

VT Electric Cooperative Operating Procedure 59

Internal and External Notification of Outages and Switching

Main Document

Revision 008

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**TITLE: INTERNAL END EXTERNAL NOTIFICATION
OF OUTAGES AND SWITCHING****REVISION: 008**

I. SCOPE

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

II. RESPONSIBILITIES**a. System Operations**

The VEC Control Center shall be responsible to identify and monitor outages, determine their cause, update restoration times, and to communicate the information using available communication tools including, but not limited to, the Assurance Notification Manager application, Individual Member Calls and the VEC internal Intranet Outage Page. Notifications shall be sent via phone, text page, and e-mail.

Notifications shall include the substation, feeder(s), member count, and whether crews have been dispatched.

All notifications shall be made as soon as practical.

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

The Chief Operating Officer, or their designee, shall be responsible for notifying the VT Department of Public Service Consumer Affairs Department of outages that meet the criteria defined in Section III-b-2. System Operations will review the Event Planning Level daily, and update as necessary.

During regular business hours for large-scale "Un-Planned Outages" the System Operations Department, with the help of the Engineering and Operations Coordinators, will utilize the "Current Outages" section located on the "Outage Tab" located on the Intranet. This will provide notification to the Member Service Department and VEC Senior Leadership Team.

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b. Engineering and Operations Coordinators

The Engineering and Operations Coordinators shall be responsible for making member notifications prior to scheduled outages using available communication tools including, but not limited to the “IVR” Integrated Voice Response Greeting Message, the IVR Calling System, the VEC internal intranet page, and individual calls. The Engineering and Operations Coordinators shall also assist System Operations with emergency outage notifications.

Notifications shall be made according to the Outage Notification Matrix located in Section IV of this procedure. The Engineering and Operations Coordinators shall utilize the “Planned Outage” section on the Outages tab of the VEC intranet to post information related to planned outages.

c. Member Services and Community Relations

Upon request, Member Services and Manager of Government Affairs and Member 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 Government Affairs and Member Relations 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, in coordination with System Operations.

III. UNPLANNED OUTAGES**a. Internal Notifications**

1. Notification shall be made to the Operations Supervisor of the affected district for:
 - Outages affecting more than 100 members and less than 400 members

2. Notification Shall be made to the Manager of System Operations for:
 - Transmission Operations

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3. Notification shall be made to the Operations Supervisor of the affected district, Manager of System Operations and the Safety and Security Manager for:
 - Outages that involve accidents or public safety issues

4. Notification shall be made to the distribution group outagenotification@vermontelectric.coop for the following:
 - Transmission Outages
 - Substation Outages
 - Feeder Outages
 - Outages affecting more than 400 members
 - Outages with an estimated restoration time (ETR) of more than 6 hours
 - Switching that unexpectedly caused an outage

b. External Notifications

1. Notifications to VEC Membership
 - Information regarding member outages will be made available via the VEC internet site that is updated automatically from the Outage Management System
 - For unplanned outages, the use of the IVR Calling System will be at the discretion of the Manager of System Operations or COO.

2. Notification to VT Public Utilities Commission and Department of Public Service
 - VT Outages will be updated automatically for all VEC member outages
 - The VEC Chief Operating Officer, or designee, will make notification to VT Public Utilities Commission and Department of Public Service for outages affecting more than 1000 members for more than 5 minutes. The notification shall include the number of members affected, the counties affected by the outage, and the estimated restoration time.
 - The notifications shall be made to Consumer Affairs at 802-828-5262

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IV. PLANNED OUTAGES

a. Internal Notifications

1. Notification shall be made to the distribution group outagenotification@vermontelectric.coop for ALL planned outages
2. Notification shall be made to the distribution group outagenotification@vermontelectric.coop once planned outages have been completed and power is restored. Report that fact via this email address, including the current configuration and any changes made. Include date and times

b. External Notifications

1. Notification to the VEC Membership shall be according to the “Planned Outage Notification Matrix as shown below.

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

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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

2. Member notifications by individual calls

- Individual calls shall be made to members for utility initiated outages with short notice (< 24 hours when IVR messages are not sent).
- For utility initiated outages with short notice affecting less than 50 members a phone call will be placed to all affected members prior to the outage.
- For utility initiated outages with short notice affecting more than 50 members phone calls will be made to only the “Medical and Priority members”.

3. 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 Que”.
- The VEC Outage Management System relies on Advanced Meter Infrastructure “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

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this is implemented and tested, this procedure will be revised to reflect the changes.

4. 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, Operations and Engineering Coordinator, or the Manager of System Operations. The information shall be as inclusive as practical and shall be updated as new information is available.

V. SWITCHING NOTIFICATIONS**a. All Switching**

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 distribution group switchingnotification@vermontelectric.coop by the System Operator or the Chief System Operator. Be as complete as you can be, including what subs are involved, times and dates.
2. All unplanned switching will be reported via this email address.
3. Once switching is completed, report that fact via this email address, including the current configuration and any changes made. Include date and times.

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Revision History

Rev No.	Date	Description
000		Initial version. (Released)
001		
002		
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.
008	09/18/18	Reorganized the content and layout of document. Change to the Planned Outage Notification Matrix, the addition of extreme high temperature, heat index and wind chill. Moved Appendix B to OP-56.

DISTRIBUTION LIST (Hard Copy)

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

DISTRIBUTION LIST (Email "PDF" Copy)

VEC Manager of System Operations
 VEC Manager of System Engineering
 VEC Manager of IT
 VEC Manager of Substations

VEC Manager Member Services
 VEC Manager of Line Operations
 VEC District Supervisors

VEC OPERATING PROCEDURE REVIEW SHEET


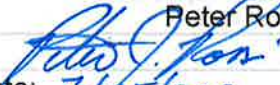
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008	09/18/18	Reorganized the content and layout of document. Change to the Planned Outage Notification Matrix, the addition of extreme high temperature, heat index and wind chill. Moved Appendix B to OP-56. Removed Board Group Plus notification group and moved all notifications to Switching Notifications and Outage Notifications

APPROVAL (REVISION 008)

Prepared by Manager of System Operations Kris Smith	Approved by Chief Operations Officer Peter Rossi
X:  Date: 7/15/2019	X:  Date: 7/15/2019

Approved by Manager of Government Affairs and Member Relations Andrea Cohen
X:  Date: 7/17/19