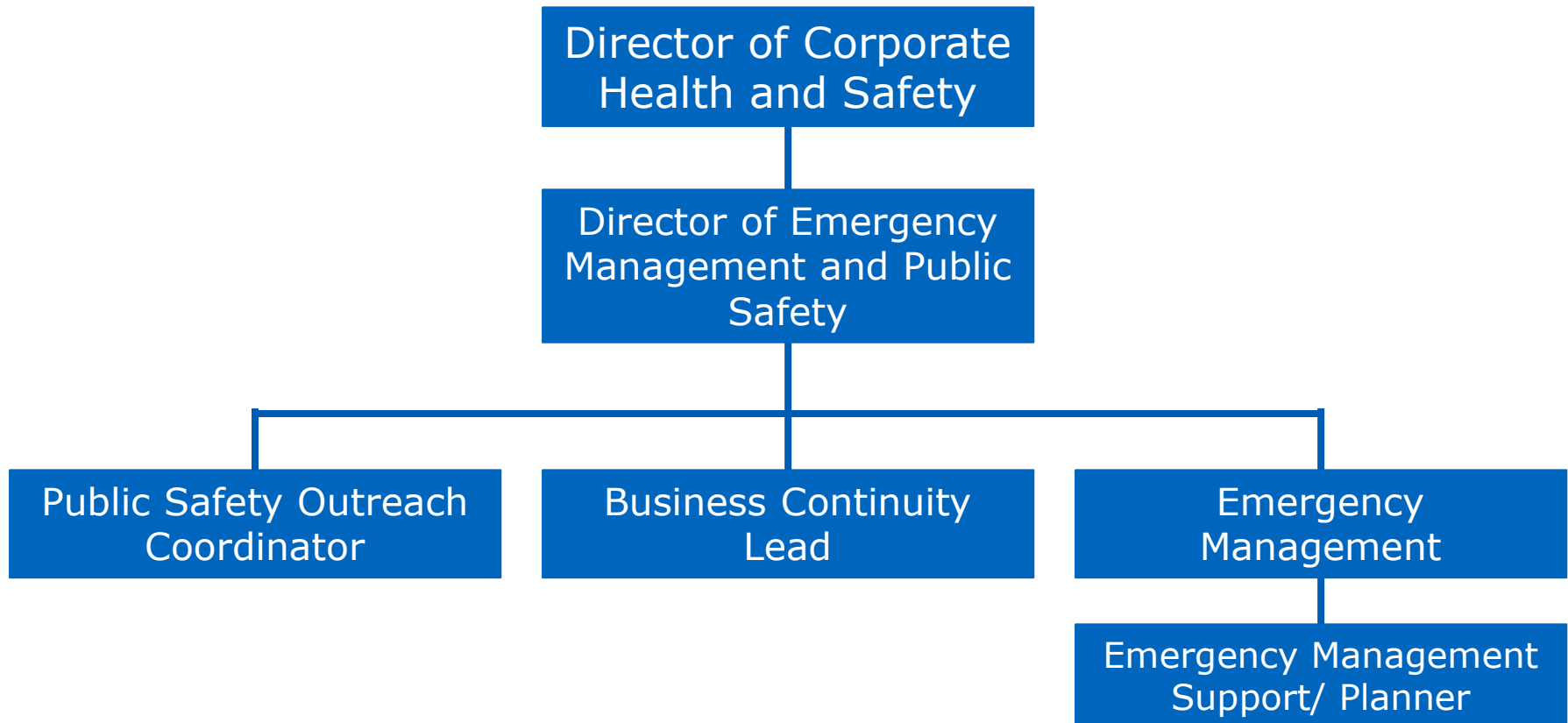# Presentation Content

- Consumers Energy Departmental Make Up

- The Incident Command System Journey *(Electric Restoration)*

- Communication Pathways

- VIP/ Stakeholder Site Visits

- Culture of Safety

Emergency Management and Public Safety

Director of Corporate Health and Safety

Director of Emergency Management and Public Safety

Public Safety Outreach Coordinator

Business Continuity Lead

Emergency Management

Emergency Management Support/ Planner
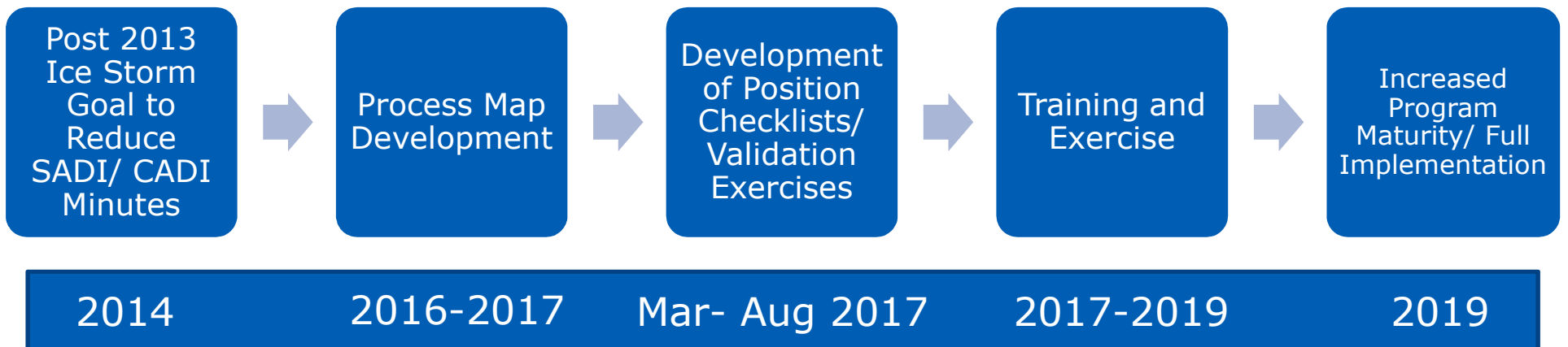
