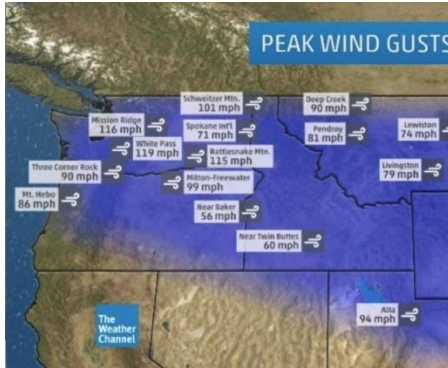




November 2015 Windstorm Overview – Docket No. UE-160056

March 24th, 2016

Windstorm 2015



Peak gusts in Spokane on Nov. 17, 2015 were recorded at 71 mph. Near hurricane force winds devastated our region leaving in its wake the worst outage we've dealt within in our 126-year history.

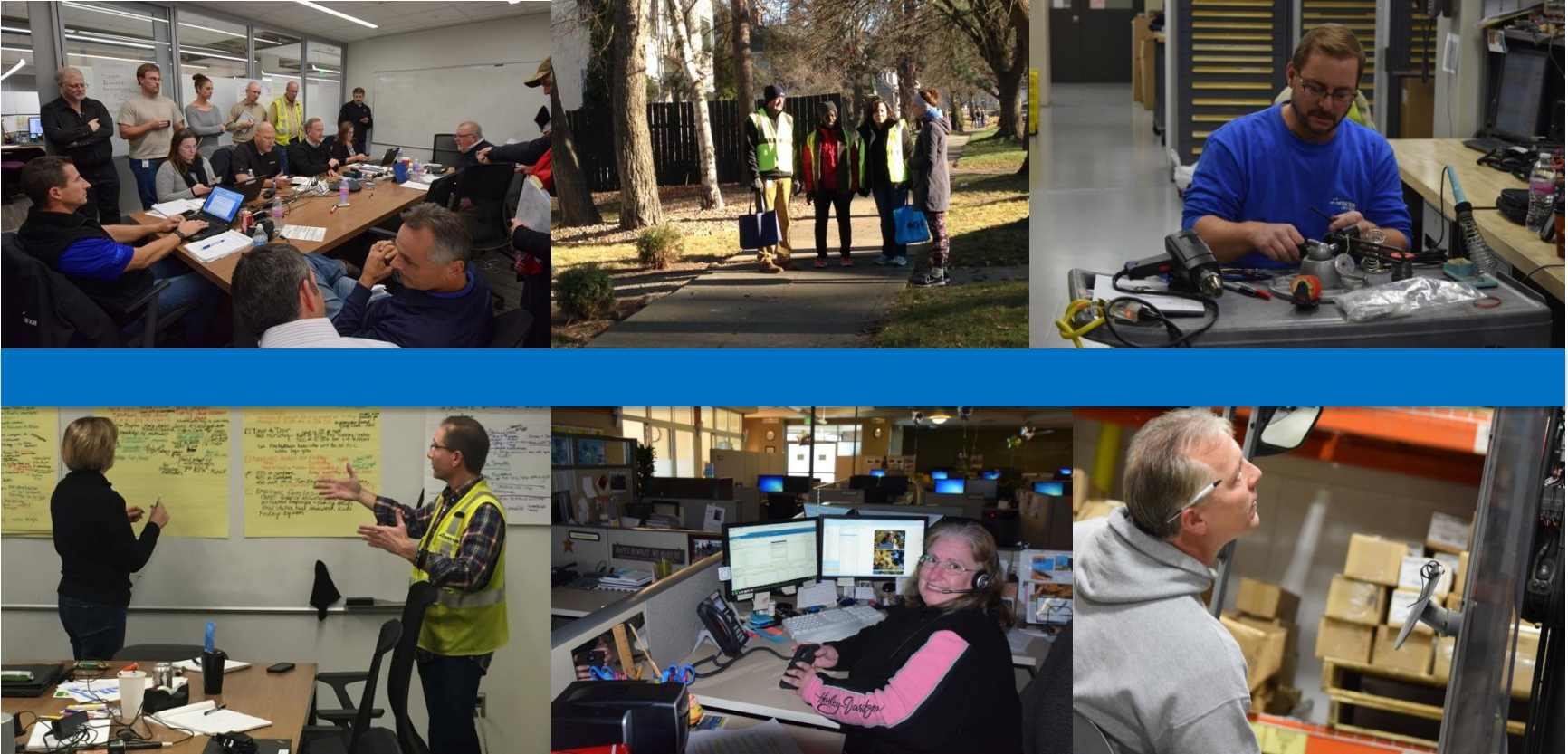


Nearly 180,000 customers lost power



Restoration = 10 days

Organizational strengths and leadership during the event



Prior to storm, emergency operations were declared to enable rapid response

Activation

- Preplanning
- Emergency Operations Center (EOC)
- Incident Command Structure
- EOC Briefing

