



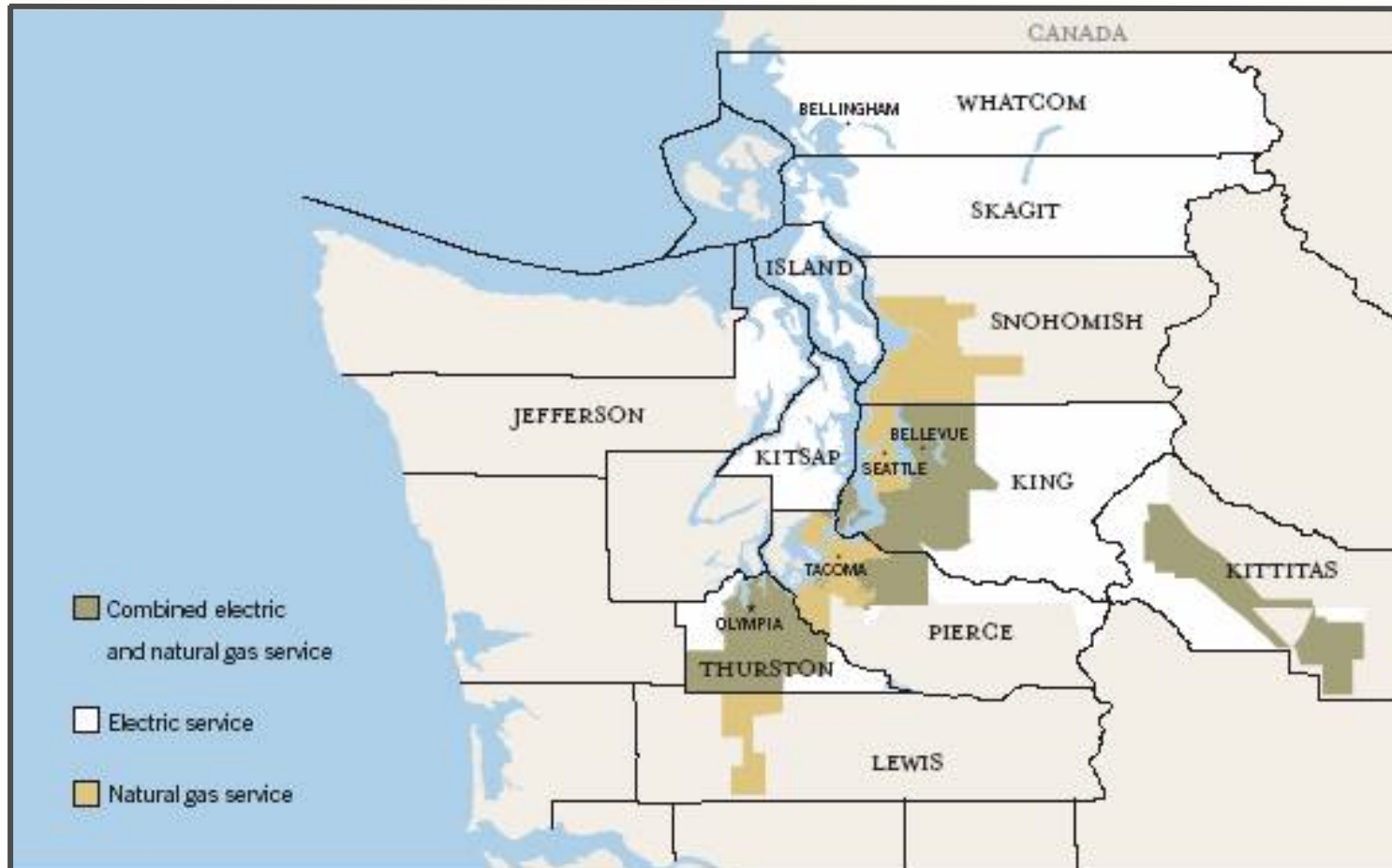
PUGET SOUND ENERGY

The Energy To Do Great Things

Mid-December Storm

Sue McLain, Senior Vice President – Operations

Overview



The storm's damage