Public Safety Outreach/ Liaisons
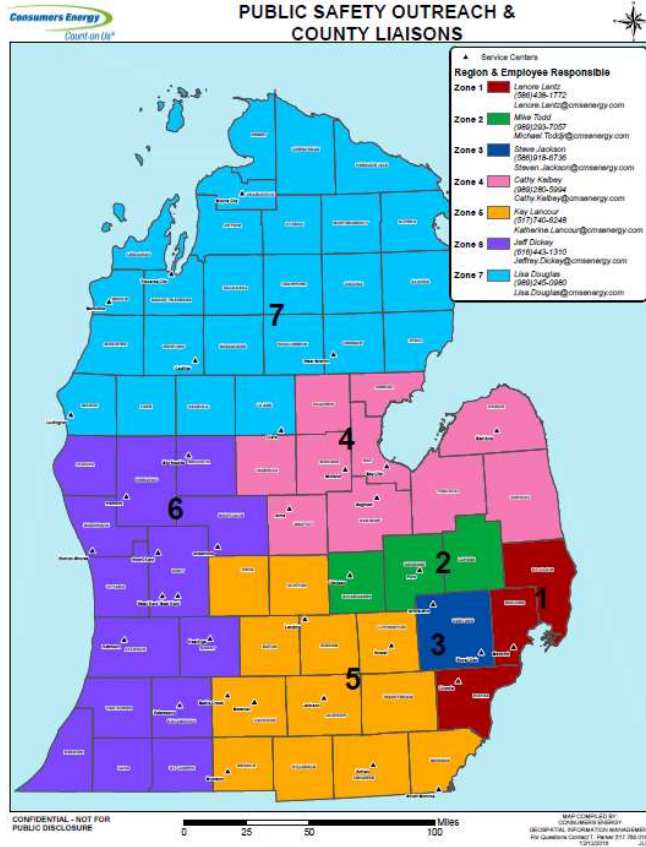
Electric Operations

- Low Voltage Distribution (LVD)- Primary Powerlines

- High Voltage Distribution (HVD)- Transmission Lines

- Forestry- Mitigation Tree Control

- Dispatch- Circuit Management

- System Control- Electrical Grid Management

- Restoration- Storm/ Outage Incident Response

Governmental Regulatory and Public Affairs

- Approximately 100 employees

- Key sections for storm restoration are:
    - Media Relations
    - Community Affairs
    - Governmental Affairs

