



Emergency Restoration Plan (ERP)

**P.U.D. #1 of Ferry County
686 S. Clark Avenue
Republic, WA 99166**

Updated November 2025

Updated September 2024
Updated September 2023
Updated September 2022
Updated October 2021
Updated November 2019
Updated July 2018
Updated July 2017
Updated August 2016
Updated September 2015
Updated January 2011
Updated February 2010
Updated January 2009
Revised January, 2007
January, 2006

PURPOSE

The purpose of this guide is to provide P. U. D. #1 of Ferry County employees, and the community with the safest, most effective emergency response and disaster recovery plan during crisis situations



EMERGENCY RESTORATION PLAN

This plan was established to define responsibilities, actions, and procedures to restore the system in the event of either a small isolated outage or a system wide outage resulting from a major natural disaster or other cause. This plan will serve as a practical and functional tool which can be relied on for initial recovery efforts. This plan is the foundation under which P.U.D. #1 of Ferry County can rely on for initial recovery efforts under possible adverse and confusing conditions to restore its system including both the physical and cyber components and efficiently utilize resources.

DISTRIBUTION LIST

P. U. D. #1 of Ferry County will maintain a current, up to date Disaster Recovery Plan at all times. The current plan will be kept and maintained by the General Manager.

All employees will be advised of any additions or changes that are made to any procedure in the manual.

Employee	Title
Steve VanSlyke	Manager / Engineer
Mike Brown	Superintendent / Fleet Mgr.
Ed Forsman	Engineering Technician
Justin Koepke	Foreman
Jeff Burbank	Lineman
Gary Burt	Lineman
Pete Cousland	Lineman
Aaron Baldwin	Serviceman
Bernie Odegard	Warehouseman / Meter Reader
Laramie McKenna	Tree Trimmer Foreman
Marty Maycumber	Tree Trimmer
Chase Hilderbrandt	Tree Trimmer Apprentice
Travis Bacon	Mechanic
Pam Allen	Treasurer / Credit Manager
Terri Kammers	Deputy Treasurer
Sue Nush	Auditor
Marilee Kuehne	Deputy Auditor
Arika Kurtz	Billing Clerk
Julie Fletcher	Relief Customer Service Rep.
Traci Sheffield	Customer Service Rep.

Table of Contents

Purpose.....	1
Emergency Restoration Plan	2
Distribution List	3
 <u>ADMINISTRATION</u>	
Staff Call List.....	7
Organizational Chart.....	8
Staff Duties/Crisis Management	9
 <u>BUILDING MAP</u>	
Office Evacuation Procedures	10
Warehouse Evacuation Procedures	11
Emergency Equipment Location	12
 <u>ACCIDENTS AND INJURIES</u>	
Accidents - Personal Injury or Death	13
Crisis Victim Sheet	14
Electrical Burns	15
Electrical Contact –Non-Employee	16
Question Sheet – Electrical Contact Non-Employee	17
 <u>EMERGENCY RESPONSE</u>	
Biological/Chemical Threat	18
Bomb Threat	19
Other Deadly Threats.....	20
Cyber Threat	21
Fire or Explosion	22
Substation Fire.....	23
Oil Spills – Overhead & Underground Transformer	24
PCB Spills	25
Power Outages	26
Phone Outages	27

Physical Plant Threat	28
Threat Alert System	29
Severe Winter Weather Procedures	30
Substation Transformer Failures.....	31
Violent Behavior	32

MEDIA PROCEDURES

Media and Communication Procedure.....	33
Media Contact List	34
Media Relations Fact Sheet.....	35
Sample Press Release	36
Working with the Media Guidelines.....	37-39

