

ANNEX K - UTILITIES RESTORATION
ESF #3, #12

I. MNWALK REQUIREMENTS

Item #: 1, 4, 46, 53, 54

II. PURPOSE

The purpose of this annex is to describe the organization, operational concepts and responsibilities to respond to and recover from a major disruption of utility services.

III. SITUATIONS AND ASSUMPTIONS

Situations

1. During or after an emergency situation there may be a disruption of service in electrical power, telephone service, water and wastewater services as well as natural gas service.
2. The loss of utility services, particularly extended outages, could adversely affect the capability of local personnel to respond to and recover from the emergency situation that caused the disruption of utility service and create additional health and safety risks for the general public.
3. Public utilities are defined as those companies and organizations that are authorized to provide utility services, including electricity, water, sewer service, natural gas and telecommunications, to the general public in a specified geographic area. Utilities may be owned and/or operated by a municipality, a municipal utility district, a regional utility authority, investors, or by a private non-profit organization such as a members of a cooperative (co-op).
4. Virtually all utilities are required by state regulations to have emergency operations plans for restoring disrupted services. Many utilities maintain emergency operations centers and those that do not, normally have procedures to establish temporary facilities when they need them.
5. Extended electrical outages can directly impact other utility systems, particularly water and wastewater systems. In areas where telephone service is provided by above ground lines that share poles with electrical distribution lines, telecommunications providers may not be able to make repairs to the telephone system until electric utilities restore power lines to a safe condition.
6. Municipal utilities and private non-profit utilities, such as electrical cooperatives, may be eligible for reimbursement of a portion of the costs for repair and restoration of damaged infrastructure in the event the emergency situation, which caused the damage, is approved for a Presidential disaster declaration that includes public assistance (PA).

Assumptions

1. In the event of damage to or destruction of utility systems, utility operators will put forward their best effort to restore services as quickly as possible.
2. A major disaster or a disaster affecting a wide area may require extensive repairs and reconstruction of portions of utility systems that may take a considerable time to complete.
3. Damage to electrical distribution systems and sewer and water systems may create secondary hazards such as an increased risk of fire and/or public health concerns.
4. Each utility will direct and control its own resources and plan and carry out its own response operations, coordinating as necessary with local government and other utilities.
5. Individual utility operators, particularly small companies, may not have sufficient resources to restore utility systems affected by a major disaster or one having widespread effects. Utilities typically obtain supplementary repair and restoration assistance from other utilities pursuant to mutual aid agreements and by using contractors hired by the utility.
6. Equipment and personnel from other city departments and agencies may be employed to assist a municipal utility in repairing its systems and restoring service to the public.

IV. CONCEPT OF OPERATIONS

The Emergency Operations Plan has been designed based on the NIMS model utilizing the Incident Command System. The Command Staff includes a Legal Advisor, Public Information Officer, Liaison, and Safety Officer. The General Staff includes the Operations Section Chief, Planning Section Chief, Logistics Section Chief and Finance and Administration Section Chief. The Command and General Staff all report to the Emergency Operations Center Director. The Emergency Operations Center Director is the Stearns County/City of St. Cloud Emergency Management Director. In the event where the primary impacts are health related, a unified command structure will be utilized in collaboration with Stearns County Public Health. In addition to these staff positions there are Branch Directors and Unit Leaders that represent the 21 annexes of this emergency operations plan. Branch Directors and Unit Leaders Report to Section Chiefs, as outlined in the flow chart found in the Basic Plan.

In the event of a major disruption or loss of service for any reason, local government in cooperation with utility providers will work to rapidly assess the possible impact on public health, safety and property, and on private property, and take appropriate actions to prevent a critical situation from occurring or to minimize the impact. Where utility service cannot be quickly restored, the County and/or City government may have to take timely action to protect people, property and the environment from the effects of a loss of service.

Utility companies may not be able to restore service to all critical facilities in timely manner, particularly if damage has been catastrophic and a substantial amount of equipment must be replaced or if repairs require specialized equipment or materials that are not readily available. In large scale emergencies, utility companies may have limited access to individuals, businesses, industry, government, and other utility companies for personnel, equipment and supplies.

Local Government Response to a Utility Outage

It is essential for County and/or City officials to obtain an initial estimate of the likely duration of a major utility outage from the utility company as soon as possible for response actions to begin. Once that estimate is obtained, local officials should make a determination of the anticipated impact and determine the actions required to protect public health and safety as well as public and private property.

