



SPECIAL REPORT ON THE RESPONSE TO THE 2010 SNOWSTORM

In March of 2010, I convened a public hearing to better understand the difficulties residents of our area encountered during the February storm and to hear about the challenges and obstacles faced by utility companies, hospitals, emergency responders, PEMA, and others. During that event, wide-scale power outages and disruptions in other essential services, like snow removal, phone and emergency services were slow in coming and in some cases completely paralyzed. There were areas of our region that were without power for nearly two weeks

Not only did I want to hear firsthand about what had occurred, but I wanted to begin the process of carefully examining what could be done in the future so the same mistakes were not repeated.

After this initial hearing, my office convened a meeting of various stakeholders and asked each of them to evaluate and update their emergency response protocols in order to improve overall service, not just in the event of a snowstorm, but any massive catastrophe. To their credit, many organizations were already hard at work examining what went right, what went wrong, and how to best implement new procedures based on that information.

In August, we began the process of collecting the final results of our inquiry, having given each organization over a year to evaluate, implement and actualize their respective changes.

The purpose of this report is two-fold. First, I want to share the information I've collected during this process; readers should be aware from the outset that not every entity we

requested information from provided a response. I still hope to hear from these organizations and as I do, this report will be updated. Also, this document isn't intended to pass judgment or critique the various methods implemented by these organizations; its purpose is to pass along information reported to us as a result of our inquiry.

I also want to share information provided by the Pennsylvania Emergency Management Agency (PEMA). One of the things I learned through this process is that good emergency preparedness begins at home. This report contains some important information about how to stay informed and be fully prepared for the next emergency.

**I want to take a moment to thank
the following organizations for
cooperating with my office throughout
the course of this project.**

**The National Weather Service
The Pennsylvania Department of
Transportation**

**The Pennsylvania Public Utility
Commission**

**The Pennsylvania Emergency
Management Agency**

**West Penn Power / First Energy
Monongahela Valley Hospital
Armstrong Utilities, Inc.**

**Tri County Joint Municipal Authority
Pennsylvania American Water**

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U.S. DEPARTMENT OF COMMERCE
National Oceanic and Atmospheric Administration
NATIONAL WEATHER SERVICE
192 Shafer Road
Moon Township, Pennsylvania 15108

09/08/11

SEP 13 2011

Peter J. Daley II
State Representative
49th Legislative District

Dear Representative Daley,

The National Weather Service in Pittsburgh consistently strives to improve its products and services to our County Warning Area (CWA). We have either initiated or improved several services, practices and/or products since the snowstorms of February 2010:

- 1) At the time of the snowstorms in February we had just begun our Decision Support Services (DSS) initiative. We have refined our efforts and our e-mail list of people and agencies (local, county, state, and federal) has significantly increased. We issue “head-up” weather update packages in PDF format for “high impact” events from summer severe thunderstorms, to potential flooding situations, to heavy snow and/or ice events. In addition, if conditions warrant, we conduct webinar/gotomeetings keeping our users apprised and informed. Our DSS initiatives have met with extraordinary positive feedback from our users and we plan to continue this initiative and improve our capabilities whenever possible.
- 2) Since the February snowstorms of 2010, we have conducted several “severe weather spotter” (SKYWARN) classes in your district. The classes increased our number of trained spotters and educated our spotters on the weather factors and elements that are critical to our warning, detection, and forecast functions. Even though we have trained and increased the number of weather spotters in the area, it will ultimately depend on whether FEMA will accept snowfall measurements from these spotters or if they will only accept snowfall measurement from official cooperative reporting observers.
- 3) We started our “Enhanced Short-Term Forecast” (ESTF) initiative in April of 2011. We put even more concentration on changing weather in the first 30 hours of the forecast and we also issue/update the forecast every 3 hours. This increased emphasis on changing weather in the short term has met with very positive feedback from the media, EMA, and the general public and allows us to improve our forecast services in the time frame of the most rapidly changing weather. Thus, the initiative will help provide more timely, accurate and frequent weather information.



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- 4) The NWS in Pittsburgh has established an “External Users Committee”. The committee is comprised of members from the media, emergency management, utility companies, aviation community, and PennDot. We conduct routine conference calls and solicit feedback on our products, services, and best practices for particular weather events. This initiative has already proven valuable for increasing user awareness of our products and services and increasing our operational effectiveness.

If you have any questions, please don’t hesitate to call or write. I would like to invite you and your staff to visit our office in Moon Township at your convenience.

