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REMARKS:

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AFTER ACTION REVIEW

OF

WEST VIRGINIA STATE OF EMERGENCY

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AFTER ACTION REVIEW QUESTIONNAIRE

Company: Monongahela Power Company and Potomac Edison Company

Project/Event: Emergency response to storm-related state of emergency

Prepared by: James R. Haney, President West Virginia Operations

Date of Review: 08/03/2012

Key Participants:

NAME	JOB TITLE	ROLE IN EMERGENCY
James Haney	President, West Virginia Operations	Oversees the regional restoration effort for Mon Power service territory and serves as executive liason with WV state government
James Fakult	President, Maryland Operations	Oversees the regional restoration effort for Potomac Edison service territory
James Sears	Director, Operations Services – Mon Power	Incident Commander - Mon Power service territory
Ed Shuttleworth	Director, Operations Services – Potomac Edison	Incident Commander – Potomac Edison service territory
Eric Dickson	Director, Operations Services – FirstEnergy Service Company	Coordinates all internal and external resource movement
Kevin Sestak	Director, Operations Support	Responsible for oversight of the distribution system operations and storm restoration process
Charles Friddle	Director, External Affairs	Interacts with regional storm restoration team (RDO, Contact Center, Storm Management team and External Affairs Managers) and maintains contact with Local Emergency Management Agencies and Local Officials.
Tim Gerstnecker	Manager, Engineering Services – Mon Power	Hazard Process Coordinator – manages hazard dispatcher, hazard responder, public protector and damage assessor processes – Mon Power service territory
James Painter	Manager, Engineering Services – Potomac Edison	Hazard Process Coordinator – manages hazard dispatcher, hazard responder, public protector and damage assessor processes – Potomac Edison service territory

Please provide a detailed summary of your Company's role in responding to the state of emergency¹.

The severe windstorm – known as a super derecho – that hit West Virginia on June 29 was among the worst storms in Mon Power / Potomac Edison history, especially in terms of the extent of damage to electrical facilities and the time for restoration. This storm brought widespread, long-lived, straight-line winds associated with a fast-moving band of severe thunderstorms with wind gusts of up to 70 miles per hour Friday night, June 29. Additionally pop-up severe thunderstorms with lightning and extreme high temperatures continued in the area throughout the week. Sustained high winds caused unprecedented damage to the high-voltage transmission system with 126 sub-transmission and transmission lines impacted. Service was lost to approximately 357,000 West Virginia customers, or 73 percent of Mon Power and Potomac Edison West Virginia customers.

Although storms were forecasted for June 29, the destructive power that the derecho delivered was much greater than anticipated. As this massive storm formed and moved out of Indiana into Ohio, Mon Power and Potomac Edison began planning and preparation efforts in accordance with FirstEnergy's service restoration process. As part of those efforts, Mon Power and Potomac Edison began closely monitoring updated weather forecasts prepared by Company meteorologists when it became apparent that severe weather in West Virginia was imminent. Conference calls were held with company leadership, operations personnel and others to plan restoration efforts and evaluate the need for internal and external mutual assistance crews.

Over the next several days following the June 29 event, convoys of utility crews were deployed to West Virginia from other FirstEnergy operating companies – including West Penn Power, Jersey Central Power & Light, Met-Ed, Toledo Edison, The Illuminating Company, Penelec, Ohio Edison and Penn Power. In addition to Mon Power and Potomac Edison linemen, the service restoration efforts included the deployment of over 1,700 linemen from other FirstEnergy operating companies as well as over 2,400 external mutual assistance workers and contractors that were obtained from the various mutual assistance organizations. Also deployed to assist in our service restoration efforts were over 850 forestry contractors. In total, there were over 5,700 utility workers deployed in West Virginia to restore power to Mon Power and Potomac Edison customers. Linemen came from as far away as Florida, Alabama, Louisiana and Michigan to help restore service.

This storm was different than many others due to the heavy damage to the electric transmission system. Normally, transmission, which carries the major generation from the power stations, is not severely affected by the storms. In this case, the transmission and sub transmission systems were greatly damaged and had to be repaired first in order to get the bulk power to the distribution substations to deliver electricity to smaller distribution feeder lines.

While the clearing and cleanup of trees, tree branches and other debris represents a significant portion of our work after a major storm, in this instance, these efforts were greatly hampered by inaccessible roads, rugged terrain and considerable amounts of debris. The crews also dealt with extreme heat and humidity as well as intermittent cell phone service.

To put the extent of the super derecho's destruction into perspective, Mon Power and Potomac Edison crews responded to more than 306,000 outage related calls from customers and contended with more than 8,400 locations with downed wires/hazards. Due to the massive damage caused by scores of toppled trees and fallen limbs, we repaired or replaced 1,144 poles, 3,377 crossarms, 133 miles of wire,

¹ All data is preliminary and subject to change.

and 882 transformers. The repair work was extremely labor intensive, requiring 16 hour days, and often required multiple line crews to replace poles and spans of wire.

Communication efforts are critical in keeping customers and others informed before, during and after a storm of this magnitude. To that end, communications by the Mon Power and Potomac Edison management team, External Affairs and Communications staff to customers, local officials, emergency management officials, media outlets and the Commission emphasized the status of our restoration efforts and procedures we were employing to safely and quickly restore service to customers.

Safety is of paramount importance not only for the public but the many workers from out of state who are unfamiliar with the Mon Power / Potomac Edison electrical system. Throughout the two week restoration period, no person was seriously injured and only two minor (non-electrical) injuries occurred.

What went well and why? What were the successful steps taken towards achieving your objective?

SUCCESSSES	HOW TO ENSURE SUCCESS IN THE FUTURE
Four staging sites identified and utilized at Elkins, Farlea, Summersville, and Parkersburg to provide a centralized location for materials and meals	Maintain relationships with local officials to ensure future staging sites are available
Dormitories at five local universities were utilized to house linemen and support staff	Identify other housing options that can be used during the school year when the dormitories are occupied
Coordination with local EMAs and other outside groups	Maintain regular contact with these groups
<p>Water & Ice Distribution: In cooperation with the WV Red Cross and Lowes, External Affairs established five distribution sites for water and ice distribution throughout the hardest hit areas. These sites were manned by FirstEnergy's External Affairs Managers from outside of West Virginia and local volunteers. Each customer could receive a bag of ice and two gallons of water each day.</p>	Establish a network of retailers in order to continue bringing this popular program to customers following future storms.
Helicopter patrols were essential in both finding and repairing distribution and transmission damage in rugged terrain.	Utilize helicopter patrols as soon as practical after a major storm hits
Safety – No major injuries occurred	Continue to stress the importance of safety

What can be improved and how? What could have been done better? What can your company do differently in similar situations in the future to ensure success? What would be your advice to future emergency response teams?

WHAT CAN BE IMPROVED	RECOMMENDATIONS
Shortage of hotel rooms for out of town crews	Identify alternative housing such as mobile units or university dormitories.
Increased National Guard involvement	Mon Power staff met with the National Guard to explore ways to improve mutual performance.
Mobile communications coverage	Work with state government and communication providers to review possible solutions such as mobile cell towers and signal boosters.