



Energy Annex

Primary Agency:	Duke Energy Utility Providers
Support Agencies:	Clermont County Building and Inspections Clermont County Engineer's Office Clermont County Sheriff's Office Local Fire Departments Local Police Departments Local Road & Service Departments
State Agencies	Public Utilities Commission of Ohio (PUCO) Ohio Department of Transportation

I. Purpose, Scope, Situations and Assumptions

A. Purpose

The Energy Annex provides guidance for assessing the extent of damage, information sharing, and as necessary, coordinating the restoration of energy systems which impact citizens during and after a disaster or emergency.

B. Scope

This annex supports the coordination of activities related to energy disruptions including the assessment of damages to infrastructure, identification of alternate energy resources, and the restoration of energy to impacted communities.

Coordination activities may include:

- Addressing significant disruptions in energy supply for any reason, whether caused by physical disruption of transmission and distribution systems, unexpected operational failures, intentional incidents, or unusual economic or political events
- Provision of emergency supply and transportation of fuel and emergency power to support response operations
- Restoring the regular supply of power to normalize community functions.

C. Situation

Energy systems included but not limited to the production, refinement, transportation, generation, transmission, conservation, and maintenance of electric, natural gas, propane, renewable energy, and petroleum components. Damage to the system can have a ripple effect on supply, distribution, or other transmission systems.

Energy shortages may be the result of the following conditions:

- Generation capacity issues as a result of extreme weather conditions, such as tornadoes, floods, severe storms, extreme temperatures, or intentional incidents.
- Generation capacity shortfalls due to unusually high demand, unplanned generating outages, or intentional incidents.
- Interruptions in supply of natural gas, petroleum, propane, heating oil, and coal as a result of natural hazards, accidents, or intentional incidents.

D. Assumptions

Planning requires assumptions based on statistics, history, behavior patterns and likely future trends.

- Duke Energy provides the majority of electric and natural gas service in Clermont County. South Central Power and Village of Bethel provide services to a small proportion of residents on the eastern half of the county.
- Auxier Gas, Ferrel Gas, Lykins, and Suburban Propane provide the bulk of propane and fuel oil used for residential and commercial heating and cooking.
- All major utilities will have service outages. In such instances, the utility will work to perform damage assessments, identify the cause of the outage and restore services as soon as possible, and if needed will call in mutual aid resources to provide assistance.
- Utility providers and critical suppliers have mutual aid agreements with other providers to support their response and restoration activities.
- During disasters, generating capacity may fall below demand.
- Communication and traffic signals may be affected by power failures, causing delivery delays.
- Hazardous conditions may delay restoration (e.g. high wind, extreme temperatures, obstructed roadways, etc.).
- There may be hoarding of fuel if the public perceives prolonged energy scarcities.
- There may be instances where providers must shut off utilities in order to save lives, protect property, and preserve the environment. Utility providers should coordinate with the local fire department and the County Building Inspector as practicable prior to shutting off and/or restoring power to structures that have been impacted by a disaster (e.g. flooding)

II. Concept of Operations

Duke Energy is the designated lead for electric and natural gas coordination. If the County Emergency Operation Center (EOC) is activated, Duke Energy will designate a liaison to provide updates on the restoration progress and troubleshoot delays in restoration to critical facilities as designated by the EOC and/or local public safety agencies. For events affecting petroleum or propane providers, the EOC will coordinate with local utility suppliers. Energy utility providers are responsible for the appropriate allocation of personnel and resources to maintain and restore utility service under their control.

Activities include:

- Assessment of scope and severity of impact on energy infrastructure
- Coordination amongst electric, natural gas, propane, and petroleum providers to ensure the integrity of energy systems
- Provide timely updates to the EOC and impacted communities on restoration plans and the estimated timeframe for restoration following completion of damage assessment.

A. Mitigation

Utility providers should:

- Promote a culture of readiness to include plans, procedures, training, and exercises
- Ensure plans for restoring and repairing damaged energy systems are in place
- Establish safety thresholds for field operations (e.g. wind conditions in excess of 30 mph (sustained or gusts) will prohibit bucket truck operations, Duke Energy will cease travel when winds reach tropical storm force (excess of 39 mph)
- Maintain a priority hierarchy for damaged energy systems and coordinate provisions for temporary, alternate, or interim supply sources of energy
- Maintain/promote mutual assistance compacts with other utility providers
- Take proactive steps to mitigate hazards that may impact the utility (e.g. tree trimming along transmission lines, securing facilities from external threats, etc.)

B. Preparedness

Utility providers should:

- Maintain normal day-to-day operations
- Develop a manpower plan for disruptions including maintaining emergency call-out lists of critical personnel
- Ensure plans for restoring and repairing damaged energy systems are up to date
- Maintain and update list of mutual aid partners that can provide support during an emergency
- Establish staging areas to ensure expedited operations
- Communicate safety thresholds that will prohibit field operations

C. Response

If a disaster occurs or is imminent, utilities will commit all available resources to responding to the incident. As local resources become exhausted, utilities will request support from mutual aid partners. Duke Energy is the largest energy supplier in Clermont County. Duke Energy has dedicated government liaisons to support the County in times of disaster. The liaison will be in contact with the County EMA and/or EOC if activated to address response and restoration coordination.

