

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

CASE 13-E-0140 – Proceeding on Motion of the Commission to Consider Utility  
Emergency Performance Metrics.

NOTICE SOLICITING COMMENTS

(Issued August 19, 2013)

At the April 18, 2013 Commission session, the Commission instituted a proceeding to consider the development of a Scorecard to serve as a tool for the quantitative assessment of New York State electric utility performance in restoring power to customers after a significant outage, or other outages as the Commission may deem appropriate. The Scorecard will also guide utilities as to our expectations in certain aspects of their restoration efforts. On April 24, 2013, a Notice Soliciting Comments was issued to obtain input on a proposed draft Scorecard. Two parties submitted comments, the City of New York (City) and the Joint Utilities, consisting of Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation (Joint Utilities). In an effort to better understand the concerns of the commenters and obtain additional insight into ongoing emergency response efforts, Staff held several meetings with the Joint Utilities and the City.

The Scorecard is designed to serve as a guidance tool with which to assess each utility's restoration after significant outages and to hold the utilities accountable to certain performance levels. We also see the Scorecard as a guidance tool for utilities to understand the criteria we will use in assessing their outage performance in developing their emergency plans. Based on the comments received, additional discussions and further consideration of this issue, the Scorecard issued for comment on April 24, 2013 is being refined and consolidated to better align the measures set forth in the Scorecard with existing statutory and administrative requirements. For example, a major concern of the

Joint Utilities was that the criteria being used in many of the measures were unclear. The Scorecard now contains an “Emergency Response Performance Measurement Guide” as a reference and provides clarification to the measures, definitions of start times, and specifies the areas that will be reviewed to assess utility performance.

The revised documents are being issued to obtain further comments from interested parties in view of the revisions made to the April 2013 Scorecard and the new material included in the “Emergency Response Performance Measurement Guide.” In the interim, if a major outage occurs, the utilities will be required to provide Staff with the data in accordance with the Scorecard as noticed herein. These data will enable Staff to gain actual working knowledge on the appropriateness of the measures included in the Scorecard issued for comment in August.

The attached proposed Scorecard and “Emergency Response Performance Guide” are hereby issued for public comment. Interested parties may submit comments on the draft Scorecard and provide any additional information pertinent to implementing the Scorecard electronically by e-filing through the Department’s Document Matter and Management System (DMM)<sup>1</sup> or to the Secretary at [Secretary@dps.ny.gov](mailto:Secretary@dps.ny.gov). Those unable to submit electronically may mail or deliver their comments to the Hon. Kathleen H. Burgess, Secretary, Three Empire State Plaza, Albany, New York 12223-1350.

Comments are requested no later than September 19, 2013. All comments submitted to the Secretary will be posted on the Commission’s Web site and become part of the official case record.

KATHLEEN H. BURGESS  
Secretary

Attachments

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<sup>1</sup> How to Register with DMM: <http://www.dps.ny.gov/e-file/registration.html>.

## DRAFT EMERGENCY RESPONSE PERFORMANCE MEASURES

### PREPARATION (10% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
1. Event Anticipation	Complete steps to provide timely and accurate emergency event preparation following an alert from NWS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.	1.1 Employees/Contractors planning	10
		1.2 Press Releases issued / text messages / emails sent	15
		1.3 Municipal Conference Calls held and highly effective	15
		----- Municipal Conference Calls held and effective	10
		1.4 LSE customers alerted	10
		1.5 Critical Customers notified	10
		1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan	10
		1.7 Participation in all pre-event NYMAG calls	10
		1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours	20

TOTAL            100

## OPERATIONAL RESPONSE (60% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
2. Down Wires	Response to downed wires reported by Municipal Emergency Official.	< 18 hours (3-5 day restoration) < 36 hours (> 5 day restoration)	60
3. Preliminary Damage Assessment	Completion of preliminary damage assessment	< 24 hours from start of restoration	30
4. Crewing	80% of the forecast crewing committed to the utility	< 48 hours from the start of restoration	30
5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc)	Publication of Global ETR in accordance with guidelines	Exceeds expectation: < 24 hrs (3-5 day restoration) < 36 hrs (> 5 day restoration)	60
		Meets expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	30
	Publication of Regional/County ETRs in accordance with guidelines	Exceeds expectation: < 24 hrs (regions with 3-5 day restoration) < 36 hrs (regions with > 5 day restoration)	60
		Meets expectation: < 36 hrs (regions with 3-5 day restoration) < 48 hrs (regions with > 5 day restoration)	30
	Publication of Local/ Municipal ETRs in accordance with guidelines	Exceeds expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	60
		Meets expectation: < 48 hrs (3-5 day restoration) < 72 hrs (> 5 day restoration)	30

