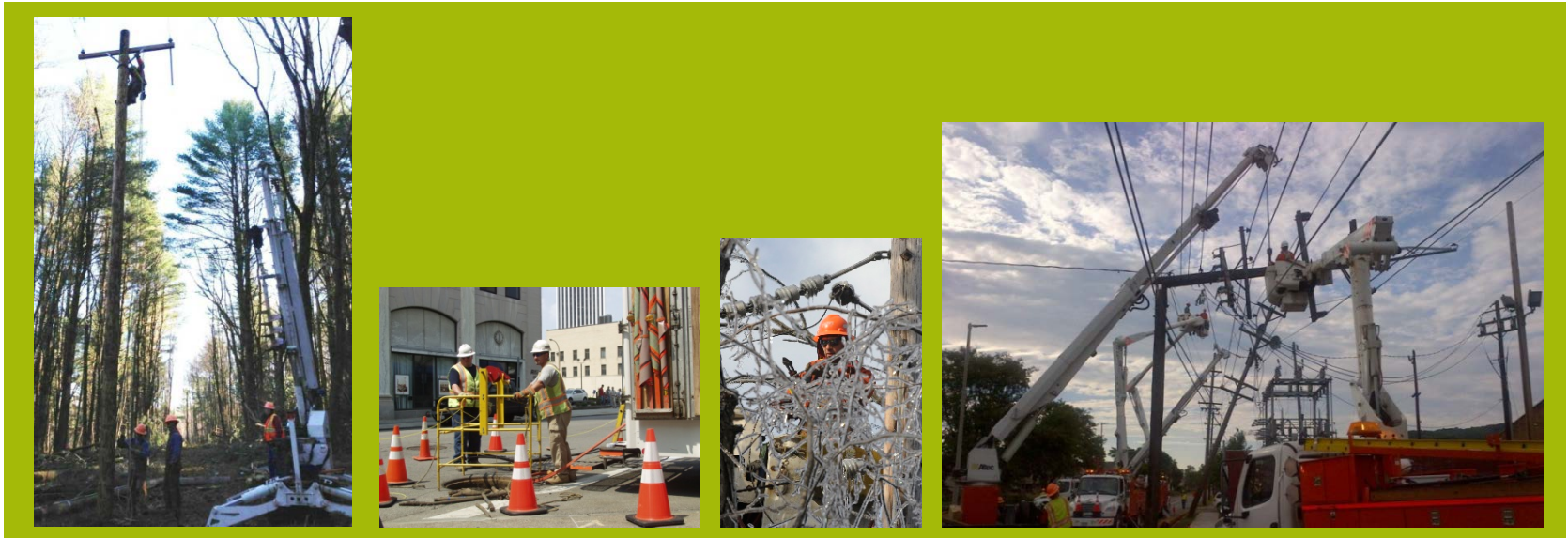


Just because you don't "see a line truck" in your neighborhood doesn't mean that we aren't working to restore service. Sometimes the problem may be out of the customers' line of sight.

Restoration of Power – A Complex Process

Service restoration is a complicated and methodical process

- Rebuilding a severely damaged electricity delivery system is difficult, time-consuming and labor intensive.
- Did you know that it takes a **crew of three to four people an average of four hours to replace one utility pole?** That's not including time to access the location and to assemble and move necessary materials to the site.



Questions?