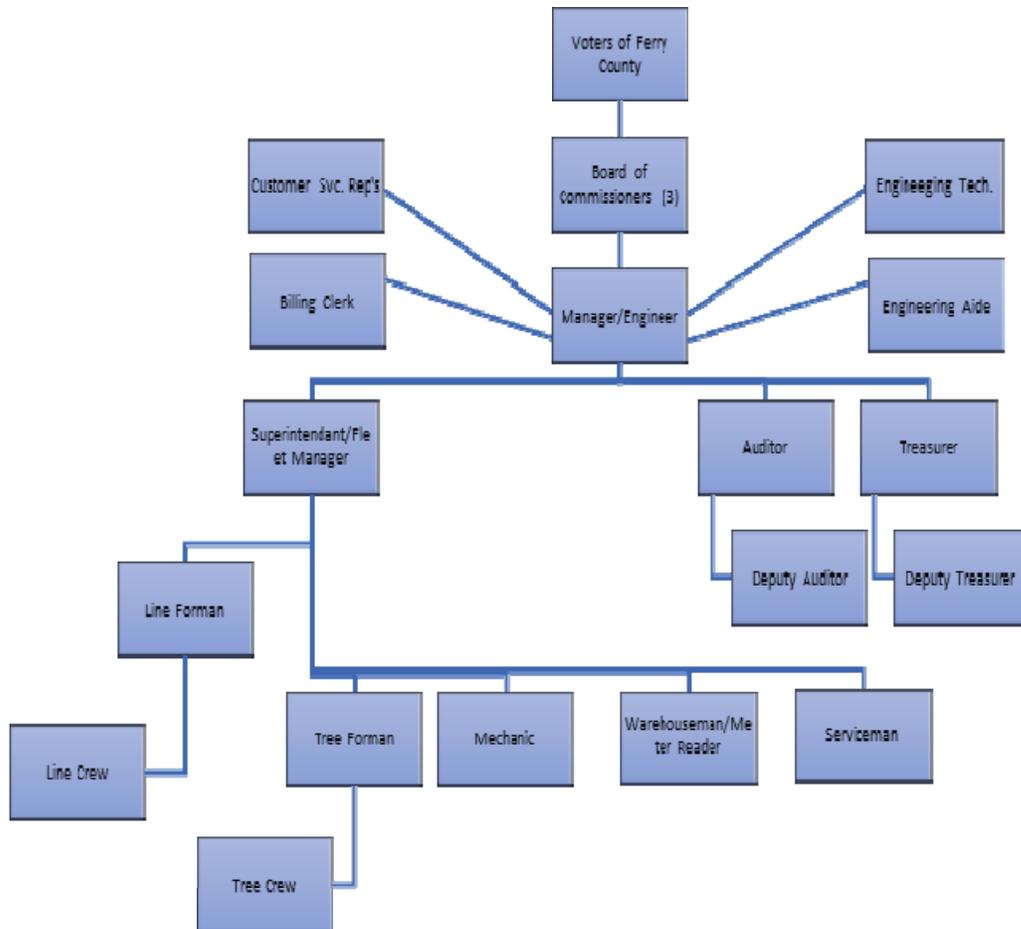
RELOCATION PROCEDURES

Business Relocation Procedures	40-41
Vital Records.....	42

CRISIS COORDINATION

Community Crisis Coordination	43
Federal Emergency Management Agency.....	44
Coordination with other Utilities	45-46

ORGANIZATIONAL CHART



STAFF DUTIES/CRISIS MANAGEMENT

In any situation involving the use of the P.U.D. #1 of Ferry County Emergency Plan, the General Manager shall be notified immediately. If he/she is unavailable and a critical decision needs to be made immediately, the following procedure shall be followed:

- ◆ If the emergency situation primarily involves the distribution system, the Superintendent shall be in control.
- ◆ If the emergency situation involves the administration or office operations, the Auditor will be in control.
- ◆ If neither the General Manager, Superintendent, nor the Auditor is available; the Treasurer or senior person present is authorized to make necessary decisions.

General Manager:

- ◆ Advises staff and oversees its crisis management responsibilities.
- ◆ Assigns personnel as necessary.
- ◆ Works with local realtors if temporary facility is needed.
- ◆ Works closely with staff during crisis communications.
- ◆ Oversees and updates emergency plan on an annual basis.
- ◆ Responsible for external communication, responding to media inquiries and releasing any information to the media.
- ◆ Responsible for internal communication.

Customer Relations: (All Personnel)

- ◆ Keep an up-to-date emergency key accounts list of contacts and phone numbers for business hours and after hours.
- ◆ Serve as liaison to key Commercial and Irrigation accounts.

Superintendent:

- ◆ Maintain emergency readiness of services.
- ◆ Maintain the call list
- ◆ Maintain close communication with the Bonneville Power Administration and others to facilitate a quick restoration of electric service.
- ◆ Maintain close communications.

District Engineer:

- ◆ Provide and Maintain current system maps.
- ◆ Provide technical input to decisions on sectionalizing or alternate feed capabilities.
- ◆ Provide support in power supplier restorations and substation emergencies.

IT

- ◆ Maintains full system backups and storage rotation.
- ◆ Responsible for restoring or installing computer/phones and recovery of any technology systems in permanent or temporary facility.

Auditor:

- ◆ Manage Procurement of emergency funds.
- ◆ Provide financial information to FEMA community coordinator, etc. for reimbursement of emergency funds.
- ◆ Work with South East Data Corp. for maintenance and recovery of program files.
- ◆ Responsible for general office management and recovery of customer services.
- ◆ Facilitate purchase of phones, computer hardware, technology systems, equipment, tools vehicles, etc. necessary for business recovery.
- ◆ Notify Federated Insurance

OFFICE/GARAGE
EVACUATION PROCEDURES

The Emergency Evacuation Procedures are established to set forth a plan to ensure the safe evacuation of employees from any P.U.D. #1 of Ferry County buildings in the event of a catastrophic event which could cause bodily harm.

- At the first sign of a catastrophic event any employee who sees the onset of the event shall sound a verbal alarm to other employees in the area and then proceed to the nearest safe exit and leave the building.
- Once out of the building all employees in the main office shall gather across the street from the entrance of the main office and a head count shall be taken by the most senior employee to determine that all employees who were on duty at the outset of the event are accounted for.
- The senior most employee shall assign an employee to make an emergency call to the appropriate authority as listed below.
- In the event any employee is unaccounted for that information shall be given to the emergency people upon their arrival at the scene of the event.
- No one will be allowed to re-enter the building until the all clear has been issued by appropriate official.

Emergency Medical Services 911
Ferry County Sheriff (509) 775-3132
Lifeflight..... 1-800-232-0911

It will be the responsibility of the General Manager, or his/her designee to ensure this procedure is followed.

Warehouse

Evacuation Procedures

The Emergency Evacuation Procedures are established to set forth a plan to ensure the safe evacuation of employees from any P.U.D. #1 of Ferry County buildings in the event of a catastrophic event which could cause bodily harm.

- If the event happens at the warehouse the first employee to notice the onset of the event shall sound a verbal alarm to other employees and all employees shall proceed to the nearest safe exit and leave the building.
- Once out of the building all employees shall gather across the street from the main doors and a head count will be taken by the most senior employee to determine that all employees who were on duty are accounted for.
- The senior most employee shall assign an employee to make an emergency call to the appropriate authority as listed below.
- In the event any employee is unaccounted for that information shall be given to the emergency people upon their arrival at the scene.
- No one will be allowed to re-enter the building until the all clear has been issued by appropriate official.