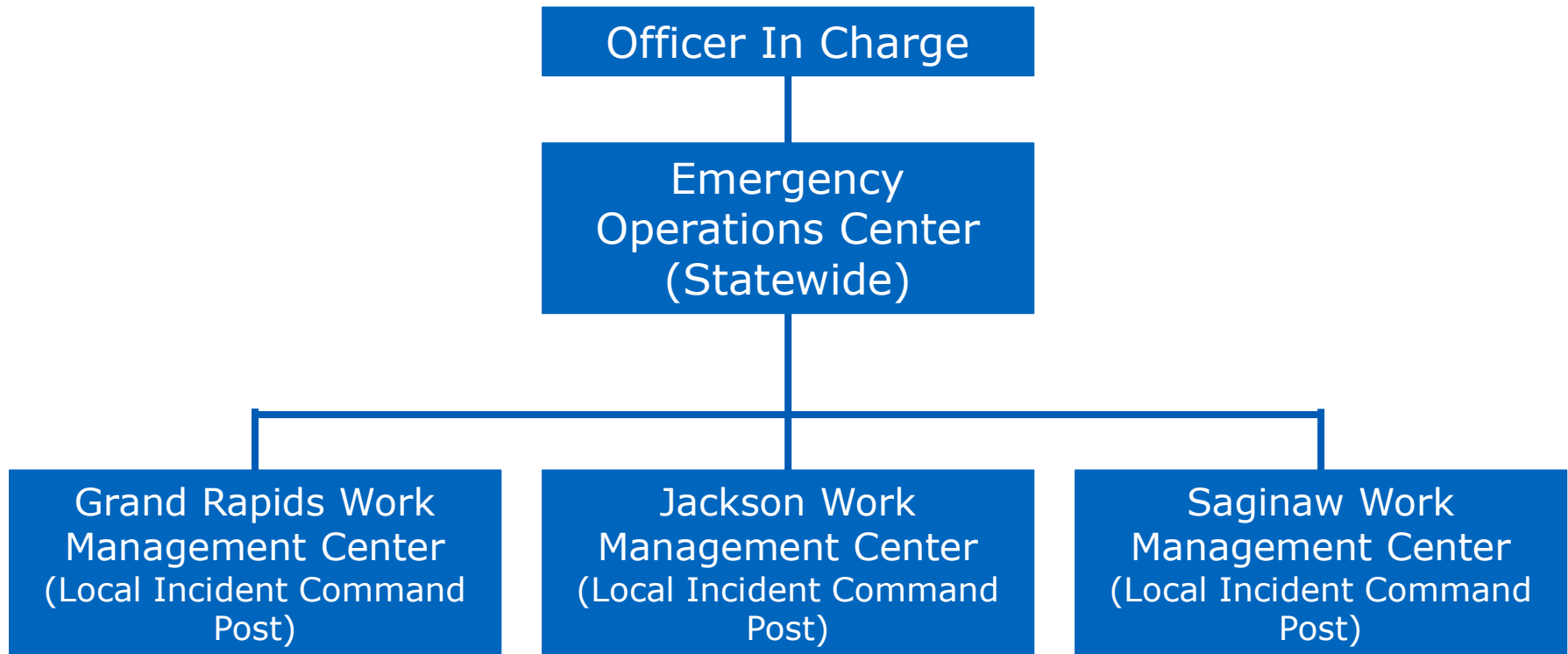- Regulatory Affairs and post-storm reporting

Electric Restoration- Incident Command System Journey

Post 2013 Ice Storm Goal to Reduce SADI/ CADI Minutes	→	Process Map Development	→	Development of Position Checklists/ Validation Exercises	→	Training and Exercise	→	Increased Program Maturity/ Full Implementation

