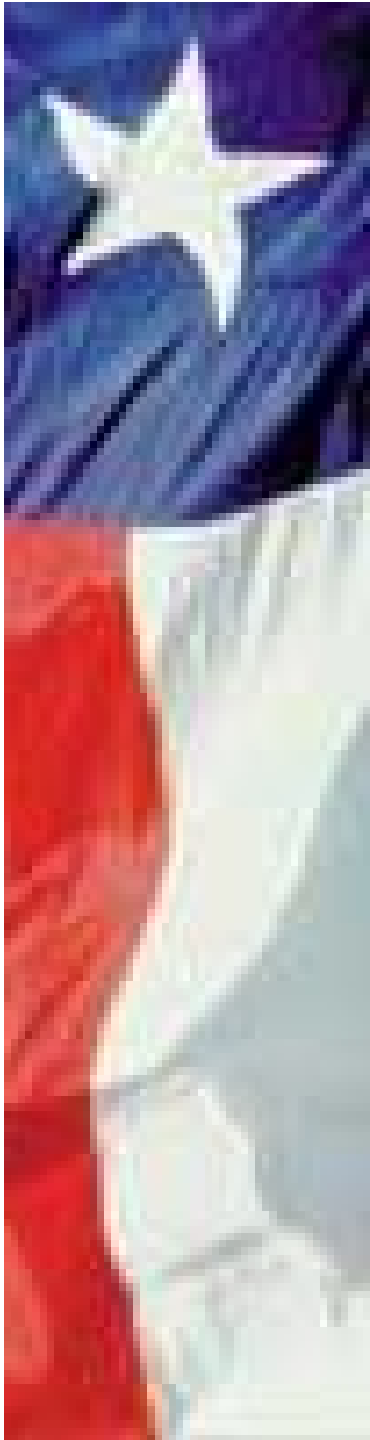


Overview of Emergency Management



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Where We've Been



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Outline

- Overview of PUCT emergency management responsibilities
- Participation in hurricane drills
- Rulemaking proceedings
- Lessons learned from Hurricanes Rita, Dean, and Humberto
- Utility reporting requirements





The PUCT's Emergency Management Response Team

- The PUCT has an 11 member Emergency Management Response Team.
- The role of the PUCT's EMRT is to:
 - Provide up to date utility outage and restoration information to the State Operations Center during a natural disaster or terrorist event.
 - Assist utilities in the coordination of restoration efforts.
 - Ensure that critical infrastructure needs are met in a timely manner.
- The PUCT's EMRT was activated for over 30 days for Hurricane Rita.

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Preparations prior to activation of the EMRT

- One week prior to landfall of a hurricane, the PUCT begins communications with the State Operations Center (SOC) and electric and telecommunications utilities
- Daily conference calls with the SOC are expected





Activation of the EMRT

- Beginning 72 hours prior to landfall, the PUCT's Emergency Response Team (EMRT) may be required to staff the SOC around the clock
- EMRT members will send e-mail communications to the utilities, urging them to prepare for the possibility of the hurricane impacting their service area





Coordinating Restoration Efforts

- After landfall, utilities in the impacted areas will continually apprise the EMRT of the situation through daily reports
- Representatives from these utilities sometimes are present at the SOC alongside PUCT staff

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Executive Order by the Governor of the State of Texas – RP 57 – March 21, 2006

- **Public awareness** – To increase public awareness, the PUCT was directed to work with regulated utility companies serving in hurricane evacuation zones to include hurricane preparedness and evacuation-related public awareness information in monthly billing statements prior to and during the hurricane season each year.

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Governor's Division of Emergency Management

Hurricane Preparedness Guidelines

Preparing for Hurricane Season: June 1-Nov. 30



Evacuation Planning: When a hurricane threatens, evacuating is the smartest move. When local officials call for an evacuation, get going without delay.

