

# Hurricane Irene



Pennsylvania Public Utility Commission  
Special Electric Reliability Forum  
October 12, 2011

# Preparation

- Emergency Plan
  - Annual Update, training and drill
- Storm Tracking
  - Meteorologists, Mutual Aid
- Prediction
  - Storm Alerts to Municipalities and customers
  - Outbound Calls to LSE customers
- Pre-staging
  - Internal/external resources and materials



# Storm Impact

- 22 Hours of Damage
  - Sunday, 1:30 a.m. to 11 p.m. >40 mph winds
  - Road and bridge closures
  - 5400 system-wide locations, 800 flood cuts
  - 120,000 customers (40%) interrupted
- 4,370 (97%) PCL&P customers affected
  - Both major NY feeders interrupted
  - Significant PCL&P system damage
  - 95% restored by 6 p.m., Thursday, last on Saturday, 11 p.m.



# Community Outreach

- Local resident CRT employees worked with County OEM 24/7
- Local Public Affairs Managers communicated routinely with OEM and local officials
- Opened Milford business office on Monday
- Ice distribution Tuesday through Thurs.
- Attended two County-sponsored post-storm meetings
  - Partnering with Pike County to provide direct email updates to customers for significant emergencies



# Customer Communications

- Call Center Open 24/7
  - 108,000 calls on Sunday (200,000 for the storm) compared to 800,000 annually
  - 23,000 visits to [oru.com](http://oru.com) on Sunday
  - 44,000 mobile web pages viewed on Sunday
  - 135,000 total visits for both during the storm
- AT&T connectivity issues and volume caused busy signals
  - Inbound capacity upgrade eliminated busy signals by Tuesday
  - Updated IVR messaging throughout the storm
- Outage Map available on [oru.com](http://oru.com)



# Storm Response

- Early priorities hampered
  - Cut and clear, damage assessment
- All hands on deck – 1,260 workers
  - 16 hours on, 8 hours off
  - 226 restoration crews (120 Line, 70 Tree, 36 Service)
- ERTs suspended until Monday p.m. and updated thereafter
- Restoration priority followed



# Lessons Learned: Successes

- June Emergency Drill relevance
- Outside damage assessment
- Municipal conference calls
- Pre-staging in PA
- PA ground-to-sky tree trimming

# Lessons Learned: Initiatives

- Create plan for high volume of wires down
- Develop other communications avenues
- Upgrade Outage Management System
- Improve Outage Map synchronization
- Partner with Pike County on customer email notification