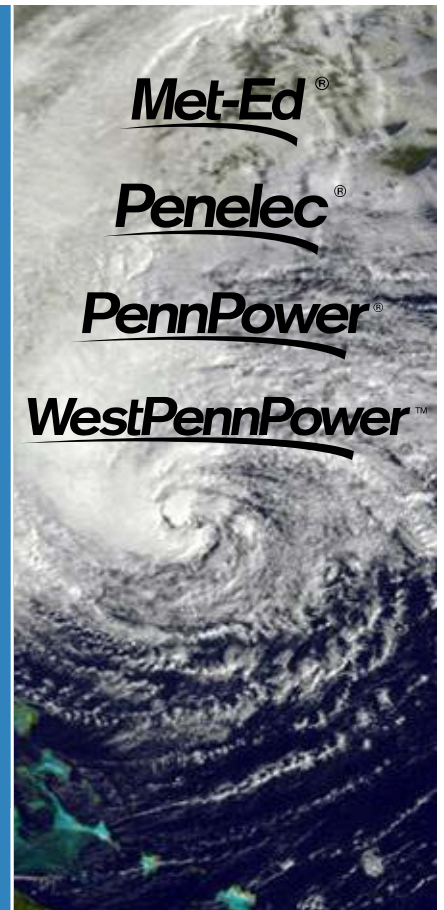




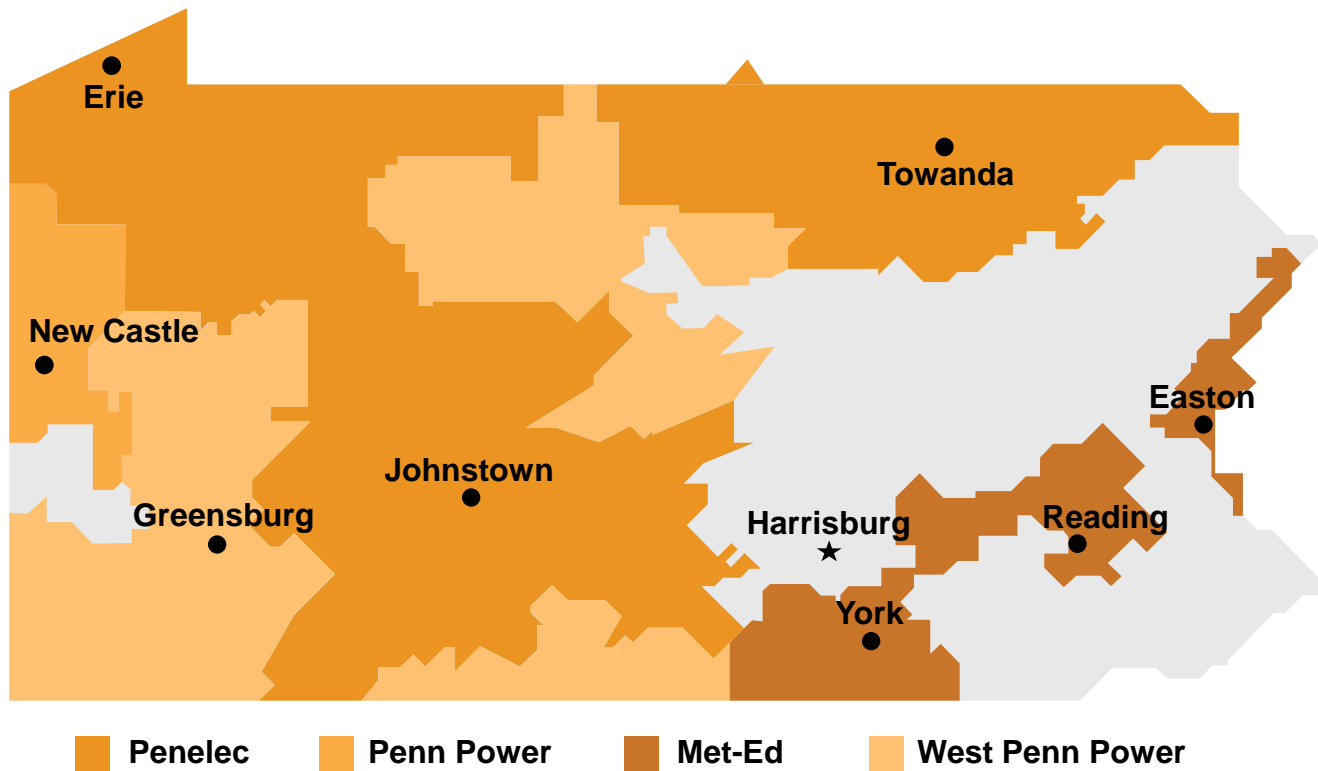
Senate Consumer Protection Committee  
Hurricane Sandy  
Hearing on Electric Restoration