Best Regards,

Sincerely,



Richard Kane

Meteorologist-in-Charge

National Weather Service, NOAA

Pittsburgh, PA

412-262-1591



October 3, 2011

Washington County
Response to Snow Events

Honorable Peter J. Daley II
PA House of Representatives
857 McKean Avenue
Donora, PA 15033

Dear Mr. Daley:

This is in response to your August 26, 2011 letter concerning snow storms and response to storms. The Department of Transportation has implemented beneficial upgrades to our snow removal operations. A summary of the upgrades are as follows:

- 1) Increase open communications with utility contractors/providers.
 - Face-to-face pre-winter meetings - November 8, 2011
 - Dedicated phone numbers for service issues
 - Invitations to pre-storm meetings when 6 or more inches of snow is called for.
- 2) Partners – having annual meeting on November 7, 2011 with:
 - Local Fire Departments
 - Law Enforcement
 - EMS – 911
- 3) In-house changes:
 - Upgrade of the Department's Automated Vehicle Locating System (AVL). All equipment can be tracked and relocated to problem areas within a one hour timeframe. This system was upgraded in June of 2011.

We believe these upgrades to the winter operations will enhance our service.



Honorable Peter J. Daley II
October 3, 2011
Page 2

We thank you for your leadership and dedication to the citizens of this area. Should you have any further concerns, please contact me at (724) 439-7340 or Assistant District Executive for Maintenance Ronald J. Clark, P.E. at (724) 439-7256.

Sincerely,



Joseph J. Szczur, P.E.
District Executive
Engineering District 12-0

120/JWB/kam



COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120

September 26, 2011

ROBERT F. POWELSON
CHAIRMAN

The Honorable Peter J. Daley
Pennsylvania House of Representatives
214 Irvis Office Building
Harrisburg, PA 17120-2049

Re: Best Practices for Storm Outage and Restoration Response

Dear Representative Daley:

I am writing to update you on the progress the Pennsylvania Public Utility Commission (PUC or Commission) has made in adopting Best Practices to guide the utility industry when responding to weather-related service outages. My colleagues and I thank you for the opportunity to share the lessons we learned from the hearing and meeting you convened in 2010 to review the utility industry's response to the outages that resulted from the snow storms and hurricane that year. As we found from those meetings, as well as from our post-storm review of the Hurricane Ike electrical outages in 2009, many utility outage and restoration issues stem from communication breakdowns between key players such as the utilities, local emergency management and customers. With this knowledge, the Commission has taken steps to ensure the response to storm outages in the future will be well-coordinated and involve open lines of communication.

To that end, on September 22, 2011, the Commission adopted final Regulations, as well as a Policy Statement. The guidance provided in these documents will address the major the communication concerns we heard in the past by requiring utilities to provide more information on their outage restoration efforts.¹ While considering comments presented to the Commission during the rulemaking process, we also took to heart some concerns brought up in the August 2010 meeting and March 2010 hearing that you convened. Specifically, we noted that customers want clear, consistent information on their outage status and emergency responders want open lines of communication with utilities. Additionally, state, county and local officials want to know how utilities prepare for storms and if the restoration was commensurate with past, similar events. The recently adopted Regulations and Policy Sstatement will help address these needs and concerns.

¹ Rulemaking Docket No. L-2009-2104274 and Policy Statement Docket No. M-2008-2065532.

In the Policy Statement, the notification guidelines outlined include:

- Use of the utility website to post regular outage updates by geographic area;
- Use of an automated dialer system to provide updates at regular intervals;
- Ensuring outage information is shared with county emergency management agencies;
- Use of e-mail and text messaging to provide updates at regular intervals;
- Consideration of implementing a Joint Information Center where more than one utility is affected in the same geographic region;
- Utilizing a single point of contact during designated periods to ensure a consistent message.

In the rulemaking, electric utilities are required to provide additional information on outages, including:

- The number and general function (linemen, troublemen, tree crew, etc.) of utility workers, contract workers and mutual aid workers (received from other utilities and outside contractors);
- The utilities' weather service reports for the day before and the day of the outage event
- For major outage events, the utility will provide the historical ranking of the storm in terms of outages and duration and provide examples of two comparable outage events for comparison in term of number of outages and duration;
- For each outage case over six hours in duration: the number of such outage cases; the approximate geographic location; and the duration of each outage case.

