

4901:1-10-08 **Emergency plan(s); annual emergency contact report and annual review of emergency plan; critical customers; emergency exercise; and coordination.**

(A) Each ~~electric distribution company~~ EDU shall maintain an emergency plan(s) in accordance with this rule. Each EDU shall make its emergency plan and amendments available for review by the commission's outage coordinator. In the emergency plan made available to the commission's outage coordinator, the EDU may delete the following confidential information:

~~(B) Each electric distribution company shall submit its emergency plan and amendments in hard copy or on electronic media (e.g., diskettes) prescribed by the commission to the PUCO outage coordinator, except the electric distribution company may delete the following confidential information:~~

- (1) ~~Electric distribution company's~~ EDU's internal phone numbers;
- (2) Names, home addresses, and home phone numbers of ~~electric distribution company~~ EDU employees, other than employee information required for the annual emergency contact report pursuant to paragraph ~~(H)(1)(a)~~(G)(1)(a) of this rule.;
- (3) Security and personal information and numbers (e.g., lock combination, computer access codes, cipher locks, security codes);
- (4) Identification of the ~~electric distribution company's~~ EDU's radio and dispatch channels;
- (5) Identification of the radio and dispatch channels and telephone numbers of the:
 - (a) Fire department;
 - (b) Police department;
 - (c) Other emergency/safety organizations; and
 - (d) Government and public officials; and
- (6) Similar information approved by the ~~PUCO~~ commission's outage coordinator.

~~(C)~~(B) Each emergency plan shall include at least the following elements, or if these elements are contained in another document, each ~~electric distribution company~~

EDU shall reference such document in the plan:

- (1) A table of contents, mission statement, and major objectives for the plan;
- (2) A description of procedures the ~~electric distribution company~~ EDU uses to move from its normal operations to each stage or level of outage response and restoration of service;
- (3) A description of the EDU's requirements for restoring service;
- (4) Contingency identification, i.e., a plan for training alternative or backup staff, identifying backup power supplies, and identifying alternative means of communicating with the office and field staff;
- (5) A list of twenty-four hour phone numbers of fire and police departments and county/regional emergency management directors in its service area;
- (6) Procedures for requesting aid, utilizing crews from other electric transmission owners and/or distribution ~~companies~~ utilities, and utilizing other restoration assistance;
- (7) Procedures for prompt identification of outage areas, how to timely assess damage, and, as accurately as conditions allow, provide an informed estimate of materials, equipment, personnel, and hours required to restore service;
- (8) Performance objectives and procedures for telephone response time to customer outage calls;
- (9) The policy and procedures for outage response and restoration of service by priority and a list of such priorities, including the following:
 - (a) "Live wire down" situations;
 - (b) Restoring service to the facilities designated in paragraph (A)(3) and the entities specified in paragraph (A)(4) of rule 4901:1-10-07 of the Administrative Code; and
 - (c) Providing information to critical customers who are without service;
- (10) The policy and procedures for providing outage response and restoration of service updates to the county/regional emergency management directors,

mayors and other elected officials, the ~~PUCO~~ commission's outage coordinator, commission media office, the media, and the ~~electric distribution company's~~ EDU's customers;

- (11) The policy and procedures to verify service has been restored in each outage area;
- (12) Policy and procedures for providing maximum outage response, seeking outside assistance, and restoring service in a worst case weather scenario, i.e., "major storm". "Each ~~electric distribution company~~ EDU shall define "major storm" or comparable term in its emergency plan. If the company and director of the consumer services department or the director's designee cannot agree on the definition of a "major storm" or comparable term, staff and/or the company may apply to the commission for a hearing within forty-five days after submission of the company's proposal and file a written report and/or recommendations and submit evidence on such at the hearing.
- (13) Policy and procedures to provide supervisors who are responsible for emergency response a copy of the latest edition of the emergency plan; and,
- (14) Policy and procedures to:
- (a) Establish and maintain a liaison with appropriate fire and police within their service territory; and,
 - (b) Identify major interruptions of service in which the ~~electric distribution company~~ EDU notifies appropriate fire, police and public officials and how to engage in mutual assistance and communication during major restoration efforts.
- ~~(D)~~(C) Each ~~electric distribution company~~ EDU shall follow and implement the procedures in its emergency plan.
- ~~(E)~~(D) Each ~~electric distribution company~~ EDU shall review employee activities to determine whether its procedures in the emergency plan, as set forth in paragraph ~~(C)~~ (B) of this rule, were effectively followed.
- ~~(F)~~(E) Each ~~electric distribution company~~ EDU shall establish and maintain policy and procedures to train its operating and emergency response personnel to assure they know and can implement emergency procedures, as set forth in paragraph ~~(C)~~ (B) of this rule.