**Douglas S. Elliott**  
President, Pennsylvania Operations

November 14, 2012



# FirstEnergy's Presence in Pennsylvania



	Number of customers	Square miles of service area
<b>Met-Ed</b>	<b>553,000</b>	<b>3,300</b>
<b>Penelec</b>	<b>590,000</b>	<b>17,600</b>
<b>Penn Power</b>	<b>160,000</b>	<b>1,100</b>
<b>West Penn Power</b>	<b>717,000</b>	<b>10,370</b>
<b>Total</b>	<b>2,020,000</b>	<b>32,370</b>

# Planning and Preparation in Advance of Hurricane Sandy

- **Preparations began several days before storm hit**
  - Company meteorologists monitored storm movement toward our Pa. service area
- **On Oct. 24, conference calls held with company leadership, operations personnel and others to plan service restoration efforts**
- **Evaluated need for internal and external mutual assistance crews**
  - Determined crews, supplies and equipment based on October Snowstorm metrics
  - Mid-Atlantic Mutual Assistance, New York Mutual Assistance Group, Southeastern Electric Exchange and Great Lakes Mutual Assistance
  - Line contractors and other FE linemen began traveling to Pa. on Oct. 28
  - Prepared staging areas needed for crews, equipment and supplies
  - Met-Ed: Reading/Oley, Easton, Nazareth and York
  - Penelec: Altoona Curve Baseball Stadium



# Planning and Preparation in Advance of Hurricane Sandy (Continued)

- **Implemented PUC best practices that evolved from Hurricane Irene, Tropical Storm Lee and October Snowstorm**
  - Communicated frequently with emergency management agencies, government officials and regulators
  - Implemented proactive, comprehensive communications strategy – including social media – for reaching customers and media outlets
- **Initiated use of third-party company to establish and manage staging sites**
- **Positioned FirstEnergy personnel in multiple EMA (911) centers**
- **Additional External Affairs managers assigned from other FirstEnergy companies to Pa.**
- **Deployed “quarantine process” to gain efficiencies and expedite restoration process**

# Damage Assessment During and After Hurricane Sandy

- **Damage assessors responded to reports of damage to electric infrastructure; if hazard found, they remained in area until it was secure**
- **Helicopters patrolled transmission and sub-transmission system**
  - Received two additional National Guard helicopters
- **Operating company leadership determined what changes to make to requirements for crews, equipment and supplies**
- **National Guard cleared trees from roads in Easton area**
- **Post-storm circuit aerial assessments**





# Service Restoration Priorities

- **Emergency restoration efforts performed in a staged process**
  - Eliminating known hazards is our top priority
- **Repairs made to high-voltage transmission equipment, lines and substations**
- **Next, priority given to hospitals, critical care and life support facilities, police and fire departments as well as 911 facilities**
- **Then, focused on circuits serving the largest number of customers, followed by restoration to individual customers**
- **Acknowledged Governor's Executive Order regarding high priority service restoration to shelters, nursing homes and similar facilities**
- **Proactively addressed restoring service to election polling stations**



