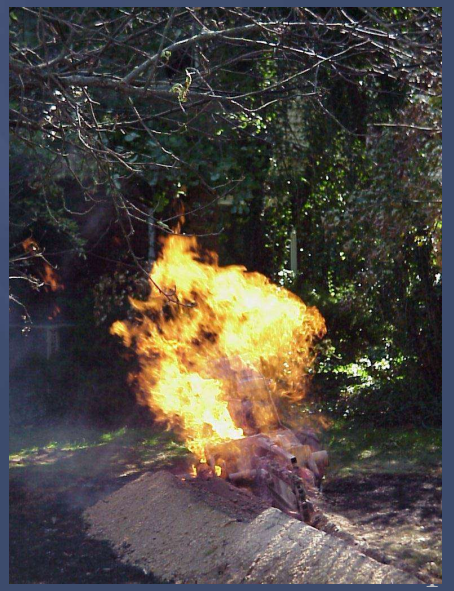
Hamilton County Fire Chiefs And Duke Energy Response Plan for Electric and Natural Gas Emergencies

Updated January 15, 2014



Duke Priority List

Duke Energy response will fall into 3 categories

- Priority 1 (High)
- Priority 2
- Priority 3

Priority 1 (High)

Involves a situation where gas and/or electric is prohibiting the fire department from taking action at an emergency scene involving life safety.

Priority 1 (High) Examples

- Immediate Life Threat, such as wires down blocking egress of victims.
- MVA involving live wires and injuries where the fire department cannot take action due to the electric lines.
- Fire involving electric or gas problem where the fire department cannot take action due to electric or gas hazards.
- Power outage affecting major infrastructure such as water, hospitals, medical facilities, nursing home, extended care facility, dispatch centers, etc.
- Gas leaks/odors inside or outside.
- Carbon Monoxide response.

Priority 2

Involves a situation where the gas and electric issue will, in time, cause one of the following:

- Life safety issue
- Financial impact
- Traffic control issue on highly traveled roads, etc.

Priority 2 Examples

- Structure fires where the gas or electric in the building is controlled but will need to be disconnected.
- Over/under energizing issue where components are being damaged and fires are starting.
- Accident lines down blocking a road with no life threat.
- Significant financial impact to a specific area.

Priority 3

Response will be any other request for Duke Energy to respond

Priority 3 Examples

- Wires down pole to house.
- Electric issue inside of structure controlled by FD at electric panel.
- Carbon Monoxide response on non occupied structure.

Duke Energy Emergency Outage Contact Number

- A toll-free, **unpublished number**, is provided for all fire/police/EMS emergencies.
  - **800.310.6346**
  - **This number should not be used for customer outages.**
- For outages advise them to contact Duke directly at 800.544.6900.
- Please do not call in outages for customers.
- Distributing/using this number for non-emergency official business will:
  - **Take resources away from true fire/police emergencies**
  - **Place a burden on the call system receiving emergency calls**

On-line Outage Information

- You may visit the Duke Energy website at www.duke-energy.com for a list of outages and estimated times of restoration by county.
- Customer safety information and emergency preparation information is also available for your use.

http://www.duke-energy.com/ohio/outages/current.asp#outagemap

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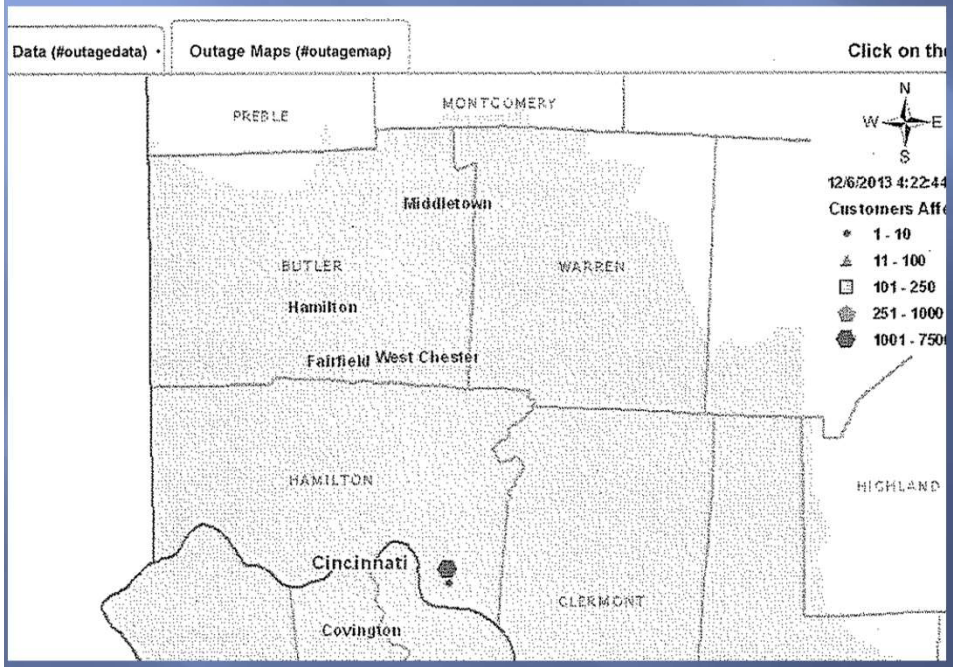