Emergency Medical Services911

Lifeflight.....1-800-232-0911

It will be the responsibility of the General Manager, or his/her designee to ensure this procedure is followed.

EMERGENCY EQUIPMENT LOCATIONS

WATER MAIN SHUTOFF VALVE

- Water main for office is located approximately six feet west of front entrance to office building in a City meter box recessed into concrete sidewalk.
- Water main for Warehouse is located at the NE corner of building in 4" plastic standpipe.
- Internal shutoff valve for the office is located in the basement in the second room from the north end of the building.
- Internal shutoff valve for the Warehouse is located on the east side of building near man door.

WATER HYDRANTS

- 40 Feet West from the front of office building on the South West corner of Clark Avenue and 7th Street
- No County water hydrant near the warehouse.

ALARM BUTTONS

- An emergency alarm button is located in the front Customer Service area. A manual switch is mounted on the extreme left side of the knee opening directly under the secondary cash drawer.

FIRST-AID-KITS

- Office first-aid-kit located on the wall near the vault door.
- Warehouse first-aid-kit is located on southeast wall in main shop area near restroom. First-aid kits are carried on all trucks and pick-ups.

EXITS

- The main upstairs exit is clearly identified at the west side of the Office. Exit is also possible from the basement through one man-door and one garage door in the northeast portion of the basement, one man-door in the Board Meeting/Conference room and an overhead garage door in the southeast portion of the basement.
- Exits at the warehouse consist of man-doors and large overhead garage doors. All main man-door exits are clearly marked with illuminated signs on the south and north sides of the shop area. Large overhead garage doors are also located on the south and north walls of the shop. All doors not marked with the illuminated signs are marked with glow-in-the dark signs.

HAZARDOUS MATERIALS STORAGE

- Cleaning supplies are stored under the sink in the kitchenette and in the designated storage area in the mens restroom.
- Chemicals are stored in the warehouse in a designated area. Gas, oil, grease, etc. are stored in non-flammable safety cabinets in the northeast portion of the main shop area. A covered outside, open storage area for oil is located on the north side of the building.

ACCIDENTS-PERSONNEL INJURY OR DEATH

The senior person at the site shall immediately contact the P.U.D. office. The person at the P.U.D. office receiving the information shall immediately contact the General Manager.

All contact with the media shall be directed to the General Manager or his/her designate.

Under no circumstances can the victim's name be given to the press until next of kin has been notified. Notification of next of kin is the responsibility of the Coroner or the Sheriff's office.

If the injured party is a P.U.D. employee, the notification will normally be coordinated with the P.U.D.– involving a personal visit, not a phone call. A phone call is appropriate in a less serious injury. The only P.U.D. people authorized to notify next of kin are first, the General Manager, and second, the Superintendent.

The General Manager or Superintendent should be accompanied by one additional person on the notification visit. The General Manager may need to immediately return to the office, and the other person can stay to help the family. Be alert to severe emotional reactions. Consider contacting the family doctor or minister. Inform family if P.U.D. has received inquiries requesting the victim's name. Explain the notification procedure. Suggest the family refer media calls to the P.U.D. Offer to assist the family in any manner in making calls or handling arrangements. Offer transportation to a hospital or to find childcare. Offer to help make transportation arrangements if necessary.

An incident investigation will be needed – including notification to insurance carrier and the Department of Labor and Industries. This will be the co-responsibility of the General Manager and office staff. The Insurance Company number is 1-(800)-356-8360, Extension 111. Washington State Department of Labor and Industries number is 1-(800) 831-5227 or www.lni.wa.gov. **Accident Investigation forms are located in the Accident Prevention Program Manual.**

P.U.D. personnel also need to be informed and kept updated throughout the situation. This will be the responsibility of the General Manager and Superintendent.

CRISIS VICTIM SHEET

Name: _____ Date _____

Address: _____

Age: _____ Sex _____ Job Title: _____

Injuries: _____

Emergency Contact:

Name: _____

Address: _____

Telephone: Home _____ Work _____

Relationship: _____

Notified _____ Time: _____

Hospital Information:

Date/Time	Condition	Entered by

ELECTRICAL BURNS

Call **911** Immediately.

Lifelight 1-800-232-0911

Emergency personnel are best trained to handle burn victims.

FACILITIES AND TRANSPORTATION

The first priority for a burn victim is for emergency personnel to get them stabilized and transferred to a burn unit center.

- Incident will be reported to the P.U.D. #1 of Ferry County Office.
- The person at the P.U.D. office receiving the information shall immediately contact the General Manager and the Superintendent.
- Notify the Auditor, to handle insurance and claim reporting.
- Upon arrival at the office, the General Manager and Superintendent shall begin an investigation. If the contact resulted in hospital treatment, one or both will visit the hospital and request the hospital to make sure the victim is evaluated at the nearest burn center for at least 24 hours.

In a widespread crisis where emergency personnel cannot respond immediately:

- Transport the victim to the nearest hospital. The hospital will assess the burns and contact the burn center.
- The hospital will coordinate arrangements with the burn center to transport victim – either by ambulance or helicopter.

The P.U.D. will arrange for transportation to the burn center for the family of the injured employee. Whenever possible, family will be informed of the accident personally by a member of the management staff.

Burn Center for our area is: University of Washington
Burn Center/Harborview
325 Ninth Avenue
Seattle, WA 988104
(206) 731-3000

The General Manager and Superintendent will conduct an accident investigation. The Manager will or instruct the office staff to contact the WA State Dept. of Labor & Industries **and/or** the P.U.D.'s insurance carrier and the ESCI Safety Director.

ELECTRICAL CONTACT NON-EMPLOYEE

A public contact can occur at any time. Notification to the P.U.D. will either be by the local law enforcement agency, a relative of the victim, or the media.

All electrical contacts are potentially dangerous and shall be considered as such. Upon notification that a public contact has taken place, the following shall be implemented.

- The person that receives the call shall obtain as much information as possible from the caller using the attached question sheet as a guideline.
- Advise the caller that the victim should be transported to the nearest burn center for evaluation even if no symptoms are present.
- Under no circumstances shall the employee imply negligence of the P.U.D. or offer to pay for any treatment.
- The person receiving the call shall immediately notify the General Manager.
- The General Manager and the Superintendent will be contacted immediately.
- The General Manager and the Superintendent will conduct an accident investigation. If the contact resulted in hospital treatment one or both will visit the hospital.

The General Manager will, or instruct the Auditor to, contact P.U.D. 's insurance carrier. ESCI may also be involved in the investigation based on their expertise.

QUESTION SHEET – ELECTRICAL CONTACT

NAME OF VICTIM: _____

PERSON REPORTING INCIDENT: _____

TELEPHONE NUMBER: _____

RELATIONSHIP TO VICTIM: _____

LOCATION OF CONTACT: _____

HOW DID THE CONTACT HAPPEN? _____

WHERE WAS VICTIM TAKEN? _____

ADDITIONAL INFORMATION THAT MAY HELP INVESTIGATION: _____

BIOLOGICAL/CHEMICAL THREAT

In situations where biological/chemical agents are suspected (such as Anthrax), immediately remove people from the situation. Seal off the affected area and call Sheriff's Department or Tribal Police. If response from these agencies is ineffective, call the appropriate national emergency response agency.

Ferry County Memorial Hospital	(509) 775-3333
Ferry County Sheriff	(509) 775-3132
Colville Confederated Tribes Law Enforcement	(509) 634-2472

Any incident should be reported to local law enforcement officials (including the FBI).

BOMB THREAT PROCEDURES

If there is a bomb threat – Call **911**

Bomb threats are to be taken seriously. Any employee receiving such a threat shall try to maintain contact with the caller while signaling another employee to call police.

Person receiving the call:

- Collect as much information as time allows
- Ask where the bomb is located
- Ask size of bomb and if caller constructed it
- Write down time of call to gauge length of time available to evacuate
- Note any location sounds (traffic noises, etc.)
- Note any information to identify call

After caller hangs up – Call **911**

- Notify your supervisor, who will immediately contact the General Manager or his/her designee.
- That person will undertake evacuation of the building.
- All staff shall follow evacuation plan listed below.

Evacuation Procedures:

- Announce that all employees and customers shall immediately leave the building.
- Employees shall exit out the nearest exit.
The central meeting area for these employees is in front of the building across the street.
- A head count shall be taken to ensure everyone has been evacuated.

No employee shall be allowed to re-enter the building until the appropriate law enforcement official gives the all clear.

OTHER DEADLY THREATS

If there is threat of imminent bodily harm – Call **911**.

All threats are to be taken seriously. If the threat is received by phone, the person receiving the call shall:

- Collect as much information as time allows
- Note any information to identify caller
- Note any location sounds

After caller hangs up – Call 911

- Notify your supervisor, who will immediately notify the General Manager or his/her designee.
- The General Manager or his/her designee will assess the situation and take necessary precautions until authorities arrive and/or the threat is gone.

CYBER THREAT

In the event that the P.U.D. #1 of Ferry County networked computer system is compromised either internally or externally, the following procedures will be followed to break the connection and stop the download of files or transfer of data between our site and an outside source:

- Shut down all personal computers and the server
- Disconnect the network connection from the router box to prevent further intrusion into the network for the Internet. The router box is located in the southwest basement room (aka Archive Storage room.)
- Contact the General Manager, Supervisor, and notify all office staff.
- Contact our Contract IT - Nathan Davis at 509-680-42640 or 775-1092.

FIRE OR EXPLOSION PROCEDURES

If there is a fire in the building – Call **911**

SMALL FIRE

If the fire is small and can be extinguished easily, a trained employee shall locate the nearest fire extinguisher and put the fire out.

Unless warranted, no evacuation is necessary.

ALL OTHER FIRES

If any fire has the capability of burning out of control, the building must be immediately evacuated.

EVACUATION

- Depending on the location of the fire, employees shall exist through the safest exit.
- The central meeting area for these employees is in the front of the building across the street.
- Each supervisor is responsible for all employees working under him/her. A head count shall be taken to ensure everyone has been evacuated.
- An employee will radio and/or call all P.U.D. #1 of Ferry County vehicles to advise everyone of the situation.
- No one will be allowed to re-enter the building until the all clear has been issued by the fire department.

It will be the responsibility of the General Manager, or his/her designee to ensure this procedure is followed.

SUBSTATION FIRE

If there is a substation fire – Call **911**

Special concern must be taken with a fire in a substation:

- Danger from hot burning oil.
- Explosive potential from pressure buildup in transformers.
- Energized electrical equipment.
- Large amounts of foam required for control of fire.
- Agencies may have concern about PCB Contamination. (Substation transformers are non PCB, however agencies don't know that)
- High traffic areas – may involve spectator control.

Coordination with the local fire agency is necessary to ensure safety. All fire departments have small amounts of foam available, and each fire department is responsible to call for additional resources.