- Discuss evacuation plans with your family **BEFORE** hurricane season June 1 – Nov. 30. Make a checklist of what you need to do before you leave town and review it.
- Monitor NOAA weather radio and local TV and radio broadcasts during storm season.
- Prepare an emergency supply kit including: radio, flashlight, extra batteries, extra eye glasses, bottled water, non-perishable food, dry clothes, bedding, insurance information, important documents, medications, copies of prescriptions and special products for babies, the elderly and medically fragile family members.
- Learn your evacuation routes before storm season. Make sure you have a **FULL TANK OF GAS** before you leave. Expect traffic delays.
- **Dial 2-1-1 to register if you have special health care needs or if you simply do not have transportation:** Gulf coast residents in evacuation zones with special health care needs -- who do not have friends or family to help -- should register in advance for a ride by dialing 2-1-1 in advance. Residents with no other transportation can register for a ride in advance by dialing 2-1-1.

La Oficina del Gobernador de Texas- Administración de Emergencia

Directrices para Huracanes Preparado se para la temporada de huracanes junio 1 a noviembre 30



Evacuación en caso de Huracán: Cuando exista una amenaza de huracán, la mejor opción es la evacuación. Cuando los oficiales locales llamen para una evacuación, sálgase del área lo más pronto posible.

- Discute los planes de evacuación con su familia **ANTES** de la temporada de huracán, que empieza junio 1 – noviembre 30. Haga una lista de lo que usted debe hacer antes de salir de la ciudad y revísela.
- Escuche la radio y televisión en la temporada de tempestad.
- Prepare un equipo de emergencia incluyendo: radio, linterna, baterías extra, anteojos extra, agua embotellada, alimentos no perecederos, ropa extra, ropa de cama y sábanas, información de seguro, documentos importantes, medicinas, las copias de prescripciones y productos especiales para bebés, las personas mayores y miembros de la familia médicamente frágiles.
- Aprenda sus rutas de evacuación antes de la temporada de tempestad. Asegúrese de tener **TANQUE LLENO DE GAS** antes de salir. Este consiente de que habrá demoras de tráfico.
- **Llame al 2-1-1 si usted tiene necesidad especial de asistencia médica o si usted simplemente no tiene como trasladarse:** Los residentes de la Costa del Golfo con necesidades especiales de asistencia médica en zonas de evacuación -- sin familia o amigos para ayudarlos -- deben registrarse para su traslado por adelantado llamando al 2-1-1. Los residentes sin coche, puede registrarse por adelantado para su traslado llamando al 2-1-1.



Hurricane Infrastructure Project – Project No. 32182

- On August 11, 2006, PUCT Staff published the “PUC Investigation of Methods to Improve Electric and Telecommunications Infrastructure to Minimize Long Term Outages and Restoration Costs Associated with Gulf Coast Hurricanes”
 - Recommendations included methods to improve, upgrade, or harden the electric and telecommunications infrastructure in Texas to better withstand major storms and hurricanes along the Gulf Coast.

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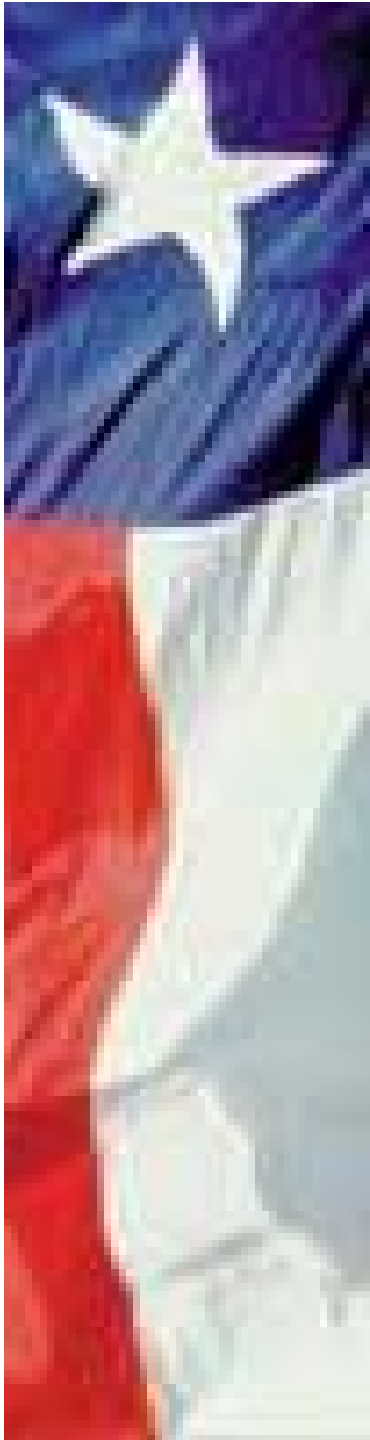