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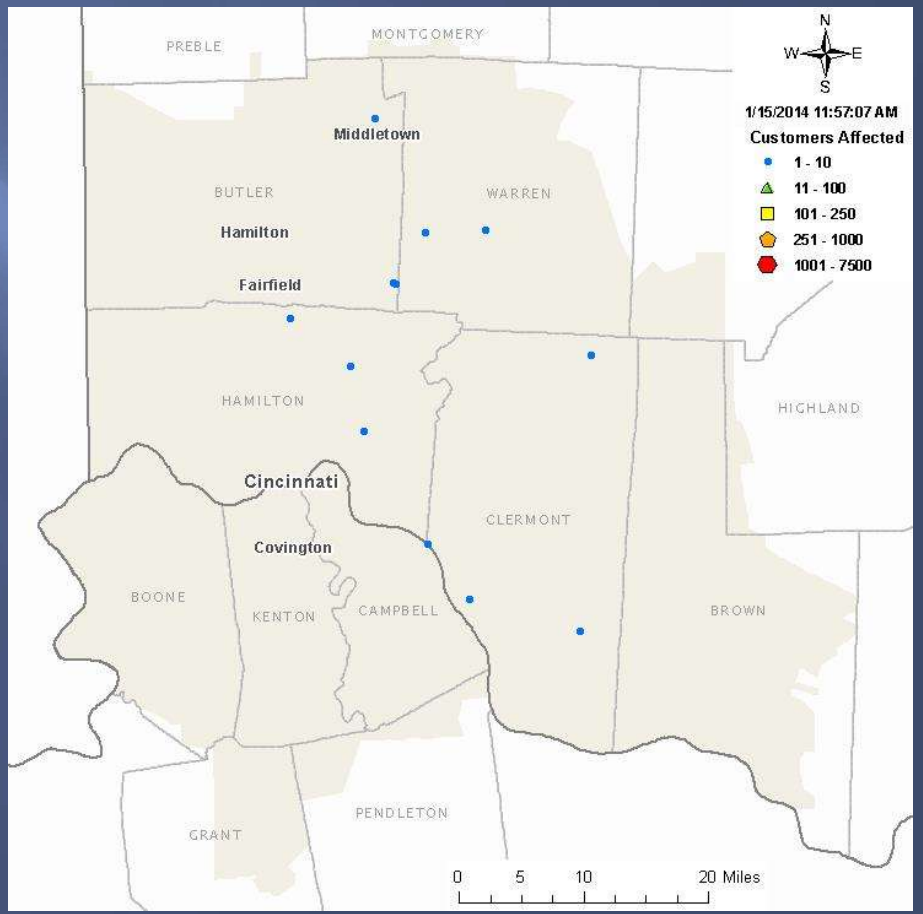