### OPERATIONAL RESPONSE (continued)

Area of Interest	Definition of Measure	Measurement Criteria	Points
6. ETR Accuracy	Global ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 24 hours	40
	Regional ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours (3-5 day restoration) Accurate within +/- 24 hours (> 5 day restoration)	40
	Local ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours	40
7. Municipality Coordination	Coordination w/ Municipalities regarding road clearing, down wires, critical customers, etc.	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
8. County EOC Coordination	Coordination with County EOCs	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
9. Utility Coordination	Electric Utility Coordination with other Utilities (Electric, gas, communications, water)	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
10. Safety	Measure of any employee or contractor injured doing hazard work during storm/ outage and restoration.	Zero injuries	100
11. Mutual Assistance	Crew requests made through all sources of mutual assistance	Crew requests made within: 36 hrs (3-5 day restoration) 48 hrs (> 5 day restoration)	20
12. Restoration Times	Time it takes utility to restore power to 90% of customers affected	TBD	---

**TOTAL            600**

## COMMUNICATION (30% of Total)

Area of Interest	Definition of Measure	Method of Measurement Criteria	Points
13. Call Answer Rates	Customer calls answered by properly staffing call centers	90%+ calls answered within 90 sec.	30
		80% to <90% calls answered within 90 sec.	20
14. Municipal Calls	Municipal call must be properly managed and provide, at minimum, baseline information (outages, ETRs, contact information, etc.), road clearing activities, and allow for Q&A.	Municipal calls held and highly effective	30
		Municipal calls held and effective	20
		Successful implementation of an operator assisted calling system	10
15. Web Availability	Company's web site must be available around the clock, and must be updated at least hourly, until restoration is complete.	Websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.	40
16. LSE Customers	LSE customer contact	80% affected LSE customers contacted within 12 hours	15
		LSE customers that were unable to be contacted had at least two attempts made within 12 hours	15
		100% affected LSE customers contacted or referred to an emergency services agency within 24 hours	20

### COMMUNICATION (continued)

17. PSC Reporting	Provide storm event information to PSC in accordance with Electric Outage Reporting System (EORS) guideline requirements	All reporting on time, including at a minimum information required by existing EORS guidelines	40
18. Customer Communications	Press releases / text messaging / email / social media	Issue daily messages through the stated communications vehicles for each day of the utility restoration which must include baseline information (outages, ETRs, contact information, etc.)	60
19. Outgoing message on telephone line	Recorded message providing callers with outage information is updated within two hours of communication releases.	Message must coincide with communication releases	20
20. PSC Complaints	Number of storm/outage related PSC complaints received	≤ 20 per 100,000 customers affected	20
		≤ 40 per 100,000 customers affected	10

TOTAL      300

## Emergency Response Performance Measurement Guide

The residents and businesses of New York have become increasingly dependent on electricity in recent decades. When outages occur, customers want to know that the electric utility is working to restore their service and customers are best served if they receive an accurate and timely estimate of when they will have service restored. Staff developed a scorecard that will measure each utility's ability to restore power to customers after an outage.

This scorecard will be applied to any event during which the outage duration, as defined below, lasts more than three days. The Commission may require the scorecard to be applied to assess company performance for other events in which the Commission determines to be necessary.

The scorecard has been divided into three categories:

- |                         |            |
|-------------------------|------------|
| 1. Preparation          | 100 points |
| 2. Operational Response | 600 points |
| 3. Communication        | 300 points |

Maximum Available Points 1000

Each utility will be required to provide data with which the scorecard can be completed on a per event basis within 30 days of the completion of customer restoration. Department of Public Service (DPS) staff (Staff) will use the information provided by the utility in its review and determine a score for each event for each utility. Electric companies will continue to be required to file a Part 105 report within 60 days as set forth in the Rules and Regulations of the State of New York (NYCRR).

