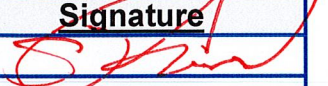

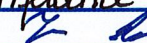



OP-59 Procedure Update

Release: July 09, 2010

Reviewed by:

<u>Individual</u>	<u>Function</u>	<u>Date</u>	<u>Signature</u>
Scott Rockwood	Chief System Operator	3-30-18	
Craig Jewett	System Operator	3-30-18	
Melanie Messier	System Operator	4-5-18	Melanie Messier
Travis Smith	System Operator	4/3/18	
Brian Sylvester	System Operator	3-31-18	BS Sylvester
Corey Davis	System Operator	4-3-18	
Denise Durivage	O & E Coordinator	3-31-18	Denise Durivage

Revision History:

Rev No.	Date	Description
003	02/10/2011	Contact Information.
004	03/13/2015	Contact Information.
005	11/04/15	Outage Notifications by mail update, Outage Notification Matrix and Media.
006	01/07/16	Company Initiated Outages with temperature criteria.
007	03/27/18	Additions to Manager of Member Services and Community Relations, Public Information Officer, Details of External Communications and the COO. Addition to Appendix "A" Outage Calling Process, Appendix "B" IVR Process.

**INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF OUTAGES**

REVISION: 007

PREPARED: 
Kenneth Tripp
Manager of System Operation
Vermont Electric Cooperative, Inc.

APPROVED: 
Peter Rossi
Chief Operating Officer
Vermont Electric Cooperative, Inc.


Andrea Cohen
Manager of Government Affairs and Member Relations
Vermont Electric Cooperative, Inc.


Bob Stein
Manager of Information and Technologies
Vermont Electric Cooperative, Inc.

DISTRIBUTION LIST (Hard Copy)

- VEC Johnson Control Center (1)
- VEC Backup Control Center (1)

**TITLE: INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF PLANNED AND UNPLANNED
OUTAGES****REVISION: 007**

I. SCOPE

The purpose of this document is to provide guidance to the VEC Control Center for providing appropriate and accurate information on current outages, planned and unplanned. This procedure identifies those interested in receiving outage information, defines outage notification criteria and identifies the communication methods to be used.

This Operating Procedure shall replace the Outage Procedure – Section Planned Outages.

II. RESPONSIBILITIESSystem Operations

The VEC Control Center shall be responsible to identify and monitor outages, determine their cause, estimate restoration times and to communicate the information using available communication methods including, but not limited to the IVR Greeting Message, the IVR Calling System, Individual Member Calls and the VEC internal Intranet Outage Page

For total substation or feeder outages, outages affecting greater than 500 members or outages estimated to be greater than 6 hours in duration, or outages affecting critical load such as Schools, Hospitals or Businesses, the System Operator shall contact by cell phone or pager.

- Manager of System Operations
- Line Supervisor
- Manager of Member Services
- Manager of Government Affairs and Member Relations.

System Operations shall be responsible for ensuring proper notifications have been made prior to allowing planned VEC initiated outages.

During Open Office Hours and Large Scaled "Un-Planned Outages" The System Operations Department or with the help of Operations Coordinator (Central Scheduling) will utilize the "Current Outages" section located on the "Outage Tab" located on the Intranet. This will send an email alert to the Member Service Department and VEC Senior Leadership Team.

**TITLE: INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF PLANNED AND UNPLANNED
OUTAGES**

REVISION: 007

USE OF EMAIL GROUPS FOR INTERNAL NOTIFICATION

(A) SEND AN EMAIL TO:

SWITCHINGNOTIFICATION@VERMONTELECTRIC.COOP

For the following:

1. Notification of all switching (excluding normal block load switching) and all changes to the scope, time and date of the switching will be sent (ahead of time) to this email address by the System Operator or the Chief System Operator. Be as complete as you can be, including what subs are involved and areas affected. Times and dates must be included.
2. Once planned switching is completed, report that fact via this email address, including the current configuration and any changes made. Include date and times.
3. All unplanned switching will be reported via this email address.
4. All operations on the system will be reported via this email address.

(B) SEND AN EMAIL TO:

OUTAGENOTIFICATION@VERMONTELECTRIC.COOP

For the following:

1. Notification of all planned outages.

(C) SEND AN EMAIL TO BOTH:

SWITCHINGNOTIFICATION@VERMONTELECTRIC.COOP

OUTAGENOTIFICATION@VERMONTELECTRIC.COOP

For the following:

1. For all switching or operations that caused or will cause an outage.

**TITLE: INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF PLANNED AND UNPLANNED
OUTAGES****REVISION: 007**

Operations Coordinator (Central Scheduling)

The Operations Coordinators shall be responsible for coordinating notifications prior to scheduled outages per this procedure. The Operations Coordinators (Central Scheduling) shall also assist System Operations with emergency outage notifications.

The Operations Coordinators shall follow the Outage Notification Matrix and the Company Initiated Outages Temperature Criteria, located on (Section V). The Operations Coordinators will utilize the Planned Outage section located on the "Outage Tab" located on the Intranet. This will send an email alert to the Member Services Department and VEC Senior Leadership Team.

Member Services and Community Relations

Upon request, Member Services and Community Relations shall assist System Operations with recording and executing IVR messages that will be sent out prior to scheduled outages and as needed for large outages affecting groups of members. Member Services and Community Relations will utilize other appropriate communication methods to provide notice and information about planned and unplanned outages.

The Manager of Member Services shall be responsible for notifying the DPS Consumer Affairs Department of outages that meet the criteria defined in Section IX.