Energy coordination activities include:

- Assessing damage to energy infrastructure, determining priorities, and coordinating emergency repairs with field providers
- Ensuring safety of field personnel
- Recommending energy conservation measures, if necessary
- Coordinating with County Engineer's Office, Ohio Department of Transportation (ODOT), and local Road/Service Departments on all road/transportation issues (de-energizing/re-energizing utility lines, removal of debris, replacement of utility equipment in/near the right of way, staging of equipment, etc.)
- Coordinating with County Building Department and local fire department as practicable for the shut-off and restoration of utilities to damaged structures
- Maintaining continual status of energy systems and the progress of restoration
- Troubleshooting outage reporting issues, especially critical restoration needs submitted to Utility Call-Centers by 9-1-1 Centers and local public safety agencies
- Providing energy emergency information, education, safety and conservation guidance to the public

During widespread power outages, Duke Energy may open a Staging Area at Eastgate Mall. In such instances, the Clermont County Fire Chiefs' have agreed to designate a Staging Area Liaison. Damage reports and priority restoration requests from local public safety agencies should be routed to the designated Staging Area Liaison. The Staging Area Liaison will integrate into the Duke Energy command system to prioritize restoration requests throughout the County. Request for priority restoration should include all pertinent information (e.g. address, estimated number of people affected, special needs populations, critical care facilities, critical need etc.).

D. Recovery

Utilities should:

- Maintain coordination with all supporting agencies and organizations on operational priorities and emergency repair/restoration
- Maintain continual status of energy systems and the progress of restoration
- Coordinate with County Engineer's Office, Ohio Department of Transportation (ODOT), and local Road/Service Departments on all road/transportation issues (de-energizing/re-energizing utility lines, removal of debris, replacement of utility equipment in/near the right of way, staging of equipment, etc.)
- Coordinate with County Building Department and local fire department for the shut-off and restoration of utilities as practicable to damaged structures
- Continue to provide emergency information, education, safety and conservation guidance to the public
- Participate in post-incident after action meetings to identify lessons learned and update emergency plans

III. Assignment of Responsibilities

A. Primary Agencies

Duke Energy

- Designate a Liaison to coordinate with EMA/EOC during times of disaster
- Provide timely status updates on damage assessment of energy infrastructure, geographic area and number of customers that are impacted, information on planned actions, anticipated timeframe for restoration of services, and any needs from other stakeholders that could improve response/reduce restoration timeframes.
- Coordinate field operations with appropriate stakeholders to ensure safe working conditions for field personnel, responders, and the public
- Provide energy emergency information, education, safety and conservation guidance to the public
- Participate in EOC meetings and conference calls, as appropriate
- Participate in post-incident after action meetings to identify lessons learned and update emergency plans

Utility Providers

- Promote a culture of preparedness to ensure timely response to disruptions of service
- Provide timely status updates on damage assessment of energy infrastructure, geographic area and number of customers that are impacted, information on planned actions, anticipated timeframe for restoration of services, and any needs from other stakeholders that could improve response/reduce restoration timeframes to EMA/EOC.
- Coordinate field operations with appropriate stakeholders to ensure safe working conditions for field personnel, responders, and the public
- Provide energy emergency information, education, safety and conservation guidance to the public

B. Secondary Agencies

Clermont County Building and Inspections

- Coordinate with the Utility Providers on the shut-off / restoration of services to damaged structures.
- Provide timely inspections of impacted structures to reduce delays in service restoration
- Coordinate with the designated Energy Liaison any energy related issues identified in the field

Clermont County Engineer's Office, ODOT, and local Road and Service Departments

- Coordinate with the Utility Providers on all road/transportation issues (de-energizing/re-energizing utility lines, removal of debris, replacement of utility equipment in/near the right of way, staging of equipment, etc.)
- Ensure the safety of all field personnel that are operating on/near utilities.
- Coordinate with the designated Energy Liaison any energy related issues identified in the field

Clermont County Sheriff's Office and local Police Departments

- Provide support to Utility Providers and Public Works agency for traffic management needs due to impacted roadways, bridges, etc.
- Ensure the safety of all field personnel that are operating on/near utilities.
- Coordinate with the designated Energy Liaison any energy related issues identified in the field

Local Fire Departments

- Coordinate with the Utility Providers on the shut-off / restoration of services to damaged structures.
- Provide timely inspections of impacted structures to reduce delays in service restoration
- Coordinate with the designated Energy Liaison any energy related issues identified in the field

IV. Administration and Logistics

A. Administration

- Duke Energy commits to designating a liaison to coordinate with EMA/EOC in times of disaster.
- Energy utility providers are responsible for the maintenance and restoration of utility service under their control. Utility providers should form mutual aid agreements with other providers to support the restoration of services in times of need.
- Local energy utilities should coordinate with County Building Inspections and local Fire Department on the shut-off and restoration of utilities to damaged.
- Local energy utilities should coordinate with the County Engineer's Office, Ohio Department of Transportation, and local Road and Service Departments on utilities issues that impact transportation routes.

B. Logistics

- Energy Utilities will maintain internal personnel notification and recall procedures. Energy utilities are responsible for requesting mutual resources for the response and restoration of utility services under their control.
- Energy Utilities should provide timely status updates on damage assessment of energy infrastructure, geographic area and number of customers that are impacted, information on planned actions, anticipated timeframe for restoration of services, and any needs from other stakeholders that could improve response/reduce restoration timeframes to EMA/EOC.

V. Authentication

Chad Shaffer, Duke Energy

Date