In addition to adopting the Regulations and Policy Statement, the Commission has also met with various utilities to discuss their storm response plans. For example, in March 2010, PUC emergency preparedness and electric reliability staff met with both Duquesne Light and Allegheny Power (now West Penn Power following Allegheny's merger with FirstEnergy) at their respective headquarters. PUC staff and former Vice Chairman, Tyrone Christy, also participated in a field visit to several sites of damage with West Penn Power staff and management. In our meetings with both utilities, we discussed lessons learned and proposed improvements for restoration efforts going forward. We also discussed some of these lessons learned and best practices, which are listed below for your reference, at your August 2010 meeting. I understand that West Penn Power will be providing their best practices in a response to your office as well.

PUC and utility lessons learned:

- We learned that Duquesne Light experienced significantly less trouble when it came to coordinating road openings with the local communities; Duquesne noted its relationship with the Region 13 All Hazards and Counter Terrorism Task force was a benefit. Duquesne described how membership in the Task Force had put them in contact with the key players at the local and county level to communicate unmet needs during the emergency. The Region 13 Task force includes all counties in the southwest corner of Pennsylvania and the City of Pittsburgh. The Task Force's members include local and county emergency response personnel and emergency management as well as critical infrastructure partners like utilities. We asked West Penn Power if they had involvement with Region 13 and they indicated they did not;

-
- Duquesne Light also noted that they offer to place a staff person in the affected county's 9-1-1 center to coordinate emergency issues such as lines down and critical customer outages. West Penn Power does not have such a program;
 - West Penn Power noted that they could have used 4X4 vehicles to gain access to areas and assess damage more quickly due to road conditions and access issues to off-road facilities. West Penn noted that they do not typically experience snow sufficient enough to require such means;
 - West Penn Power noted that they brought on a helicopter to assist in damage assessments as that proved to be an effective measure;
 - The PUC noted that its staff (Emergency Preparedness Liaison Officers – EPLOs) in the State Emergency Operations Center at PEMA did not inquire as to what state resource it could offer West Penn Power and Duquesne as the utilities worked to restore customers in difficult driving conditions. PUC EPLOs learned later that it was possible to access chainsaw crews and 4X4 transportation through some state agencies, among other resources. West Penn Power did contact PEMA through the State Emergency Operations Center for some assistance with PennDOT and Allegheny County on road clearing, but there was no coordination with the PUC EPLOs.

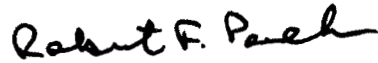
PUC Best practices adopted or considered:

- PUC EPLOs will now poll affected utilities about unmet needs and inquire about state resources available to help meet those needs when large-scale utility outages occur and the State Emergency Operations Center is activated. The PUC Emergency Preparedness Coordinator will do the same for all other outage situations;
- PUC encouraged West Penn Power to consider offering a staff person or specific 24X7 point of contact to the county 9-1-1 centers as Duquesne Light does during large-scale outages. Understanding West Penn Power's much larger service territory, we would encourage this for those most affected counties in an event, rather than all counties in their service territory. PUC will also take this practice under consideration for other electric utilities;
- The PUC will continue its active role in the Region 13 Task Force and work on continued utility participation. The PUC has participated in several Region 13 utility subcommittee meetings with utilities since 2008, including the meeting on October 8, 2010 where the PUC participated in a panel discussion on the response to the February 2010 snowstorms;
- The PUC has worked with West Penn Power and other area utilities to become more active participants with Region 13 and the utility subcommittee and will continue to do so. The PUC also has worked with other area task forces to make the link with utilities.

In summary, we continue to strive to improve the service that we provide to the residents of the Commonwealth and to work with utilities to improve their reliability and outage response. For example, we are now preparing for post-storm reviews and after action meetings with the utilities affected by Hurricane Irene. As recovery from Tropical Storm Lee continues and eventually completes, we will meet with those utilities that were affected by that storm as well. The Commission has scheduled a Special Electric Reliability Forum on October 12, 2011, to hear from electric utilities whose facilities were affected by Hurricane Irene (see enclosed Press Release). We also closely monitor our electric utilities' reliability and meet with those utilities that fall below the reliability standards to ensure they have a viable corrective action plan and to review best practices followed by other utilities. If necessary, the PUC may also take prosecutory action against these utilities for failing to meet reliability standards.

Thank you again for the opportunity to update you on the progress the PUC has made in ensuring our utilities provide safe and reliable service at all times, even in the wake of serious weather-related incidents. Please let us know if we can be of further service. It would be our pleasure to attend any future meetings you may convene on this issue.