The Public Information Officer shall be responsible for informing and coordinating with news media for major outages such as substation transformer outages, major transmission outages and any outage that may result in significant public interest. The Public Information Officer shall coordinate all media coverage and messages with Systems Operations.

I.T.

The Information Technology staff shall be responsible for assisting System Operations with IVR Calls, preparing call lists and initiating the calls.

III. VT OUTAGES (www.vtoutages.org) CRITERIA

VEC has automated the www.vtoutages.org website to reflect the Outage Management System outage data.

TITLE: INTERNAL AND EXTERNAL PUBLIC NOTIFICATIONS OF PLANNED AND UNPLANNED OUTAGES

REVISION: 007

IV. IVR CALLING SYSTEM (PLANNED OUTAGES)

Upon request, Member Services and Community Relations Corporate Services shall assist System Operations with recording and executing IVR messages. This call shall be coordinated with the IT Staff who is responsible for preparing the call list and initiating the call. IVR Calls shall be sent out between 24 and 48 hours in advance of the outage, whenever possible

IVR calls shall be made to one phone number per member in the following order of preference home, cell, and work.

For unplanned outages, the use of the IVR Calling System will be at the discretion of the Manager of System Operations or COO.

V. PLANNED OUTAGE NOTIFICATION MATRIX:

Members Affected	5 Min or Less	> 5 Min	> 4 Hours
Up to 50	Personal Phone Call	Personal Phone Call	Personal Phone Call
50-250	IVR	IVR	IVR, Postcard and case by case Press Release
250-500	IVR	IVR and Postcard	IVR, Postcard and case by case Press Release
500-2000	IVR	IVR, Postcard, Press Release and DPS	IVR, Postcard, case by case Press Release, Paid Ad and DPS
> 2000	IVR	IVR, Postcard, Paid Ad, Press Release, Radio and DPS	IVR, Postcard, case by case Press Release Paid Ad, Press Release, Radio and DPS

TITLE: INTERNAL AND EXTERNAL PUBLIC NOTIFICATIONS OF PLANNED AND UNPLANNED OUTAGES

REVISION: 007

The following timelines shall be adhered to allow for adequate time to process:

IVR	48 hours
Postcard	14-21 days
Press Release	Variable
Newspaper Ad	10-14 Days

Company Initiated Outages Temperature Criteria:

Company Initiated Outages - Planning Criteria

>40 degrees F	No Restrictions
33-40 F	Limit to 4 hours MAX
20-32 F	Limit to 2 hours MAX
10-20 F	Limit to 1 hour MAX
<10 F	Not Allowed

The Company Initiated Outage Temperature Criteria is a guideline and will be viewed case by case.

VI. OUTAGE NOTIFICATIONS BY INDIVIDUAL CALLS

Individual calls shall be made to members for emergency outages or utility initiated outages with short notice (< 24 hours when IVR messages are not sent).

For emergency outages affecting less than 50 members a phone call will be placed to all affected members prior to the outage.

For emergency outages affecting greater than 50 member's phone calls will be made to only the priorities.

**TITLE: INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF PLANNED AND UNPLANNED
OUTAGES**REVISION: 007

VII. IVR GREETING MESSAGE

The IVR Greeting Message is the initial greeting that members hear when they call in an outage. The greeting is intended to inform members of outage information and the status of individual outages. The greeting is also intended to reduce the amount of phone calls received into the IVR loops.

The VEC Outage Management System relies on AMI data and IVR information to operate effectively. Because of this, the IVR Greeting Message can impede the OMS capability to predict outages sections and identify outage origins. Therefore, the timing of activating the greeting message shall be determined by the on shift System Operator.

The greeting message shall be recorded and activated as soon as the OMS has completed the outage identification process.

The greeting message shall be updated as soon as on site crews have determined a cause and estimated restoration time. The updated message shall include the apparent cause, estimated time of restoration and shall include the circuits, streets, roads, areas of towns that are affected.

Note: The VEC OMS has the capability to send individual calls using text to voice features to convey the OMS data inputs into voice recordings that can be sent out on the IVR Calling System. At the time this is implemented and tested, this procedure will be revised to reflect the changes.

VIII. VEC INTERNAL INTRANET <https://intranet/default.aspx>

The VEC internal intra-net site includes a page dedicated to outages and is designated as such. This page has a live feed from the VEC OMS that publishes up to date outage information that includes substation, feeder, phase, point number and crew assignments. This page is used by all VEC staff when communicating with members during outages.

In addition to the outage information, there is an "Outage Updates and Information" section that is used to provide up to date information regarding outage cause, estimated restoration times and other pertinent data.

The Outage Updates and Information section shall be updated by the System Operator, the Manager of System Operations or the COO. The information shall be as inclusive as practical and shall be updated as new information is available.

**TITLE: INTERNAL AND EXTERNAL PUBLIC
NOTIFICATIONS OF PLANNED AND UNPLANNED
OUTAGES**

REVISION: 007

IX. VT DPS NOTIFICATIONS

The VT DPS shall be informally informed of major system outages so they are prepared to answer any public inquiries or respond to complaints as they receive them.

The VT DPS Consumer Affairs shall be informally notified of outages "Refer to Section V", Outage Notification Matrix. The notifications shall be made to Consumer Affairs at 802-828-5262 by the Manager of Member Services and Community Relations, the Manager of Member Services, the Manager of System Operations or COO.

The VT DPS Commissioner or Deputy Commissioner shall be notified of outages at the discretion of the VEC Senior Leadership Team.

X. EXTERNAL COMMUNICATIONS

The Manager of Member Services and Community Relations will ensure the external website adequately notifies members about significant outages, in addition to the current outage table on the outage center page. News and social media shall be used to communicate critical outage information to members and the general public. . Media contact information is listed on the VEC Outages intra-net site.