### COMMON DEFINITIONS:

**Start of Event** – The time when more than 5,000 customers are interrupted within a division for more than 30 minutes or more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or start of utility restoration.

**Customer Restoration** – For the purposes of the scorecard, customer restoration will be considered complete when for each customer service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

**Outage Duration** – The time period between the start of the event and customer restoration for all customers affected by the storm.

**Start of Utility Restoration** – The start of utility restoration will be considered the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be



different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Estimated Time of Restoration – The time within which the utility estimates restoration will be completed. The Department’s ETR protocols are shown below.

Life Support Equipment Customers (LSE customer) – A customer who had documented their need for essential electricity for medical needs (i.e., a customer or a resident of the customer's premises who suffers from a medical condition requiring utility service to operate a life-sustaining device with certification by a medical doctor or qualified official of a local board of health). Every utility shall maintain a special file on such residential customers and an appropriate identification on the meters of such customers.

Critical Customer – A customer that provides critical care and/or services that are needed in times of emergency, including hospitals, police, and fire departments.

Baseline Information – The following list of information to be included in communications: safety tips associated with downed wires, geographic areas impacted, number of customers out of service, number of crews activated, how to report an outage and check for outage status, estimated times of restoration per operational guidelines, and means available to contact the company (phone, web, e-mail, social media, text messaging, etc.).

Electric Outage Reporting System (EORS) – EORS is a mapping and reporting system that allows DPS Staff to receive, process, analyze, and report outage data quickly and in a uniform format. EORS is used to process data automatically submitted by utility companies and generate a range of maps illustrating the geographical extent of impact and customer outages outage by municipality, county, and company boundaries. The system can also estimate the affected population for each outage level.

## **PREPARATION**

The preparation measures are intended to score utility performance with respect to activities and communications performed prior to forecasted storms and in response to alerts from the National Weather Service or a utility's private weather service. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 100 points for those measures will be evenly distributed among the remaining measures.

### **EMPLOYEE CONTRACTOR PLANNING**

Measure: Appropriate planning for Employees/Contractors

Criterion: Evaluation of compliance will include the review of steps taken to comply with emergency plans and communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements.

### **PRESS RELEASES/TEXT MESSAGING/EMAIL/SOCIAL MEDIA**

Measure: Pre-storm communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.).

### **MUNICIPAL CONFERENCE CALL**

Measure: Pre-storm call held and determined to be highly effective or effective

Criterion: Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether the call allowed for sufficient Q&A and how the Company responded to questions posed.

### LSE CUSTOMERS ALERTED

Measure: All LSE customers alerted

Criterion: Utilities must make contact with all customers who the utility knows are LSE customers prior to the expected onset of an outage event. The alerts are to be made by phone and by text messages/emails for those customers who have provided contact information.

### CRITICAL CUSTOMERS NOTIFIED

Measure: All critical customers notified

Criterion: Utilities must make contact with all critical customers prior to the onset of an outage event. The alerts are to be made by phone and by text messages/emails for those critical customers who have provided contact information.

### TRAINING

Measure: Compliance with training program as specified in approved emergency plans.

Criterion: All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum.

### MUTUAL ASSISTANCE CALLS

Measure: Participate in all pre-event NYMAG calls

Criterion: Utilities are required to have at least one employee participate in all pre-event NYMAG calls.

### MATERIALS/STOCKPILES

Measure: Insufficient material levels restocked within 24 hours of assessment.

Criterion: Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation.

## **OPERATIONAL RESPONSE**

The operational response measures are intended to score utility performance with respect to its response and ability to effectively mobilize personnel. Accurate and timely Estimated Time of Restoration (ETRs) continues to be an area in which the utilities need to improve. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle; e.g., ETRs in press releases should reflect the area where press release is distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held.

### **DOWN WIRES**

Measure: Response to downed wires that are reported by municipal emergency officials in less than 18 hours for events with 3 to 5 days customer restoration or less or in less than 36 hours for events with customer restoration over 5 days.

