



EMERGENCY RESTORATION PLAN

Emergency Restoration Plan Control Team

Bruce Davis	CEO
Jeff Prater	VP of Operations
Kirby Castle	Line Superintendent
Sandra Shepherd	Staff Assistant
Judy McClure	Executive Secretary
Natasha Wiley	Manager of Members Services
Adam Ferguson	Manager of IT and Billing

Emergency Restoration Plan

Purpose

The purpose of this plan is to guide personnel in cases of major outages that affect significant numbers of our members.

This plan outlines the duties of each employee during an emergency, such as ice storm, severe thunderstorms, floods, high winds, tornadoes, etc., to aid restoration of services as quickly and efficiently as possible, while providing for the safety of employees, members, and the general public.

If, in the judgment of BSRECC staff and management, additional personnel are needed to restore service in a timely manner assistance may be requested from adjoining Co-ops, KAEC, and outside contractor sources.

All personnel responsible for implementation of the plan will receive a copy and familiarize themselves with their responsibility in emergency situations.

Pre-storm Planning

If conditions are favorable for a devastating storm the staff shall meet (conference call) to discuss the preparedness of BSRECC employees and equipment.

Decisions shall be made about appropriate actions to take.

- 1) What Magnitude of storm is expected?
 - a) Ice, Heavy Snow, High Wind, etc...
- 2) What is the likelihood of BSRECC being affected?
 - a) NWS forecasts/ Severe Weather warnings
 - b) EKPC dispatching current conditions
 - c) Current conditions at adjoining Co-ops
- 3) What level of alert do we want to establish?
 - a) Employees on standby
 - b) Contractors on standby
 - i) ROW contractors
 - ii) Construction contractors
 - c) Do we need mutual aid crews on standby?
 - d) Ask KAEC to evaluate availability of Mutual Aid Crews?
 - e) Should rooms be reserved to house crews?
 - f) Should caterers be notified of possible event?

- 4) Are employees & equipment prepared?
 - a) Are any trucks under repair?
 - b) Are all employees available?

- 5) Are there any unusual situations?
 - a) Backfeeds, circuits out of service etc....

Emergency Operations Center

Emergency Restoration work will take place both at the main office located at 504 11th Street, Paintsville, KY and the Operations Center located on 3914 KY RT 321, Hager Hill, KY.

In the unlikely event BSRECC Paintsville office or the Hager Hill office is unusable emergency restoration operations will be coordinated on a temporary basis from the other site. Both facilities have backup power generators.

CRC (Cooperative Response Center) is contracted to handle after-hours calls for BSRECC. CRC can be utilized to handle all calls for BSRECC and relay information to any mobile office center in the event of a disaster that destroys or prevents use of the main office complex.

It will be the responsibility of the CEO and Manager of Member Services to secure a suitable location to restore an operations center as soon as possible. This includes renting/leasing a site, contacting proper provider to secure phone lines and equipment, office furniture to reestablish normal business operations.

Personnel

It will be the responsibility of each employee not on duty to report to Emergency Operations Center whenever they believe an emergency has occurred that has resulted in widespread damage to our system.

If, in the opinion of the CEO, additional personnel will be needed he/she may direct additional employees be contacted to assist.

Emergency Restoration Plan Control Team

A control team consisting of:
CEO, VP Operations, and Line Superintendent will be responsible for development and co-ordination of coping with the emergency.

The CEO or designated employee will have the authority to declare an emergency and place Emergency Restoration Plan into Operation.

Damage will be estimated on three levels. Emergency Plan will be put in place at Level 2

Level 1 Several outages on main feeders, all BSRECC crews and contractors expected to restore in 1-2 days
--

Level 2 Major outages, many rural areas out of power, multiple main feeders out, mutual aid crews needed to restore power in 3-10 days

Level 3 Major outages in large portions of the system, limited communications limited lodging requiring 2-5 weeks restoring power.

CEO will co-ordinate with other agencies to solicit or provide support as needed.

CEO will designate a relief person for himself or other ERP Control team members when it becomes necessary or a situation arises that require their absence.

The CEO, with information gathered by ERP Team will make the assessment of placing personnel and/or service crews on standby until a determination is made of the severity of the crisis.