2014	2016-2017	Mar- Aug 2017	2017-2019	2019

Program Documents	Emergency Management Policy						
	Emergency Management Strategy						
Company-Wide Response Plans	All-Hazards Emergency Operations Plan (EOP)						
	Crisis Management Plan (Officer in Charge/Crisis Management Team)						
	Crisis Communications Plan						
	Master Business Continuity Plan						
Organization-Specific Response Plans	Gas Emergency Response Plan	Electric Emergency Response Plan	Generation Emergency Response Plan	Business Services Emergency Response Plan	IT Emergency Response Plan	Security Emergency Response Plan	Department Business Continuity Plans
Site-Specific Response Plans (where needed)	Compressor Stations	N/A	Plant Site Specific Emergency Response Plans	Facility Site Specific Emergency Response Plans	N/A	N/A	
Hazard or Impact Specific Plans or Annexes* *Not an all-inclusive list	• Main Rupture • MAOP Exceedance • Pipeline Rupture • Well Blowout • Flooding • Business Continuity	• Flooding • Curtailment • Business Continuity	• Severe Weather • Evacuation • Spill Response • Business Continuity	• Flooding • Fire • Evacuation/ Shelter in Place • Internal Load Reduction (ILR) • Business Continuity	• IT Critical Incident Management	• Disaster Recovery Plan • Cyber Security Incident Response • Bomb Threat • Active Shooter • Business Continuity	All Hazards Planning: ▪ Workplace ▪ Workforce ▪ 3rd Party ▪ IT Systems

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Restoration Response Structure

Officer In Charge

Emergency Operations Center (Statewide)

Grand Rapids Work Management Center (Local Incident Command Post)

Jackson Work Management Center (Local Incident Command Post)

Saginaw Work Management Center (Local Incident Command Post)