Criterion: For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel). Response time will be measured from when the call is taken by the utility until time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

### **DAMAGE ASSESSMENT**

Measure: Completion of preliminary damage assessment completed within 24 hours

Criterion: For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs.

### **CREWING**

Measure: 80% of the forecast crewing committed to the utility within 48 hours from the start of restoration.

Criterion: For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. Utilities

will not be penalized for acquiring additional resources to assist the restoration as they are released by other utilities.

#### PUBLICATION OF ESTIMATED TIMES OF RESTORATION

Measure: Publication of ETRs in accordance with guidelines.

Criterion: Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

#### ACCURACY OF ESTIMATED TIMES OF RESTORATION

Measure: Accuracy of ETRs published in accordance with guidelines.

Criterion: Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county and point will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points).

#### MUNICIPAL COORDINATION

Measure: Coordinate with municipalities regarding road clearing, down wires, critical customers, etc. in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.<sup>2</sup>

#### COUNTY EOC COORDINATION

Measure: Coordinate with County EOCs regarding road clearing, down wires, critical customers, etc. in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.<sup>1</sup>

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<sup>2</sup> Integration of concerns may or may not result in the utility needing reprioritize repairs.

## UTILITY COORDINATION

Measure: Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.<sup>1</sup>

## SAFETY

Measure: Avoidance of any employee or contactor injury occurring during hazard storm/outage and restoration work.

Criterion: For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities.

## MUTUAL ASSISTANCE

Measure: Request made through all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days.

Criterion: Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements.

## RESTORATION TIMES

Measure: Time it takes utility to restore power to 90% of customers affected

Criterion: Measurement criteria is still being determined

## COMMUNICATIONS

The communications measures are intended to score utility performance with respect to its ability to receive and disseminate information related to the impact of the storm/outage and restoration activities. The need for communicating with customers, general public, news media and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.). During an extended power outage, it is important that timely and accurate information be provided as widely as possible. Periodic reports, whether through press releases, e-mails, text messages or on social media websites should be accurate and timely, and avoid misleading the public with optimistic or unrealistic statements.

### CALL ANSWER RATES

Measure: Percent of customer calls answered within 90 seconds.

Criterion: By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. Additional points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event through customer restoration. Performance points will be issued on a pro-rated basis.

### MUNICIPAL CALLS

Measure: Municipal calls are held daily and determined to be highly effective or effective.

Criterion: Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at the utilities discretion but must be held within the first 36 hours from the start of the utility restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

### WEB AVAILABILITY

Measure: Websites are accessible and contain appropriate storm related information

Criterion: During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. The websites should include the baseline restoration information, all press releases issued

during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.

### LSE CUSTOMERS

Measure: Percent of affected LSE customers contacted within 12 hours, if at least two attempts were made within 12 hours for those unable to be contacted, and whether all of the affected LSE customers were contacted or referred to an emergency service agency within 24 hours.

Criterion: Utilities will be evaluated on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether 100% of the affected LSE customers contacted or referred to an emergency service agency was done within 24 hours. Utilities must make at least one additional attempt, within the same 12 hour period, to contact any LSE customer who was not contacted on the first attempt. Partial scoring will be awarded for the initial attempt, provided all customers had received at least one phone call. Within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility, or (b) referred to an emergency services agency (e.g., police or fire department) for emergency assistance. Utilities must maintain records of LSE customer contacts, including any customers who the utility was unable to reach.

### PSC REPORTING

Measure: Reports to the PSC are complete and submitted on time.

Criterion: Evaluation will consist of a review and the content of reports provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff.<sup>3</sup> Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

### Customer Communications

Measure: Daily communications through Press Releases, Text Messaging, E-Mail, and Social Media

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<sup>3</sup> The utilities are reminded that additional reporting may be requested based on the severity of the event.



Criterion: Companies are required to issue daily messages through the stated communications vehicles for each day of the utility restoration. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook and Twitter during the restoration. Contents of the communications should include all baseline restoration information whenever possible and the character limitations of some communication vehicles will be taken into account when reviewed for content.

