

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.

From: Redacted
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 30th 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 30th - 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:

Operations: John Parks

P&I Chief: Manho Yeung /

Deputy P&I Chief:

Advanced Planning:

Situation Leads:

Resource Unit Lead:

Documentation Lead:

Logistics Chief: Steve Coleman

Materials & Fleet:

Crew Logistics: / Ben Chung

Veg Mgmt:

Finance:

OIS Tech Support:

OMS Tech Support:

EOC Admin Support:

Next Event Summary Update: 1600 11/30/2012

EOC