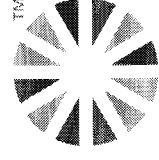


**Washington Utilities and Transportation Commission
Utilities Storm Response Workshop
March 19, 2012**

CenturyLink

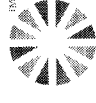


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Actions Taken to Mitigate Storm Impact

CenturyLink Disaster Preparedness Program:

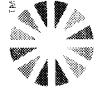
- Priority on prevention through sound infrastructure design, redundant network architecture, integrated security measures, aggressive network monitoring, and continuity planning
 - C.O. battery backup and emergency generators
 - Underground/buried cable is water-resistant – air pressurized; jelly packed cable
 - Aerial cable designed to meet storm loads
- Continual disaster recovery readiness through multi-hazard response structure, training, exercises, and resource identification
- Inherent network design ensures that a significant portion of the network is powered from central offices and is not susceptible to commercial power outages



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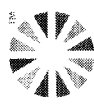
Company Response to Storm

- CenturyLink network operations managers determined the scope of the impact of the storm on network facilities and services:
 - Interfaced with the Network Event Management Center to determine out-of-service conditions and prioritize alarms
 - Interfaced with the Repair Call Handling Center to receive information regarding customer reported outages and facilities damage
 - Communicated with County Emergency Operation Centers (King and Thurston) to determine the impact on supporting utilities (i.e., power) and the affected communities
 - Communicated directly with the power companies to identify those affected areas that were safe for entry
- Based on feedback from operations managers, CenturyLink field technicians were dispatched to conduct field surveys/repairs as appropriate to restore service
- In situations where loss of commercial power had impacted facilities, personnel with generators were dispatched to charge depleted back-up battery systems



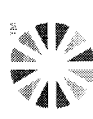
Estimated Cost Incurred / Cost Tracking

- CenturyLink estimates that it incurred approximately \$1.2M in storm related costs
- The estimate is based on the following cost tracking methodology:
 - Upfront 'storm' coding by field technicians allows for tracking costs for storm specific restoration and repair efforts
 - Specific outage data is entered into a cost calculator spreadsheet which tabulates and summarizes cost information
 - Number and magnitude of outages
 - Facility and labor cost information



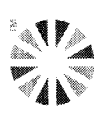
Lessons Learned from the Storm

- Ensure field technicians that are dispatched to restore battery-back-up systems are equipped with the proper electrical connectors and generators needed to restore power to remote sites as requirements can vary from site to site
- Develop better communications plans with other utilities (specifically power) to better understand outage locations and coordinate restoral
- Increase safety by developing a 'power down' notification policy with the Commission and Utilities
- Develop more effective methods for securing generators to avoid theft (3 portable units were stolen during this event)
- Develop a plan for more efficient deployment/sharing of assets between the various CenturyLink operating companies



Recommendations for Utilities/Commission

- Establish requirements/process to identify, escalate, and notify community of unsafe conditions (e.g., 'power down' hazards)
- Develop a state or county social media site where the community could upload photos, or notify the commission/utility of out-of-service conditions or safety hazards
- Encourage power companies to provide detailed plans of response with ETR so we can form a safer / faster internal restoration plan.



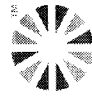
PSE Call Center Problems

PSE encountered several problems with its call center during the storm. Two of the problems were attributable to CenturyLink service issues:

- CenturyLink's *EZroute* service which provides call routing and IVRU screening for incoming calls to PSE's call center was inadvertently not set to the proper call capacity after a recent system upgrade. Consequently, calls were constricted during a period of approximately 1.5 hours on 1/19/2012 until the call capacity feature had been reset to the proper capacity
- On 1/23/2012 a CenturyLink network outage affecting call routing to the PSE Call Center occurred. The problem resulted in an intermittent fast busy condition and lasted for approximately 7 hours.

Corrective Action:

- Process changes have been instituted to ensure against future problems when network upgrades are being implemented
- PSE and CenturyLink have agreed to conduct post-storm root-cause analyses on all issues affecting intercompany response systems and pre-storm season meetings to ensure that all such systems are performing optimally
- PSE and CenturyLink have also agreed to having a CenturyLink representative located at PSE's network restoration center during storm outages to further facilitate the recovery efforts of both companies



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