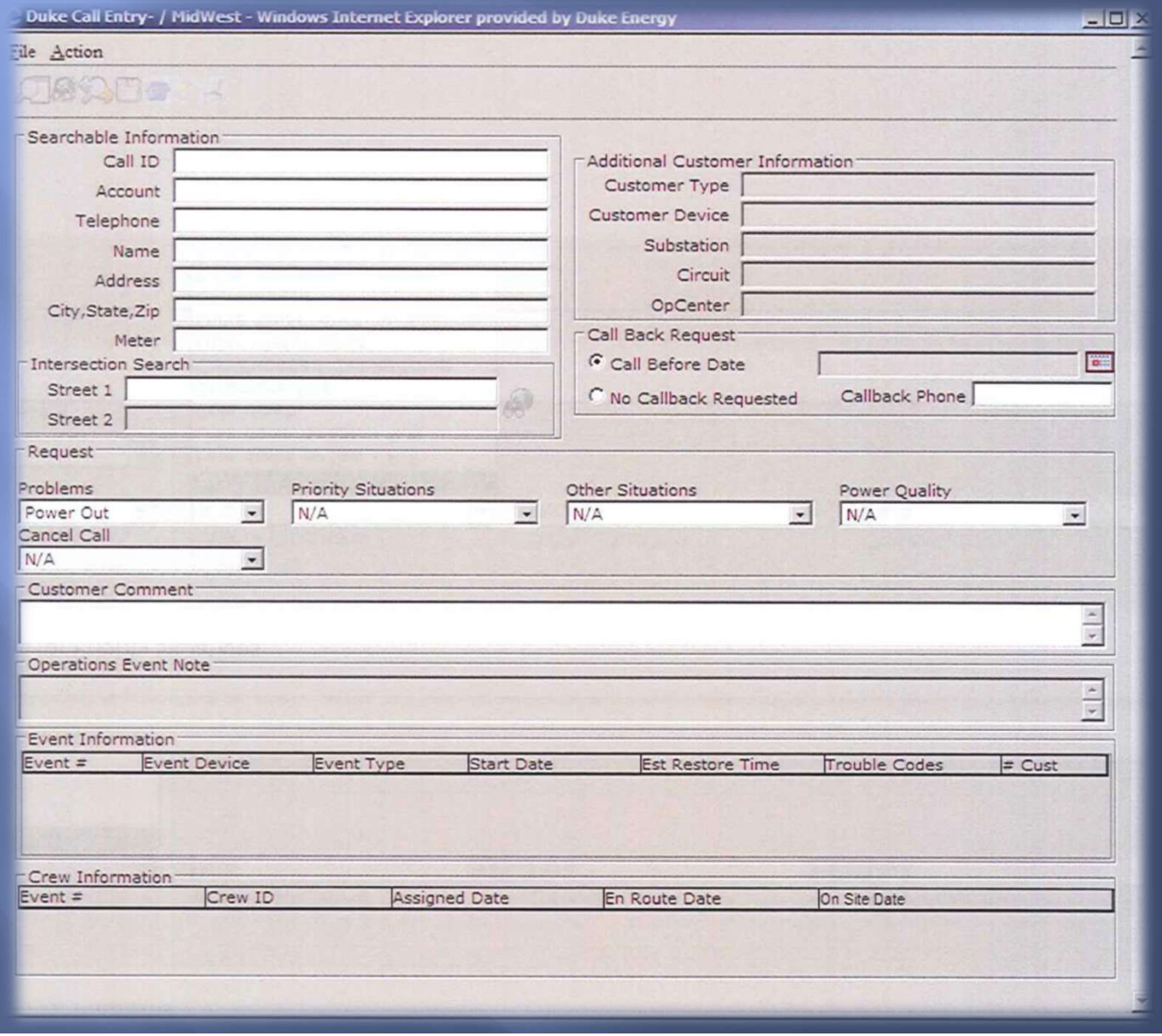
Electric Pole Tag Number

- Duke Energy pole numbers can be found on utility poles where electric wires are erected.
- Many poles have joint utilities on them with multiple pole numbers posted.
- Energized electric lines are typically placed at the top of the poles.
- Duke's pole numbers are vertical .
- Please provide pole numbers to the Call Center Representative if a pole number is available.

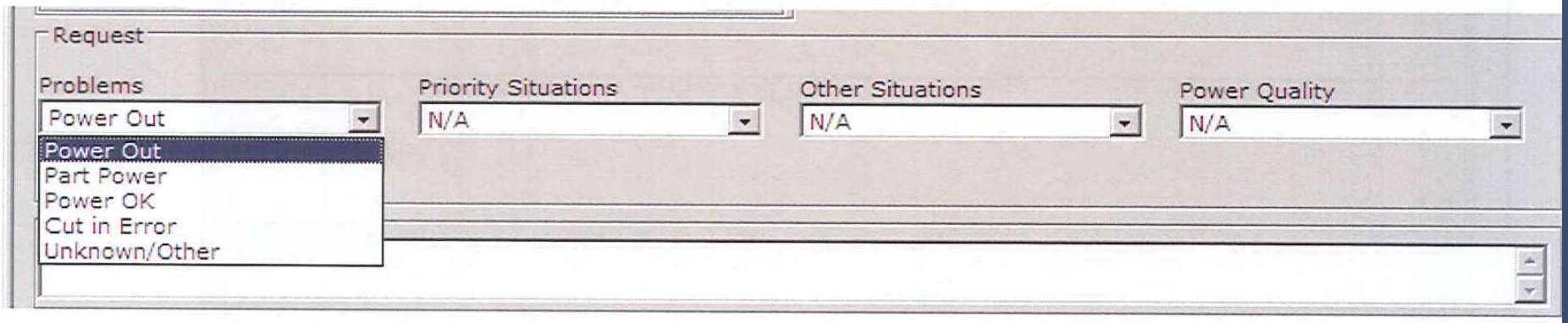
Duke Energy Call Taker

- The next few slides illustrate the Duke Energy Call Center entry screen.

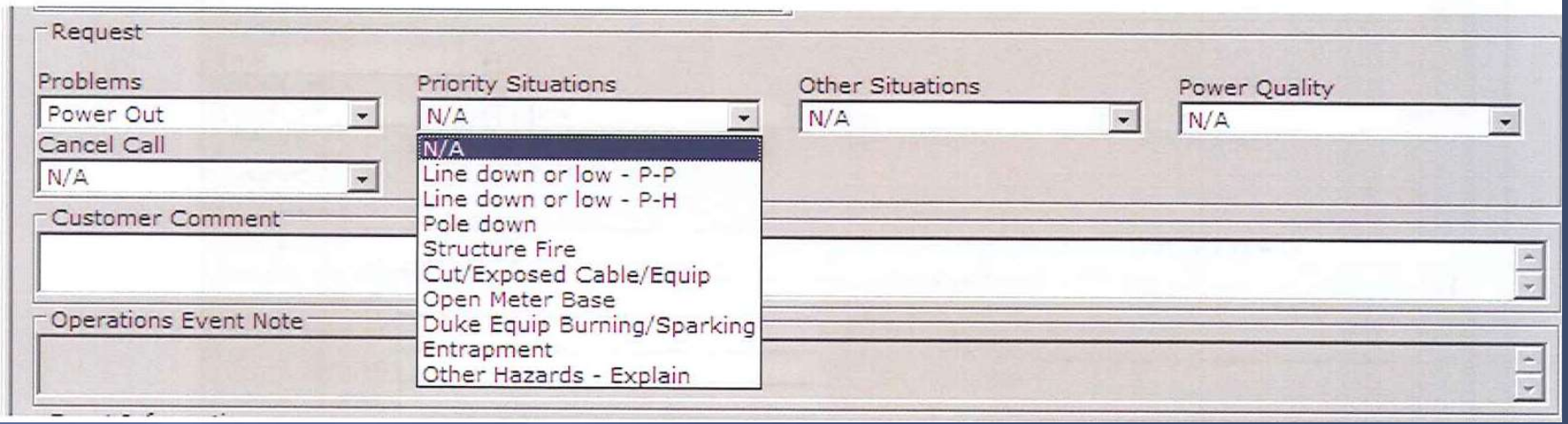
Outage Management System – Defaults to Power Out