Extended utility outages may require the County and/or City to take action to protect public health and safety and public and private property. Such actions might include:

Water or Sewer Outage

1. Curtail general water service to residents to retain water in tanks for firefighting and for controlled distribution to local residents in containers
2. Arrange for supplies of emergency drinking water for the general public and for bulk water for those critical facilities that require it to continue operations
3. If sewer service is disrupted, arrange for portable toilets and hand washing facilities to meet sanitary needs

Electrical or Natural Gas Outage

1. Obtain emergency generators to power water pumping stations, water treatment facilities, sewage lift stations, fueling facilities, and other critical sites.
2. During periods of cold weather, establish public shelters for residents who lack heat in their homes
3. During periods of extreme heat, establish “cooling sites” for residents who do not have air conditioning in their homes
4. Request volunteer groups set-up mass feeding facilities for those without electrical or gas service and cannot prepare meals
5. Coordinate with ice distributors to ensure ice is available locally to help citizens preserve food and medications
6. Arrange for fuel and deliveries to keep emergency generators running at critical facilities

Telecommunications Outage

1. Request telecommunications providers implement priority service restoration plans
2. Activate amateur radio support (see Annex U – Communications)
3. Request external assistance in obtaining additional radios and repeaters or satellite telephones

General

1. Isolate damaged portions of the utility systems to restore service quickly to those areas where systems are substantially less damaged
2. In cooperation with utilities, institute utility conservation measures
3. Disseminate emergency public information requesting conservation of utilities (see Annex C – Emergency Public Information)
4. Assist in relocating patients to medical facilities, residential schools and similar institutions that cannot maintain the required level of service for their clients

5. Provide law enforcement personnel to control traffic at key intersections if traffic control devices are inoperative
6. Consider staging fire equipment in areas without electrical or water service
7. Consider increased security patrols in areas that have been evacuated due to lack of utility service

Water

The City of St. Cloud and surrounding municipalities are responsible for maintaining the city's water treatment system both to support drinking water and wastewater treatment following an emergency or disaster situation. For those areas that are not within the jurisdiction of a municipality, Stearns County may be able to provide potable water through sources such as the Minnesota National Guard and the Department of Natural Resources, while restoration of services is taking place. Additionally, Stearns County may also provide portable restroom facilities until electrical service can be restored to the impacted area, allowing for homeowners to resume use of their individual wells and septic systems. Affected municipalities are responsible for the restoration of public utilities within their political jurisdiction.

Prioritization of Services

Stearns County and the City of St. Cloud have identified types of essential facilities that should be considered for priority restoration of utilities following a disaster. These facilities may include hospitals/clinics, long term care facilities, water and wastewater treatment facilities, schools, grocery stores, correctional facilities, government buildings, telecommunications facilities and power facilities. Other facilities may be determined as dependent by the nature of the disaster and the location of the event. The Stearns County Law Enforcement Center including the Dispatch Center should be considered as an essential facility to maintain communications for emergency responders and to direct the emergency operations response and recovery.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. Our emergency organization is described in Section IV of the Basic Plan.
2. Incident Command System – EOC Interface
 - a. The Incident Command is in charge of all on-scene operations. This coordination takes place at an Incident Command Post. On-scene logistics personnel will order supplies, resources and personnel to manage the scene in accordance with Incident Action Plan.
 - b. Not all emergencies require on-scene operations or the establishment of an Incident Command Post. For those emergencies that may be over a wide area (flooding, ice storm, winter storm) or are health based the Command Post and Emergency Operations Center may be co-located.
 - c. A division of responsibility should be agreed upon between the Incident Commander and the EOC. The Incident Commander will manage operations on-scene, while the

EOC coordinates operations beyond the incident site, taking into consideration the community at large, while supporting the Incident Action Plan developed by Incident Command.

B. Lines of Succession

1. Lines of succession for the Mayor, County Board Chair and Emergency Management Director are outlined in the Basic Plan.
2. Lines of succession for each department and agency director shall be done in accordance with operating guidelines and delegations of authority within each department.

| <u>City of St. Cloud</u> | <u>Stearns County</u> |
|---|--|
| Public Utilities Director | Building Facilities Director |
| Assistant Public Utilities Director (2) | Building Facilities Maintenance Supervisor |

C. Responsibilities

Stearns County Emergency Management Director

The Stearns County Emergency Management Director (or designee) is responsible for carrying out the emergency management program for Stearns County/City of St. Cloud. The Emergency Management Director (or designee) will activate the Emergency Operations Center as required or requested to coordinate/support the activities of all departments/organizations assisting with response and recovery efforts. The Emergency Management Director (or designee) will establish response and recovery priorities through the Emergency Operations Center and will coordinate the resources needed to support emergency operations.

Stearns County Building Facilities

Stearns County Building Facilities is responsible for coordinating restoration of public utilities within the townships and unincorporated areas of Stearns County. Utility restoration includes telephone service, natural gas, electricity and water and wastewater services. It is the responsibility of the Stearns County Building Facilities Director (or designee) to coordinate with service providers to restore utility services in an expedient manner, addressing critical facilities, emergency services and other locations determined as a priority.

