

From: Cherry, Brian K  
Sent: 11/30/2012 11:28:15 AM  
To: Clanon, Paul (paul.clanon@cpuc.ca.gov); Jack Hagan (ejh@cpuc.ca.gov)  
(Jack.Hagan@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: 11-29-12 Wind Rain Flood Event Summary Report #1  
Thought you might be interested.

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**From:** Sofranac, Carol  
**Sent:** Friday, November 30, 2012 11:24 AM  
**To:** EO EOC Out  
**Subject:** 11-29-12 Wind Rain Flood Event Summary Report #1

## **EOC Event Summary Update**

### **Wind Rain Flood Event**

**Event Start Date:** 2100 hours on 11-29-12

**Time of Update:** 1100 hours on 11-30-12

### **Incident Commander:**

Ben Almario

### **Activations**

**EOC – Activated at 0600 11-30-12**

**Northern Region REC and OECs**

**Bay Area Region REC and OECs**

**Central Valley Region REC and OECs**

**Central Coast Region REC and OEC:**

**ETEC - Emergency Transmission Emergency Center**

**CCECC - Customer Contact Emergency Coordination Center**

TLCC - Helicopter Air Operations

MTCC - Materials Transportation Coordination Center

S/T - Substation/Transmission OEC

### **Overall Event Objectives:**

- No additional safety incidents associated with storm response
- Prioritize all electric work in this order: Generation, Transmission, and Distribution
- Restore 98% of customers within 24 hours of first no light (FNL)
- Restore all essential customers within 24 hours of FNL
- Restore 100% of CAISO controlled facilities that have customer impacts within 12 hours of FNL
- Provide timely and accurate communication to customers, government agencies, and other stakeholders

### **Ops Period 1 Objectives:**

- Zero Injuries and Zero MVIs
- All essential and critical customer outages with FNL before Nov 30, at 1200 hours, assessed with cause and ETOR by Nov 30, at 1600 hours.
- All device-level outages restored within 24 hours of FNL
- All customers with FNL on Nov 29 fully restored by 1800 hours

### **Safety Incidents**

**MVI:** On November 30<sup>th</sup> at approximately 02:00 am. - Troublemaker from the Woodland Service Center responding to trouble during storm conditions in West Sacramento. While driving to his next location the Troublemaker was fatally injured when his vehicle struck a steel signal light pole.

**MVI:** On November 30<sup>th</sup> - Troublemaker from San Jose was rear ended by a third party.

### **Safety Message**

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### **Corporate Infrastructure - Environmental Message**

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Facilities and IT: No issues to report

Pit PH5-Generation Asset evacuating Pit 5 PH due to mudslide and so lower end of Pit River Generation will not be available

## **Weather Summary**

A strong storm and associated frontal system blew into the Service Area yesterday evening and currently the front is draped along a San Jose to Yosemite line. So far Northern Region has sustained the brunt of outage activity from the storm. The peak of the storm has passed for areas north of a San Jose to Sacramento line, however gusty winds, heavy showers, and a chance of thundershowers will continue through most of the day. Localized flooding has occurred and more is expected today.

In general there will be a break in the weather from this afternoon through Saturday mid-day, however showery and breezy conditions will continue in Northern Region, with a chance of shower further south. Heavy rain in Northern Region will continue the threat of flooding.

The final storm in the series is expected to move into Humboldt Saturday afternoon before progressing south and east to near a Santa Cruz to Yosemite line by 6 AM Sunday. This storm will bring another round of strong south winds and heavy rain, which will increase the threat of flooding and mudslides given the already saturated conditions.

Models are trending slightly weaker on this storm, especially for the central and southern Service Area, although details on strength remain uncertain. The focus of storm impacts at this time appears to be the Northern portions of the Service Area. Snow levels will be very high for this event, likely above 8000 feet in general.

Dry and calmer weather returns Monday for all Areas. A Pacific weather system is expected to brush across Northern Region on Tuesday with some chance for adverse weather activity in Humboldt and North Valley Divisions. Fair and dry weather expected for the latter half of next week.

