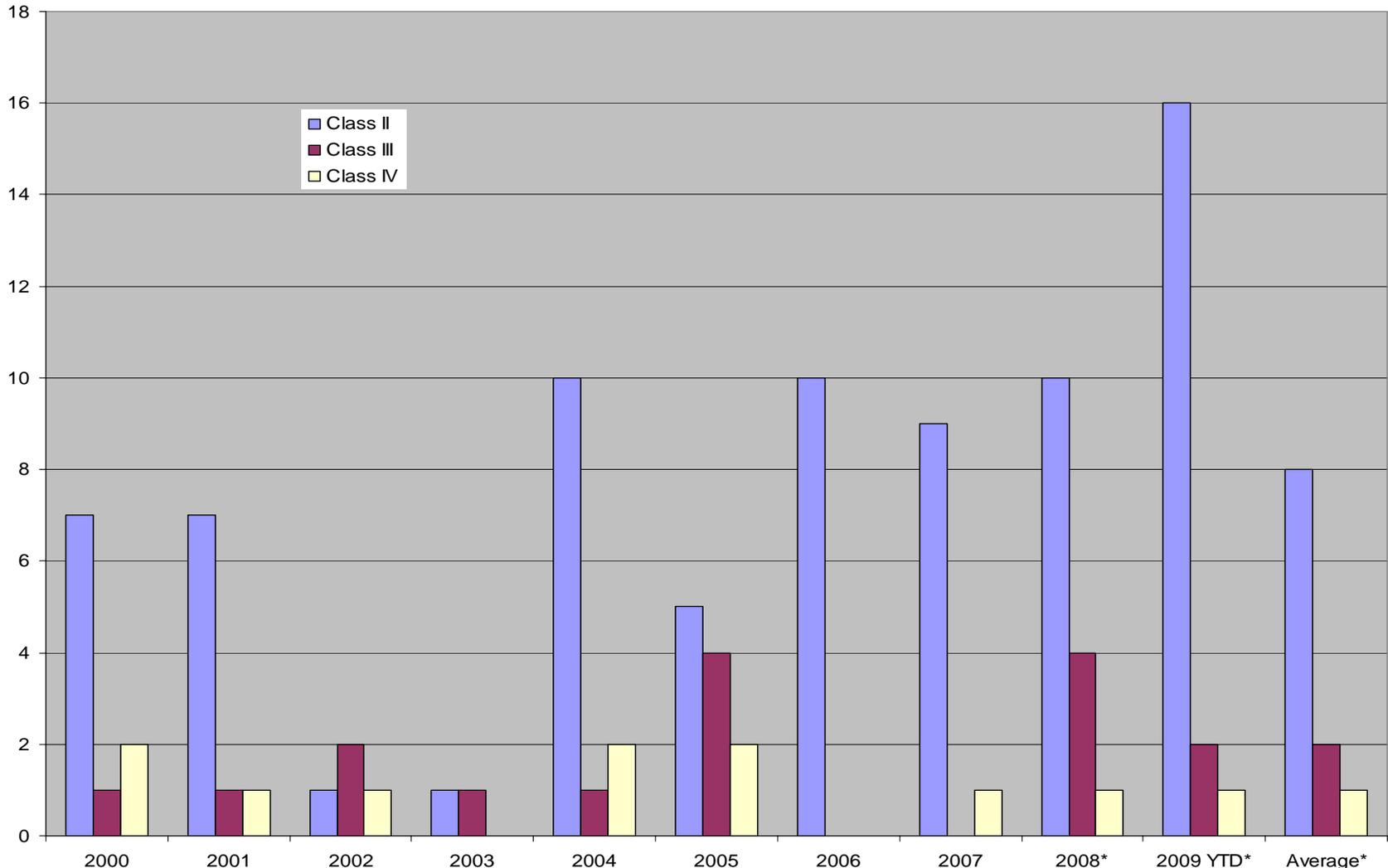


# Storm Restoration Workshop Missouri Public Service Commission



October 19, 2009  
Les Boatright, CEM  
Emergency Response Manager  
KCP&L

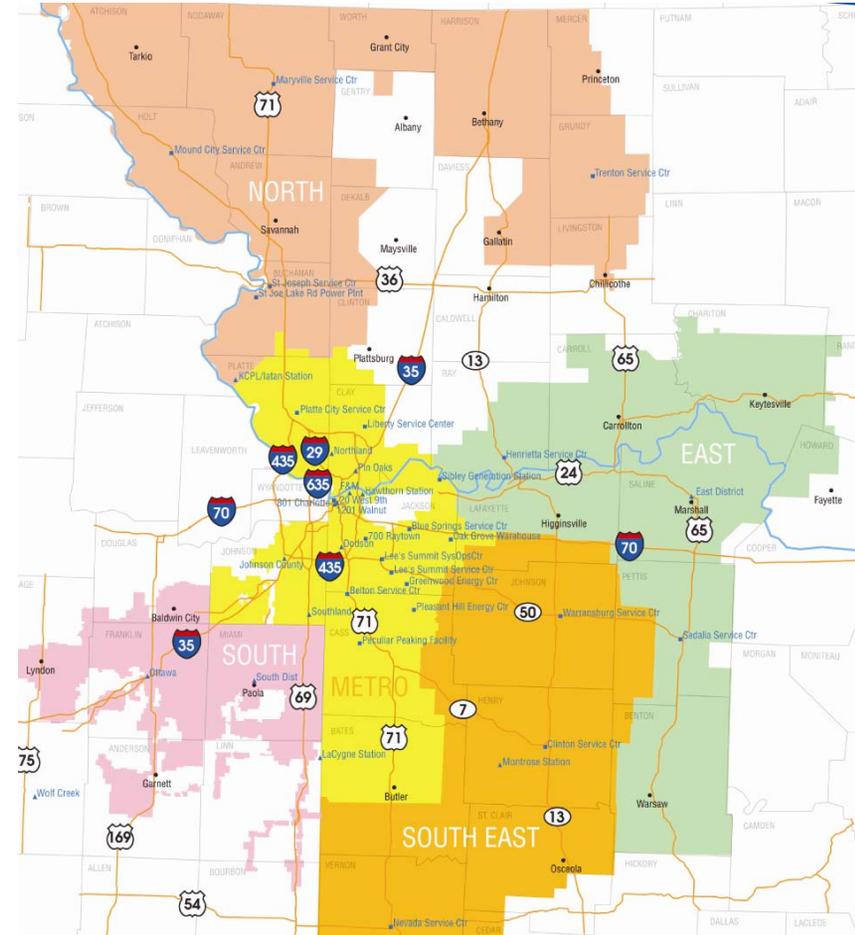
# KCP&L and KCP&L Greater Missouri Operations (GMO) 2000 -- 2009 YTD Storm Statistics



\* Includes GMO storm data after 7/14/2008

# Today...

- Represents both KCP&L and GMO territories
- 805,100 customers across 47 counties in northwestern Missouri and eastern Kansas covering 17,934 sq. miles
- Headquartered in Kansas City, MO
- 3,170 employees
- 30 office/service center locations
- 9 generating stations with 26 units and 10 peaking facilities providing 6,100 MW from coal, nuclear and wind sources
- 2,500 miles transmission, 26,000 miles distribution, and 392 substations



# October 22, 1996

- 175,000 KCP&L customers out of power due to a wet snowfall – “October Surprise”
- Outages started on Tuesday and lasted through the weekend
- Key problems:
  - Phone system went down
  - Lack of executive visibility

# KCP&L October Surprise

- Thinking through a crisis
  - Have a plan
  - Know every what-if
  - Decide fast
  - Communicate with customers
  - Put the top person out front

*Ian Mitroff  
University of Southern Cal  
KC Star Oct. 31, 1996*

# Storm Evaluation and Restoration Plan (SERP)

- Independent 3<sup>rd</sup> party rated plan as one of the top 5 in the country
- Created for KCP&L in 1983 as a living document
- Fully deployed in 4 large KCP&L events
- Partially utilized in many smaller events
- Communication is a key component
- Same plan used for both KCP&L and GMO

# Storm Response

- Pre-2008
  - Metro focused
  - Utilized contractors/foreign crews
  - Structured deployment of E&I evaluators
  - Service territory familiarity
  - Quicker initial evaluation
  - Cell phone coverage
  - PowerWatch
- Post-2008
  - Dual focus
  - Use of helicopter to patrol 34kV system
  - Mobile strike teams and E&I teams deployed in rural areas as scouts
  - E&I flexibility
  - Service Territory size
  - Crew movement reduces contractor/foreign crew needs
  - Housing needs shifted to reduce windshield time
  - Improved external communication with local EMDs, community leaders, etc.
  - PowerWatch includes both companies
  - Cell phone coverage challenges
  - Limited Obvient access granted to local EMDs