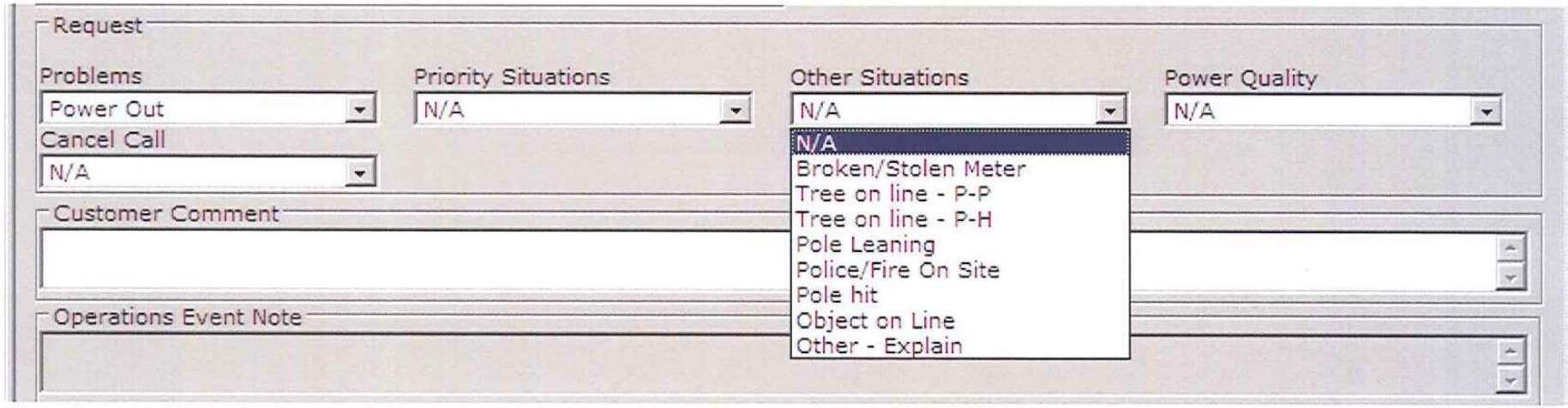
Dropdown Selection for Problems



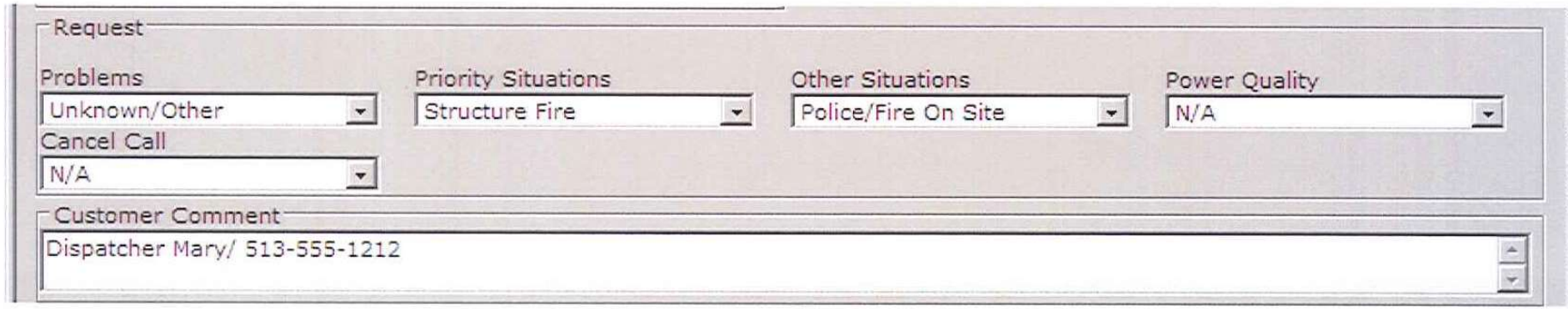
Dropdown Selection for Priority Situations



