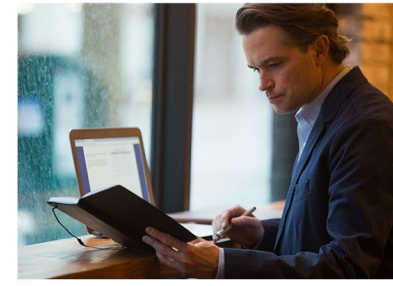


# Winter Storm Response



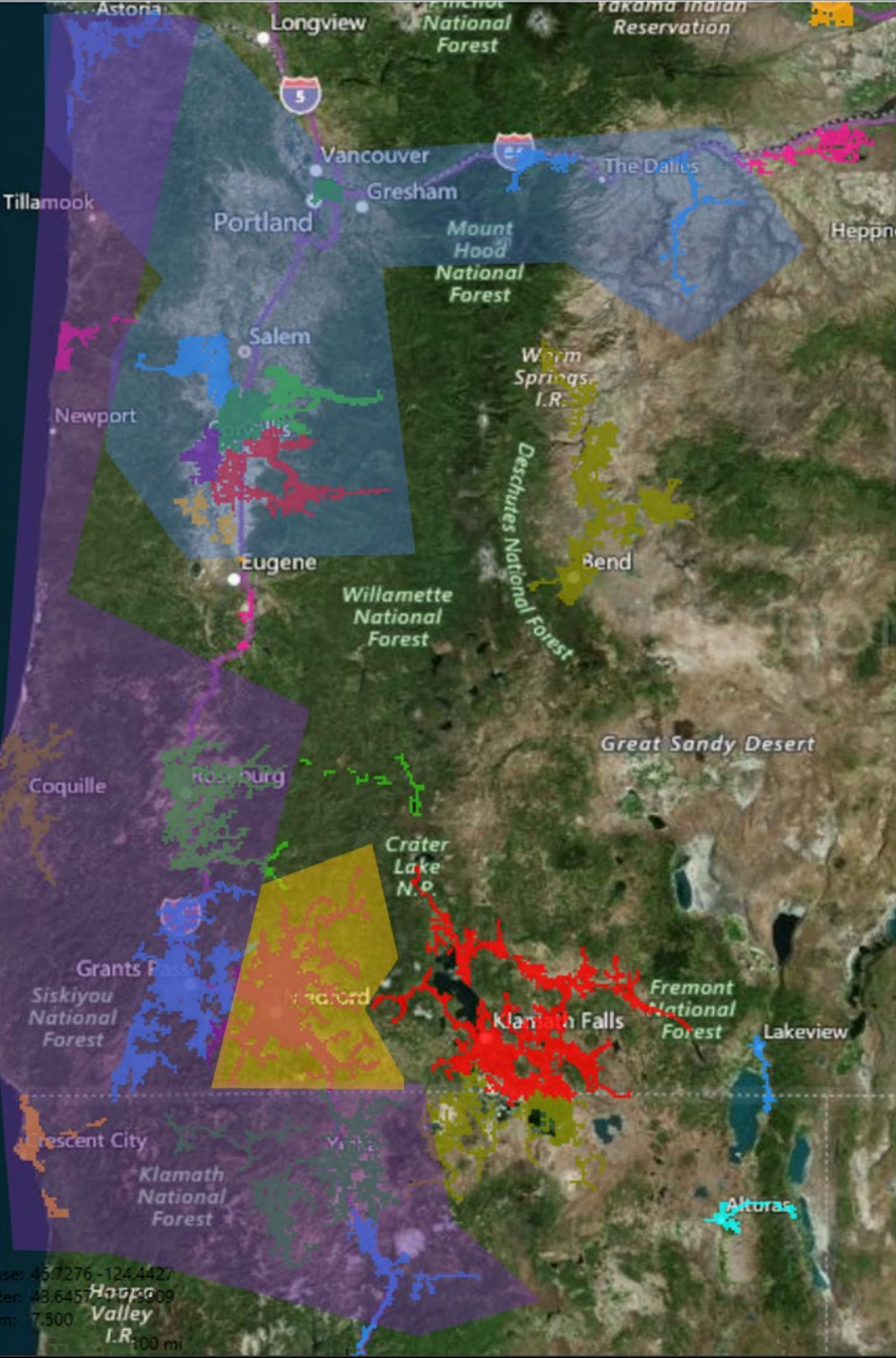
Allen Berreth, Vice President Operations  
Nora Yotsov, Director Emergency Management

# Event Summary

Pacific Power's Emergency Coordination Center was activated on December 21, 2022, in preparation for a damaging winter storm. From December 22, 2022 – January 5, 2023, three different winter storm events required coordinated response. PacifiCorp's ECC had five total activations during this period.

- Weather Impacts:** Damaging winds, freezing rain, heavy wet snow
- Total Customers Affected:** 212,007
- Total Outages:** 2,379
- Peak Resourcing:** 373 personnel
- Asset Damages:** 120 poles and 100 transformers replaced

- Storm 1** Winds 44-55 mph Portland followed by coastal and gorge ice
- Storm 2&3** Coastal Winds 55-75 mph, Inland 55-65 mph
- Storm 3** Coastal Winds 55-65 mph, Inland 45-55 mph, heavy wet snow Mt. Shasta



# Response and Impact Summary

	Storm 1	Storm 2&3	Storm 3
IMPACT	Dec 23 - 24	Dec 26 - 27	Jan 4 - 5
Total Customers	41,487	141,240	29,280
Peak Customers	5,521	52,463	14,242
Total Outages	520	1,446	413
Duration	73% within 3 hrs.	33% within 3 hrs. 70% within 8 hrs.	80% within 3 hrs.
Resources	241	373	344

## RESPONSE

- ✓ Departmental Operations Center (DOC) and Emergency Coordination Center (ECC) were activated ahead of each event
- ✓ Deployed resources and materials ahead of storm to areas of impact and leveraged Rocky Mountain Power crew support
- ✓ Staffed up region operations and mission control and utilized Salt Lake City control center resources for coverage
- ✓ Warming Center Locations tracked and communicated to customer service and corporate communications
- ✓ Each event had transmission and distribution impacts affecting critical infrastructure, community resources or key accounts requiring prioritization and internal / external communication

## PUBLIC SAFETY PARTNERS

- Utilities and ESF12 had regular communications
- Continuous local emergency management stakeholder outreach
- Public safety partner outreach was uniquely defined by event and local impacts

## CUSTOMER COMMUNICATION

- Social Media
- Outage Map Updates and Estimated Time of Restore
- Media Releases by Market
- Outbound Calls

## COMMUNITY & REGULATORY

- Regulatory updates followed Emergency Coordination Center briefings
- Critical customers / local communities had direct conduit through Regional Business Managers



## What went well:

- ✓ Forecasting accuracy and with lead time to coordinate response
- ✓ Resourcing ahead of event impact
- ✓ External coordination was timely and effective

## Future Opportunities:

- Improve customer facing communication
- Improve resource redundancy for ECC roles – holidays / dual ECC staffing

Thank you!