Sincerely,



Robert F. Powelson
Chairman

Enclosures

pc: Jan Freeman
Karen Moury
Paul Diskin
Robb Miller
Darren Gill
June Perry

ANNEX A
TITLE 52. PUBLIC UTILITIES
Part 1. PUBLIC UTILITY COMMISSION
Subpart C. FIXED SERVICE UTILITIES
CHAPTER 69. GENERAL ORDERS, POLICY STATEMENTS AND
GUIDELINES ON FIXED UTILITIES

UTILITY SERVICE OUTAGE PUBLIC NOTIFICATION GUIDELINES

§ 69.1901. Statement of scope.

This policy statement provides guidelines to the electric distribution market regarding the restoration practices of service.

§ 69.1902. Notification guidelines.

(a) *Acceptable methods of public notification.* In the event of a service interruption, the following acceptable methods of public notification should be considered and utilized as appropriate:

(1) *Facsimile/electronic mail.* Facsimile/e-mail notification to local radio and television stations, cable systems, newspapers and other print and news media as soon as possible after the event occurs. These notifications must provide relevant information about the event, such as the affected locations, its potential impact including the possible duration of the outage, and a description of actions affected ratepayers/occupants should take to ensure their safety, with updates as often as needed. Updates should be provided on a predictable, regular schedule for the duration of the event. The Commission's Office of Communications and Emergency Preparedness Coordinator should also receive these notifications

(2) *Website.* Use of the utility's own internet website, emergency phone line, and integrated voice response system to provide relevant information about

the event, such as the affected locations, its potential impact and estimated duration, and a description of actions affected ratepayers/occupants should take to ensure their safety, with updates as often as needed. A section of the company's website shall be dedicated to presenting outage information where regular updates of the number of customers without service by geographic area and estimated restoration times are available. Depending on EDC-system limitations, this could be as simple as a PDF or spreadsheet file of information that is updated at regular intervals.

(3) **Automated dialer system.** Automated dialer system (outbound dialing) notification to affected ratepayers'/occupants' landline or wireless phones. Updates should be provided at regular intervals or if the estimated restoration time should change by more than 2 hours.

(4) **Miscellaneous.** Other types of direct or actual notice, such as doorknob flyers distributed to affected ratepayers/occupants with actions affected ratepayers/occupants should take to ensure their safety, when feasible.

(5) **Electronic mail and text messaging.** E-mail and text message notification to affected customers who have opted to receive notice through use of these methods.

(6) **Emergency alert system.** Coordination with state and local emergency management agencies as needed to use the emergency alert system for qualifying situations.

(b) **NIMS standards.** Utilities should strive to adopt National Incident Management System (NIMS) and its Public Information System that strives to organize all information throughout the utility into one, unified message.

(1) **Crisis communication plans.** EDC crisis communications plans should be in writing and every attempt should be made to be consistent with the nationally-approved NIMS standards.

(2) **Coordination.** If more than one EDC is affected in the same geographic region, strong consideration should be given to implementing the NIMS-based Joint Information System/Joint Information Center. This would allow for coordination and integration of information across jurisdictions, especially on universal messages such as actions residents should take to ensure safety.

(3) **Public notice templates.** The EDCs should have public notice templates prepared in advance to be available when needed to avoid wasting critical time developing materials when confronted with an emergency situation. The notices should cover many possible scenarios from safety and shelter information, estimated restoration times and times when updated information will be provided.

(c) **Contact information.** To ensure that the public is informed, if possible, utilities should consider having a knowledgeable contact person stationed in the area of the outage during the emergency to communicate to the public and media on behalf of the company. Regular media updates should be scheduled at predictable times.

(1) **Spokesperson.** A single point of contact should be established as the sole media spokesperson for the utility for that time period. During extended outages, a secondary-media spokesperson could be utilized as the sole contact for a specific period of time.

(2) *Talking points and informational sheets.* Talking points or informational sheets should be provided to customer service representatives, linemen and others who may come in contact with the public during the course of the outage to strive toward consistency of message. This information should also be shared with the Commission's Office of Communications, its Emergency Preparedness Coordinator, and the County Emergency Management Agencies.

Response from PEMA

Dear Representative Daley:

There is much change in progress as a result of the earlier winter storms as well as the most recent disasters. Pennsylvania is now squarely in the midst of the recovery phase from an unprecedented 5 Presidential Disaster Declarations. The principal changes can be best summarized by the reorganization of PEMA to address the new administration's commitment to public safety by ensuring the Commonwealth is prepared through effective, judicious planning to coordinate, respond to and recover from all hazards and vulnerabilities.

