

Northern States Power Company, a Wisconsin Corporation
U-20464
Statewide Energy Assessment
Emergency Management Data Request Response

Data Request ID: PSCW-1
Date of Request: April 15, 2019
Requestor: Lynn Beck, MPSC
Response by: Michelle D. Schlosser, Case Specialist
Regulatory Administration Wisconsin
Northern States Power Company, Wisconsin
1414 West Hamilton Avenue
PO Box 8
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Date of Response: April 29, 2019

Questions:

- 1. Who are the primary and secondary emergency management staff contacts for MPSC to use during outage events?**
 - Do you know who to contact at MPSC regarding this information?**

Northern States Power Company, a Wisconsin corporation, and wholly owned subsidiary of Xcel Energy Inc. hereinafter referred to as “NSP-W” or “the Company” has a Community Service Management team who are the contacts for the MPSC to use during outage events. The primary contact is Michael BeBeau, Community Service Manager for the two Michigan counties in which we serve customers, Gogebic and Ontonagon. The secondary contact is Brian Elwood, General Manager of Customer and Community Services. In Mr. BeBeau’s absence, Mr. Elwood would either serve as primary contact or direct the MPSC to the on-call Community Service Manager. In the event of an emergency event in which NSP-W would need to contact the MPSC, the Company would contact Pat Poli, MPSC Director of Energy Operations or other contact as provided by the MPSC.

- 2. SEOC (State Emergency Operations Center) agency update calls are typically 9am and 4pm, during which, the Energy (ESF-12) representative from the MPSC will report the most current energy related information. When are the optimal points/times of day to provide the MSPC updates during an emergency event?**

Optimal points/times of day to provide MSPC updates during an emergency are difficult to define as each emergency event is different in terms of timing and severity. In general, the 9am and 4pm times are sufficient for NSP-W to provide the most up-to-date information available for emergency events. When an event occurs, NSP-W initiates escalated operations management procedures for planning, execution, and communication during the event. The most up-to-date information can be obtained anytime by contacting the primary NSP-W contact (See responses to Q1 and Q3) or by visiting the Company’s outage management map on xcelenergy.com. (See response to Q10.) Also, depending on the severity of the event, updates will scroll on a banner on the home page of xcelenergy.com.

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- 3. During severe or catastrophic events, County EMs or Michigan State Police (MSP) may request industry presence at state or local EOCs. Have any staff been designated as representatives if this occurs?**

Yes, NSP-W has a Community Service Management team who supports the role of utility liaison with the Emergency Management Directors in the two counties in which we serve customers, Gogebic and Ontonagon. These individuals are also the contacts for Michigan State Police or any state or local Emergency Operations Centers (virtual and in person). (See response to Q1.)

- 4. What are your primary and secondary methods of emergency communication if current systems (internet, cellular) are lost?**

NSP-W's primary and secondary methods of emergency communication if current systems are lost include emergency landline telecommunication numbers and in-person communications with identified County Emergency Management Directors and/or Emergency Operations Centers.

- 5. Does your organization employ the incident command system (ICS) as an organizational structure for emergency planning and response? If so, please describe these efforts (age of program, staff training, etc.).**

NSP-W has utilized a modified ICS program for over 5 years. We are currently in development of a new ICS program with implementation expected by the end of 2019.

- 6. How often do you conduct exercises or training with local Emergency Managers or county EOCs? Please describe these efforts.**

NSP-W participates in training upon request of local Emergency Managers. In addition, the Company's operations and communications emergency action plans are reviewed and tested annually.

- 7. Explain the process of identifying commercial or industrial customers who represent lifeline or critical sectors who should be on a priority restoration list?**

- **Would you benefit from and participate in facilitated information exchanges with these sectors (i.e. 1st month-healthcare, 2nd month-water, 3rd month-etc.)?**

NSP-W serves a relatively small number of commercial and industrial customers in Gogebic and Ontonagon counties. The Community Service Management and Account Management teams work closely with the Company's operations personnel, the County Emergency Management Directors, and critical customers we serve to ensure priority restoration for those customers during an emergency event. NSP-W currently has regular information exchanges with critical customers and would not benefit from monthly MPSC facilitated information exchanges with these sectors.

- 8. Do you see a need for revisions to the curtailment priorities described in electric tariffs to better reflect the MISO or PJM tariffs?**

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NSP-W is currently in the process of reviewing the electric tariff terms and conditions of service for customer's on controlled rates to consider inclusion of interruptible certification audits or testing to align with MISO's real power test requirements.

9. Do you see a need for revising the curtailment priorities or operational flow orders described in the natural gas tariffs to better reflect the interdependency of natural gas used for heating as well as electric generation?

NSP-W does not see a need for revising the curtailment priorities or operational flow orders as described in the natural gas tariff.

10. Do you have an outage management system available online? If so, how are outage numbers displayed (county, statewide, etc.)? Please provide link.

Yes. The Company utilizes an online outage management system. Outage information is displayed on an interactive map to the neighborhood level and is typically updated every 10 minutes. The map contains information on number of customers impacted, location impacted, the start time of the outage, estimated restoration time, and outage status. The outage management system can be found at <https://www.outagemap-xcelenergy.com/outagemap/?state=MI>.

11. Are there any improvement suggestions you have for MPSC or MSP during energy emergency preparedness or actual response activities?

NSP-W has no suggested improvements at this time.

Correspondence from IOUs and COOPs during emergency events that cause outages - Please review the following and indicate if you are agreeable to the request below or if you have any suggestions/concerns.

- Brief description of situation utility/provider is facing, including cause of interruption (i.e., ice, wind, flood, etc.)
- Total number of current outages system-wide
- Number of current outages by county (if possible)
- Expected restoration timeline
- Number of line downs and unsecured lines
- Number of crews, including mutual assistance crews responding to event
- Requests for assistance from MSP or other State agencies.
- Current EM contact or on-call staff member(s)

NSP-W is agreeable to the request and has no suggestions or concerns with providing this information to the MPSC. As mentioned in responses to previous questions, NSP-W is already communicating this information to County Emergency Management Directors, Emergency Operations Centers, and through our on-line outage management system.