Response Levels

- Level 0- Routine

- Level 1- Elevated

- Level 2- Serious

- Level 3- Full Scale

Crisis Management Team
Led by Officer-in-Charge

Level 3: Full Scale

Emergency Operations Center (EOC)
Led by Incident Commander

Level 2: Serious

Command Post
Led by On-Scene Commander

Level 1: Elevated

Led by local response personnel

Level 0: Routine

Information Tactics, and Resource Requests

High-Level Objectives

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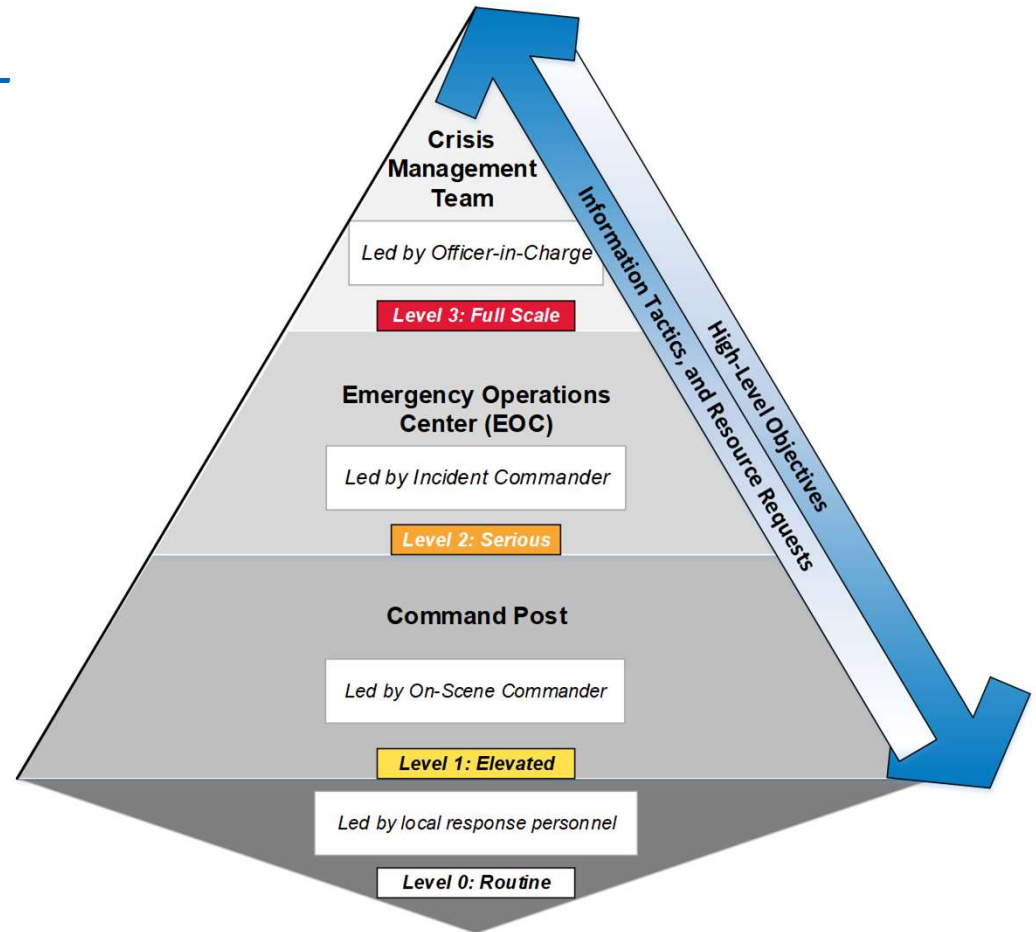
Incident Response Organization
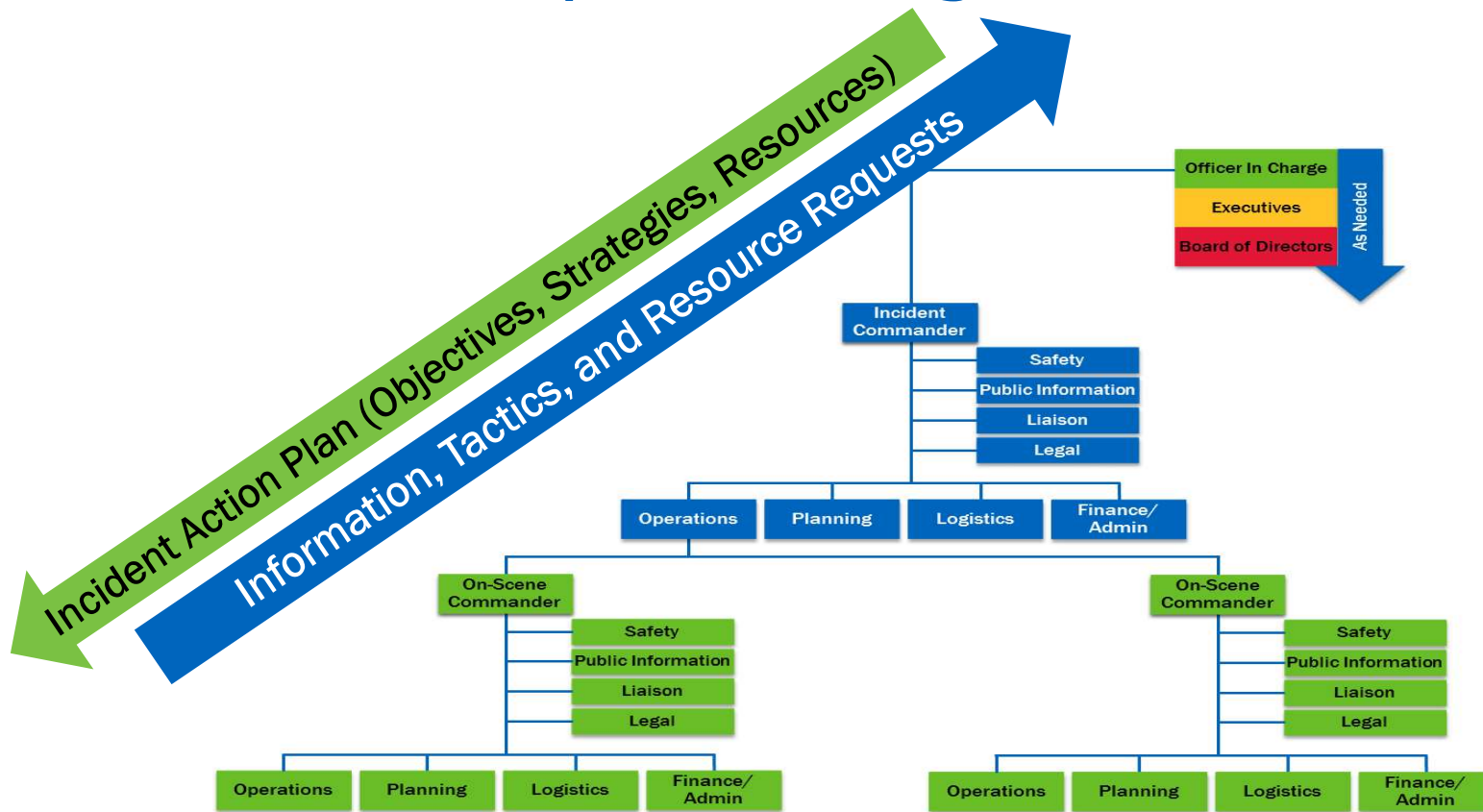
WMC IAP (Level 1 Incidents Only)

