

Appendix M

Utility Restoration Plan

Utility Restoration Plan

Purpose:

This Utility Restoration Plan provides guidance on local assistance and resources to enable restoration of utility systems as soon as possible following a large-scale Eagle County event. The purpose of this function is to identify utility system gaps, assist utility providers with requests for emergency response assistance, and coordinate private and public sector response efforts to ensure timely restoration of utilities following a large-scale disaster or event.

Scope:

The Eagle County Emergency Operations Center (EOC) -ESF #12: Energy and Public Utilities Function, supports emergency response operations through the facilitation of assessment and restoration of damaged utilities infrastructure systems within Eagle County. This appendix details the procedures, responsibilities, and concept of operations during a potential, imminent, or declared emergency. Specific objectives are as follows:

- Coordinate status reporting of all utility systems.
- Coordinate the restoration and repair of disrupted services with publicly owned utility services, such as the water and wastewater.
- Coordinate with utility service providers for the assessment and restoration of disrupted non-publicly owned services, such as cable, Internet, landline phone, cell phone, gas, and electric.

Infrastructure Assessment, Repair, and Restoration Primary Roles:

Infrastructure assessment, repair, and restoration includes accessing, repairing or replacing temporary and permanent infrastructures, as well as stabilizing or resuming operation of potable water, wastewater, natural gas, electric, telecommunications, Internet, and cable services. During an event requiring support to multiple utilities infrastructure, ESF #12 may be activated in concert with other ESFs that have primary responsibility over specific infrastructure resources. As such, ESF #12 may coordinate with the following functions:

- ESF #1: Transportation
- ESF #2: Communications
- ESF #3: Public Works and Engineering

The EOC will have the primary responsibility for monitoring and assessing critical systems and utility restoration in order to expedite response efforts and the restoration of energy facilities. The EOC will coordinate with utility providers to maintain situational awareness and assist with restoration priorities and resource acquisition and allocation. The assessment of damage, restoration, and protection of utilities infrastructure resources will be a priority during emergency operations.

Transportation and Public Works resources may be needed to clear debris to allow utility providers to gain access to their infrastructure.

Utility Restoration Functions:

The ESF# 12 lead in the EOC will:

- Establish contact with affected utility providers
- Obtain information from damage assessment teams on damaged energy and utilities systems and components
- Identify county priorities and critical restoration needs
- Request supplemental assets for supporting response efforts while restoration activities are underway
- Provide public information on the duration of service interruptions/shortages, the progress of restoration efforts and public assistance guidelines while restoration activities are occurring.
- Supplies information to affected utility providers on EOC response actions related to their operations

Utility providers will:

- Establish contact with the EOC (970) 328-3437
- Provide information on damage to their infrastructure
- Provide critical needs summary

Utility Providers

The following chart identifies the utility providers operating in Eagle County;

Service	Providers
Water/Wastewater	Eagle River Water & Sanitation District, Town of Basalt, Town of Eagle, Town of Gypsum, Town of Minturn, Town of Red Cliff
Electric	Holy Cross Energy, Xcel Energy, Yampa Valley Electric Association
Natural Gas	Black Hills Energy, Xcel Energy
Telecommunications	AT&T, CenturyLink, San Isabel Telecommunications, Sprint, T-Mobile, Verizon
Internet	CenturyLink, Comcast, San Isabel Telecommunications
Cable TV/Local Access Channels	CenturyLink, Comcast, TV 8, TV18

EOC Organization

The following chart identifies the Organizational chart for the EOC Emergency Support Function # 12:

