

**Pennsylvania Public Utility Commission
Special Electric Reliability Forum**

Hurricane Irene
Response Before, During and After the Storm

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Met-Ed Planning and Preparations in Advance of Hurricane Irene

Aug. 22-23	<ul style="list-style-type: none">■ Began monitoring internal and external weather reports; impact to Met-Ed was uncertain
Aug. 24	<ul style="list-style-type: none">■ Continued monitoring storm reports; forecasts indicated storm tracking “off shore of New Jersey” with minimal impact expected in Met-Ed service area, greater impact in New Jersey■ Began internal Met-Ed pre-planning efforts by scheduling storm call with storm leads
Aug. 25	<ul style="list-style-type: none">■ Continued pre-planning efforts by conducting restoration process calls with storm leads; inventoried material in line shops and placed orders; confirmed 5 staging areas across Met-Ed; confirmed Met-Ed storm trailer ready; confirmed working location of out-of-town crews

Met-Ed Planning and Preparations in Advance of Hurricane Irene (Continued)

Aug. 26	<ul style="list-style-type: none">■ Storm forecasts indicated Met-Ed would be impacted, with greater impact to Met-Ed's east Customer Operations Centers (COCs)■ Numerous corporate and regional meetings and conference calls held to confirm storm pre-staging and staffing plans■ Booked over 300 hotel rooms in Easton/Stroudsburg and Reading area■ Implemented crew staging area in Easton
Aug. 27	<ul style="list-style-type: none">■ Storm forecasts continued to indicate Met-Ed would be impacted, with greater impact to Met-Ed's east COCs■ More than 100 workers mobilized and deployed from other FirstEnergy companies■ Implemented crew staging area in Reading■ Implemented staggered work schedule to ensure 24/7 coverage■ Storm began to impact Met-Ed at 10:00 p.m.

Met-Ed Planning and Preparations in Advance of Hurricane Irene (Continued)

**Aug.
28**

- Storm continued in Met-Ed, with significant impact in all COCs, higher than forecasted winds in west COCs, and longer duration of sustained winds
- Regional conference calls held to confirm storm planning and preparations were implemented
- Continued to secure resources from other FirstEnergy operating companies
- Mobilized York crew staging area



Hurricane Irene ... By the Numbers

Among worst storms in Met-Ed's history as measured by customers affected and number and duration of outages

- **Hurricane Irene wind and rain reached Met-Ed service area evening of Saturday, August 27**
 - By midnight, sustained winds in excess of 40 mph and heavy rains hit entire service area
 - On Sunday, August 28, wind gusts in excess of 50 mph and torrential rains continued for 10-15 hours
 - Rainfall totaled 8 inches in Easton and Stroudsburg areas



Hurricane Irene ... By the Numbers (Continued)

- Storm disrupted service to 224,735 customers, or 41% of customer base
- 129,210 Met-Ed customers without service for 12 hours or less and 9,393 were without service for 48 hours or less
- 2,258 outage orders produced more than 22,000 work orders
- 6,889 trouble locations
- 25 transmission events
 - 13 transmission lock-outs



Hurricane Irene ... By the Numbers (Continued)

- **Significant damage to Met-Ed system required the replacement of:**

- **18** miles of wire (in addition to the miles of fallen wire that was reattached to poles)
- **143** poles
- **211** cross arms
- **130** transformers

- **And, the mobilization of nearly 1,800 utility workers:**

- Met-Ed **669**
- Other FirstEnergy operating companies **611**
- External mutual assistance utilities **123**
- Line and forestry contractors **381**



Outreach to Mutual Assistance Crews

- **Requested up to 200 linemen from Mutual Assistance Member Assoc. (MAMA) and Southeastern Electric Exchange (SEE)**
 - On the evening of Aug. 27 at storm's start, no external (non-FirstEnergy) mutual assistance crews were available within 2-3 days travel time
 - 5,000 workers committed to other utilities on the East Coast through MAMA and SEE
 - Began securing crews from the Pennsylvania Rural Electric Assoc. (PREA) on Aug. 31
- **123 mutual assistance workers from other utilities helped with our restoration efforts**
- **In addition, assistance provided by 41 line and 340 forestry contractors**

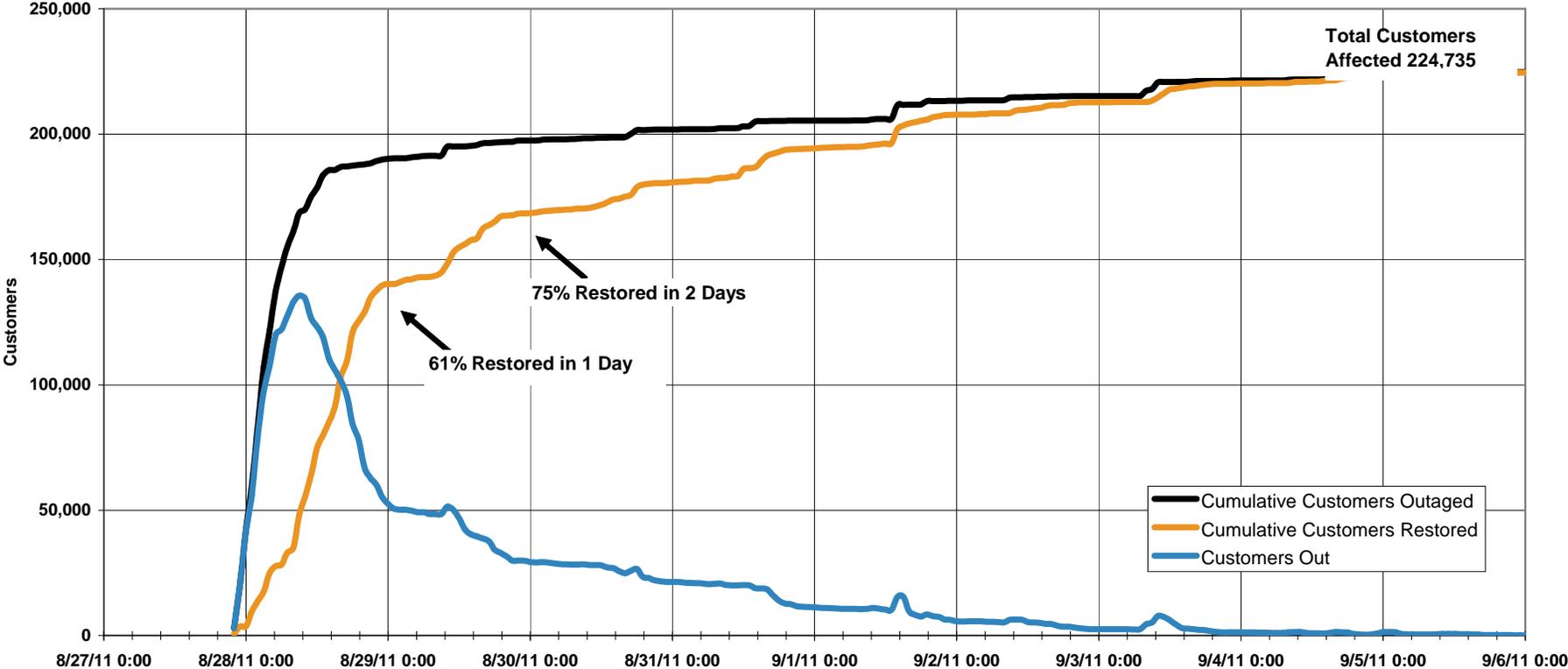
Impediments to Restoration Efforts

- **Workers contended with downed trees, washed out roads and considerable debris**
 - Some areas inaccessible due to road closings, significant damage and flooding
 - Areas in Northeast required line inspections by aerial patrols
- **Massive damage to parts of numerous circuits required them to be quarantined**