Resources

- Pre storm assessment
- Damage assessment
- Local contractor resources
- Western Regional Mutual Assistance Group

Coordination

- EOC Briefings
- Section Meetings
- County & city Liaisons
- Critical services
- External

Emergency Operations Center Activation



- Periodic briefing
- Incident Command Structure unit activation and role assignment
- Common operating picture
- Problem identification
- Next operating period goals

Damages from the windstorm

At the height of the storm, we lost **29 Major** Transmission lines and **40 substations**.



All 40 substations were restored by Nov. 19



Gas operations during the height of the storm



73

Gas operations in Coeur d'Alene and Spokane responded to 73 total trouble orders in a 12-hour period. The Spokane district responded to more blowing gas odors in Spokane in one night than the entire month of November in 2014.

30

30 Employees between Spokane and Coeur d'Alene responded during the storm and worked through the night to secure Avista's system and ensure the safety of our customers and the public.

Gas meter

Western Regional Mutual Assistance Group activation with multiple waves



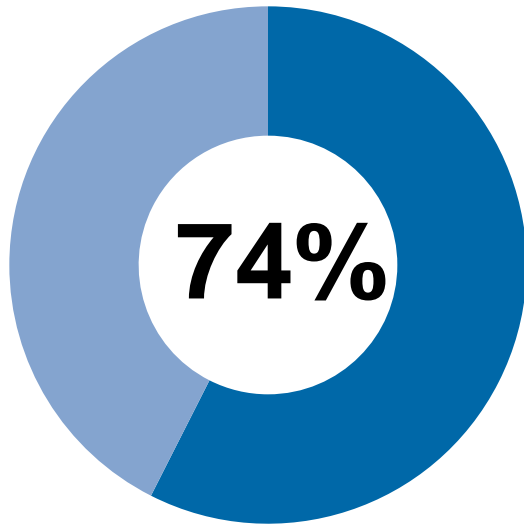
132 Avista, contract and mutual aid crews from **six** western states and Canada worked **16** hour rotating shifts for **10** days.



Customer service highlights

Information reflects Nov. 17 through Nov. 27

Grade of Service



Answered 74 percent of calls within 60 seconds

55,900

The number of calls taken. That's **35,100** more calls than normal!

148,768

Number of calls handled by the Interactive Voice Response system. That's **91,000** more calls than normal!

**24/7
staffing**

Reps did a fantastic job!



All restoration activities were completed without injury.

Storm Safety Focus

- Contractor Safety On-boarding
- V-Watch
- Safety led EOC briefings
- Safety Field Observations
- Public safety

Real time adjustments

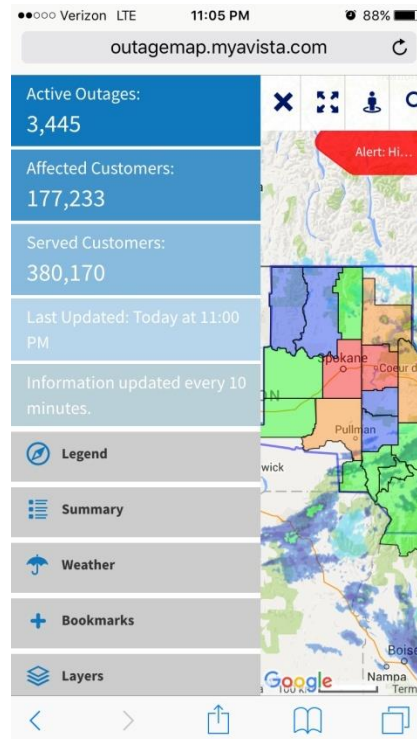
- 2nd Dispatch Center
- Feeder circuit restoration focus.

Remarkable efforts from across the community

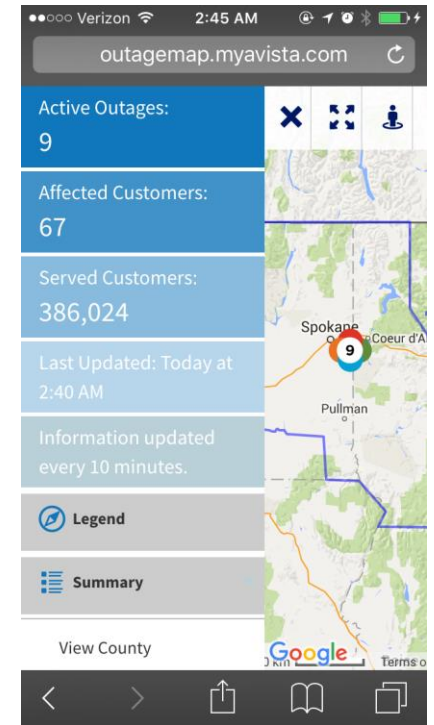
Out of the nearly 180,000 customers without power from the Nov. 17 storm, all customers were restored by 3:45 a.m. on Nov. 27.



