WEST COAST STORM AND DISASTER PLANNING: BEST PRACTICES IN EMERGENCY PREPAREDNESS AND RESPONSE

April 2-3, 2014
Hilton Portland & Executive Tower
Portland, OR

POST-CONFERENCE WORKSHOP
ALIGNING BUSINESS CONTINUITY, RISK MANAGEMENT AND EMERGENCY MANAGEMENT IN A UTILITY: MODELS FOR ALIGNING THE THREE DISCIPLINES
APRIL 3, 2014
Utilities in the western United States face unique challenges in their storm preparedness planning. Expansive service territories, diverse terrain and seismic conditions, require additional preparation steps not seen by their peer utilities on the east coast. This conference focuses on the unique challenges faced by western utilities and attendees will gain greater insight into federal, regional, and state planning and response programs to facilitate better cooperation during major events. Experts will discuss how to utilize incident command systems, outage management systems, and communications strategies to effectively and efficiently respond to storms. Cost recovery, mobilization strategies, and mutual aid programs will also be discussed.

How a utility responds during a major storm can make or break its relationships with customers, regulators, and state and government officials. This conference will provide the tools for utilities to better plan for, prepare for, and respond to next year's major storms.

WHO SHOULD ATTEND

- Emergency response managers and planners
- Storm planning contract managers
- Project managers tasked with storm planning/response duties
- Utility partners and vendors who provide storm services
- Regulators and government officials involved in storm planning and response

LEARNING OUTCOMES

- Develop strategies to assist with logistical support during emergency situations
- Review best practices for structuring an emergency response plan across a utility
- Detail the features and application of the Incident Command and Control System for utilities
- Evaluate best practices for seismic protection
- Review experiences with high wind events and adopt strategies for better protection
- Review after-action reports and evaluate lessons learned from major events
- Detail the status of the emerging Western RMAG and its application to the National Response Event
- Develop strategies for proactive outage communications to community stakeholders
- Discuss how to best serve and restore power to remote communities
# AGENDA

**Wednesday, April 2, 2014**

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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>8:00 – 8:30 a.m.</td>
<td>Registration and Continental Breakfast</td>
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<td>8:30 – 9:30 a.m.</td>
<td><strong>Mutual Aid Cooperative Response Logistics</strong></td>
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<td>When utilities are asked to assist their peers during an emergency, they face numerous logistical challenges to ensure that their crews are able to effectively contribute to the response efforts of another utility. This presentation will detail best practices and lessons learned from PG&amp;E’s assistance efforts to ConEd during Superstorm Sandy. Topics will include:</td>
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<td>• Leadership structure</td>
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<td>• Communication plan with host utility</td>
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<td>• Check in/out</td>
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<td>• Bussing employees to and from hotel</td>
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<td>• Ground transport of equipment</td>
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<td>• MCV</td>
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<td>• Utilization of POD for tools</td>
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<td>• DOT support</td>
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<td>- Angie Gibson Manager, Electric Emergency Management and Public Safety, PG&amp;E</td>
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<td>9:30 – 10:30 a.m.</td>
<td><strong>Structuring an Emergency Response Plan Across a Utility</strong></td>
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<td>Utilities successfully respond to emergencies when their strategy is integrated company-wide. An Emergency Response Plan (ERP) is a bellwether of a sound emergency management strategy and program. With a solid strategy utilities can:</td>
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<td>• Adopt a response organization capable of scaling to any event</td>
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<td>• Align all business functions to educate stakeholders and set reasonable expectations</td>
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<td>• Effectively communicate internal roles, responsibilities, checklists, and processes</td>
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<td>• Conduct annual functional and table top exercises that ensure preparedness</td>
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<td>• Establish an executive sponsor with responsibility for emergency management</td>
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<td>This session will address each essential component of a utility emergency response plan, including discussing what constitutes a good plan, how to target to the plan’s various audiences (regulator, lawyer, executive, front line personnel), and how to implement and assess your ERP.</td>
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<td>- Tom Ryan, Partner, Davies Consulting</td>
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<td>10:30 – 11:00 a.m.</td>
<td><strong>Networking Break</strong></td>
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Utility Case Study: Using the Incident Command and Control System