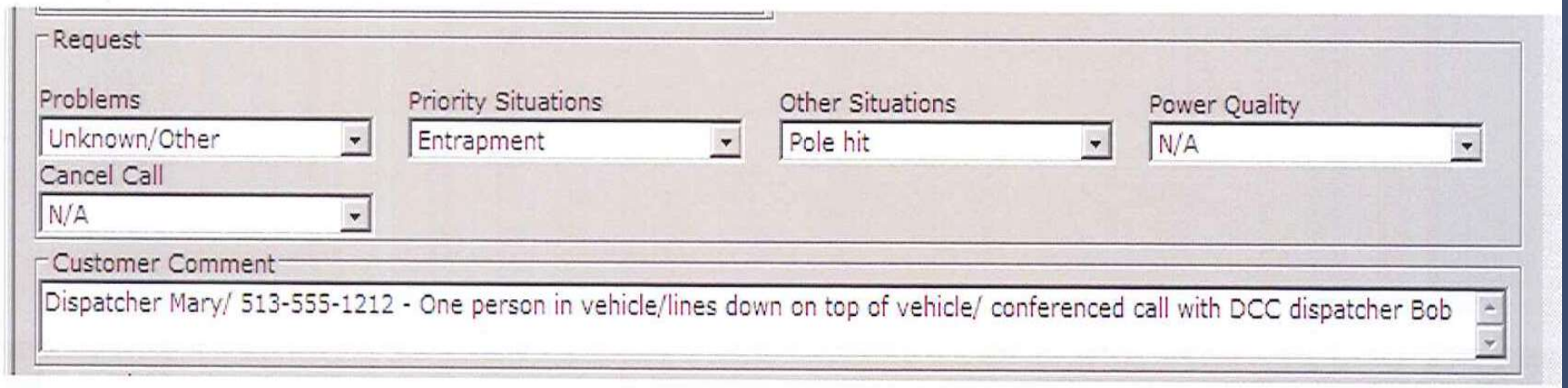
Dropdown Selection for Other Situations



Selection for Structure Fire /Police/Fire On Site



Selection for Entrapment /Pole Hit



Call Center to Dispatcher

Call taker will notify dispatch immediately for the following:

- Entrapment
- Fire
- Person shocked
- Wires down pole to pole
- Caution Customers – a non-residential account that if disconnected could result in loss of life, negative environmental and/or media impacts:
  - Hospitals
  - Nursing homes
  - Prisons
  - Chicken farms

Call Center Priority Situations for Electric

Structure Fire

- House or Building is on fire. This will prompt a call to the Duke Energy Dispatcher.
  - In the event the caller wishes to speak to the Duke Dispatcher, advise the call center rep. Immediately.

Entrapment

- Line is down on a vehicle or building trapping a victim inside.
  - **If this selection is chosen, Call Center representative will conference the caller in with the Power Delivery Work Center after obtaining the appropriate information.**

Call Center Guidelines for Natural Gas Emergency

Immediate Response – Within 1 Hour

- Leaks/Odor of gas inside or outside
- Fire
- Explosion
- High Pressure
- Alarm with gas Indicator
- Fumes or Carbon Monoxide detector going off
- Alarm with Carbon Monoxide Indicator
- For combination Gas/Carbon Monoxide
- A problem of serious nature where a possibility of injury or damage exists

****It is imperative to obtain an address of a gas account****

Call Center Response Guidelines Natural Gas Emergency

Up to 3 Hours

- Customer should have gas and does not.
- Customer has no heat and furnace – is gas only appliance and unknown if pilot out.
- Gas meter is frozen.
- Low pressure problem.
- Gas is turned off due to a meter change.
- Inspector calling for a RED TAG order.

Same Day

- If service was shut off for a previous leak and the customer was not on premise and wants restored.
- Pilot Lights (advise of the $50 fee).
- Bug Bombs.
- Noisy Meter.

Areas NOT Acceptable to Shut Off the Flow of Natural Gas

Outside Distribution Valve

Areas NOT Acceptable to Shut Off the Flow of Natural Gas

Manhole

Areas NOT Acceptable to Shut Off the Flow of Natural Gas

District Regulator – Above Ground

Do not shut off natural gas or hinder the flow of natural gas through the rain cap on the relief vent.

Areas NOT Acceptable to Shut Off the Flow of Natural Gas

District Regulator – In ground

Areas NOT Acceptable to Shut Off the Flow of Natural Gas

Above Ground 1st Stage Regulator

DANGEROUS Actions

Crimping a pipeline or using anything to stop the flow of natural gas is dangerous! The flowing natural gas can create a static electric source and cause the natural gas to ignite.

Duke Energy On Scene

To expedite the arrival of the Duke Energy first responder, the following is imperative:

- **Need address if possible for incident/location – if this is a gas emergency, a gas account address is required.**
- Advise police agency to allow Duke Energy vehicle on the scene if there are road closures.
- Allow parking space for the Duke Energy vehicle once arrival on scene.

Assign a designee to meet the Duke Energy representative upon arrival on scene and provide an update.

Duke Energy's Storm Preparedness Guidelines

Prioritization

- Police
- Fire
- 911
- Hospitals
- Water and Sanitation Facilities
- It does not include schools, individual homes or facilities that do not provide **life-support services**

Back-up Generators

- Emergency or public services providers are required to have in place proper safeguards or alternative arrangements, such as:
  - a generator for all emergency services,
  - battery backup for life-supporting medical equipment and/or
  - the availability of temporary facilities prearranged.

What does it mean to be a Critical Care Facility?

- Critical Care Facilities receive an unpublished phone number to contact Duke Energy in the event of an outage at **800.774.1202.**
- Community Relations leaders will communicate estimated length of outage in specific area.
- Critical Care Facilities receive priority communications, **not priority restorations.**
- Critical Care Facilities **must** have their own emergency plan in the event of an outage.

Emergency Services during Major Outages

What is the role of County Emergency Management Associations?