The new executive leadership of PEMA clearly understands the expectations of the administration, legislators and our constituent citizens; this team has and is actively engaged in building a new system of public safety that is and will be more prepared and capable of managing disaster and emergency operations than ever before. Our commitment is to become the nation's preeminent emergency management organization.

There are many working parts of this process in motion as I write. We have been actively re-writing the book on many aspects of disaster response and recovery as witnessed during the most recent disasters, such as the pre-deployment of critical first responder assets so that true lifesaving operations were able to occur rather than victim recovery operations post event. We are working hard to build our critical partnerships with our fellow Commonwealth Agencies on several levels, the most unique and potentially beneficial for the citizens will be the new Commonwealth Joint Watch Center that will replace the current PEMA State Emergency Operations Center (SEOC). PEMA is in the design phase of our new headquarters which will house the Joint Watch Center comprised of key Commonwealth agency representatives working on a 24/7/365 basis in a fully coordinated real time manner and in a state of the art facility to ensure our highest level of operational readiness in a steady state mode.

PEMA has suffered severely in previous years from a serious lack of qualified, competent personnel to adequately staff our functional operations to the point that we have been, in many instances, well below our mission critical point (the point in which we can minimally discharge our responsibilities effectively). This administration has recognized the significance of this deficit and has authorized the Agency to build its complement responsibly to a level that will ensure our operational and programmatic capability is adequate to safeguard and perform the duties with which we are charged.

To summarize, there are many, many moving pieces that go far beyond some of the fixes that we have talked about in the past. We would welcome the opportunity to discuss those in greater detail if desired, but I hope that I can assure you that we are not going about business as usual and that the events of the past have been incorporated fully in to our institutional awareness and knowledge base so that no lessons learned go unaddressed or are forgotten. Please do not hesitate to contact me if I can provide more information.

At your service,

Tim Baughman | Deputy Director for Operations
Executive Office
Pennsylvania Emergency Management Agency
2605 Interstate Drive | Harrisburg, PA 17110
Phone: 717 651 2231 | Fax: 717 651 2040
WWW.PEMA.STATE.PA.US

September 28, 2011

The Honorable Peter J. Daley, II
49th Legislative District
Pennsylvania House of Representatives
214 Irvis Office Building
P.O. Box 202049
Harrisburg, PA 17120-2049

Dear Representative Daley:

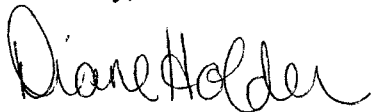
In response to your letter of August 26, I have enclosed a list of improvements West Penn Power has made to implement certain industry best practices to further enhance our service restoration efforts. These improvements address issues raised at the public hearings you held in March 2010.

It is important to note that as a result of the merger between Allegheny Energy and FirstEnergy in February 2011, West Penn Power now has access to FirstEnergy's storm restoration processes, which are recognized by the Edison Electric Institute as among the best in the industry. West Penn Power can also participate in FirstEnergy's mutual assistance process with the ability to call upon the aid of nine other utility companies in the FirstEnergy family in the restoration of electric service following significant storms through the provision of lines crews, supplies, vehicles and other equipment when necessary.

The attached list provides information that may be of interest to you and your constituents. Highlighted are new procedures and equipment, new tools for outage restoration and communication and new vegetation management standards designed to minimize damage to West Penn Power's infrastructure from wind, snow, ice and trees.

I trust you will find the attached list helpful as you prepare your constituent communications pieces. Please let me know if I can provide you with any additional assistance.

Sincerely,



Diane Holder
Manager, External Affairs
FirstEnergy

West Penn Power Improvements Following February 2010 Storm Event:

- Helicopter Patrols

Helicopter patrols are being used to assess damage to the transmission, sub-transmission and distribution systems as needed.

- Diggers

West Penn Power has entered into lease contracts for three off-road 4x4 track diggers for use in remote or hard to access areas.

- Region 13 Task Force

West Penn Power participated in the Region 13 Emergency Response Task Force meetings.

- Supplemental Lodging and Meals

A contract was established to provide sleeping trailers and meal services as needed in areas with limited hotel and restaurant access which can be used by line workers to keep them closer to affected work areas.

- Communications

Special messaging is enabled on the company's automated telephone system and website during significant outage events to provide customers with information including cause and location of the outage and estimated time of restoration. In the coming year, new technology will be implemented that enables the integration of multiple contact centers into one virtual contact center. This technology will strengthen the company's ability to respond to customers by leveraging resources from other contact centers within FirstEnergy.