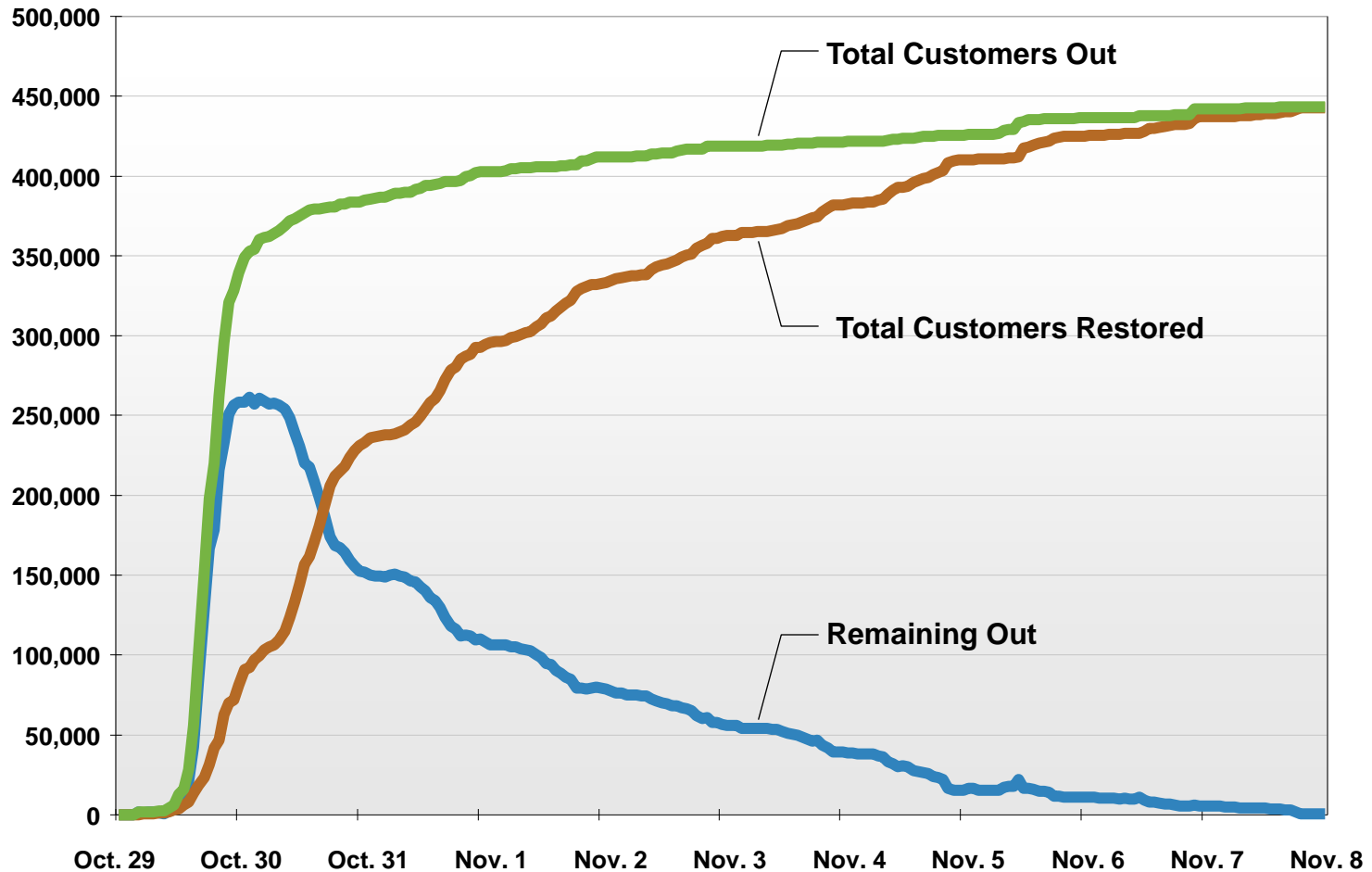
# Hurricane Sandy ... By the Numbers\*

	Hurricane Sandy*	Hurricane Irene	October Snowstorm
<b>Customers Affected</b>			
<b>Met-Ed</b>	<b>295,000 (54%)</b>	<b>224,735</b>	<b>277,109</b>
<b>Penelec</b>	<b>101,000 (17%)</b>	<b>60,737</b>	<b>14,286</b>
<b>West Penn Power</b>	<b>44,000 (6%)</b>	<b>0</b>	<b>44,440</b>
<b>Total</b>	<b>440,000 (24%)</b>	<b>285,472</b>	<b>335,835</b>
<b>Sub-transmission and transmission lines impacted</b>	<b>114</b>	<b>25</b>	<b>37</b>
<b>Poles</b>	<b>779</b>	<b>173</b>	<b>319</b>
<b>Transformers</b>	<b>690</b>	<b>140</b>	<b>136</b>
<b>Crossarms</b>	<b>4,308</b>	<b>343</b>	<b>528</b>
<b>Miles of wire</b>	<b>144</b>	<b>21</b>	<b>28</b>

\*Preliminary figures: Full review of statistics is still in progress. Figures may change as they are finalized.