City of St. Cloud Public Utilities

St. Cloud Public Utilities is responsible for coordinating the restoration of utilities for residents and businesses within the City of St. Cloud. Utility restoration includes telephone service, natural gas, electricity and water and wastewater services. It is the responsibility of the St. Cloud Public Utilities Director (or designee) to coordinate with service providers to restore utility service in an expedient manner, addressing critical facilities, emergency services, and other locations as determined as a priority.

**The following government agencies and private sector companies are responsible for providing utility services for Stearns County and the City of St. Cloud.

Electrical Service

1. Melrose Public Utilities
2. Xcel Energy
3. Stearns Electric Association
4. East Central Energy
5. Great River Energy
6. Kandiyohi Power Cooperative
7. Meeker Cooperative

Gas Service

1. Center Point Energy
2. Xcel Energy
3. Northern Natural Gas

Telephone Service

1. Albany Mutual Telephone Company
2. Benton Cooperative Telephone Company
3. Lakedale Communications
4. Melrose Telephone Company
5. Qwest
6. Sytek
7. Charter Communications
8. Frontier Communications
9. Integra Telecom

Pipeline Service

1. Koch Pipeline
2. NuStar Energy/Kaneb Pipeline
3. Northern Natural Gas Pipeline Company
4. Center Point Energy
5. Xcel Energy

VI. ADMINISTRATION AND SUPPORT

A. Records

1. Records will be maintained on the use of all equipment, whether owned, leased, rented or borrowed. These records/contracts will be used as basis for possible recovery of emergency operations expenses from a responsible party or for potential reimbursement from the State or Federal Government. All records/contracts generated by the Utilities Restoration Branch Director should be provided to the Finance and Administration Section Chief for cost recovery and reimbursement documentation.
2. Each department, agency or service of government will provide for the maintenance of records during an emergency. These records include work hours, equipment hours, supplies and materials consumed, injuries to personnel, and damage to public facilities and equipment. All records generated during an emergency will be collected and

maintained in an orderly manner so a record of actions taken is preserved for use in determining response costs, setting claims, and updating emergency plans and procedures.

B. Resources

1. Local resources can be found on file in the resource database. Resources will retain confidentiality within the Emergency Management Department and sensitive information will not be released without prior approval.

C. Post Incident Review

1. Following activations of the Emergency Operations Center or use of the Emergency Operations Plan, Emergency Management will coordinate a review of each annex of the Emergency Operations Plan to identify needed improvements, procedure changes, personnel and facility changes of resource needs.

D. Training and Exercises

1. Personnel identified in the Emergency Operations Plan and those who staff the Emergency Operations Center will receive National Incident Management System (NIMS) and Incident Command System (ICS) training. Although some personnel may receive more advanced training, everyone will receive IS-100, IS-200, and IS-700. A full list of personnel and required training can be found on file in the Emergency Management office. Personnel who staff the Emergency Operations Center shall also receive appropriate training on their role in the Emergency Operations Center and on the operations of the facility. This training should be arranged by the Utilities Restoration Branch Director or the Emergency Management Department.
2. Emergency Management follows the Emergency Management Performance Grant (EMPG) exercise requirements to exercise and evaluate the Emergency Operations Plan. Once every three years a functional exercise including all components of the Emergency Operations Plan is conducted. In the remaining two years of the cycle tabletop exercises and community wide exercises will include additional opportunities to exercise components of the Emergency Operations Plan. A more detailed explanation of the County/City exercise plan can be found as Attachment 2 of the Basic Plan.

VII. ANNEX DEVELOPMENT AND MAINTENANCE

The Stearns County/City of St. Cloud Emergency Operations Plan, including the Basic Plan and Annexes, is updated on an annual basis. Each annex representative is responsible for participating in the full review process every other year and for independently reviewing the annex on an annual basis. The overall responsibility for maintaining the Emergency Operations Plan is that of the Stearns County Emergency Management Department.

Any standard operating guidelines, personnel directories, maps or other tools needed to support emergency operations should be developed and maintained by the responsible department. It is the

department's responsibility to ensure access to this information during times of large scale emergency or disaster, to coordinate training for personnel in regard to these procedures and to inform emergency management of any changes that directly impact the Emergency Operations Plan.

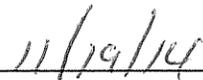
VIII. REFERENCES

- [WARN – Minnesota's Water/Wastewater Agency Response Network](#)
- Pipeline information for Operators in Stearns County is on file in the Emergency Operations Center
- MN State Statue Chapter 216, 440-446
- MN Department of Commerce

IX. AUTHENTICATION



Pete Reuter, Interim Director
Stearns County Building Facilities



Date



Patrick Shea, Director
City of St. Cloud Public Utilities



Date