- WMC manages local response activities

- IAP should be developed at the WMC for each operational period
  - ICS 201 (Incident Briefing Form)

EOC IAP (Level 2 and 3 Incidents)

- EOC provides support for local response activities

- Single Incident Action Plan is developed for the entire incident
  - ICS 201-208 + 230

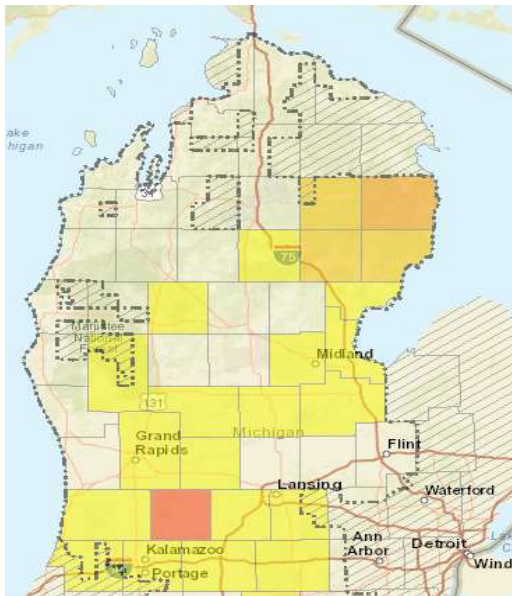- EOC maintains a common operating picture for the entire incident
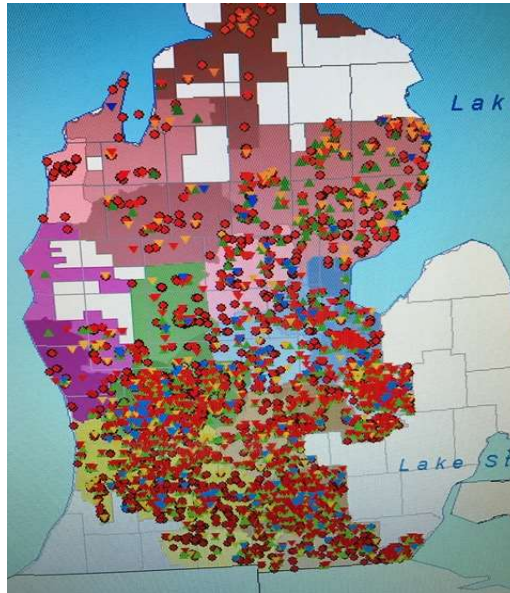
March Windstorm
Communication Pathways

Statewide Windstorm Response

Wednesday March 8, 2017 @0830

Wednesday March 8, 2017 @1230

HISTORIC STORM

—— MARCH 2017 ——

TOTAL CONSUMERS ENERGY CUSTOMERS IMPACTED: 360,000

TOTAL MICHIGAN RESIDENTS IMPACTED: More than 1 Million

WIND SPEED: 60+ mph

DOWNED WIRES: 10,800

EMPLOYEES ENGAGED: 3,400+

OUT OF STATE CREWS FROM: Kentucky, Illinois, Ohio, Wisconsin, Iowa and Indiana

Restoration Philosophy

1. Isolate (Life Safety)
2. Restore (Incident Stabilization)
3. Repair (Property/ Environmental Conservation)

Restoration Priorities

1. Securing Police/ Fire Wire downs
2. Securing Remaining Wire downs
3. Restoring Critical Customers
   - Critical= Hospitals, Police/ Fire Depts., Radio Stations
   - Priority= Large businesses, Industry
4. Largest customer outages Business & Residential Customers

Deployment

- All Emergency Management Department Staff

- All Public Safety Liaisons

- Public Information Officer (Statewide/ EOC)
  - Assistant PIOs Grand Rapids
  - Assistant PIOs Saginaw
  - Assistant PIOs Jackson