### OUTGOING MESSAGE

Measure: Outgoing messages on telephone line must be updated within two hours following communication releases

Criterion: Evaluation for compliance will be determined based on whether messages were updated within two hours following communication release and the new message coincides with information contained in the releases.

### PSC COMPLAINTS

Measure: Number of storm/outage related PSC complaints received per 100,000 customers affected.

Criterion: Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

## ESTIMATED TIME OF RESTORATION PROTOCOL

The following protocol states the Department of Public Service (DPS or the Department) expectations of when information will be available and/or provided in response to storms or storm-like electric emergencies when more than 5,000 customers are interrupted for more than 30 minutes within a division or more than 20,000 customers are interrupted companywide for more than 30 minutes. The tables shown below have been established to clarify the necessary actions to be taken by the involved utilities within the outage period for the specific event. Utility procedures and practices that require actions prior to those identified should continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites in a timely manner (at least every six hours). The utilities shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public officials in affected areas. Additionally, utilities shall issue at least one press release daily for all events with an expected restoration period longer than 48 hours. ETRs provided should be applicable to at least 90% of the affected customers in the reported level (global, local, etc.).

The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Initial notification to the Department should follow the guidelines contained in Appendix B of Case 04-M-0159 (EIRS/telephone). Any additional information which is available at this point in time should be included in this notification even though notification may be required prior to the start of restoration. For widespread events, company-wide outage statistics should also be provided as part of the initial notification.

Reporting is required at 7:00 AM, 11:00 AM, 3:00 PM, and 7:00 PM unless otherwise specified. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities. Report submissions may qualify as a notification to DPS Staff (provided they contain the required information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS staff in addition to the reports submitted early in an event to satisfy the guidelines.

## EVENT EXPECTED TO LAST 48 HOURS OR LESS<sup>4</sup>

<b>Within the first 6 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS).</li><li>• Provide available information to the public via customer representatives, IVR systems, and web sites.</li><li>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will <u>not</u> affect the time requirements below.</li></ul>
<b>Within the first 12 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Provide DPS Staff with a global ETR and any available regional ETRs.</li><li>• Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).</li></ul>
<b>Within the first 18 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.</li></ul>
<b>Within the first 24 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Consider issuing a press release in time for the upcoming news cycle based on conditions.</li></ul>
<b>Reporting requirements during the event</b>
<ul style="list-style-type: none"><li>• Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff.</li><li>• Notify DPS Staff when all storm related interruptions have been restored.</li></ul>

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<sup>4</sup> Note: Although the scorecard refers to events where outages last more than three days, utilities are required to comply with the ETR protocols for events lasting less than 48 hours.

## EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

<b>Within the first 6 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period.</li><li>• Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.</li><li>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will <u>not</u> affect the time requirements below.</li></ul>
<b>Within the first 12 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).</li></ul>
<b>Within the first 18 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours.</li></ul>
<b>Within the first 24 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.</li><li>• Issue a press release(s) in time for upcoming news cycles with the information described in previous bullet.</li></ul>

## EVENT EXPECTED TO LAST GREATER THAN 48 HOURS (continued)

<b>Within the first 36 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• For storms with expected restoration periods five days or less, provide DPS Staff a global ETR.</li><li>• Establish regional/county ETRs for areas expected to be restored in five days, even if the restoration period for the total company is expected to be more than five days.</li><li>• Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.</li><li>• Completion of the first scheduled municipal conference call.</li><li>• Make ETR information available to the public via customer representatives, IVR systems, and web sites.</li></ul>
<b>Within the first 48 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.</li><li>• Provide DPS Staff with a global ETR. (as stated above, when outages are expected to less than five days, this is required within 36 hours).</li><li>• Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.</li><li>• Make ETR information available to the public via customer representatives, IVR systems, and web sites.</li></ul>
<b>Beyond the first 48 hours of the restoration period</b>
<ul style="list-style-type: none"><li>• For storms with expected restoration periods more than five days, provide estimated restoration times for each locality affected and make the information available via customer representatives, IVR systems, and web sites.</li></ul>
<b>Reporting requirements during the event</b>
<ul style="list-style-type: none"><li>• Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM), which shall continue until otherwise directed by Staff.</li><li>• Notify DPS Staff when all storm related interruptions have been restored.</li></ul>