

Lessons Learned Update: July Storm Restoration Efforts

December 2024



Executive Summary

As a result of the July 31 storm, OPPD is proud of the significant response which included:

Coordination of largest storm restoration effort in our history

- Mobilization of 1,500 mutual aid workers
- Set up large-scale staging center to support mutual aid crews
- Employees & mutual aid crews working long shifts in adverse conditions

Following the storm, OPPD acted to learn and improve from this historic outage:

- Leadership engaged employees for feedback on storm restoration efforts – approximately 360 wins, lessons learned and ideas were submitted
- OPPD conducted a review of all submitted lessons learned and prioritized efforts to better prepare for future events.





Lessons Learned

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Preparation

- Prep work, plan updates, spring drills
- Mutual aid networking ensured scalable support

Staging Centers

- Recognized need for large staging area early
- Appreciated by employees & mutual aid

Crew Support

- Utilized employees from across the district
- Initial triage, escalation of mutual aid, tree crews & security

Communication

- Intentional & effective communication
- Internal communication across the enterprise

Recognition & Appreciation

- Customer sentiment & community support
- Internal recognition hard hat stickers



WINS

Lessons Learned

Employee Safety

• Address challenges of threats to employees in the field and at OPPD centers

Enterprise Alignment on Procedures

- Enterprise alignment on implementing lessons learned
- Intentional planning to leverage future technologies

Staging Center

- Needed resources & staffing
- Opportunities for both small & large storms

Increase Crew Support

- Training opportunities for storm support roles
- Prepare mutual aid prep bags

External Communications

Refine Customer Experience and Corporate
Communications processes to keep with customer expectations

SHORT TERM OPPORTUNITIES



Lessons Learned

Internal Processes

- Update Operation Storm Plan critical storm items
- New Outage Management System 1 source of truth

Crew Support

• Procuring and efficiently delivering larger scale food & supplies to mutual aid and OPPD crews

Infrastructure

• Future technologies create efficiencies for crew management and improve storm restoration efforts

Emergency Management Collaboration

- Lead external partners (weather service, DHS, county govt.) in after action review
- Identify improved collaboration opportunities

LONG TERM



Systems Weather Hardening

OPPD's 2025 Corporate Operating Plan, includes \$36M investment in weather hardening our system, including:

- Increasing tree trimming
- Solution of overhead equipment to underground facilities
- Upgrading generating facilities to reduce risks of extreme weather impacts
- Senhancing design standards (airflow spoilers, steel poles, conductor replacements)
- Implementing grid automation technologies



Next Steps

- Action items have been assigned
- Plan & execute large-scale storm table-top exercise
 - Validate changes to storm plan will work
- Alignment between the enterprise and storm plan on changes / lessons learned