The Incident Command System, or ICS, is a federal program that outlines a set of personnel, policies, procedures, facilities, and equipment that are integrated into a common organizational structure designed to improve emergency response operations. Many utilities are adopting this structure in order to provide seamless communications and operations with emergency responders from other agencies, utilities, and support organizations. This presentation will cover the following objectives:

- What is an incident? First steps after an emergency – describes the flavors – natural, technological, human (accidental/intentional)
- Activation of system, alert levels, notifications/procedures – defining triggers, thresholds, mechanisms and education/testing
- Emergency Response Process and roles and responsibilities in the Incident Command System (ICS) including “Job Action Sheets” – lessons learned from the field
- Clock cycle, situation updates, transfer of command, resource management – base camp, staging area, redeployment, demobilization
- Incident Action Plan (IAP) including objectives, strategies, tactics and tasks – importance of having everyone on the same page and effective communications
- Understand how to conduct an operational period briefing that ensures all staff are “on the same page” for the upcoming operational period


Group Luncheon

Earthquake/Tsunami Preparedness

This presentation will discuss seismic preparedness and how utilities can respond if the outage impacts more than T&D and includes generation, synching, search & rescue, and damage assessment of all facilities, not just the energy system, including medical triage when EMS resources are stretched too thin.

- Ben Peco, Manager Emergency Preparedness, BC Hydro

Southern California Wind Storm: A Cooperative Effort Case Study

In November of 2011, southern California was hit with a severe wind storm with sustained speeds of over 70 mph. These winds left nearly 500,000 customers without power across the Los Angeles metro area. This presentation will detail the cooperative efforts that southern California utilities have taken to better prepare for future wind-related responses.

- Ramon Abueg, Assistant General Manager, Glendale Power & Light

Network Break

Panel Discussion: Post-Event Evaluations and After-Action Reports

After a major event, it’s critical for utilities to Conduct after action analyses of response efforts. These include identifying gaps in processes, capabilities, and/or execution, and developing recommendations for improvement. This panel discussion will assist utilities in developing strategies to have the company may quickly return the system, the community, and the company to normalcy.

- Ramon Abueg, Assistant General Manager, Glendale Power & Light
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Thursday, April 3, 2014