## **System-wide Event Customer Impact:**

Total Affected: **106,789**

Restored: **97,089**

Remaining: **9,735**

## **System-wide Customers Out/Outages:**

Customers Out: 9,795

Outage Count: 644

**Bay Area Region**

Customers Out: 2,667

Outage Count: 138

**Central Coast Region**

Customers Out: 2,579

Outage Count: 167

**Central Valley Region**

Customers Out: 407

Outage Count: 32

**Northern Region**

Customers Out: 4,142

Outage Count: 307

**OUTAGE TREND ANALYSIS**

**Critical and Essential Customers:**

11- Critical & Essential Customers

**Customer Communications:**

Outage Communications:

Level 1 ETOR Accuracy Performance = **99%** (Target = 92%)

Level 2 – 3 ETOR Accuracy Performance = **93%** (2011 Average = 76.4%)

**Contact Center Stats (as of midnight 11-30-12):**

Calls (including IVR, TFC, Prompter Abandons): **18,363**

CSR Handled Calls: **5,449**

IVR Handled Calls: **8,939**

TFC+FAST: **3,965**

Live Agent ASA: **0:31**

Emergency ASA: **0:04**

**911 Standby: Level 1-3**

Standby Relief within 1 hour: **86%**

Callbacks made within 20 minutes: **79%**

**Estimated CAIDI: 162.4**

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**Damaged Equipment**

- Poles: **24**
- Transformers: **28**
- Feet Primary: **17,739**
- Crossarms: **48**

**Resources**

- Resources are being handled within the Regions.
- 3 make safe units from Central Valley to Central Coast
- **Troubleman:**

**From      To**

Central Valley Central Coast 13

Central Valley Northern 14

Central Coast Northern 3

Bay Area Northern 3

Bay Area BA-North Bay 4

## **Logistics**

1 – MCV Sprinter Unit with IT Support deployed to Santa Cruz on Thursday 11-29-12.

### **MTCC**

#### **Transportation Services:**

No additional equipment requests at this time. Contact Gene Lagge for equipment requests.

No local garage related issues.

#### **Sourcing/Planning:**

No material issues or shortages to report at this time.

#### **Material Operations:**

MTCC will remain activated through Sunday.

Distribution Centers will be operational 24/7

#### **Road Conditions - Road Closures**

No major changes on the Caltrans reports.

CHP logs and our employees report significant flooding and local closures in the Napa/Sonoma/Petaluma areas. Localized flooding and surface street closures throughout the greater Bay Area.

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Caltrans Live Traffic Cameras: <http://video.dot.ca.gov/>

CalTrans Current Highway Conditions - Updated Hourly:

<http://www.dot.ca.gov/hq/roadinfo/Hourly>

Most Frequently Requested California Highways - Update every 10 mins:

<http://www.dot.ca.gov/hq/roadinfo/frequent>

## **Financial Impact**

Per SAP this morning, we have spent \$869,096 since Tuesday November 27, 2012. There is \$1.2M committed, as a result of PO's that have been created.

## **EOC Staff Plan**

Incident Commander: Ben Almario

Safety Officer: Dave Trupe/ Louis Renner

Operations: John Parks

P&I Chief: Manho Yeung / J.C. Mathieson / Annabelle Louie

Deputy P&I Chief: Angie Gibson

Advanced Planning: Ryan Hanley / Russ Griffith

Situation Leads: Sabrina Bruno / Olya Myhaylovska

Resource Unit Lead: Ray Rawcliffe

Documentation Lead: Carol Sofranac

Logistics Chief: Steve Coleman

Materials & Fleet: Jeff Montana

Crew Logistics: Chris Baker / Ben Chung / Margaret Hodes / Patrick Gleason

Veg Mgmt: Doug McPherson

Finance: Cindy Andrews

OIS Tech Support: Curt Bird

OMS Tech Support: Akhil Katkol / Ray Xavier

EOC Admin Support: Ali Ciraulo / Giulia Zunino

**Next Event Summary Update: 1600 11/30/2012**

**EOC**