- The incident will be reported to the General Manager and Superintendent
- The Bonneville Power Administration must be contacted at:

Bonneville Power Administration - Dispatch (509) 465-1820/1826

Bonneville Power Administration - Munro Control Center (888) 835-9590

OIL SPILLS – OVERHEAD AND UNDERGROUND TRANSFORMER

SEQUENCE OF EVENTS

1. Analyze the situation, contain the spill and secure the area.
2. Contact the Superintendent.
3. Consult SPCC pages 26 to 30 for reporting requirements.
4. If known to contain PCB's consult EPA and DOE for PCB reporting and clean-up procedures.

CLEAN-UP PROCEDURES

1. Emergency Response Kits containing disposable coveralls, gloves, and other personal items are available in the Kits. Socks, pads, pillows, and bags are also available for clean-up.
2. The spill area will be cleaned up by P.U.D. #1 of Ferry County personnel as soon as possible. If the spill is of a large magnitude, outside personnel may have to be called in to assist. This would be coordinated by the Superintendent.
3. The equipment, if small enough, will be removed and installed in a bag or barrel to prevent further harm. It will then be transported back to P.U.D. #1 of Ferry County's facility and placed in the storage area at Strassburg storage yard.
4. If PCB level is unknown, pull oil sample from unit and send to the following for testing:

Jaco Analytical Inc. (800) 521-0539
103 12th Avenue SW.
Ephrata, WA 98823

Respond accordingly upon receipt of test results.

5. Further assistance is available from:

Regulatory Compliance Service
Mark Penell
(416) 886-4580
RCS is a regulatory compliance
consultant on retainer by Ferry County

TW Services
1606 NE Third Street
Madison, SD 57042
Provide disposal of junk and PCB
equipment

PCB SPILLS

If an oil spill should occur, containing a known quantity of PCB's, clean-up procedures will begin according to EPA, Washington State DOE and P.U.D. #1 of Ferry County guidelines.

If quantity of PCB's is unknown, test unit and proceed to clean-up assuming unit is PCB contaminated.

All contact with the media should be directed to the Manager.

It is important to minimize involvement of P.U.D. #1 of Ferry County employees and outside personnel. All involved parties shall wear disposable protective clothing.

1. Analyze situation, contain spill and secure area.
2. Contact the Superintendent.
3. Consult SPCC pages 26 to 30 for oil reporting guidelines.
4. Clean-up spill as per Washington State DOE and EPA guidelines, as found in SPCC documentation found in this same binder.
5. Consult RCS (Regulatory Compliance Service) for regulatory assistance if needed. Contact information may be found on the preceding page.

POWER OUTAGE RESPONSE

NORMAL OUTAGE RESPONSE

During regular work hours, personnel are in place to manage normal outage response. Normal after-hours outage response shall be in accordance with the standby list.

SEVERE OUTAGE RESPONSE

Severe after-hours outage response might involve additional personnel in addition to the P.U.D. #1 of Ferry County line crew. The General Manager or his/her designee shall determine if additional assistance is needed from another utility. The Superintendent will contact neighboring utilities for assistance if needed, as directed by the General Manager.

Office Personnel shall be called in to help with telephones, documentation, supplies, etc., if needed. The General Manager or designee will handle all press releases and media relations.

Hazardous conditions involving other utilities should be radioed to the P.U.D. #1 of Ferry County office. The office will contact the appropriate company and/or appropriate law enforcement.

If a P.U.D. #1 of Ferry County consumer is found to need emergency assistance, the situation shall be radioed to the P.U.D. #1 of Ferry County office. The office will take appropriate action.

Critical care is a priority and will be called for by personnel on site if needed.

KEY ACCOUNT INFORMATION

During outages, the P.U.D. #1 of Ferry County General Manager or designee shall be the contact person for the Utility's key accounts. These are customers who may lose productivity time and revenue during power outages.

When an emergency occurs, the contact list for key accounts will facilitate communication during and after business hours. Key accounts are maintained in the District's Radio Emergencies Book.

PHONE OUTAGES

When the telephones are not working, contact the General Manager or his/her designee.

Then immediately contact:

1. Ziplly Fiber (866) 699-4759 or (866) 947-5995 and report the Utility's primary office number of (509) 775-3325.
2. Make sure the phone representative understands our communications system is critical and that our service request must be expedited. Since we are an electric utility serving the public, we have been assured of priority consideration.

In the event the phone system is down in any area, cell phones can be used to keep in contact.

In the event of an extended loss, the General Manager or his/her designee will notify local radio/television stations. An alternate telephone number will be broadcast for our consumers to contact us.

PHYSICAL PLANT THREAT

If P.U.D. #1 of Ferry County or the Homeland Security Agency issues a red alert (severe) for the electric utility industry the following actions shall be implemented upon approval by the General Manager or, if he/she is unavailable, the senior management person(s) available.

- Notify all personnel
- Ensure all gates and security doors are locked and actively monitored either electronically or by “random walk-by procedures.”
- Implement enhanced screening procedures for:
 1. Anyone entering the facility
 2. All deliveries and packages
- Send non-essential personnel home.
- Implement periodic “drive-by” surveillance of substations that are deemed “critical” by the management team.

Threat Alert Level Definitions on following page

THREAT ALERT LEVEL DEFINITIONS

ES-Physical-Green (Low)

Applies when no known threat exists of terrorist activity or only a general concern exists about criminal activity, such as vandalism, which warrants only routine security procedures. Any security measures applied should be maintainable indefinitely and without adverse impact to facility operations. This level is equivalent to normal daily operations.