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<td>8:00 – 8:30 a.m.</td>
<td>Continental Breakfast</td>
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<td>8:30 – 10:00 a.m.</td>
<td>The National Response Event and the Emerging Western RMAG</td>
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<td>For years, Regional Mutual Assistance Groups (RMAGs) have provided many U.S. utilities a method to share resources during outage events. Historically, utilities operating in the western U.S. have not had to rely on the mutual assistance like utilities in the eastern and midwestern United States and so have not established a formal RMAG for the region. With a raft of emerging threats, however, utilities in the west have determined a need for their own RMAG as a way of joining forces in all kinds of emergencies – from natural disasters to cyberattacks. In addition, National Response Events (like Superstorm Sandy) require a nationally coordinated response. RMAGs working together can share resources between regions, but with an event like Sandy, in which multiple adjacent regions were severely impacted, a regional approach could be challenged. In response to this new reality, U.S. utility industry leaders have established a more collaborative method for directing nationwide mutual assistance through the Edison Electric Institute. This presentation will address the key principles behind utility industry collaboration and mutual assistance: transparency and accountability. These principles can support a robust level of cooperation that enhances the ability of participating utilities to perform well in the face of an emergency.</td>
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<td>- Barry Anderson, Vice President, Emergency Management, Pacific Gas &amp; Electric</td>
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<td>10:00 – 10:30 a.m.</td>
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<td>10:30 – 11:15 a.m.</td>
<td>Best Practices In Proactive Outage Communications</td>
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<td>In the midst of a storm or major outage, customers want to hear from utilities. But how do you get customers and the community to prepare for those events before they happen, so they’re better equipped to ride out an outage? And how do you lay the groundwork when it’s warm and sunny for positive outage publicity when it’s not? Learn how Portland General Electric’s 2012 “Stay safe. Be prepared.” campaign used integrated communications across a variety of channels - including social and traditional media, community outreach, and cross promotions with key partners - to prepare its customers, employees, and stakeholders for the unexpected.</td>
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<td>- Grant Ringle, Director of Communications, Puget Sound Energy (invited)</td>
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<td>11:15 a.m. – 12:00 p.m.</td>
<td>Cooperating with Remote Municipalities</td>
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<td>Effective disaster response requires cooperation and collaboration with local municipalities. This becomes increasingly important in smaller remote towns, where the terrain is often difficult to manage and response resources are space. The city of Mammoth, California has established a collaborative approach to disaster management, strengthening their cooperation with utility partners and state emergency agencies.</td>
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<td>- John Vallejo, Counsel and Emergency Manager, County of Mammoth</td>
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<td>12:00 p.m.</td>
<td>Conference Adjourns</td>
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POST-CONFERENCE WORKSHOP:
ALIGNING BUSINESS CONTINUITY, RISK MANAGEMENT AND EMERGENCY MANAGEMENT IN A UTILITY: MODELS FOR ALIGNING THE THREE DISCIPLINES

OVERVIEW

Thursday, April 3, 2014
1:00 – 5:00 p.m.

Does your company have separate emergency management (storm preparedness and response), business continuity, and disaster recovery programs? If so, this session will discuss how best to align these disciplines. Successful emergency management is fully integrated with corporate risk management and business continuity planning processes. In fact, to maximize effectiveness and continuous improvement, these functions should be addressed within the context of continuous cycle of preparation, restoration, and mitigation. Davies Consulting approaches this challenge with an Emergency Management Improvement Cycle, helping utilities:

• Align risk management, business continuity, disaster recovery, and emergency management;
• Evaluate the operational risks;
• Maximize the potential for increasing funding for emergency management programs; and
• Gain situational awareness of risks and hazards beyond storms.

This four-hour interactive workshop will provide instruction as well as discussion on the pros and cons of aligning these disciplines using case studies, and options for assessing and managing the disciplines.

INSTRUCTORS

Tom Ryan / Davies Consulting

Thomas Ryan has twenty years of experience in emergency management, emergency response, and energy sectors. Mr. Ryan has delivered expert advice in the areas of operational improvements, program, risk and knowledge management, and training and exercise delivery. In addition, Mr. Ryan has responded to international level incidents in the National Capital Region, has been involved in Emergency Management in the nation’s capital, and has experience in electrical and the nuclear energy industries. He maintains an interest in nuclear and radiation safety, specifically in nuclear non-proliferation. He remains current in Incident Command Systems and emergency response as a first responder in suburban Washington, D.C. Mr. Ryan’s experience in training and exercise includes multi-agency public and private training and exercise programs. His first-hand experience in engineering firms, emergency management and emergency response bolsters his experience in the management and delivery of training and exercises.

His professional positions include: engineer with the U.S. State Department, proprietor of two engineering firms, manager with the D.C. Emergency Management Agency, and Trauma Specialist at George Washington University (GWU) Hospital and Children’s National Medical Center. Mr. Ryan holds a Bachelor of Arts from Colby College, where he was the Student Body President; and a Masters of Sciences in Engineering Management and System Engineering, with a focus on Disaster, Crisis and Risk Management, from GWU. Mr. Ryan is certified through the Federal Emergency Management Agency’s Emergency Management Institute on the Incident Command System, the National Incident Management System, and the National Response Framework and is certified by the Maryland Fire and Rescue Institute as an instructor.
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INSTRUCTIONAL METHODS

Case studies and PowerPoint presentations will be used in this conference.