Nov. 17 at 11:05 p.m.



Nov. 27 at 2:45 a.m.



External Communications Critical Success Factors

Community in Crisis

- Entire Community Impacted
- Joint News Conferences
- #Inland Strong

Transparent & Timely Info

- Magnitude of damage
- Approach to restoring power
- Demonstrate progress

Consistent Messages

- Scott Morris
- News Media
- Social Media
- Web
- Call Center

External Communications

Cross-Community Focus



Scott Morris on the frontline



- Anticipation, preparation and clear roles/responsibilities prior to incident
- Provide a **united communications front** with elected officials, emergency responders and agencies
- **#InlandStrong**
- **Scott Morris** took the lead as Avista's key spokesperson
- **Proactive** dissemination of information

External Communications: Media Relations



Pacific Gas and Electric Company shared KHQ Cynthia Johnson's video.
November 20, 2015

PG&E crews safely arrive in Spokane, WA to support Avista Utilities in storm recovery efforts. Today, the focus is to restore distribution lines: <http://ow.ly/UTNIU>



30,652 Views

KHQ Cynthia Johnson
November 20, 2015

Like Page

Avista Utilities just got another crew from California to come help Spokane's crews get power back to about 78,000 people. 85 five man crews will be out tonight, 100 five man crews will be out tomorrow. KHQ Local News

Transparent & Timely Info

174

Number of Media Inquiries Avista responded to

15

Media Alerts issued

6

Joint News Conferences conducted

4

Proactive Video Opportunities

- Magnitude of damage
- Restoration approach
- Progress being made

External Communications

Connecting Directly with Customers

Demonstrating Progress



Crews have been making progress in the field. In less than 48 hours, 86,000 customers have been restored. This is nearly half of all those who were without power at the height of the storm. We will continue to work around the clock until all customers are restored. Thank you for your continued patience.

Setting Expectations



Avista Utilities still hopes to have most customers back on line by Monday, but as the work gets more time and labor intensive, CEO Scott Morris cautioned that it may be mid-week before everyone has power again.

"We continue to dedicate every resource at our disposal," he said. "Restoring power to the remaining 30 percent of customers is really challenging."



Sharing Stories

Page 15

75	Facebook Posts
8,100	Direct messages with 94 percent responded to within 13 minutes or less
1 Million	Twitter accounts reached
12.7 M	Unique Twitter impressions created
837,000	Visits to Outage Map
607,000	Visits to avistautilities.com



Community Outreach Highlights

More than 100	Reached out to nursing home, assisted living and other adult care housing facilities
	Helped secure and connect emergency generators for critical customers, including several assisted living homes
More than \$94,000	Contributed to fund shelters, warming centers, emergency food and services, extend school warming center days and food



Behind the Scenes Support



**At least
50**

Avista volunteers in non-critical operation positions worked with City volunteers to go door-to-door checking on vulnerable customers

**More than
300**

Employees volunteered to help in any capacity during the storm



Post Storm Debriefings

- Objective
 - Recognize successes
 - Identify opportunities to continually strengthen emergency response program
- Conducted 17 debriefing meetings
- Conducted post-storm survey with 396 respondents
- Engaged 3rd party to review storm response



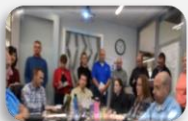
Post Storm Debriefings: *Successes*



No Safety Incidents



Avista Employees



Visibility of Avista
Leadership



Communications



EOP Incident
Command Structure



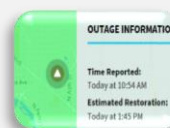
Logistics



Generators



Community Coordination
and Collaboration



iFactor, Compass, IVR

Post Storm Debriefings: *Opportunities for Improvement*



EOP Incident Management Structure



Training and Mock-Exercise Program



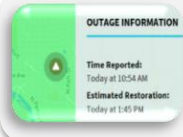
EOP Support Staff Roles



Restoration Strategy



Damage Assessment Strategy Documentation



Estimated Restoration Times (ERT)



Critical Customers and Services



Communication Processes

Thank You!

