



# Town Office of Emergency Management Standard Operating Procedure (SOP)

Updated: September 24, 2019

## EOC Operations – Power Outage

### PRE-EVENT

If there are Warnings of a hazardous event that could potentially cause extended power outages, such as a winter storm, tropical storm/hurricane, major solar geomagnetic event, etc, perform the following measures:

- \_\_\_\_\_ 1. Notify the Town elected officials and/or manager and recommend that the Town Emergency Operations Center (EOC) staff be put on standby. Verify who is available.
- \_\_\_\_\_ 2. Inform all Town employees, EOC staff and community volunteers to prepare their homes and families for potential loss of electrical power.
- \_\_\_\_\_ 3. Provide warning to Town residents (phone trees, e-mails, texts, community TV/radio, websites, etc) to prepare their homes and families for potential loss of electrical power.
- \_\_\_\_\_ 4. Alert County EOC that the Town is aware of the hazard and taking action.
- \_\_\_\_\_ 5. Check and fuel all generators, chainsaws and vehicles. Stockpile gasoline, diesel and propane.
- \_\_\_\_\_ 6. Complete radio checks on the Town FD and County EMA radio channels.
- \_\_\_\_\_ 7. Stockpile non-refrigerated food and drinking water for the EOC, if not already done. (2 weeks recommended)
- \_\_\_\_\_ 8. Unplug any and all electrical devices that you do not require before the event to reduce the chance that equipment is damaged by power surges.

(If there are warnings of a severe solar storm and your EOC has a standby generator, consider disconnecting the feedline to protect the generator from a power surge.)

- \_\_\_\_\_ 9. Ensure that all cell phones, radio pagers, portable radios, etc. are fully charged.
- \_\_\_\_\_ 10. Acquire a stockpile of AAA, AA, C & D batteries for AM/FM radios, flashlights, etc.
- \_\_\_\_\_ 11. Check to make sure that the EOC heating system fuel supply is topped off.
- \_\_\_\_\_ 12. Review the Municipal and County Emergency Operations Plans.
- \_\_\_\_\_ 13. Coordinate with the School Superintendent to see if there will be school scheduled.
- \_\_\_\_\_ 14. Log in D4H Incident Management to start building situational awareness.

## UPON LOSS OF POWER

\_\_\_\_\_ 1. If there is a loss of power with no prior warning of an impending hazard, attempt to determine the cause and extent.

### Cause

- |                         |                                   |                           |
|-------------------------|-----------------------------------|---------------------------|
| _____ Trees or Wildlife | _____ Vehicle Accident            | _____ Other Accident      |
| _____ Earthquake        | _____ Lightning                   | _____ Excavation Accident |
| _____ High Power Demand | _____ Solar Storm                 | _____ Physical Attack     |
| _____ Cyber Attack      | _____ Electromagnetic Pulse (EMP) |                           |

### Extent

- |                               |                          |                             |
|-------------------------------|--------------------------|-----------------------------|
| _____ Sections of Town        | _____ Portions of County | _____ Entire County         |
| _____ Portions of the State   | _____ Entire State       | _____ New England/Northeast |
| _____ Eastern Interconnection | _____ Entire Nation      | _____ Northern Hemisphere   |

An EMP attack will take down the Power Grid and may also damage many electrical devices.

\_\_\_\_\_ 2. Localized and short duration power outages may not warrant activation of the EOC. Town Officials and Emergency Managers should support the Fire Department, as needed.

## IF MUCH OF THE COUNTY IS WITHOUT POWER DUE TO A SEVERE STORM THAT BRINGS DOWN TREES, POLES AND WIRES INTO THE ROADS:

- \_\_\_\_\_ 1. Activate the Town EOC with at least one person monitoring the base station radio, email, the telephone and D4H IM. Track progress on all emergency activities.
- \_\_\_\_\_ 2. Document what is happening. Plot damages and incidents on a town map.
- \_\_\_\_\_ 3. Provide "Situation Reports" to the County EOC. D4H IM is preferred, but Situation Report forms can be filled out and e-mailed or faxed.
- \_\_\_\_\_ 4. Provide "Request for Resources" to the County EOC. D4H IM is preferred, but resource requests can be e-mailed or faxed.
- \_\_\_\_\_ 5. Identify what roads are blocked or restricted and what locations have power line damages. Provide updates on D4H IM. Need street addresses.
- \_\_\_\_\_ 6. Identify what critical infrastructure in Town is operating on backup generator power and what the fuel status is for those generators.
- \_\_\_\_\_ 7. Alert Warming Center personnel to activate the Warming Center, as needed. Provide logistical support, as needed.
- \_\_\_\_\_ 8. Collect Individual Assistance information from the Town residents and provide information to the County EOC using D4H IM Citizens Reports.
- \_\_\_\_\_ 9. Participate in County EOC/EMA Conference Calls as they are scheduled.