# Contingency Planning

- Reception, Staging and Integration (RS&I)
  - Hotels, meals
  - Contractors, foreign utilities
- Midwest Mutual Assistance Group (MMAG)
  - KCP&L was a founding member
  - 30+ utilities represented
  - KCP&L was awarded EEI's Emergency Assistance Award in 2007 and 2008

# Communication

- Corporate – Public Affairs
- Customer Care Team
- Emergency management groups

# Public Affairs

- Proactive, consistent and timely communication to stakeholder groups
  - Employees – E-mail updates sent several times a day to provide restoration updates to employees
  - Media Relations – Access to 24/7 media hotline; proactive calls to reporters before each news cycle; updates posted on Web site
  - Public Affairs Communication – Proactive phone calls and e-mails sent to Commissions, legislators, business and city leaders, community agencies, commercial and industrial customers
  - Emergency Support Program – Trained teams of KCP&L employees to provide outreach and support services to customers in affected areas.

# Public Affairs



## Emergency Support Program (ESP)

Upon a moderate to major natural disaster within KCP&L and GMO's service territories, Public Affairs will immediately set in motion support efforts to offer basic services within the affected area(s).

**These activities include, but are not limited to:**

### **Storm-related Outage:**

- On-site distribution of food, bottled water and if possible, ice
- On-site electrical safety communications
- On-site outage information to customers, media and emergency personnel

### **Heat Wave:**

- Distribution and installation of fans and air conditioners
- Distribution of water

### **Other:**

- Sand bagging for potential floods
- Ice storm restoration information and possible other support directly to agencies



*I've been on this job for 17 years and cannot remember a utility company contacting us before to offer items to ease the discomfort for older adults. Even if I weren't a satisfied KCP&L customer myself I would have a whole new appreciation for your company!*

**-Caren Rugg, ECKAAA**  
Ottawa, KS

# Emergency Support Program



## Benefits

- **Provide assistance** to individuals in need
- Increase awareness around **electrical safety issues**
- Provide face-to-face **storm restoration** information  
[also keeps customers from approaching crews]
- **Strengthen KCP&L and GMO's relationship** with customers, media, community leaders and elected officials with on-site presence immediately following a storm
- Encourage **team building** among employees and other departments
- Increase **employees' engagement** with communities



*We have four crews out right now putting in 28 units between them. Hopefully, we can get another 28 out the door this afternoon. We still have over 100 return phone calls to make. Were it not for your volunteers we would really be in a pickle.*

**-Tom Turner, Director Bishop Sullivan**



### Emergency relief efforts

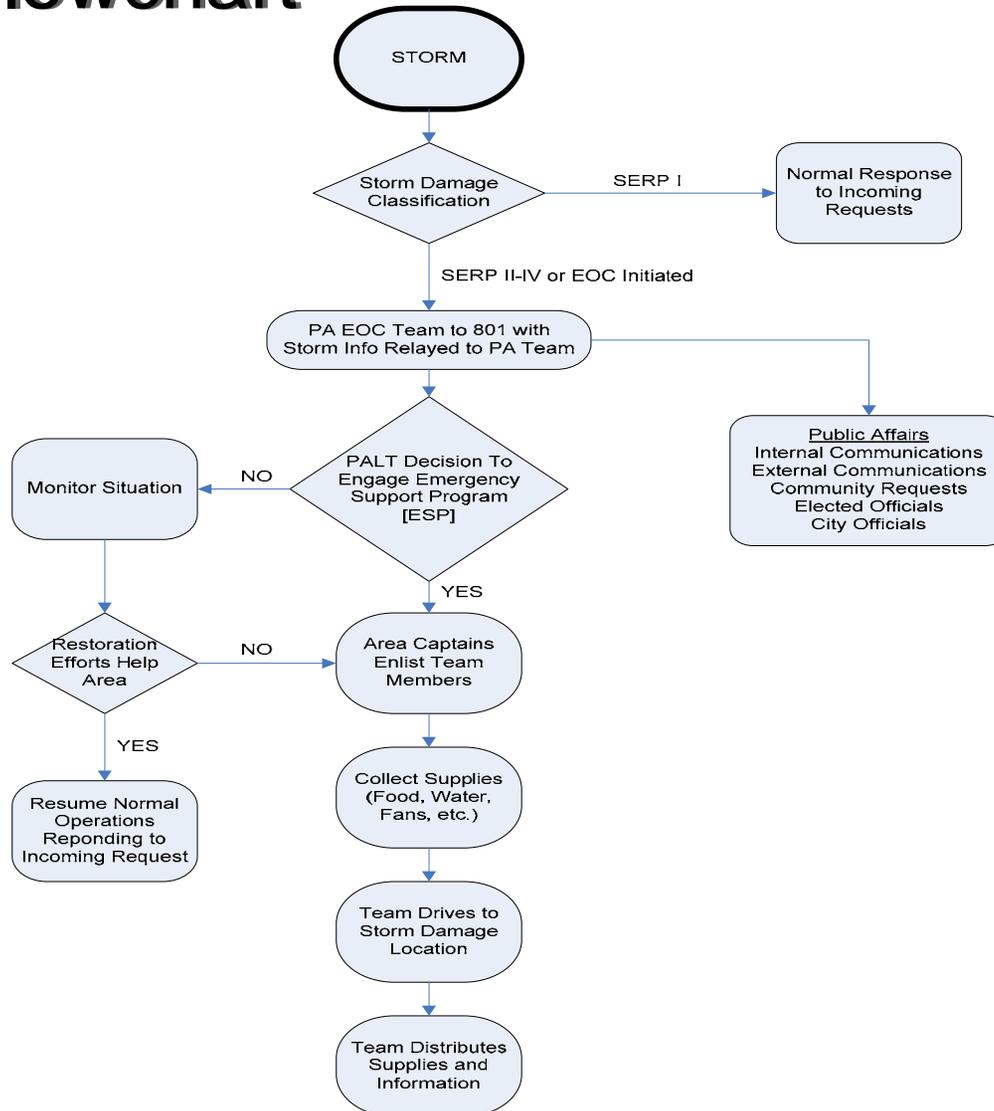
#### Recent Press:

Norborne Democate-Leader  
Sedalia Democrat  
The Daily Star Journal -Warrensburg  
Nevada Daily Mail  
Ottawa Herald  
KCTV-5  
KMBC – 9  
KQ2 – TV [St. Joseph]



# Emergency Support Program

## Execution Flowchart



# Customer Care Communication

- Conducts outbound calling to all target customers (both KCP&L and GMO)
  - 397 Medical
  - 124 Gatekeeper
  - 130 Nursing homes
- Works with Red Cross, COAD, etc. determining shelter needs, locations, etc
- Communicates with Call Center
- KCP&L committed funding and support for 211 in KCMO

# Emergency Management Communication

- Monthly attendance at Emergency Management, LEPC and Exercise Planning meetings
- Participates in SEMA meetings, conference calls and conferences
- Co-drafted ESF12 – Utility documentation for Metropolitan Emergency Management Committee (MEMC)
- CEM designation from IAEM
- Currently reviewing Sensitive Load/Critical Infrastructure list with County EMDs, gathering load and backup generation needs
- Communicates with SEMA region coordinators, EMDs, etc. during events

# Additional Information

- System Changes
  - Outage Management System (OMS)
  - Outage Reporting System (ORS)
  
- Training
  
- Post Assessment

# System Changes

- Outage Management System (OMS)
  - RVA Callbacks implemented
  - Hardware replacement
  - Oracle DataGuard implemented as failover strategy
  - Supervisory control added to EMS Network Protectors and 34kV Reclosers
  - Combined OMS targeted for end of 2009

# System Changes

- Outage Reporting System (ORS)
  - Upgraded hardware and software
  - PowerWatch improvements
    - Added GMO service territory
    - Added outages by state
    - Data refreshment cycle is every 2 minutes instead of 15 minute cycles
  - Added EMS dashboards

# System Changes

- Outage Reporting System (ORS) con't.
  - Tracking system that notifies when a customer or circuit is out
  - Notification if extractors are down
  - Alerts when ERTs are about to expire on an outage
  - Email requests sent to the ORS requesting outage information is returned via email
- Work management/field force management module implemented in FocalPoint application

# Training

- Joint exercises
- Internal training
  - eLearning
  - Tabletop exercises
  - Small group discussions
- External opportunities

# Post Assessment

- KCP&L
  - E&I patrols in remote parts of KCP&L
  - Reinforcement and communication
  - Combined data systems is needed
  - Mobile command center use
  - Asset data collection process
  
- GMO
  - 34kV system assessment
  - Map printing
  - Automate system evaluation data collection
  - Asset data collection process

# Post Assessment

- Outstanding issues from 2007 Report(s)
  - Dashboard report
  - SERP manual update
  - Sensitive load list including needs assessment

# Conclusion

- We have a good response plan (SERP)
- We learn from every opportunity
- Our response to a crisis is what the customer sees and remembers
- Building relationships makes everyone better equipped when a crisis happens
- Restoring service to our customers safely and efficiently is our primary task

# Questions

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KCP&L

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