- Identify liaison for staging areas
- Coordinate roadway prioritization
- Work with Duke Energy Community Relations on other emergency issues including shelters, community communication, etc.
- Be the point of contact for elected officials to address emergency issues and roadway clearance
- Communicate to Duke Energy the status of service for all priority restoration customers

Emergency Services during Major Outages

What is the role of the local Fire Departments?

- Work through the County EMA to prioritize and communicate to Duke Energy emergency roadway clearance
- Report any emergency gas or electric issues to Duke Energy
- Communicate to EMA when electric or gas service is restored to emergency providers

What is the role of the local Fire Departments?

- Prioritize which local downed wires across roadway situations are restored first (after Duke Energy required priority restoration)
- Prioritize roadway situations
  - This must be handled by the EMA Liaison working with the fire departments affected by the storm

Roadway Clearing

Prioritization is very important

- Limited number of Duke Energy crews dedicated to roadway clearing

Roadway clearing is a priority

- Driveway or private property clearing is not

The EMA liaison at the staging area is to prioritize roadway clearance, not all emergency services

- County EMAs, emergency officials and elected officials must work together to reach priority decisions

Multiple Staging Areas

- **Multiple staging areas** are utilized for Duke Energy work crews to decentralize restoration efforts from one central point to multiple staging locations closest to customer outages during storm events
- These temporary staging locations are in addition to the permanent operation centers dispersed throughout the service area:
  - Large parking lots
  - Malls, etc.

Customer Communication

- Duke Energy created estimated time of restoration (ETOR) district level maps to provide more detailed and timely updates as to when their service will be restored in each city or county
- Other best practices to be utilized include **daily conference calls** with government officials and county emergency management officials to provide regional and local updates on restoration efforts and help find solutions to issues that arise.

Local Media

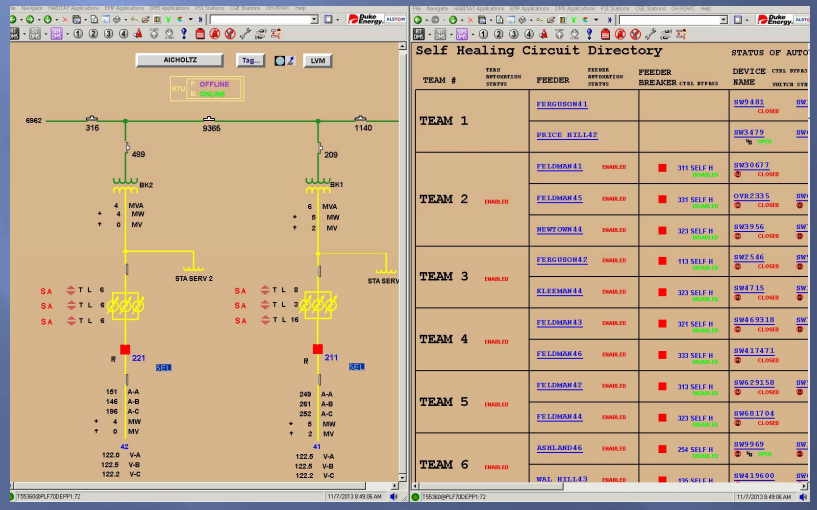
- The local media will continue to be a partner in updating the public on the latest storm restoration times and assistance efforts
- In addition to the media, Duke Energy's Website will be updated hourly with outage status and estimated restoration times

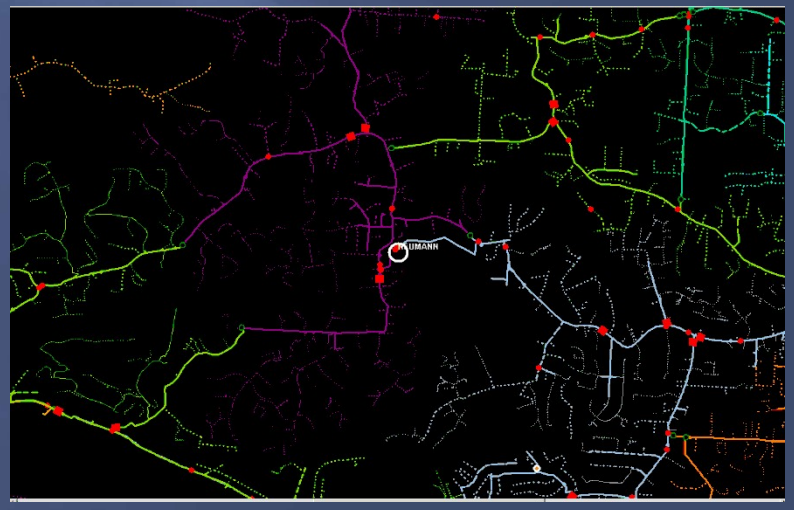
Mutual Assistance

- Duke Energy will continue to utilize help from mutual assistance – the ongoing agreement with other utilities to provide personnel to assist in restoration efforts when necessary

Smart Grid

- **Smart Grid** technology is being utilized in some areas of the Duke Energy service territory.
- This technology will assist in detecting outages, rerouting electricity in times of outages and monitoring power quality across the system to decrease equipment failure.





After Priority Critical Care Facilities, What's Next?