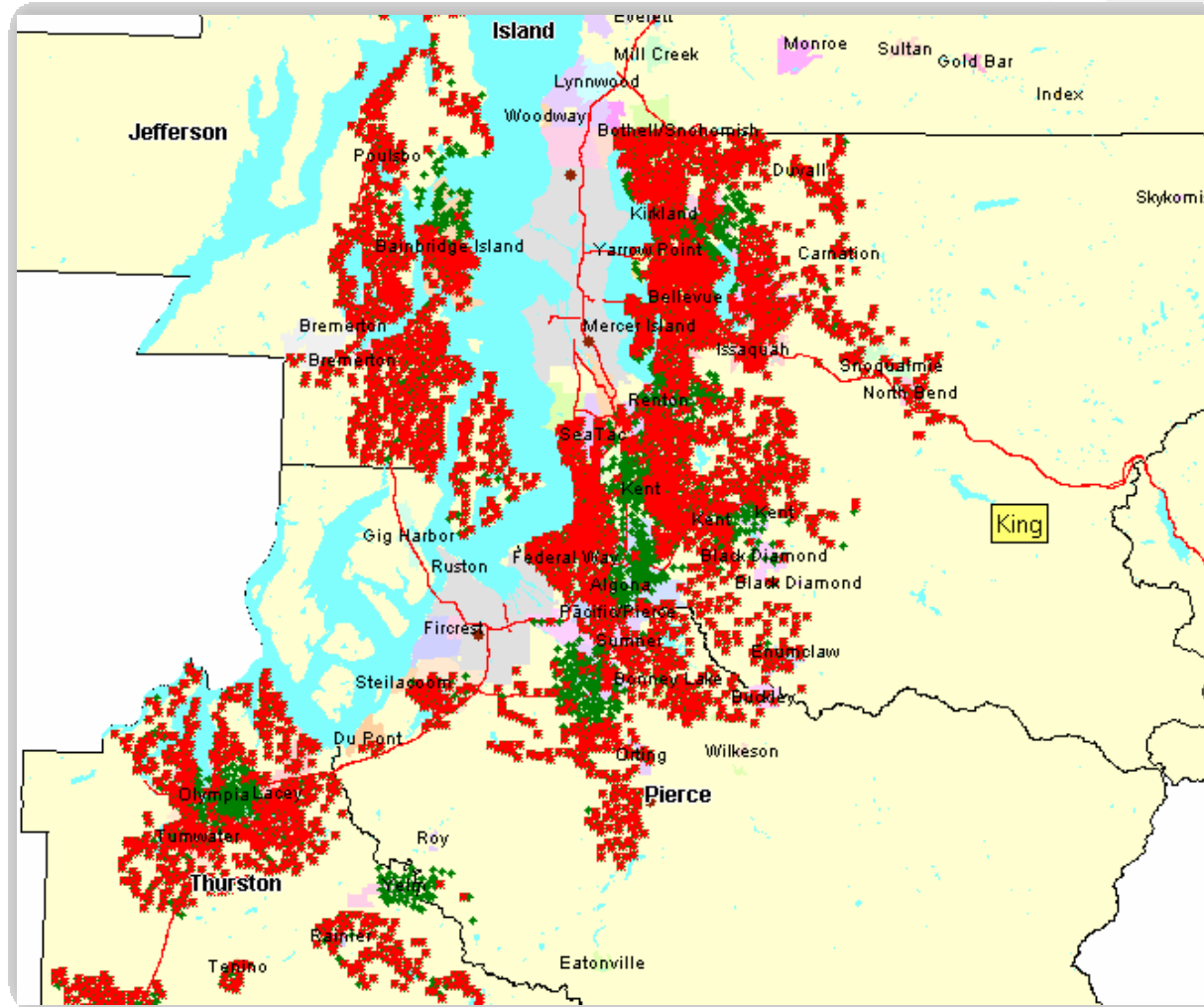




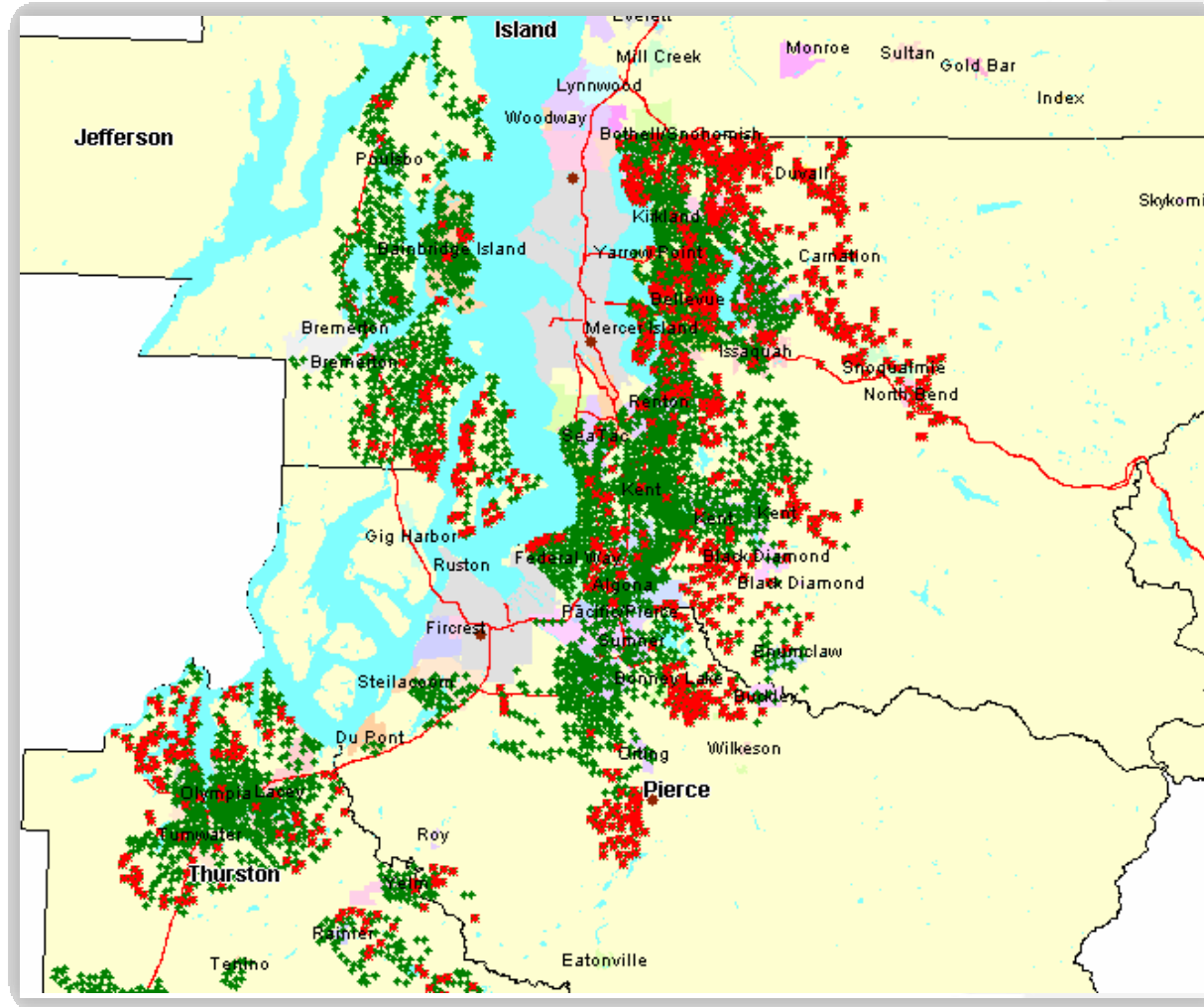
12.16.2006



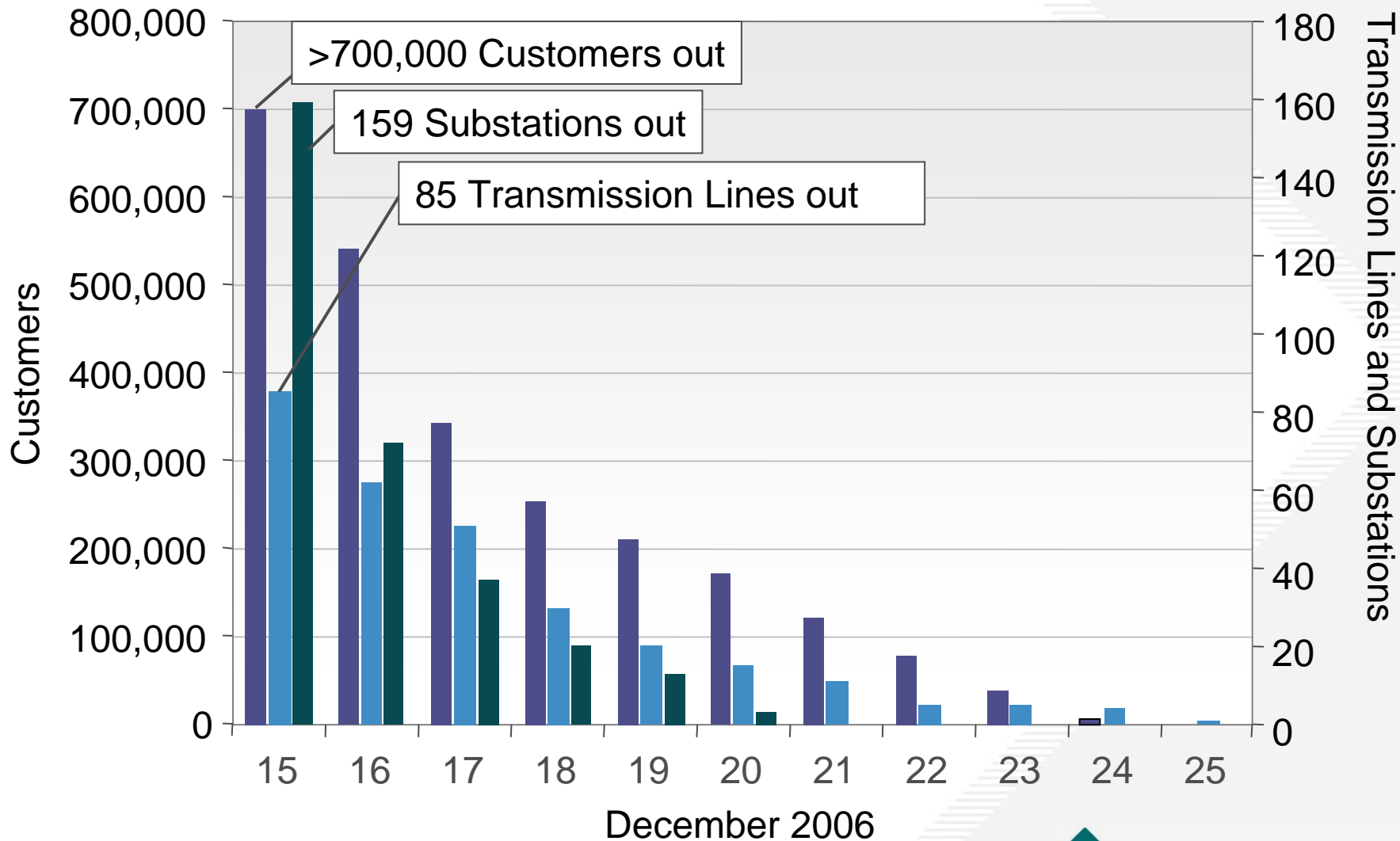
Dec. 15: >700,000 customers out



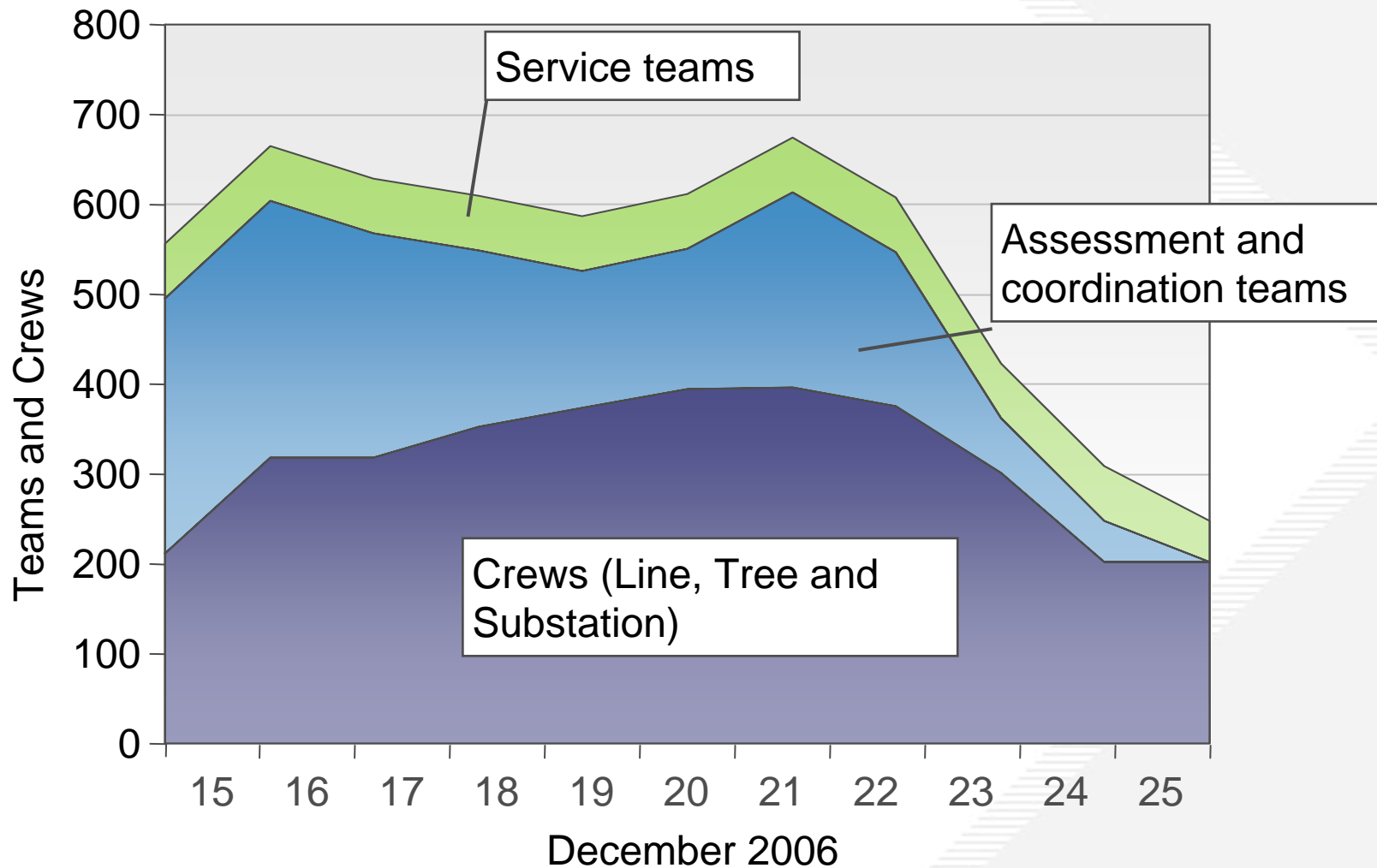
Dec. 18: ~ 500,000 customers restored