In addition, the distribution dispatch supervisor team and several representatives of the Corporate Communications group have been trained on the use of the Region 13 Knowledge Center. West Penn Power plans to have additional personnel trained on the Knowledge Center in the future. This will provide them with the ability to look at the Knowledge Center for general information, such as road closures, during a major event. Also, this information may be used by West Penn Power's Operations team during future major events within the Region 13 footprint to supplement communications by the Communications Liaison.

External Affairs managers interact with local government officials, emergency management agencies and county 911 centers. Managers proactively meet with emergency management agencies and county 911 centers at least annually to provide an overview of the storm restoration process and contact information to be used during outage events. They also are available during outage events to talk with local officials and respond to any questions.

In addition to the improvements that have been made by West Penn Power after the February 2010 snow storm, with the completion of the merger with FirstEnergy, West Penn Power is implementing the following improved practices:

- Outage Restoration

FirstEnergy's emergency response processes are being implemented by West Penn Power, including a single emergency preparedness plan to anticipate, respond to and manage electrical interruptions as quickly and safely as possible by effectively using all available resources. This includes the use of hazard responders who are dispatched to identify hazardous situations and secure the area during emergency storm operations, allowing the company to address these situations as quickly as possible and ensure public safety.

West Penn Power is now part of FirstEnergy's nationally recognized internal mutual assistance process, which has been honored by the Edison Electric Institute (EEI) with its "Emergency Assistance Award." During a storm, West Penn Power has the ability to call upon the other nine FirstEnergy operating companies for assistance when the need arises. When a storm hits and outages occur, the company is able to use internal mutual assistance resources before having to rely on outside assistance.

- Vegetation Management

West Penn Power's vegetation management program is designed to assure public and employee safety, improve reliability and maintain access to lines and equipment. The company is currently migrating to a time-based vegetation management program. This allows for a continued focus on vegetation within rights-of-way and provides a greater focus on vegetation outside rights-of-way by removing overhanging limbs and trees whose health or structural integrity is compromised. The company's program has been aligned under West Penn Power's operations support area and is administered locally.

- Communications

In the coming year, new technology will be implemented which enables the integration of multiple contact centers into one virtual contact center. This technology will strengthen the company's ability to respond to customers by leveraging resources from other contact centers within the company.

FirstEnergy's Communications department employs a comprehensive communications strategy, which includes a proactive outreach to the television, radio and print media. The company issues regular media advisories and news releases which focus on current outage numbers, customer safety around downed lines and the storm restoration process. Similar messages are also provided on the company's website, www.firstenergycorp.com.

West Penn Power has added a Communications Liaison role during major storm events. The Communications Liaison proactively provides accurate and consistent information to customers, community leaders, media outlets and local government constituents during major events. These communications are intended to convey information regarding the outage impact and estimated restoration times.



1163 Country Club Road
Monongahela, PA 15063-1095
724-258-1000
www.monvalleyhospital.com

September 13, 2011

Rep. Peter J. Daley
657 McKean Avenue
Donora, PA 15033

Dear Representative Daley:

This letter is in response to your letter sent to Mr. Panza dated August 26, 2011 regarding changes made following the February 2010 snowfall.

At the meeting you convened in March 2010, I had the opportunity to talk with Jeffrey Yates, Director, Washington County Department of Public Safety. We agreed at that time that there would be benefit for the three (3) hospitals in Washington County to meet on an ongoing basis to collaboratively plan for events that could cause patient surges to our facilities or disrupt services at one or all of our facilities. These meetings have been coordinated through the Washington County Department of Public Safety and were initially held on a monthly basis and are now being held quarterly.

Awareness has increased about available regional resources; equipment, tools and support available to the hospital communities. We have expanded our surge capabilities to respond to a sudden or ongoing influx of patients. There has also been increased communications with the Washington County Department of Public Safety and the other hospitals related to radio communications and supplies/equipment being purchased with grant funds provided by the Office of Public Health Preparedness.

These meetings were a direct result of your hearing in March 2010 and subsequent collaboration was improved as a result of our ongoing meetings. Should you need anything further, please contact me directly at (724) 258-1088.

Very truly yours,

A handwritten signature in cursive script that reads 'Donna Ramusivich'.