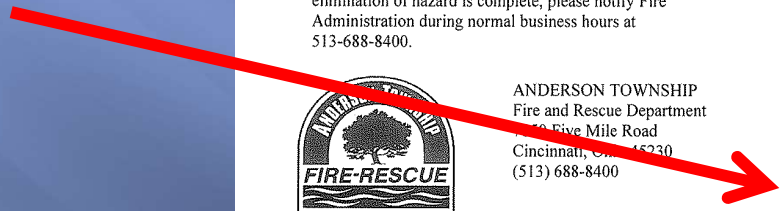
- The first priority is the restoration of large transmission system that brings electricity from the regional grid and the power plants to the large substations.
- After the large circuits are taken care of, then to the large distribution circuits which carry power from substations down major thoroughfares to local communities is the priority.

After Priority Critical Care Facilities, What's Next? continued

- From there, Duke Energy works on the lines that carry power from the distribution circuits into the neighborhoods.
- Next, the individual and small group outages are addressed. These can take longer to restore due to the shear volume and individual outage issues.

Service Tags

Recommend you add this for future assistance.



NOTICE

F-110.6. Sealing (red tags) or hazardous conditions: When the code official finds any equipment or process creating an immediate fire hazard or condition which could imperil human life, he shall order such equipment or process shut down and removed from service until such equipment or process can be properly repaired or such hazardous condition eliminated. The sealing shall be by the use of a red tag system.

F-110.6.1. Penalty for removal of seal (red tag): It shall be a violation of this code to operate any equipment or process or to remove any seal (red tag) issued in accordance with Section F110.6 without approval of the code official.

ATTENTION SERVICE TECHNICIAN:
We have ordered by code that this device be turned off and removed from service. Once the repair or elimination of hazard is complete, please notify Fire Administration during normal business hours at 513-688-8400.

ANDERSON TOWNSHIP
Fire and Rescue Department
[illegible] Five Mile Road
Cincinnati, [illegible]
(513) 688-8400

DATE ISSUED _____ TIME _____

I HEREBY ACKNOWLEDGE THAT I HAVE BEEN INSTRUCTED NOT TO USE THIS DEVICE UNTIL INSPECTED AND SERVICED BY A QUALIFED TECHNICIAN.

SIGNATURE _____
(OCCUPANT/ OWNER)

PRINTED NAME _____

ADDRESS _____

PHONE _____

OFFICER _____

DATE ISSUED _____ TIME _____

Inc #:__ __ - __ __ __ __

PLEASE RETURN TAG AND APPROPRIATE DOCUMENTATION OF REPAIR TO:

Anderson Township Fire and Rescue
7850 Five Mile Road
Cincinnati, OH 45230

If you have any questions, or need further assistance please call 513-688-8400. If you have an EMERGENCY dial 911.

FOR DUKE ENERGY INSPECTION, CALL 877-700-3853

REMARKS: _____

SERVICED BY/DATE: _____

(ROUTE TO FD SECRETARY VIA DEPT MAIL)

Visor Card

DUKE ENERGY®

Confidential Fire/Police Emergency Number: 800-310-6346. You will hear a prompt, "For Gas Trouble, Press 1, Electric 2." Be prepared to provide the following information:

Call Center Representative will initially request the following information:
Your Name and agency
Your Telephone Number
Address of Incident – if actual address is not known, find closest address to incident. *Not having an actual customer address may cause a delay.* **Address is critical for entry into Duke Energy system for gas incidents. If address is not found in system, an address of a gas account must be provided.**
City, State and Zip
Intersecting Street(s) if applicable

"Priority Situation" Options – all incidents below are considered Highest Priority in the Duke Energy system:
Gas Leak/Smell of gas inside or outside
Fumes or Carbon Monoxide detector going off
Explosion
Hit gas service/main
Entrapment
Structure Fire
Advise rep of urgency regarding situations below if considered lower priority:
Line down or low – pole to pole
Line down or low – pole to house
Pole down
Cut/Exposed Cable/Equipment
Open Meter Base
Duke Equip Burning/Sparking
Other Hazards – Explain (i.e. electrocution)

Customer Comments
Add other pertinent information such as pole number, etc. **Also please advise if police and fire are already on site.**

For electric emergencies, please document the ticket number the Call Center Rep provides during the call. This will be beneficial if you need to call back for additional information or details.

10/2013

Visor Card

DUKE ENERGY®

Confidential Fire/Police Emergency Number:
800-310-6346

ELECTRICAL SAFETY

Scene Safety – Upon arrival at every scene, survey the area for overhead power lines, poles and equipment.

Park emergency vehicles as far from overhead lines as possible.

Vehicle/Equipment Safety – Keep yourself and your equipment **AT LEAST** 10 feet away from all power lines, including the service drops that run from utility poles to buildings. Higher voltages require greater clearances.

Ladder Safety – Have a dedicated spotter monitor the placement of ladders near power lines to ensure they remain a safe distance away when fully extended

Fires – Never use a solid water stream to fight fires near power lines.

Substation Safety – Burning electrical equipment is already ruined and will be replaced. The safest course of action for a substation fire is to **let it burn**.

Never attempt to enter a substation without utility personnel present. Evacuate the area and keep everyone at least 300 feet away from the substation.

NATURAL GAS SAFETY

Scene Safety – Park vehicles away and upwind from the area. Do not park over manholes or storm drains.

Ignition Sources – Leave radios, pagers, cell phones, etc., in your vehicle or turn them off before approaching the area. Even the smallest spark or flame can cause a gas explosion.