Restoration metrics



Response personnel and crews



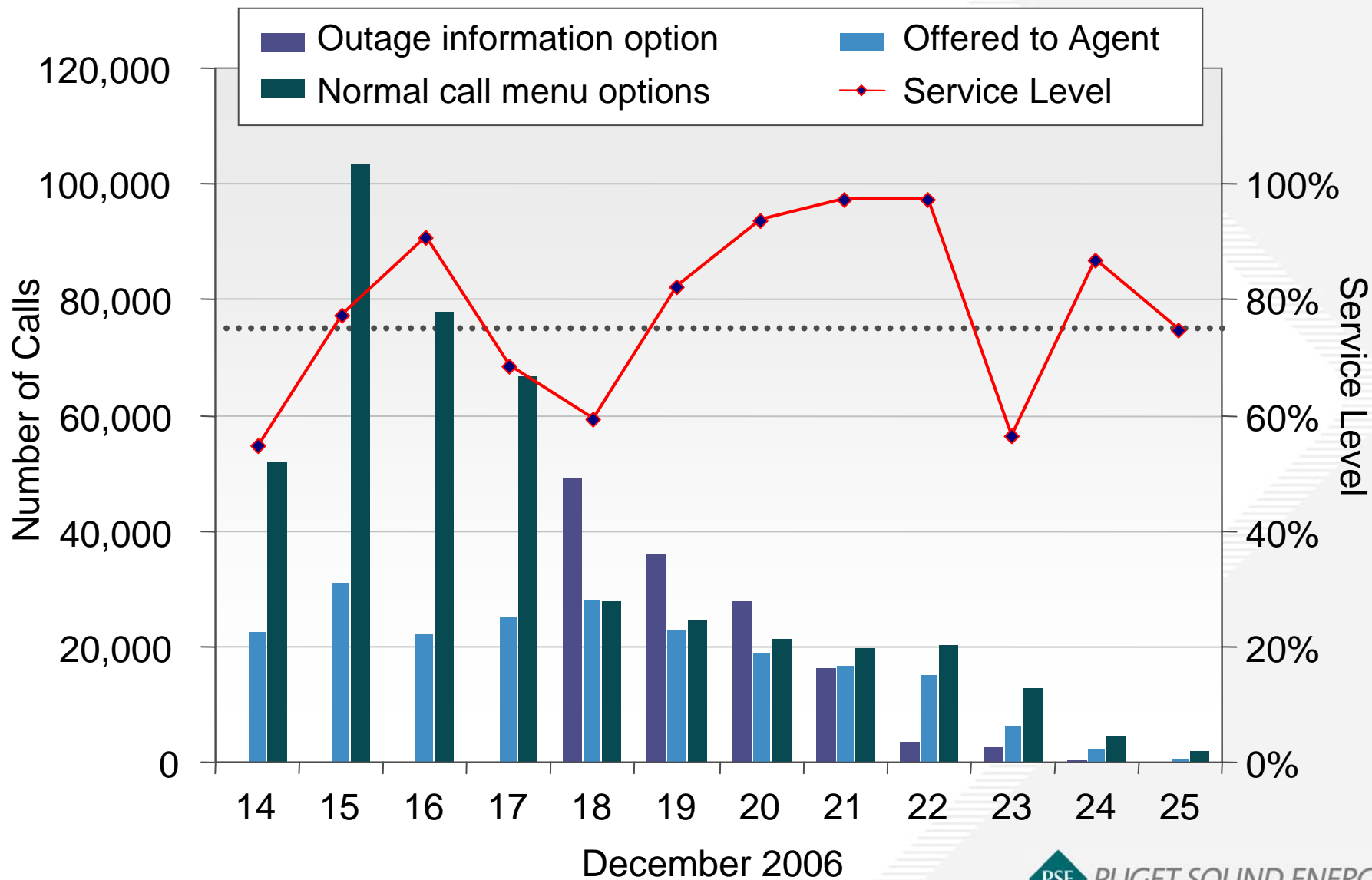




Communications

- Communicated advanced warning of possible outages from approaching storm
- Once the storm hit, messages tied to PSE Emergency Operations Center (EOC) conference calls
- Media, Customers, Communities & Governments
 - ◆ Call Center
 - ◆ Website
 - ◆ Outreach

Call Center metrics



PSE PUGET SOUND ENERGY

Service Map | Search: | Contact Us

The energy to do great things December 20, 2006

HOME & BUSINESS SOLUTIONS SAFETY & RELIABILITY ENERGY & ENVIRONMENT COMMUNITY INSIDE PSE

MY PSE ACCOUNT
Pay Bills, Manage Accounts and Find Ways to Save

Return User: Login
Username:
 Remember Me

SERVICE ALERT
Dec. 20, 2006»

Newsroom »

NEW & NOTABLE

PSE Crews working hard to restore power
Local restoration updates by county.
[More >](#)