Donna L. Ramusivich
Senior Vice President



ARMSTRONG®

September 7, 2011

The Honorable Peter J. Dailey II
State Representative, 49th Legislative District
214 Irvis Office Building
P.O. Box 202049
Harrisburg, PA 17120-2049

Dear Representative Dailey:

Armstrong appreciates the opportunity to support your efforts to improve the responsiveness and coordination among service providers in your District during weather emergencies. We believe our approach and response to the storms in early 2010 was remarkable given the conditions. As part of your efforts we have enhanced our coordination with PennDot and the State Police. Armstrong has provided both of these agencies with contact information at our Network Operating Center in Butler. This will assist both PennDot and the State Police to be proactive in identifying any Armstrong area that might have a service outage in an emergency.

Once again, many thanks for all of your efforts on this important issue and let me know if Armstrong can provide any additional information.

Sincerely,

James D. Mitchell
VP – Armstrong

c: Carl Rose, General Manager

ARMSTRONG UTILITIES, INC.
ONE ARMSTRONG PLACE ■ BUTLER, PA 16001
724-283-0925 ■ FAX 724-283-9655

OCT 07 2011

Tri County Joint Municipal Authority
P.O. Box 758
Fredericktown, PA, 15333
Phone 724-377-2211
Fax 724-377-2212

House of Representatives
Peter J. Daley

Dear Pete

The biggest issue the Authority had was a lack of generators. The Authority has a total of 6 pumping stations; we were able to get one from Washington County Emergency Management.

We now have several sources we can get generators from.

- 1. Cleveland Brothers.**
- 2. Rich Percosky whom is a contractor has several units.**
- 3. Jerry's generators, located in Greene County.**

We also have obtained special phone numbers from Allegheny Power to get updates on power outages and repair status.

Thank you for all your concerns
Jeffrey M. Kovach, Manager



William C. Kelvington, Vice President
800 W. Hershey Park Drive
Hershey PA 17033

P (717) 531 - 3370
F (717) 531 - 3314

William.kelvington@amwater.com

September 15, 2011

Peter J. Daley II
State Representative
49th Legislative District
214 Irvis Office Building
P.O. Box 202049
Harrisburg, Pennsylvania 17120-2049

Dear Representative Daley:

We appreciated the opportunity to be involved in your hearing last February and to discuss the practices and procedures Pennsylvania American Water has established for emergency response. As you know, Pennsylvania American Water is the largest water utility in the state and we take great pride in providing high-quality and reliable water and/or wastewater services to approximately 2.2 million people across the commonwealth. Per your request, I have attached a synopsis of those (best) practices.

If you need any further information or have any questions, please feel free to call me (cell 412-760-8620) or Debbie Lippert (cell 412-855-5096). We certainly appreciate your recognition of the efforts made by our dedicated team of professionals on behalf of our customers and your constituents.

Thank you for seeking our input.

Sincerely,

William C. Kelvington

cc: D. P. Lippert

EMERGENCY RESPONSE BEST PRACTICES
AT PENNSYLVANIA AMERICAN WATER

The following best practices for emergency response of public water systems have been established for all Pennsylvania American Water systems.

Pre-emergency planning:

- Prepare a comprehensive emergency response plan (ERP) that outlines a prescribed list of actions that will be taken in response to crises or events that cause major disruptions to service. The plan shall meet the regulatory requirements established by the Pennsylvania Department of Environmental Protection (DEP).
- Update the ERP at least annually or more frequently if changes in the water system dictate.
- Prepare a comprehensive Operations & Maintenance (O&M) Plan that contains internal notification lists, contact information for critical customers, public notification templates and guidelines, and critical system operational information. The plan shall meet the regulatory requirements established by DEP.
- Update the O&M Plan at least annually or more frequently if changes in the water system dictate.
- Send bill insert reminders to all customers asking them to provide their most recent contact information for use in an emergency.
- Hold annual tabletop exercises to test the ERP and O&M Plans and the company's response in various emergency scenarios. Invite DEP, PUC, Health Department, and local emergency management officials to participate in the exercises.
- Develop and maintain good relationships with neighboring water utilities, electric utility provider; emergency contractors, chemical suppliers, fuel suppliers, bulk water haulers, regulatory agencies (DEP, PUC, Health Department) and emergency management agencies.
- Establish emergency interconnections with neighboring water utilities.
- Maintain and fuel emergency back-up power generators.
- Become a participating utility in PaWARN, which is a statewide Water/Wastewater Agency Response Network (WARN) of "utilities helping utilities" in the event of natural or human-caused emergencies.

