MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Mital, Simpson and Helgeson

FROM: Rod Price, Chief Electric Engineering and Operations Officer, Matt Barton, Chief Information Officer, John Latourette, Line Tech Supervisor, Raul Duato, Software Development and GIS Supervisor.

DATE: October 1, 2018

SUBJECT: Electric Outage Management Preparation

OBJECTIVE: Information

Issue

After the December 2016 ice storm, an internal review of EWEB's outage response efforts brought about a number of recommendations. The recommendations included updating our response process, increasing our internal and external communications and fully leveraging our existing software resources. This purpose of this Board presentation and backgrounder is to provide updated information on the current status of our outage response readiness.

Background

In 2017, we began revising our electric outage management process based on the "hot-wash" report from the 2016 ice storm. Recommendations from the hot-wash included creating depth in our Incident Command Structure (ICS), setting up practice outage drills, incorporating Information Services (IS) into the ICS structure and, most off all, do a better job communicating internally and externally to our customers. Our initial efforts to address these issues were detailed at the November, 2017 Board meeting.

Since that November 2017 Board meeting, we have made a number of updates to the outage management process and just completed a "blue sky" outage drill to test for readiness. The remainder of this backgrounder highlights the updates to our outage response process and the key roles played by EWEB IS department in our outage process.

Discussion

As part of the 2017 work, an Outage Management Core Team (OMCT) was created to oversee the outage response program. In 2018, the OMCT adopted Continuous Improvement (CI) strategies with support by the Information Services division. Using CI strategies, the team further developed the ICS structure by:

- Clarifying role objectives
- Aligning specific Incident Command responsibilities
- Refining Tasks to support individual objectives

By clarifying objectives, significant progress has been made in the following areas:
- Team efficiency
- Eliminating redundancy
- Improved role training
- New and standardizing software tools
- Procedure testing

A noted in hot-washes and continuous improvement efforts, software and standardizing is critical to our success at tracking, organizing repairs and communicating outages.   The OMCT and IS teamed up to make major improvements in our GIS Responder software, connecting smart meters to automatically trigger outages in Responder and to provide a public facing outage map.

By using outage information from Responder, we can now display numerous outage statistics, such as how many outage there are and how many are being worked. Having accurate and consistent information will help our internal communications and allow EWEB to present timely and unified information to the public. In addition to Responder updates, the OMCT and IS teams have created a public facing outage map that can be accessed by computer or mobile device through our EWEB.org webpage. The outage map will indicate the general location of the outage and how many customers are out and expected time of repair (ETOR). This map will allow customers to get information about outages without having to contact EWEB.
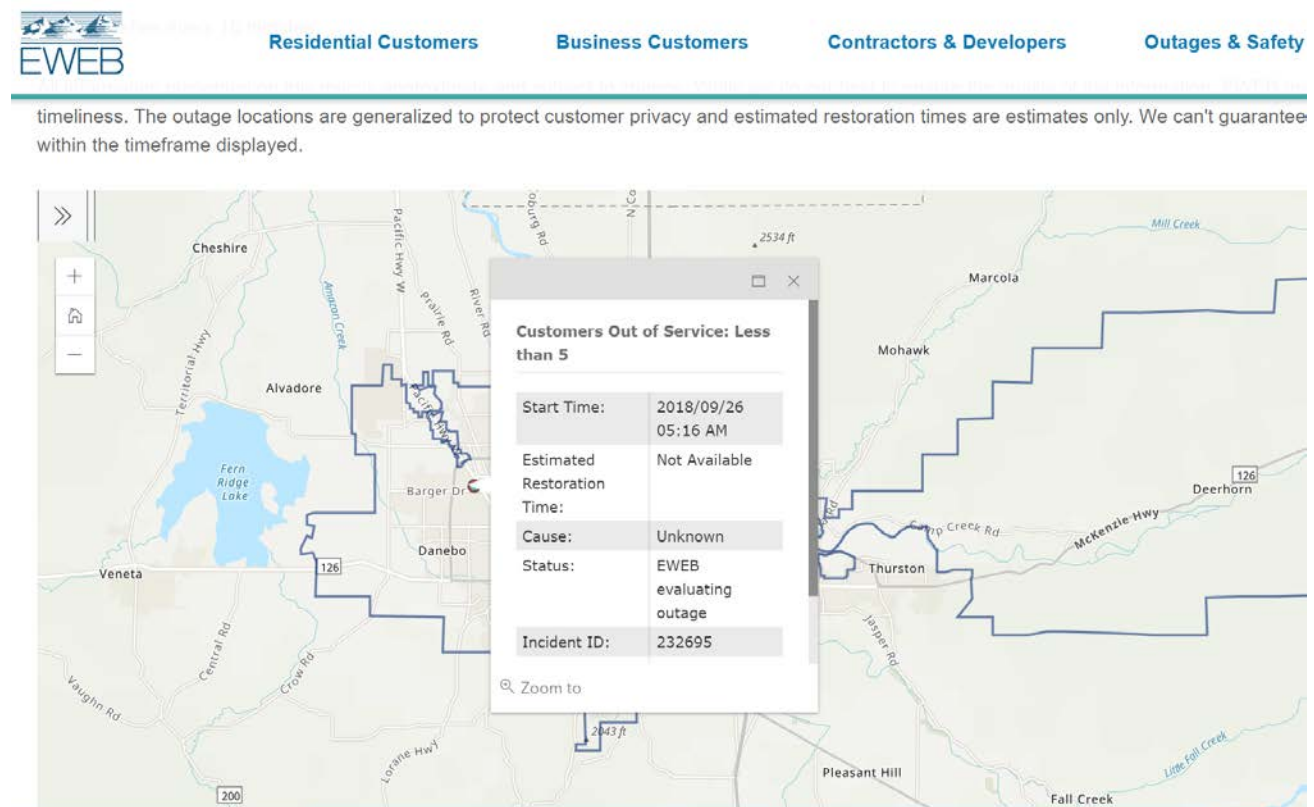
Screen Shot of the Public Facing Outage Map

To Test the functionality of the new ICS system and the revised Responder capabilities, EWEB held a blue-sky drill on September 20th. The drill identified a number of gaps in the process and helped

employees practice skills they will need during a major outage.

Moving ahead, the OMCT will update process and other gaps identified in the September drill and we will do a second drill in early November. Based on our work to date, we are well on our way to meeting our storm response goals:

- Restore customer electric service as efficiently and safely as possible.
- Communicate to our customers!
- Build an easily repeatable and documented process.

TBL Assessment
NA.

Recommendation/Requested Board Action
Information only.