- All (3) Mobile Storm Trailers

- Both (2) Mobile Command Centers

MEET THE **MOBILE COMMAND CENTER**

CELLULAR **MODEM**

SATELLITE **MODEM**

5 DESKTOP **MONITORS**

PLOTTER & PRINTER **ONBOARD**

12 FEET **TALL**

8 FEET **WIDE**

REQUEST BY CONTACTING **SECURITY COMMAND CENTER**

3 TELEVISION **MONITORS**

V10 6.8L **ENGINE**

30 FEET **LONG**

MOBILE COMMAND CENTER
Consumers Energy

CONSUMERS ENERGY **MOBILE COMMAND CENTER**

Consumers Energy

USDOT 0210321

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911 Centers and Emergency Management Contacts

- State EOC (Liaison Officer)
  - Emergency Management and Public Safety Staff
  - Twice daily updates (0900-1600) to the SEOC
  - Representation at the SEOC and Virtually
- Public Safety Outreach Team (Assistant Liaison Officers)
  - Twice daily calls to all counties affected with outages
  - Gathered the critical and priority needs of each jurisdiction
  - Relayed these needs, through the Liaison Officer, to the respective Work Management Center Incident Commanders and the Statewide Incident Commander (EOC)

Public Information Officer

- Life of a PIO
  - Every storm is Different (Preplanning Activities)
  - Media Requests
  - News Releases
  - PIO vs Spokesperson
  - Communication Methods (TV, Radio, Print, and Social)
  - Safety Messaging (Wire down, Generator, Thank you ads)- Thresholds

VIP/ Stakeholder Site Visits

- MPSC Commissioners
- State and Local Elected Officials
- Governor
  - Coordination
  - Security
  - Agenda

Culture of Safety

SAFETY TAILBOARD

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Location: Add Locations Here

Nearest Exit(s): Add exit locations here

Nearest Shelter Area(s): Add Locations Here

Incident Command: Person to have accountability

Dial 9-1-1: Person to call 9-1-1

Direct Emergency Responder (Runner): Person to guide

CPR/First Aid: Person(s) CPR and/or First Aid certified

AED: Person AED certified and AED location

Fire Extinguisher: Fire extinguisher location

Active Shooter: Run/Hide/Fight

Present Hazards: List hazards here

Personal Protective Equipment (PPE)

- Everyone providing restoration support wears PPE
  - Minimum PPE Includes:
    - Safety Glasses
    - Hard Hat
    - High Visibility Class 2 Vest
    - Proper Foot Wear
- This includes everyone
  - CE Staff, Contractors, and Mutual Assistance Crews
  - Media
  - MSPC Commissioners
  - Local and State Governmental Representatives

Post Storm Survey

Number of Respondents - 46
- Emergency Management
- 911 Dispatch
- Michigan State Police
- Red Cross
- Other
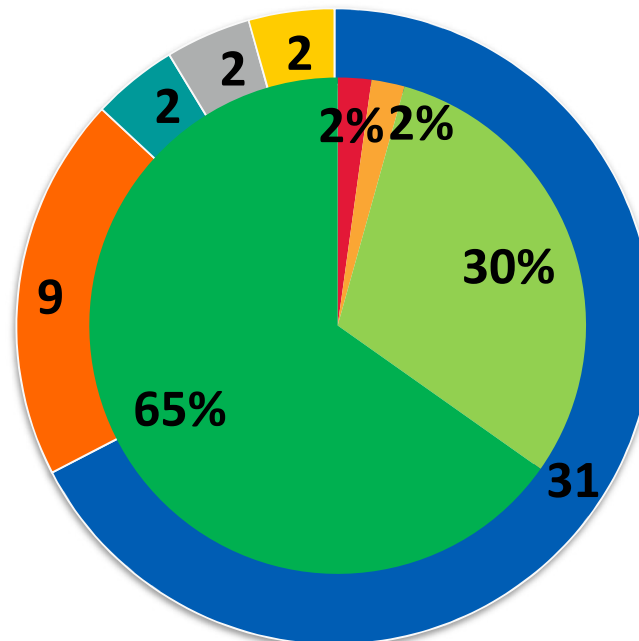
Avg. Satisfaction Score
- Fair
- Average
- Good
- Excellent

9
2
2
2
2% 2%
30%
65%
31

Thank you for your time
Who has the 1st Question?

James Buttleman
james.buttleman@cmsenergy.com