- In the event of a pending natural weather event where there is some time to prepare, make provisions to prepare the water system as best as possible to withstand the event. Actions could include flood-proofing vulnerable locations, stockpiling chemicals and fuel supplies, pre-arranging staff response assignments, ramping up production to fill up water storage tanks in the distribution system, and placing emergency contractors on stand-by.

During an emergency:

- Make internal notifications and designate roles and responsibilities for responding company personnel.
- Notify regulatory agencies (DEP, PUC, Health Department) and emergency management authorities, and maintain contact with them throughout the emergency until complete system restoration is made.
- Make operational modifications to compensate for the loss of a treatment plant, main transmission line, or source of supply in the system, if possible. This could include interconnections with neighboring water utilities, temporary pumping operations, or temporary treatment facilities.
- Activate the PaWARN system to solicit the assistance of participating water utilities, if necessary. This system is designed to quickly identify sources for repair parts, equipment and personnel, and to make those resources available to utilities in need.
- Activate emergency back-up power generators in response to utility power outages. Keep generators fueled through the duration of the event by utilizing contracted fuel suppliers.
- Mobilize emergency contractors as needed to respond to the emergency and make the necessary plant or distribution system repairs to restore service.
- Issue appropriate notices to customers depending on the situation. This could include a water conservation notice, boil-water advisory, or do-not consume advisory. Communicate with customers through several concurrent methods, including automated dialer technology, media releases and posting of alerts on the company's website.
- Make personal calls to critical customers identified in the O&M Manual;
- Make personal calls and/or email communication to local municipal officials and elected state government officials in the areas affected by the event;
- Mobilize temporary water supplies including bulk water tanks and bottled water supplies. Locate them at pre-designated locations identified in the O&M Plan, and communicate their location to local officials and customers.

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- Perform water sampling and monitoring to assure water quality during the event, and communicate results to regulatory agencies and customers.
- Issue an all-clear notice to customers, regulatory agencies and local officials when system restoration is complete.
- Conduct a lessons-learned session for each emergency event to identify areas for improvement, and make the necessary changes in the emergency response plans.

News for Immediate Release

Nov. 7, 2011

PEMA Marks Winter Weather Awareness Week, Urges Public Readiness

Harrisburg –The Pennsylvania Emergency Management Agency (PEMA) and the National Weather Service are encouraging Pennsylvanians to prepare for winter storms during Winter Weather Awareness Week, which runs through Nov. 12. “We’ve already had one significant snowstorm that caused lengthy power outages and travel problems, so now is the ideal time to prepare for the next one,” said PEMA Director Glenn Cannon.

Cannon urged residents to assemble a home emergency kit specific to their families’ needs, and be sure to have enough supplies on hand to survive in their home for at least three days without outside assistance:

- Bottled water (each person in your family needs at least one gallon every day for drinking and bathing).
- At least a three-day supply of foods that won’t spoil.
- Battery-powered radio and extra batteries.
- Flashlight and extra batteries.
- First aid kit.
- Medication and copies of prescriptions.
- Specialized supplies for children, infants and pets.

Cannon also said motorists should always:

- Check the weather forecast for the entire route of your trip and change travel plans if severe weather is expected.
- Make sure someone knows your arrival times and routes.
- Keep your vehicle’s gas tank full during the winter season.
- When possible, travel during daylight and do not travel alone.
- Keep a windshield scraper and small broom for ice and snow removal.
- Wear a coat or keep it in the car in the event you become stranded.
- Keep an emergency kit inside all vehicles that includes: flashlight with extra batteries, first aid kit with pocket knife, necessary medications, several blankets, matches, extra set of mittens, socks, and a wool cap, small shovel, small tools (pliers, wrench, screwdriver), and a brightly colored cloth to use as a distress flag.
- Store a supply of high-energy snacks and several bottles of water.

During Winter Weather Awareness Week, the National Weather Service will share daily messages about preparedness. Find more information online at www.erh.noaa.gov/ctp/safety/WinterWeek/2011/index.php.

The state’s ReadyPA initiative encourages residents to take three basic steps before any natural disaster or emergency: Be Informed; Be Prepared; Be Involved.

Residents should be informed about the types of disasters that could occur in their communities, such as floods, major traffic problems or potential fire hazards. Individuals should be prepared with emergency kits for their home, car and work, as well as having a communication plan for their families. In addition to the basics such as non-perishable foods and water, emergency supplies should include medications and any special needs for infants and pets.

Residents are encouraged to be involved by volunteering in their communities to help others during emergencies.

For more information, visit www.ReadyPA.org or call 1-888-9-READY-PA.



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