ES-Physical-Blue (Guarded)

Applies when a general threat exists of terrorist or increased criminal activity with no specific threat directed against the electric industry. Additional severity measures are recommended, and they should be maintainable for an indefinite period of time with minimum impact on normal facility operations.

ES-Physical-Yellow (Elevated)

Applies when a general threat exists of terrorist or criminal activity directed against the electric industry. Implementation of additional security measures is expected. Such measures are anticipated to last for an indefinite period of time.

ES-Physical-Orange (High)

Applies when a credible threat exists of terrorist or criminal activity directed against the electric industry. Additional security measures have been implemented. Such measures may be anticipated to last for a defined period of time.

ES-Physical-Red (Severe)

Applies when an incident occurs, or credible intelligence information is received by the electric industry indicating a terrorist or criminal act against the electric industry is imminent or has occurred. This condition may apply as a result of an incident in North America outside of the Electricity Sector. Maximum security measures are necessary. Implementation of such measures could cause hardship on personnel and seriously impact facility business and security activities.

SEVERE WINTER WEATHER PROCEDURES

Employee safety is a priority. Therefore, when snow or ice storms occur, the following conditions must be considered.

- No outage is as important as our safety.
- Extreme temperatures during a storm cause dangerous sub zero wind chill.
- Authorities may declare an emergency and close highways and roads.
- Trees over the highway or roadway may occur.

If the weather poses a driving hazard and the police have declared an emergency, the General Manager or designate will determine whether to open the office or not. The General Manager will contact staff as to those to report and those to stay home.

SUBSTATION TRANSFORMER FAILURE

The General Manager or Superintendent will first contact the Bonneville Power Administration if it is their equipment involved.

Dispatch	(509) 465-1820/1826
Munro Control Center	(888) 835-9590
Colville Operator - Mark Mesenbrink	(509) 684-6800 or 680-1680

If a substation transformer fails and cannot be corrected immediately, a portable substation may be needed while waiting for permanent replacement or repairs.

The Superintendent or the Manager will contact other utilities for use of Portable Substation or equipment.

- Inland Power & Light Company (509) 747-7151
- Okanogan County P.U.D. (509) 422-3310
- Okanogan County Elect. Co-op (509) 996-2228

CRANE RENTAL

Coast Crane Co. of Washington
E 3920 Boone Avenue
Spokane, WA
(509) 535-4266

VIOLENT BEHAVIOR

Violent behavior or any threatening actions from customers or employees are not condoned by P.U.D. #1 of Ferry County.

CUSTOMERS

If a disgruntled customer displays any type of hostile behavior and cannot be calmed, and the situation continues or escalates:

- Get a Supervisor immediately and take the following steps:
 1. Assess the situation and attempt to calm the customer.
 2. If those attempts fail, customer will be informed, and authorities will be notified.
 3. Call **911** or Police 775-3132 and/ or use the under-counter emergency silent alarm

Employees are not to place themselves at risk

EMPLOYEES

P.U.D. #1 of Ferry County has ZERO tolerance for violent behavior in the workplace.

If an employee's conduct is hostile or threatening, the following steps will be taken:

- Contact the employee's immediate supervisor or General Manager if the supervisor is not available
- Refer to Company policy for disciplinary procedures.
- If the threat is perceived as imminent, call 911.

MEDIA AND COMMUNICATIONS PROCEDURE

OUTAGES

These procedures shall be implemented only if it appears the outage will be of some duration or will affect a significant amount of consumers. If an outage can be easily and quickly remedied, there is no need to go to the time and trouble of a news release. The General Manager will determine the appropriateness of implementation on a case-by-case basis. Once determined necessary for a news release, information concerning outages will be proactively provided to the media.

- ◆ The General Manager is the designated spokesperson for P. U. D. #1 of Ferry County.
- ◆ If the General Manager is not available, the General Manager will designate an alternate to fulfill this role.

The Superintendent and Line Crew will remain in regular contact with the General Manager to assure that timely updates may be made to the media and that information is as accurate as possible. All news releases shall include the office and home telephone number of the General Manager.

OTHER CRISIS SITUATIONS

In any other crisis situation, the General Manager is to be contacted immediately to deal with all media inquiries per the P.U.D. #1 of Ferry County emergency plan.

If a media representative calls the office or staff for information or an update, the employee should take a name and telephone number and immediately contact the General Manager with that information and any update information. It is critical that we are responsive to media requests for information with timely follow-up and consistent information.

To ensure appropriate, timely and factual information regarding news releases to the media, the following resources are attached to this procedure to serve as tools and guidelines:

- A Media Contact List
- Media Relations Fact Sheet
- Sample Press Release
- Guidelines For Working With the Media

MEDIA CONTACT LIST

NEWSPAPER CONTACTS

	Telephone
The Ferry County View.....	(509) 775-2425
The Omak Chronicle	(509) 826-1110
The Spokesman Review	(509) 459-5000
Wenatchee World	(509) 663-5161

FAXING NEWS RELEASES

	FAX
The Ferry County View.....	(888) 578-2570
The Omak Chronicle	(509) 826-5819

MEDIA RELATIONS FACT SHEET

GET THE FACTS:

Who--Who was involved, names of bystanders, phone numbers for follow-up.

What--What happened, what led up to it, what are the consequences, what is being done to control the situation, are there hazardous materials involved, is there an environmental impact, any effect on neighbors.

Where--Where did it happen, general as well as specific location.

When--Date, day, and time.

Why--Answer only if you really know, don't invent, get the facts, explain.

How--Get the answer from the person in charge, don't speculate.