Damage Assessment

A team will make a determination of the level of damage and the amount of personnel needed to restore service in a timely manner. It will be the responsibility of the Line Superintendent to select a person/team to perform an assessment of the damage to the distribution system.

The damage assessment shall be completed in three stages based on ability to travel the system roadways:

1. A quick assessment (12-24hrs) to get an idea of damage and emergency assistance needed.
2. A survey within 24-48 hours in an attempt to count broken poles, broken crossarms, and spans of downed conductor.
3. A detailed assessment of each circuit creating staking sheets and locating trouble for the guides and crews.

This assessment should include an estimate of the number of broken poles, crossarms, and downed conductors. Also, an estimate of materials and supplies needed to restore service, and an estimate of length of time needed to complete restoration.

Procedure for Requesting Assistance from Kentucky Electric Cooperatives

- 1) Notify KEC and United Utility Supply offices in Louisville that the co-op has been struck by a major disaster.
- 2) Specify number and type of crews needed; type of equipment required.
- 3) Give details of weather and conditions.
- 4) Give details of where the crews should report and to whom they should report.
- 5) Give an estimate of how long crews will be needed.

Neighboring Co-op Crews thru out the state shall be used if possible.

KEC Assistance for Staking, Outage Management, Warehousing, and other services

KEC may be asked to aid in finding Mutual aid help for other Operations processes such as:

Staking Engineers
Warehouse/ Materials management
Outage Management- Milsoft Dispatch operators
IT/ Data base technicians
TWACS technicians
ETC....

Mutual Aid for these tasks will be requested as determined during the event.

Staging Assembly Areas

BSRECC's Hager Hill facility combined with the 504 11th Street location will be the ERP staging area if the volume of Mutual Aide crews can be located inside the two lots, however, during widespread outages it may be necessary to stage equipment and personnel at other locations.

Johnson County Middle School is a primary site for staging crews and trucks.

Other potential sites such as the W.R. Fire Department, Duff Elementary and several more schools and fire departments in our service territory are options.

In the event certain areas are heavily damaged efforts will be made to drop poles and supplies in cargo trailers as close as practical to the work sites.

Telephone Operators

It will be the responsibility of the Billing Manager to assign personnel to answer the phone lines and coordinate with CRC.

All calls shall be logged in “Calls Manager”

It is extremely important that accurate phone numbers be verified during this process.

If a call is received with specific information (i.e. broken pole, line down, etc.) it should be noted and forwarded to operations for assessment of damage.

It will be the responsibility of the Billing Manager to organize personnel and coordinate with CRC so that phone lines can be answered 24 hours/day in extended restoration situations.

Organization of Crews & Dispatching

In the event of widespread damage the option of two dispatch centers will be considered dividing the system between the two centers.

All crew leaders will report to the VP Operations or Line Superintendent for work assignments and when work assignments are completed for additional instructions.

In extended restoration situations the Control team will determine the length of time personnel should work without a rest period. The guideline is 16 hours during extended outage restorations.

Emergency Power Generation & Communications

Operations and the Main office will both have back up generation designed to operate all equipment and services during an emergency.

Two-way radio repeater towers have battery backup/ emergency generators for power failure.

Medical Equipment and Critical Needs

Certain customers of the Co-op have critical needs during power outages. These include, but not limited to Highlands Regional Hospital located on Auxier Road and customers

with medical life support. These particular customers are high priority for power restoration.

Crisis Communication

During crisis situations, it is important to keep consumers, local government officials, media sources and employee family members informed of the status of restoration efforts.

Member Services will be responsible for coordinating the flow of prompt, accurate information to the public via social and news media. If Member Services are not available the employee responsible for this will be named by the CEO.

All media inquiries concerning the crisis will be referred to the designated individual. A daily update should be developed and sent by electronic mail to the media outlets, shared on social media and made available to those who request it.

Frequent updates should be given to Cooperative personnel.

Daily updates should be given to Member Services by all departments each morning and each afternoon.

Public statements should be made available daily at 9:00AM and 3:00PM

Board of Directors shall receive daily updates as directed by the President/General Manager.

A written statement containing updates and information for answering questions from the public shall be given to telephone operators and other personnel.