PSE PUGET SOUND ENERGY

Home | Service Map | Search: | Contact Us

The energy to do great things December 20, 2006

HOME & BUSINESS SOLUTIONS SAFETY & RELIABILITY ENERGY & ENVIRONMENT COMMUNITY INSIDE PSE

My PSE Account:

PSE PUGET SOUND ENERGY

Home | Service Map | Search: | Contact Us

The energy to do great things December 20, 2006

HOME & BUSINESS SOLUTIONS SAFETY & RELIABILITY ENERGY & ENVIRONMENT COMMUNITY INSIDE PSE

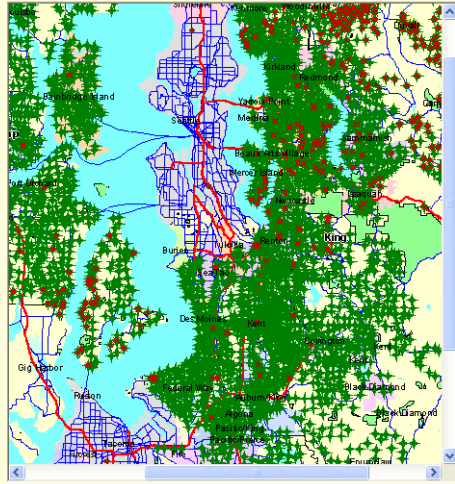
My PSE Account:

Service Alert: Service Restoration Maps

PSE Service Area and County Restoration Maps
As of noon PST, Dec. 20, 2006

These maps display the status of PSE's electrical distribution system, updated everyday after noon. Green areas indicate restored power and red "X" symbols indicate outages.

[Download detail maps by county](#)



County Detail Maps
View restored areas by county with the links below.

- Island
- Jefferson
- King
- Kitsap
- Kittitas
- Pierce
- Skaagit
- Thurston
- Whatcom
- Full PSE Service Area

Service Alert: Storm Recovery Update

[Update](#) | [Safety Tips](#) | [Storm Shelters](#) | [Messages from the CEO](#)

Power-Restoration Status for North and East King County

As of 11:30 a.m. PST, Dec. 20, 2006

Bellevue and Newcastle
Restoration efforts are progressing in heavily damaged pockets of Bellevue, largely in the Bridle Trails, Lake Hills, Eastgate, Phantom Lake, and Newcastle areas. Work likely will continue into Friday or Saturday.

Woodinville
All substations now have been re-energized for the Woodinville area, one of our hardest-hit communities. Crews are concentrating on restoring power to circuits in the Hollywood Hills, Paradise Lake, Cottage Lake and Bear Creek areas. Power here should be restored by late Friday or Saturday. Some pockets of customers in the area east of Cottage Lake may not have power restored until Sunday or Monday.

Redmond, Kirkland, Bothell and Kenmore
Restoration efforts are progressing to restore circuits in the hardest-hit areas of Avondale, Juanita, Inglewood, Norway Hill, and parts of Kenmore and Bothell. Most repairs will be complete by Thursday, though some pockets in Inglewood and Juanita may not have power until Saturday or Sunday.

Sammamish Plateau
Restoration of the heavily damaged distribution lines here should be complete Friday, but final restoration in scattered pockets in Pine Lake, Klahanie, Beaver Lake, and Sahalee, may not be complete until Saturday or Sunday.

NEWSROOM
News Archives
PSE Newsletters

Service Alert
Storm Recovery Update
Service Restoration Maps
How We Restore Power
Photo Gallery

General Info: 888-225-5773

Communications

- State
 - ◆ EOC
 - ◆ WUTC
 - ◆ Governor's Office
 - ◆ Legislators
- Counties and Cities
 - ◆ EOCs
 - ◆ Elected Officials
 - ◆ Shelters
- Federal – Delegation

Next steps

- Operational
 - ◆ System assessment & permanent repairs
 - ◆ Evaluation
 - ◆ Storm restoration & communications
 - ◆ System reliability strategies
- Stakeholder dialogue
 - ◆ Community meetings
 - ◆ Customer surveys
 - ◆ Emergency response coordination