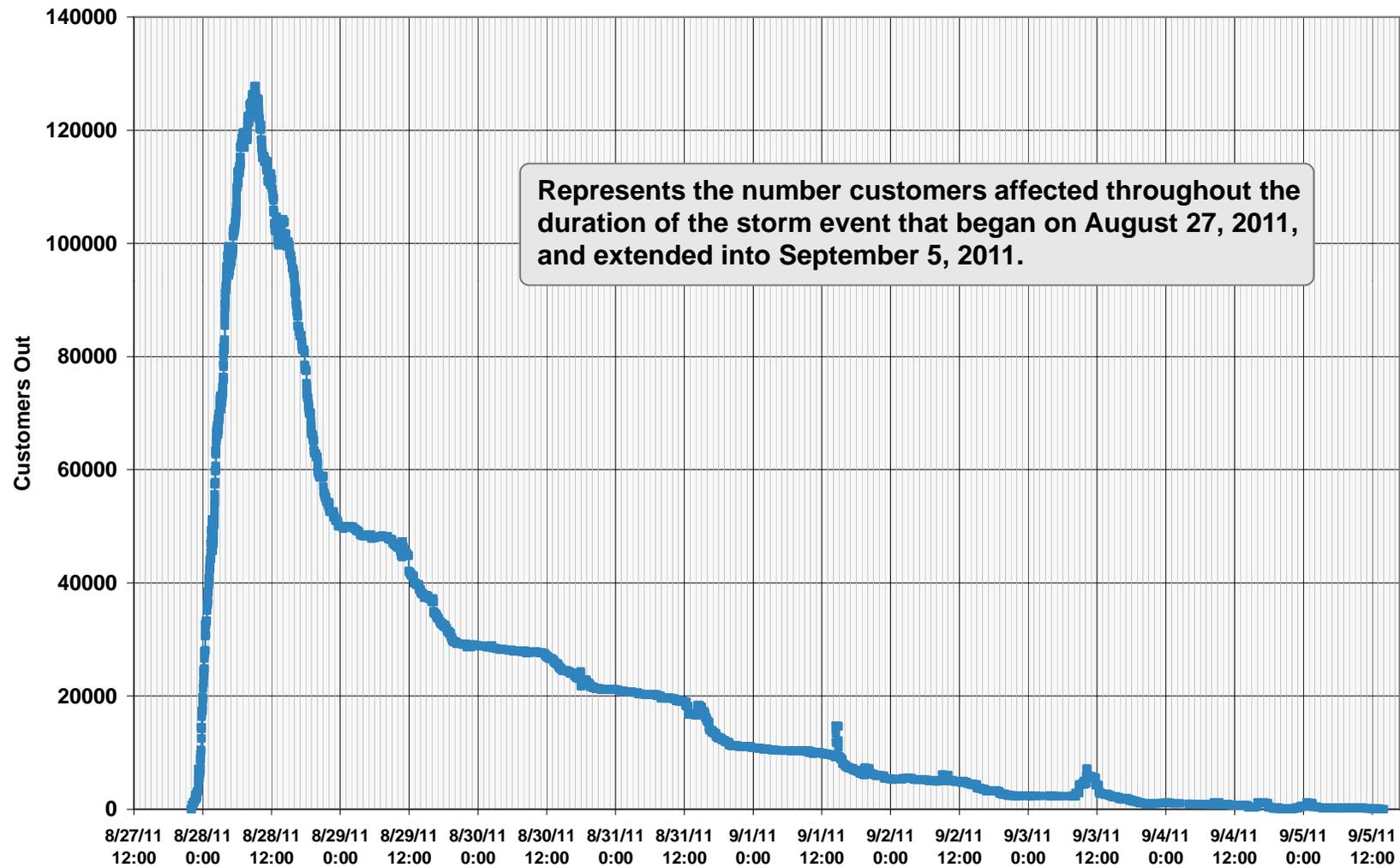
Customer Service Restoration Times

Met-Ed: August 27–September 5, 2011



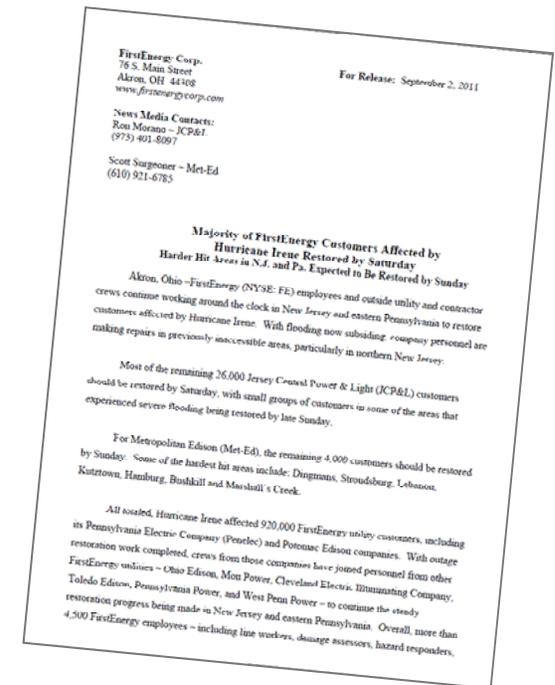
Customer Restoration Graph

Met-Ed: August 27–September 5, 2011



Communications Outreach

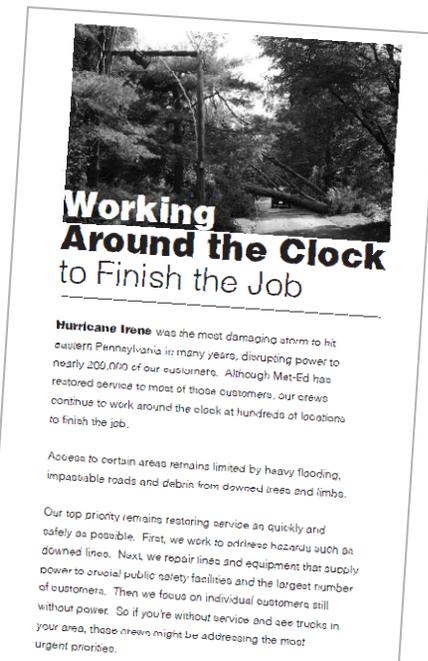
- **Implemented an integrated communications plan, including:**
 - Media relations
 - Paid advertising
 - Outreach to local officials
 - Updates to critical customers
- **FirstEnergy's Corporate Communications Representative**
 - Responded to more than 200 media inquiries and conducted 12 live, on-camera interviews in PA
- **Expanded External Affairs staff with professionals from other areas of FirstEnergy**
 - All media inquiries were directed to Corporate Communications
 - Key focus: communicating local restoration efforts and emergency updates
 - Critical in areas not well-covered by mass media



Communication to Customers

Customer calls to FirstEnergy Pennsylvania-only contact centers

Total PA calls handled from Aug. 27 to Sept. 5	171,526
Outage calls	168,634
Hazard calls (911)	2,892



What went well ...

- **Safety remained our number one priority during storm**
 - Reinforced safety on daily basis with crews and customers
- **Efficient, well-planned and flexible response**
 - Regional conference calls to plan, pre-stage and prepare for logistics and deployment of crews, supplies and equipment
- **Crews staggered for round-the-clock coverage**
 - Minimal loss of productive time due to getting the right crews and supplies in the right place at the right time
- **Excellent cooperation from PA external mutual assistance crews, including RECs**
- **Effective use of helicopter patrols**
- **“Isolate and make safe” process worked well**



... and lessons learned

- **Continue working to ensure more consistent and accurate communications with community leaders, especially regarding amount of damage and estimated restoration times**
- **Doubling of workforce created unique operational issues (example: clearance control)**
- **Consider social media presence**
- **Create a more user-friendly, mobile version of our website for outage information**