Who _____

What _____

Where _____

When _____

Why _____

SAMPLE PRESS RELEASE

(Depending on the crisis situation, every press release will differ in terms of content, frequency of updates, and distribution. This is a sample of a press release related to a power outage situation.)

FOR IMMEDIATE RELEASE

STRONG WINDS CAUSE OUTAGES

(Republic, Washington) – About 1,000 P.U.D. #1 of Ferry County customers are without power this afternoon. Strong winds continue to gust through portions of Okanogan County taking down trees and power lines.

In the Republic area, an estimated 500 customers are without power at 2:15 p.m. Sunday afternoon. Just under 200 customers are affected in the Aeneas Creek, Empire Creek, and Malo areas. Crews were dispatched this morning and will work until all power has been restored.

WORKING WITH THE MEDIA GUIDELINES

Please refer to the Media and Communications Procedure on page 33 for company procedures in working with the media.

An emergency or crisis situation is news. It's not an issue of if we should respond, but how we should respond. While we cannot control what the media reports about us, we can influence how that coverage will be handled by the way we respond and work with the media.

1. All media inquiries or requests for interviews will be directed to the General Manager or in his/her absence, his/her designee. Under no circumstances is any employee authorized to give an interview to the media concerning company affairs unless specifically asked by the General Manager, or his/her designated representative.
2. We will provide information to the media as quickly and fully as it can be gathered and confirmed. Adopt a helpful, forthright and honest attitude. Do not try to cover up the fact that injuries or damages have occurred or to otherwise minimize the situation.
3. Give only the facts:
 - ◆ Do not speculate.
 - ◆ Do not use spectacular terms to describe events.
 - ◆ Do not provide information that has not been verified for release or that is proprietary.
4. The media will want to be as close to the scene of the incident as possible. If the incident has occurred on District property, the media must be informed that it is against company policy for safety reasons to allow anyone near the area. If for any reason the media will be allowed or invited to the scene, a designated representative of the P.U.D. shall escort them. In general, it is better to be helpful than to refuse access to the scene.

The same rules apply to photographers/videographers as for reporters. If the photographer is off P.U.D. property, he is free to take whatever photos he wants without company interference. On P.U.D. property, the photographer can be restricted from areas with proprietary equipment or from private offices.

5. The media work under tight deadlines. Take down all questions and deadlines when the information is needed. Call the media back according to the stated deadline or as soon as the information is available. If there is no specific comment to make or you have no new information to offer, get back to the reporter before the deadline and say that there is no new information. Offer to get back to him/her when new information is available. Do not discriminate against local media in favor of national media but be aware that your future media credibility and the company's reputation can be affected by how you meet the media's deadlines.

WORKING WITH THE MEDIA GUIDELINES- Continued

6. News announcements should be made at the following points in a crisis:

Immediately upon hearing of the crisis.

After the first assessment of the situation (i.e., numbers of persons injured or killed, property damage, etc.)

Progress reports of new details and status reports about activities undertaken to alleviate the problem.

A final announcement stating that the situation is under control and stating the actions taken to avoid further crisis situations.

7. If it's necessary to brief all the media at once, to show visuals, or to explain the District's position quickly to the media in a uniform manner by several people, a press conference may be the best way to present the company's point of view. This is particularly important in reaching the television audience and the conference should be scheduled to meet TV deadlines. The site for the conference should be P.U.D. headquarters, another company facility, or a site near the incident.
8. In preparing for a press conference, the spokesperson needs to clear statements, visuals such as charts, or video footage, and be ready to answer direct and sometimes sensitive questions from the media. Company spokespersons should rehearse answers to sensitive questions prior to the conference.

DEALING WITH MEDIA IN A CRISIS

Watch your body language (especially if you are speaking live or on camera).

Tell reporters in laymen's terms the key facts surrounding the emergency, WHO, WHAT, WHERE, WHEN, WHY, and HOW. Refer to Media Relations Fact Sheet on Page 33.

For extent or nature of injuries, quote only medical sources or law enforcement sources. If unknown, refer to law enforcement or hospital sources.

For possibility of continuing damage, inform reporters whether the danger is over or not. Provide only facts. If not sure, wait for status report. Do not speculate.

Don't answer questions about insurance coverage. Only say that the P.U.D. carries broad insurance and you are not in a position to know how coverage applies to this particular incident.

Make sure photographers, as well as reporters, remain in designated area until emergency is over. Provide a press kit (photos, definitions of utility terms and background information) to the media.

ANSWERING TOUGH QUESTIONS

Avoid negative questions. Instead, use the opportunity to restate your key messages in a positive way.

Don't be trapped by the reporter's comment, "It's off the record."

Avoid responding directly to:

- Hypothetical questions (e.g. What will you do if...?)
- Ranking or choice questions (On a scale of 1 to 10, how would you rate your...?)
- Loaded questions (Which result will be more damaging, if...?)
- Mini speeches" (So, what you're saying is that P.U.D. #1 of Ferry County was unprepared for this situation.)
- Third party questions (I'm certain the fire commissioner would like to know why...)

Don't repeat negative statements made by the media.

Don't respond sarcastically or lose your temper.

BUSINESS RELOCATION PROCEDURES

If for any reason the business office is determined uninhabitable and cannot be used for a period of time, the relocation of the office may be necessary. Relocation procedures listed below follow the staff responsibilities during crisis management as outlined on Page 2 & 3. The General Manager will advise, oversee and assign additional personnel as necessary.