## WIDE AREA POWER OUTAGE DAMAGE REPORTING

- \_\_\_\_\_ 1. When a power outage is sufficient enough for activation of CMP's Storm Operations Center, CMP will notify the Waldo County EOC at 338-3870 (bus) or 322-8684 (cell).
- \_\_\_\_\_ 2. CMP will keep the County EMA/EOC apprised of all power restoration efforts for Waldo County. The County EOC will in turn provide this information to each town.
  - \_\_\_\_\_ a. D4H IM (<https://d4h.live/login/>) Road and Utility Issues status board.
  - \_\_\_\_\_ b. E-Mail with MicroSoft Excel spreadsheet attachment
  - \_\_\_\_\_ c. Faxes, upon request
- \_\_\_\_\_ 3. All information relating to damaged powerlines and poles should be provided to the County EOC. This can be accomplished in the following ways:
  - \_\_\_\_\_ a. D4H IM (<https://d4h.live/login/>) Road and Utility Issues status board (PREFERRED)
  - \_\_\_\_\_ b. Utility Damage Reporting Form at:  
([http://www.waldocountyme.gov/ema/user/WEMA\\_LocalDirectors.html](http://www.waldocountyme.gov/ema/user/WEMA_LocalDirectors.html) ) (IF IN FIELD)
  - \_\_\_\_\_ c. E-Mail with MS Excel spreadsheet attachment
  - \_\_\_\_\_ d. Faxes, upon request

You may make initial calls to the RCC on Utility Damages, but if you want regular status updates or special priority, you need to communicate the information to the County EMA/EOC.

- \_\_\_\_\_ 4. CMP will provide information to the County EMA/EOC pertaining to which towns are affected, estimated number of customers without power, estimated/anticipated duration of power outage and will establish a time schedule for future coordination calls to provide and/or obtain additional information/updates on power restoration efforts.
- \_\_\_\_\_ 5. The County EMA/EOC will forward the information from the municipalities to CMP and will periodically follow up with requests for current statuses, especially for high priority situations.
- \_\_\_\_\_ 6. If the recovery situation is severe, the County EMA Director may request that CMP provide a Company Liaison who will reside in the County EOC and provide in-person coordination.
- \_\_\_\_\_ 7. When available, CMP will provide up to three restoration crews who will be managed by the CMP Liaison located in the County EOC. All towns should provide their road opening priorities to the County EOC as soon as possible.
- \_\_\_\_\_ 8. Update the County EOC whenever there are changes to the status of road and utility damages. (Both Lanes Blocked, One Lane Blocked or Road Open).

\_\_\_\_\_ 9. The following are the Priorities for CMP work during the storm:

\_\_\_\_\_ (1) Life Safety – If utility damages have people trapped or harmed.

\_\_\_\_\_ (2) Scene Safety – If utility damages are endangering emergency crews.

\_\_\_\_\_ (3) Road Closure – If utility damages are causing a total road closure. Roads may also be prioritized according to level of importance of the road.

\_\_\_\_\_ (4) Power Restoration to Critical Facilities on 3-Phase lines. Restoration will also be dependent on the facility location and the most effective repair solutions.

\_\_\_\_\_ (5) Power Restoration to Critical Facilities on 1-Phase lines. Restoration will also be dependent on the facility location and the most effective repair solutions.

\_\_\_\_\_ (6) Power restoration for residents with Electrical Dependent Medical Devices. Restoration will also be dependent on the location of the resident and the most effective repair solutions.

\_\_\_\_\_ (7) Power restoration for all residents will be dependent on the location of the resident and the most effective repair solutions.

**IF THE REGIONAL/NATIONAL POWER GRID HAS FAILED AND IT IS EXPECTED TO BE A VERY LONG DURATION OUTAGE:**

\_\_\_\_\_ 1. Activate and staff the Town EOC, if not already done so.

\_\_\_\_\_ 2. If the EOC does not have commercial power, hookup and start the EOC generator.

\_\_\_\_\_ 3. Determine if the EOC still has radio, phone and internet service.

\_\_\_\_\_ 4. Contact the County EOC on the EMA repeater channel or by any means available. Provide a situation report.

\_\_\_\_\_ 5. Review the County Long Term Power Outage Plan, County EOP and Town EOP.

\_\_\_\_\_ 6. Get the word out to the residents about what is happening. This might have to be accomplished by going door to door to spread the word.

\_\_\_\_\_ 7. Help to secure the families of Town emergency workers so that the workers can remain working.

\_\_\_\_\_ 8. Establish a volunteer security team. Use former law enforcement or military, if available.

\_\_\_\_\_ 9. Consider securing local retail gas stations and fuel tanks from theft.

\_\_\_\_\_ 10. Establish a volunteer Logistics Team to secure, acquire, inventory and distribute supplies.

- \_\_\_\_\_ 11. Consider fuel rationing or restrict all fuel supplies to municipal and critical infrastructure (water & sewer dept, medical clinics, etc) use only.
- \_\_\_\_\_ 12. Establish an emergency public water supply.
- \_\_\_\_\_ 13. Consider securing local grocery/general stores and appropriating food supplies, as necessary.
- \_\_\_\_\_ 14. Establish mass feeding (public meals, soup kitchens, etc) with volunteers.
- \_\_\_\_\_ 15. Consider securing local pharmacies/retail stores & appropriating medical supplies, as necessary.
- \_\_\_\_\_ 16. Support/secure the local health clinic. Augment EMS with additional volunteers. If none, establish a first aid station.
- \_\_\_\_\_ 17. Organize and deploy volunteer teams to check in on residents, especially those with special needs.
- \_\_\_\_\_ 18. If the temperatures are cold, consider establishing an emergency shelter. Staff with volunteers.