REQUIREMENTS FOR SUCCESSFUL COMPLETION OF PROGRAM

Participants must sign in/out each day and be in attendance for the entirety of the conference to be eligible for continuing education credit.

IACET CREDITS

EUCI has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, EUCI has demonstrated that it complies with the ANSI/IACET Standards, which are widely recognized as standards of good practice internationally.

As a result of its Authorized Provider membership status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standards.

EUCI is authorized by IACET to offer 1.0 CEUs for the conference and 0.3 CEUs for the workshop.

EVENT LOCATION

A room block has been reserved at the Hilton Portland & Executive Tower, 921 SW Sixth Avenue, Portland, OR 97204, for the nights of April 1-2, 2014. Room rates are $159, plus applicable tax. Call (503) 226-1611 for reservations and mention the EUCI program to get the group rate. The cutoff date to receive the group rate is March 2, 2014, but as there are a limited number of rooms available at this rate, the room block may close sooner. Please make your reservations early.

PROCEEDINGS

A copy of the conference proceedings will be distributed to attendees at the event. If you are unable to attend or would like to purchase additional copies, flash drives are available two weeks after the conference is complete. The cost per flash drive is US $395 (add US $50 for international shipments). Flash drives include visual presentations only. Upon receipt of order and payment, the flash drive will be shipped to you via regular USPS mail.

NOTE: All presentation flash drive sales are final and are nonrefundable.
PLEASING REGISTER THE FOLLOWING

☐ WEST COAST STORM AND DISASTER PLANNING: BEST PRACTICES IN EMERGENCY PREPAREDNESS AND RESPONSE AND POST-CONFERENCE WORKSHOP: ALIGNING BUSINESS CONTINUITY, RISK MANAGEMENT AND EMERGENCY MANAGEMENT IN A UTILITY: MODELS FOR ALIGNING THE THREE DISCIPLINES
   APRIL 2-3, 2014: US $1795
   EARLY BIRD ON OR BEFORE MARCH 21, 2014: US $1595

☐ WEST COAST STORM AND DISASTER PLANNING: BEST PRACTICES IN EMERGENCY PREPAREDNESS AND RESPONSE CONFERENCE ONLY
   APRIL 2-3, 2014: US $1395
   EARLY BIRD ON OR BEFORE MARCH 21, 2014: US $1195

☐ POST-CONFERENCE WORKSHOP: ALIGNING BUSINESS CONTINUITY, RISK MANAGEMENT AND EMERGENCY MANAGEMENT IN A UTILITY: MODELS FOR ALIGNING THE THREE DISCIPLINES ONLY
   APRIL 3, 2014: US $595
   EARLY BIRD ON OR BEFORE MARCH 21, 2014: US $495

☐ I'M SORRY I CANNOT ATTEND, BUT PLEASE SEND ME THE CONFERENCE PROCEEDINGS FOR US $395. (PLEASE ADD $50 FOR INTERNATIONAL SHIPPING.)

How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)

Print Name ___________________________ Job Title ___________________________

Company ___________________________

What name do you prefer on your name badge? ___________________________

Address ___________________________ ___________________________

City ___________________________ State/Province ___________________________ Zip/Postal Code ___________________________ Country ___________________________

Telephone ___________________________ Email ___________________________

List any dietary or accessibility needs here

CREDIT CARD

Name on Card ___________________________ Account Number ___________________________

Billing Address ___________________________ Billing City ___________________________ Billing State ___________________________

Billing Zip Code/Postal Code ___________________________ Exp. Date ___________________________ Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx) ___________________________

OR Enclosed is a check for $ ___________________________ to cover ___________________________ registrations.

All cancellations received on or before February 28, 2014, will be subject to a US $195 processing fee. Written cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event or publication. This credit will be good for six months. In case of event cancellation, EUCI's liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices at (201) 871-0474. EUCI reserves the right to alter this program without prior notice.