TEMPORARY FACILITY Coordinator – Manager

The P.U.D. #1 of Ferry County Warehouse may be used as a temporary business office for a short period of time.
A temporary facility may be established through a local realtor.
Local Realtors are:

Pacific Cascades Prop. LLC (253)988-7691
Windermere 775-3004

EXTERNAL/INTERNAL COMMUNICATIONS Coordinator – General Manager

Information regarding the crisis situation, including requests to our consumers for their patience and understanding will be broadcast as early as possible to the radio stations.
A media contact list and other appropriate information is located in the Media Crisis Communications section of this plan.

FINANCING Coordinator – General Manager

Facilitate all department purchasing.
Contact RUS or appropriate financial institutions for funding.
Work with ISA, FEMA community coordinator and other agencies for any financial reimbursement

COMPUTERS, PHONES AND RECORDS RECOVERY Coordinator – General Manager with the advice of the Engineer and I.T. Contractor

Laptop computers and cell phones can be used until hardware systems are restored.
An inventory of systems and hardware will be conducted.
If new equipment is needed work with local suppliers to purchase (or lease) and install in the temporary location.
Organize and set up Office for customer service/billing/etc.
See Vital Records on page 42 for records recovery and system backup schedule.

KEY ACCOUNTS
Coordinator -Manager

Designate a liaison for Key Commercial and Irrigation accounts

OPERATIONS
Coordinator – Superintendent

VEHICLES, MATERIALS, TOOLS, AND SUPPLIES

The Warehouseman can be a resource in locating materials, supplies or vehicles and coordinate assistance with other P.U.D.'s.

RADIO EQUIPMENT

Spectrum Communications:.....509 765-7773

VITAL RECORDS

Computer System File Backup Schedule:

Customer information is kept with Nathan Davis, Contract I.T. in Republic, WA.

Information on individual PC's as well as the mapping server is to be backed-up with the disks stored off-site.

COMMUNITY CRISIS COORDINATION

Ferry County has an emergency plan which provides community crisis coordination and defines resources for emergency support and disaster recovery. The contact information is:

Ferry County Emergency Management	775-5225 Ext 1112
Ferry County Sheriff's Office	775-3132

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA) PROCEDURES

Electric power service to residences and businesses is considered a critical service. Fires, tornadoes, floods, ice/snowstorms, hazardous material incidents, etc. which, if severe enough, make us eligible to receive money for state assistance to offset costs during such disasters or emergencies.

If a disaster is declared, in order to apply and hopefully qualify for assistance, the following procedure will be followed:

Establish and account in the General Ledger to track costs.

Communicate to all personnel regarding account number to use.

Each department will be responsible for tracking their costs to be reported to FEMA.

At the conclusion of the emergency/disaster, all related costs shall be totaled.

County Emergency Coordinators are designated by the appropriate government authority.

The Manager of P.U.D. #1 of Ferry County will communicate with the Ferry County Emergency Coordinator to meet any deadlines for information and to comply with procedures for obtaining emergency funds.

It will be the responsibility of the General Manager to oversee this procedure.

COORDINATION WITH OTHER UTILITIES

In the event of serious outages and a shortage of manpower to restore power, the P.U.D. #1 of Ferry County can work with neighboring utilities for assistance.

Other Utilities are able to provide crews and equipment for emergency/disaster recovery. Procedures for securing help are outlined below.

PLEASE NOTE: Superintendent, and the General Manager shall direct all coordination efforts on P.U.D. #1 of Ferry County's behalf.

PROCEDURES FOR SECURING HELP - (Also refer to Mutual Aid Plan)

1. Survey extent of damage and determine need for assistance, manpower and equipment. In general, if an outage cannot be fully restored by P.U.D. #1 of Ferry County employees within 48-hours, the use of outside crews should be considered.
2. If the emergency can be handled locally, or with minimal assistance from a neighboring utility, use the information in this plan to secure the needed help.
3. If the emergency/disaster is of a larger magnitude, or initially thought to be a local emergency but the situation has changed, notify the WPUDA during working hours, or NWPPA.

When contacting additional help from others please provide the following information:

Utilities that you have contacted, and the assistance being provided by that system. This assumes the emergency/disaster was determined to be of a local nature initially.

- b) Number and type of trucks and equipment needed.
 - c) Number and classification of personnel needed.
 - d) Approximate length of time the assistance will be needed.
 - e) Weather and road conditions, and any other significant travel information.
 - f) Where and to whom the crews should report.
4. Prior to releasing the employees to return home, ensure that all affected utilities have adequate support, and the assistance is no longer needed in the immediate area.
 5. Ensure that the responsible employee from the assisting utility calls home, at least once every 24 hours, and reports on their status. All employees should be encouraged and permitted to contact their families during rest periods.
 6. If initial or intermediate contact with other utilities is difficult, or unsuccessful, have the Washington State Patrol or local sheriff provide the necessary assistance in contacting any of the following on page 46.
 7. It is recommended that employees being dispatched to assist another utility be provided an additional pair of rubber gloves with protectors.

Neighboring Utilities

Grant County P.U.D.	(509) 754-0500
Nespelem Valley Electric Co-op:	(509) 634-4571
Douglas County P.U.D.	(509) 884-7191
Inland Power & Light Co.	(509) 747-7151
Okanogan County Electric Co-op	(509) 996-2228
Okanogan County P.U.D.	(509) 422-3310
Pend Oreille P.U.D.....	(509) 242-3137

Other Resources

Washington Public Utility Districts Association	(360) 741-2675
Northwest Public Power Association	(360) 254-0109
National Electrical Contractors Association	Portland (503) 255-4824
	Spokane (509) 328-9670
IBEW Local 77	(509) 783-4136