Do not use doorbells, light switches, matches and lighters; AND prevent their use by others. If you must use a flashlight, turn it on before approaching the area.

Evacuation – Evacuate the area within at least a 300 radius of the natural gas leak, greater pressures require greater distances: go as far away until you no longer smell the odor and you no longer hear the roar of escaping gas.

Ventilation – Do not open windows and/or ventilate until Duke Energy advises it is safe to do so. Then, verify that occupants and personnel are out of the structure. Ventilate structures from top to bottom.

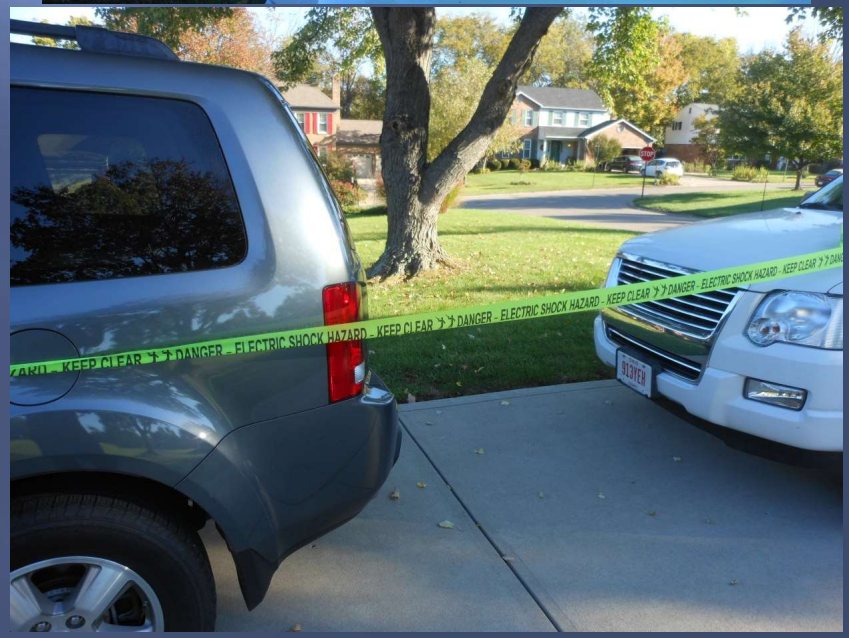
Natural Gas Fires – In case of a natural gas fire, let it burn. Burning natural gas cannot explode. Evacuate the area and protect exposures.

For structure fires, shut off the gas supply at the service, curb valve, meter or appliance valve only if you can safely access them. Never attempt to shut off natural gas main valves or relief vents.

Hazard Tape Option

In the event you need to identify the possibility of live power lines etc. you can utilize this type of tape.

- Circumstances for example: due to call loads, you elect not to remain.



Duke Services

Services offered free of charge

- Electric Demonstrations
- Gas Demonstrations – includes a PowerPoint and maps of gas transmission and high pressure distribution in service area

Shared Services

Services we offer free of charge

- Both Duke & the Hamilton County Fire Chiefs Association offer their assistance with their collaborative ideas

Fire & Police Communications

- Duke Energy will continue with availability of staff to provide feedback in the form of data at local meetings of requested organizations

Hamilton County	Total Events	Emergency Events	Police and Fire On Site	Average Response in Minutes	Structure Fire	Average Response in Minutes	Entrapments	Average Response in Minutes	Comments
January 2013	1911	325	50	40	14	23			Removed one time that was inaccurate
February 2013	1563	292	39	36	14	31			
March 2013	1756	361	41	40	14	26	2	37	
April 2013	1317	141	27	40	4	33	2		No good times for entrapments
May 2013	2493	651	49	48	9	31	2	39	Dropped 3 events with bad data
June 2013	1818	136	24	49	5	34	1	28	Dropped 2 events with bad data
July 2013	2152	278	21	45	2	31	3	20	5 tickets droped due to invalid data
August 2013	1004	66	12	46	8	48	0	0	
September 2013	1631	145	17	57	4	24	0	0	Dropped 2 events with bad data
October 2013	1704	425	33	83	6	24	2	11	
November 2013	1622	445	35	183	5	38	3	48	
December 2013	1368	358	32	156	10	35	0		Includes storm data

Area Command

- Future Options
- When in Doubt,

Call Duke, multiple calls are not an issue

Duke Energy Phone Numbers

Description	Phone Number
Fire/Police Gas or Electrical Emergency	800-310-6346 Option 1 – gas; Option 2 – electric
Traffic Light Bulbs	513-651-4182
Fax used during storms (must speak to Duke before use)	888-385-3414
Electric Trouble	800-543-5599
Gas Trouble	800-634-4300
Pilot Light Service (there is a fee)	800-544-6900
Electric Fraud Department	513-419-1455
General Public	800-544-6900
Life Support Customers	800-553-9021
Miami Fort Station (North Bend, OH)	513-467-4925 513-467-4924
Beckjord Station (New Richmond, OH)	513-467-5143 513-467-5144
East Bend Station (Rabbit Hash, KY)	513-467-4733
Dicks Creek (Butler County, OH)	513-287-4512
Zimmer Generating Station (Moscow, OH)	513-467-5205

Questions/Comments

- Open Discussion