# Hurricane Helene
# Successes & Areas of Improvement

# Manpower

## Went Well

- Historic levels of staffing – 3x previous levels

| | Irma | Michael | Zeta | Helene |
|---|---|---|---|---|
| Off System Contractor | 2,800 | 3,100 | 1,750 | 8,750 |
| Total D-Line | 3,450 | 3,700 | 2,350 | 10,000 |

- Electronic onboarding of off system resources
  - Thank you to our partners in Safety!
- Partnerships with Peer OpCos and Utilities
  - Working with aggregators
  - 2-3 daily calls

## Areas for Improvement

- Communication of resource allocation
  - Resource teams using differing tracking tools
- Earlier acquisition of resources
- Industry strategy on aggregator companies
  - Hosted “unaffiliated” release calls mid-storm
  - Development of storm contracts



# Transmission

**Went Well**

- Leveraged larger space for Transmission to gather all “key players” under one roof
- Utilized local SERP room setup at each TMC
- Defined “Top 3” daily Transmission priorities
- Close coordination between TCC, DCC, Generation and Distribution to define priorities
- “One Team” mindset across APC, GPC, MPC and SCS
- Co-locating GTC employees at TMCs to support collaboration and expedite restoration
- Securing contract partners for line and support resources
- Embedding design personnel locally to assist with material ordering & estimating
- Leveraging additional experienced personnel from across the business





**Areas for Improvement**

- Leverage technology to address inefficiencies in data reporting
- Increase use of Southern Linc devices across Transmission
- Assign dedicated resource for Generation in Transmission Storm Center
- Work with Operations to understand priorities prior to mobilizing crews based solely on damage
- Opportunities for a Storm RFP to identify additional available resources (Transmission line crews, Fleet fuel providers, Hydrovac and other vendors)
- Ensure adequate process to include Transmission resources in logistics planning
- Identify, assign and train employees for Transmission storm roles

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# Logistics

Went Well

- Employees willing to volunteer
- The ability to ramp up camps along with resource needs
- Consolidating all resources into 1 system was helpful
- Support from corporate travel, fuel, security, logistics staffing, and facilities
- Communication within Storm Center and with base camps
- Evolution and flexibility

Areas for Improvement

- Need for a more dynamic data platform
- Vendors
  - Equipment issues
  - Variety in service across vendors
- Logistics Training/Starter kits
- Timing of rosters in the early stages to base camps
- Have storm leads in place prior to vendors/crews showing up
- Communication devices from the start in areas with little service
- Manpower line of site 2-3 days out
- Storm Center logistic team structure





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# Damage Assessment Teams (DAT)

Went Well

- Number of resources
- Use of contract teams/ wire down guards
- Contractor flexibility
- Lessons learned by moving leaders to support other areas
- Internal Fatigue management
- Deployment of Terra Go for outdoor lighting



Areas for Improvement

- Data consistency
- Communication between DAT & PD
- Standard technology for gathering data
- TCMS limitations
- Field knowledge of location of So Linc COWs – direct contacts with So LINC
- Standard input format
- Better guidance on service entrance repair
- Contractor fatigue management
- Pole data for poles that are replaced
- Engagement of APC/MPC resources

# Vegetation

Went Well

- Ability to scale VM Workforce to 5.7k
  - Vendor Relationships
  - S.E.E.
- Use of non-standard Equipment
  - Air Saws, Cranes, Sennebogens, Skid Steers, etc.
- Organizational Structure & Teamwork
  - FROW Leadership in the Field
  - PD teamwork

Areas for Improvement

- Ability to understand VM manpower needs earlier
  - Wind speed, Area of impact
  - Non-standard staffing – 2:1 Line to VM vs. standard 3:1
- Communication
  - Lack of Verizon service.  Quickly pivot to SO Linc



# Supply Chain

Went Well

- One SCM and One Team
- Procurement / Category Management
- Inventory Levels

Areas for Improvement

- Technology at the MDC and in the field
- Forecasting material needs
- Revision to "Pole Kits" across the system
- Pole pile management



# Communication

## Successes

- ✓ Streamlined narrative internally & externally
- ✓ Cadence of customer communication
- ✓ Outstanding internal & external engagement
- ✓ As of October 17th, Georgia Power was the only major utility in the Southeast with positive net sentiment over the last 30 days.
- ✓ Quickly stood up, launched, and communicated the Hurricane Support Plan to customers (paused disconnects & offering installment payment plans)

## Areas for Growth

- ❑ ERT Communication Strategy for major storms
- ❑ Cross functional access & training between departments for analytics & insights
- ❑ Live Agent Chat option outside of normal business hours (underway)
- ❑ Train-up additional team members

## Highlights

**125+** Media Interviews/Responses

**30** Storm Center Updates

**72k** Customers Enrolled in Payment Plans

**300k** Outage Calls Received

**<22sec** Speed of Answer on Outage Calls

**90%** Positive Social Media Sentiment

**59%** Read Rate on Storm Center Updates

**82%** Outage Calls Handled by IVR

**3.9mil** Proactive Outage Alerts Delivered

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# Family Services

Went Well

- Established Agile Team
- Setup Base Camps
- Utilized Technology for Intake Process
- Boosted Organizational Cohesion and Partnerships

Areas for Improvement

- Define Future Framework for Family Services
- Communication
- Intake Optimization
- Base Camp Requirements
- Generator and Supply Management



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# Region Distribution Area

Went Well

- Safety Excellence
- Enterprise support for Impacted Employees
- One Team Mindset
- Pre-staging key support resources
- Operations Support

Areas for Improvement

- Electronic Communications
- Assessment Challenges
- Post Storm Support
- Black Start – How to operate Blind









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