~~(G)~~(F) Each ~~electric distribution company~~ EDU shall establish procedures for analyzing failures of equipment and facilities which result in a major interruption of service, for the purpose of determining the causes of the failure and minimizing the possibility of a recurrence.

~~(H)~~(G) Each ~~electric distribution company~~ EDU shall submit to the commission's outage coordinator, not later than December first of each year:

(1) An emergency contact report which shall contain:

- (a) The names, business addresses, and business and home telephone numbers of three emergency contact personnel;
- (b) Any available emergency hotline number; and
- (c) The fax number(s) of its emergency contact personnel;

(2) A report that the ~~electric distribution company~~ EDU has reviewed its emergency plan and, if applicable, revised and/or updated the plan, or established a new plan. Each ~~electric distribution company~~ EDU shall also submit all revisions and updates to its plan or the new plan; and

(3) ~~A~~ If the company has not implemented its emergency plan within the past year, a written statement attesting to that fact or a written summary of:

- (a) ~~Failures~~ Any failures of equipment ~~and~~ or facilities which ~~result~~ resulted in a major interruption of service, not as a result of a major storm, and the company implementing its emergency plan; and
- (b) The company's efforts to minimize the possibility of a recurrence of such failures.

~~(H)~~(H) Each ~~electric distribution company~~ EDU shall promptly notify the ~~PUCO~~ commission's outage coordinator of any change in its emergency contact personnel.

~~(I)~~(I) Critical customers. Each ~~electric distribution company~~ EDU shall:

- (1) Maintain and annually verify and update its list of critical customers;
- (2) Provide critical customers, within ten business days after acceptance of their

application, with a written statement of their options and responsibilities during outages, i.e., the need for backup generators, an alternative power source, or evacuation to another location; and

- (3) Annually notify customers of its critical customer program by bill insert or other notice.

~~(K)~~(J) Emergency exercise. Every three years, each ~~electric distribution company~~ EDU shall conduct a comprehensive emergency exercise to test and evaluate major components of its emergency plan and shall invite a cross-section of the following, or their representatives, to the exercise:

- (1) Mayors and other elected officials;
- (2) County/regional emergency management directors;
- (3) Fire and police departments;
- (4) Community organizations like the Red Cross; and
- (5) ~~PUCO~~ Commission's outage coordinator.

When an ~~electric distribution company~~ EDU implements any element of its emergency plan set forth in paragraph ~~(C)~~ (B) of this rule in response to a major storm (or comparable term), natural disaster, or outage, such company may request the commission to waive such requirement of the testing and evaluating that element of the emergency plan during the three-year period in which the major storm, etc., occurred evaluation of the emergency plan for the applicable period. To request a waiver the EDU must submit a report to the commission's outage coordinator detailing its actions, what part of the emergency exercise the implemented plan replaces, why it is an appropriate replacement for the part of the plan, including the EDU's interactions with the persons listed in this paragraph and whether the implemented plan indicates that the company's response to the emergency was sufficient and may request that the actual use of its emergency plan meets this rule's requirement for an emergency exercise. If the commission's outage coordinator fails to act upon the company's request to find that the use of its emergency plan meets the requirements for an emergency exercise within sixty days after such request is submitted to the outage coordinator, then the company shall be considered to have exercised its emergency plan in accordance with this paragraph.

~~(L)~~(K) Coordination. Each ~~electric distribution company~~ EDU shall coordinate the implementation of its emergency plan, to the extent that such ~~electric distribution~~

~~company~~ EDU would rely on or require information/assistance during an emergency, with the following:

- (1) Any regional/state entities with authority, ownership, or control over electric transmission lines;
- (2) Any generation provider connected to the ~~electric distribution company's~~ EDU's system; and
- (3) Any other ~~electric distribution company~~ EDU or transmission owner with facilities connected to the ~~electric distribution company~~EDU.

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Certification

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