

HANUKKAH EVE WINDSTORM
DECEMBER 2006
2012 UPDATE ON KEMA
RECOMMENDATIONS



Dated 8/31/2012



PUGET SOUND ENERGY

The Energy To Do Great Things

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INTRODUCTION

On November 29, 2007 Puget Sound Energy (PSE) provided to the Washington Utilities and Transportation Commission (UTC) a summary of the KEMA recommendations and subsequent actions taken by PSE. An update to the KEMA Recommendations Matrix was provided as part of a General Rate Case (GRC), Docket numbers UE-072300 and UG-072301, in response to Data Request #54 from the UTC Staff.

Pursuant to paragraph 9 of the Multiparty Settlement re: Emergency Response and Storm Preparedness in Docket Nos UE-072300 and UG-72301, PSE provided its annual report dated August 31, 2011, which addressed PSE's progress in implementing and/or further considering KEMA and supplemental recommendations identified in the after action review of the December 2006 Hanukkah Eve Windstorm.

This Annual Report provides a summary of actions taken by PSE on the KEMA recommendations since the August 31, 2011 annual report.

As noted in this update, PSE has accepted and implemented most of these recommendations and they are now integrated into PSE's emergency preparedness processes. PSE continues to refine these processes as a result of post-event and annual reviews.

The following matrix has been updated for this year's annual report to reflect the status of KEMA's recommendations as of August 31, 2012. Pursuant to the Emergency Restoration - Information Systems and Processes, PSE continues its work to implement an Outage Management System (OMS). The related business process flows and systems to close functionality gaps will be addressed as part of the implementation of PSE's OMS.

PSE will have implemented its Geospatial Information System (GIS) and OMS systems by April 2013 and will no longer report on the status of 10.4.1 (establish enterprise-level technology, data, and integration architecture for outage management related processes (OMS)), 10.4.2, and 14.4.2 (aggressively develop and maintain cross-country transmission access roads). This is the final report on closing out the 2007 recommendations made by KEMA.

2012 KEMA RECOMMENDATIONS MATRIX

REC #	Recommendation Title	8/31/2012 Update
4.4	EMERGENCY RESTORATION - ANNUAL PLANNING RECOMMENDATIONS	
4.4.1	Expand the company emergency response capability through enhanced personnel utilization.	C
5.4	EMERGENCY RESTORATION - IMMINENT EVENT PLAN RECOMMENDATIONS	
5.4.1	Develop a storm categorization methodology and tailor aspects of the CERP to various levels of storms.	C
6.4	EMERGENCY RESTORATION - EVENT ASSESSMENT RECOMMENDATIONS	
6.4.1	Enhance the damage assessment capability and process to provide better and faster estimates of restoration times and resource requirements.	C
7.4	EMERGENCY RESTORATION - EXECUTION RECOMMENDATIONS	
7.4.1	Institute consistent accountability for executing the storm plan.	C
7.4.2	Formalize local area coordination and transmission restoration priority activities.	C
8.4	EMERGENCY RESTORATION - EXTERNAL COMMUNICATIONS RECOMMENDATIONS	
8.4.1	Create an integrated corporate and local communication strategy that is scalable to storm severity.	C
9.4	EMERGENCY RESTORATION - CUSTOMER SERVICE RECOMMENDATIONS	
9.4.1	Formalize a customer-escalated call process.	C
9.4.2	Use local carrier phone network in front of CLX/IVRU to enhance call-taking capacity and capabilities.	C
10.4	EMERGENCY RESTORATION - INFORMATION SYSTEMS AND PROCESS RECOMMENDATIONS	
10.4.1	Establish enterprise-level technology, data, and integration architecture for outage management related processes.	Complete 4-2013
10.4.2	Develop end-to-end information and business process flows for outage management and emergency restoration processes.	Complete 4-2013
10.4.3	Enhance existing technology and systems to close functionality gaps with the strategy of migrating them toward the final architecture.	Part of 10.4.2
10.4.4	Deploy new systems to close the functionality gaps and build out the outage management architecture.	C
10.4.5	Develop a phased implementation plan for outage management related information system and processes.	C
11.4	SUPPORT SERVICES RECOMMENDATIONS	
11.4.1	Refine the Emergency/Storm Event Response Services Contract (ESERSC) to add the planning, training, communication, and evaluation roles necessary to plan for and implement major restoration efforts.	C
12.4	MATERIALS MANAGEMENT AND LOGISTICS RECOMMENDATIONS	
12.4.1	Enhance logistics to better support the number of crews supporting the restoration.	C
12.4.2	Document material management policies and processes created to support storm levels.	C
13.4	POST-EVENT REVIEW RECOMMENDATIONS	
13.4.1	Ensure the existing post-storm actions and recommendations are consistent with the leading practice model presented in this report.	C
14.4	INFRASTRUCTURE CONDITIONS RECOMMENDATIONS	
14.4.1	Enhance PSE's transmission vegetation management policy and standards for ROW width.	C
14.4.2	Aggressively develop and maintain cross-country transmission access roads.	Complete 4-2013
14.4.3	Evaluate hardening opportunities for both transmission and distribution.	C

	<i>Update provided in 8/31/2012 report</i>
C	<i>Completed</i>

10.4 Emergency Restoration—Information Systems and Process Recommendations

- 10.4.1 Establish enterprise-level technology, data, and integration architecture for outage management related processes.

PSE Actions:

The electric Outage Management System (OMS) project is currently underway in conjunction with implementation of a new Customer Information System (CIS). The new OMS system will replace existing ConsumerLinx (CLX) system outage reporting functionality and provide additional advanced outage management functionality. The CIS project will replace the CLX database with a modern application to manage customer information. The new CIS system will continue to feed customer and outage information into the OMS and provide improved access to outage information for customers. The Geospatial Information System (GIS) electric component will replace existing electric system raster maps with electronic databases to provide a spatially accurate electric network model. The GIS will be interfaced with both the CIS and PSE's asset management system (SAP) to provide an integrated architecture. This will improve PSE's ability to more quickly pinpoint the sources of electric system and power outages and efficiently direct repair efforts, as well as provide more accurate and timely estimated restoration times to customers.

The CIS and OMS systems are scheduled to go-live April 1, 2013. Upon project completion the CLX system will be retired.

- 10.4.2 Develop end-to-end information and business process flows for outage management and emergency restoration processes.

PSE Actions:

See response to 10.4.1 above.

14.4 Infrastructure Conditions Recommendations

- 14.4.2 Aggressively develop and maintain cross-country transmission access roads.

PSE Actions:

PSE has collected cross country rights-of-way access data, and the GIS platform will be the appropriate repository for this information. After the implementation of the core GIS functionality is completed in April of 2013, the rights-of-way access data collected will be incorporated into the GIS. This information can then be used in an emergency to assist patrols and repair crews needing to access information on cross country rights-of-way.

PSE continues to fund and make improvements to access points and corridors as they are identified.