Rulemakings from Hurricane Infrastructure Report

- This report spawned a series of rulemakings to address several issues.
- Current rulemaking:
 - Back-up power of central offices and facilities located in floodplains (Docket No. 34737 and 34742)
- Rulemakings to begin in 2008 and 2009:
 - Vegetation management
 - Pole maintenance and overcrowding
 - Appropriate infrastructure in hurricane prone areas

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Where We're Going



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Recently Completed Projects

- Emergency Operations Plans Rulemaking (Project No. 34202 and 34594)
- These rules apply to facilities-based telecommunications providers, investor-owned utilities, retail electric providers, power generation companies, and electric cooperatives
- They were required file a summary of their emergency operations plans by May 1, 2008
 - This will allow a review prior to the start of hurricane season





Future Projects

- Working with DOE and UT to develop GIS mapping capabilities to allow exchange of information following a storm
- Developing a database that would allow utilities to update outage and restoration information





2007 Hurricane Season

- Hurricane Dean –
 - Emergency Management Council was activated on August 16, 2007
 - Expected landfall on August 23, 2007
 - Evacuation plans for Brownsville were made
 - School buses and emergency vehicles were sent
 - We were prepared for Hurricane Dean and nothing happened
 - After Action Review (AAR) was held on September 6, 2007





2007 Hurricane Season

- Hurricane Humberto –
 - Made landfall on September 13, 2007 near High Island as a Category 1 hurricane
 - Unexpected event as forecasters were predicting a tropical storm
 - We were not prepared for Hurricane Humberto and over 120,000 customers lost power immediately following landfall
 - However, power was restored to the majority of customers in four days





2007 Hurricane Season

Hurricane Humberto –

Most of the damages occurred in Galveston, Orange, Chambers, and Jefferson counties. Utilities reported the following outages immediately following landfall:

	Entergy	CenterPoint	TNMP	Jasper-Newton EC	AT&T
Outages	110,000	4,500	606	7,400	702





2007 Hurricane Season

- Hurricane Humberto –
- Entergy and AT&T were most impacted
- Entergy initially predicted that it would take 6 days to restore power to all of the impacted areas, but they were able to almost fully restore power in their service territory in less than 5 days
- AEP, SWEPCo, CenterPoint, and Oncor sent crews to Entergy's territory





Lessons Learned from Hurricanes Dean and Humberto

- We should not assume that there will be plenty of time to react to a hurricane
- The state has been very proactive since Hurricane Rita
- During the hurricane season, it's important to maintain a state of readiness





Importance of Coordinated Response

- For effective and efficient restoration, it is imperative for telecommunications and electric utilities to work with the PUC's EMRT
 - This includes municipally-owned utilities, cooperatives, investor-owned utilities, and facilities-based telecommunications providers
- Twice daily outage reporting is necessary to allow the flow of information up to the Governor's office





Conclusions

- Just like success in real estate is due to location, location, location
- Success in emergency response is due to preparation, preparation, preparation





Emergency Management in Nicaragua

- When was the last hurricane that impacted Nicaragua?
- What actions are taken by the government to prepare for an impending hurricane?
- What preparation are taken by utilities prior to landfall of a hurricane?





Questions/Comments

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