# Pa. Customer Service Restoration Times\*

Number of Customers



\*Preliminary figures: Full review of statistics is still in progress. Figures may change as they are finalized.



# Mobilization of Thousands of Workers in Pa.\*

	Hurricane Sandy*	Hurricane Irene	October Snowstorm
<b>Met-Ed linemen</b>	<b>236</b>	<b>202</b>	<b>205</b>
<b>Penelec linemen</b>	<b>333</b>	<b>151</b>	<b>159</b>
<b>WPP linemen</b>	<b>148</b>	<b>0</b>	<b>126</b>
<b>Other FE linemen</b>	<b>173</b>	<b>216</b>	<b>225</b>
<b>Subtotal FE linemen</b>	<b>890</b>	<b>569</b>	<b>715</b>
<b>Mutual Assistance/ Contractor linemen</b>	<b>886</b>	<b>164</b>	<b>464</b>
<b>Forestry personnel</b>	<b>851</b>	<b>390</b>	<b>487</b>
<b>Support personnel<sup>1</sup></b>	<b>1,509</b>	<b>1,201</b>	<b>1,492</b>
<b>Total workers</b>	<b>4,136</b>	<b>2,324</b>	<b>3,158</b>

\*Preliminary figures: Full review of statistics is still in progress. Figures may change as they are finalized.

1) Includes hazard, forestry, service and line dispatchers, hazard responders, damage assessors, service workers, system operators and storm analysts.

**Despite challenging work conditions, no significant safety incidents occurred.**

# Communications Outreach

## Implemented an integrated communications plan

### ■ Media relations

- From Oct. 25, through Nov. 7, issued 23 news releases and media advisories to 68 media outlets
  - Provided updates on outages, estimated restoration times, safety tips and availability of water and ice free of charge
  - Responded to more than 434 media calls, participated in live interviews and provided updates to media outlets

### ■ 24/7 Power Center

- Provided updates, interactive maps, estimated time of restoration (ETRs) and tips for staying safe
- Accessible on desktops, smartphones and mobile devices at [www.firstenergycorp.com/outages](http://www.firstenergycorp.com/outages)

### ■ Social media

- Offered updates on service restoration, safety tips and responses to questions and comments
- Issued 275 Twitter updates between Oct. 27 and Nov. 7
- Met-Ed Twitter followers increased from 552 to 2,165 from Oct.1 to Nov. 12

### ■ Advertising aligned with service restoration efforts

- Newspaper and radio advertising reinforced public safety tips and importance of customers preparing for Hurricane Sandy
- Concluded with customer “thank you” ads in major newspapers and on our website

The screenshot shows the Penelec website's Hurricane Sandy page. The page features a navigation bar with links for Home, My Account, Service Requests, Customer Choice, Outages, Safety, Save Energy, Products, and Help. A search bar is located in the top right corner. The main content area is titled "Hurricane Sandy" and includes a large "24/7 Power Center" logo. Below the logo is a map of the affected area with a red dot indicating a location. A red warning banner reads: "Immediately report downed wires to 888-544-4877 or your local police or fire department. Never go near a downed power line, even if you think it's no longer carrying electricity." Below this is a section titled "We Continue Round-the-Clock Restoration Efforts for Customers Affected by Hurricane Sandy" with a link to "Select your state for more information, including currently available estimated restoration times:". This link leads to a list of states: Maryland, New Jersey, Pennsylvania, and West Virginia. There is also a photo of a white utility truck with a crane attachment. To the right of the photo is text: "More than 19,000 FirstEnergy employees, contractors and workers from other utilities, are working as quickly and safely as possible to restore power to customers. Crews will continue to work around the clock in 16-hour shifts until the process is completed. Please review important safety tips". Below this text are three links: "Learn about our restoration process", "View outages on our 24/7 Power Center maps", and "Read our latest news releases". On the right side of the page, there are several sections: "Quick Links" with links for reporting outages, restoration estimates, and FAQs; "Shelters and Water/Ice" with links for Red Cross shelters and JCP&L charging locations; and "Multi-Media" with a link to "Learn more about our storm restoration process" and a "Hurricane Sandy Image Gallery". At the bottom right, there is a "View Current Outages" section with a "24/7 Power Center View Current Outages" button.

# Appendix

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## Destruction from Hurricane Sandy in Pennsylvania











