



# Duke Energy Indiana *Storm Response*

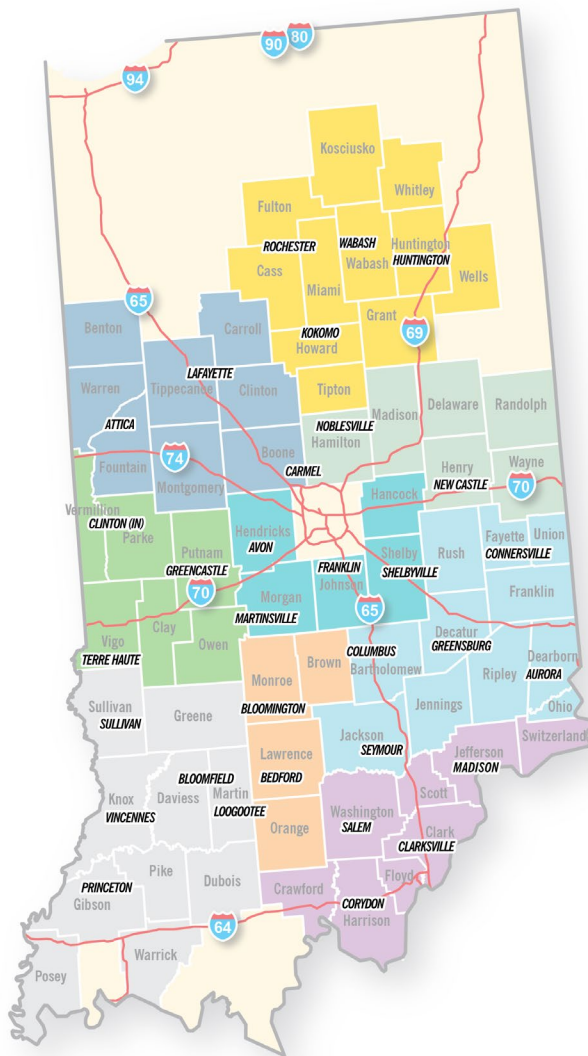
Presented to the  
**Indiana Utility Regulatory Commission**

September 22, 2023

**Stan Pinegar - State President Duke Energy Indiana**

**Donald Broadhurst – Regional Senior Vice-President Customer Delivery**

# Duke Energy Indiana at a Glance



Locations: T&D Operation Centers  
Colors: Community Relation Manager Areas

**Largest** electric utility  
in Indiana

**23,000** square-mile  
service area, covering  
69 of 92 counties

**890,000** customers

**36,800** miles of  
transmission and  
distribution lines

**32** operation centers and  
**9** community relations  
managers

**2,500** Duke Energy  
Employees in Indiana

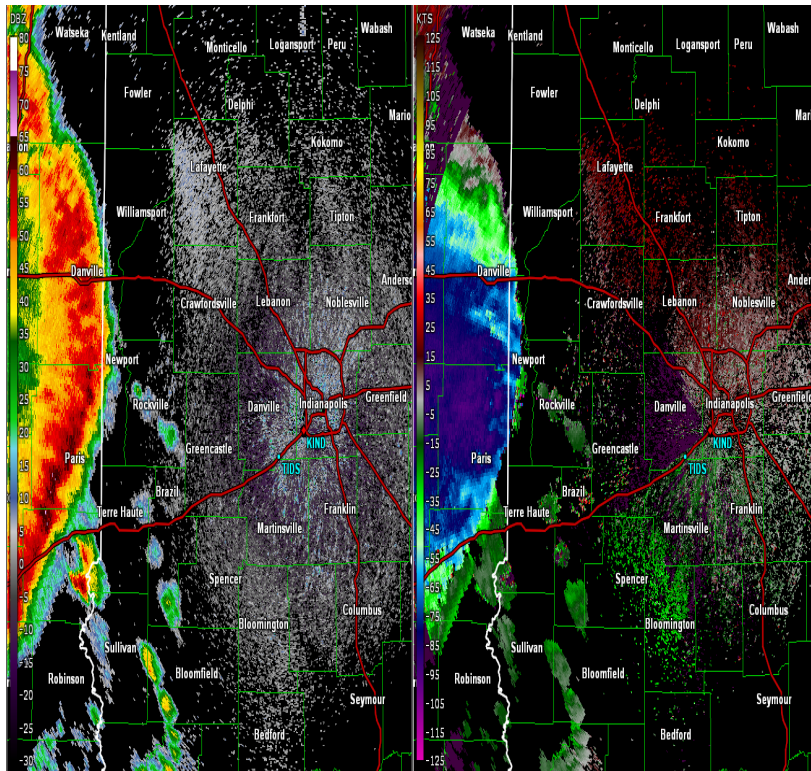
A blue rectangular box with a white border containing the text "Summary of Event" in a white, bold, sans-serif font.

# Summary of Event

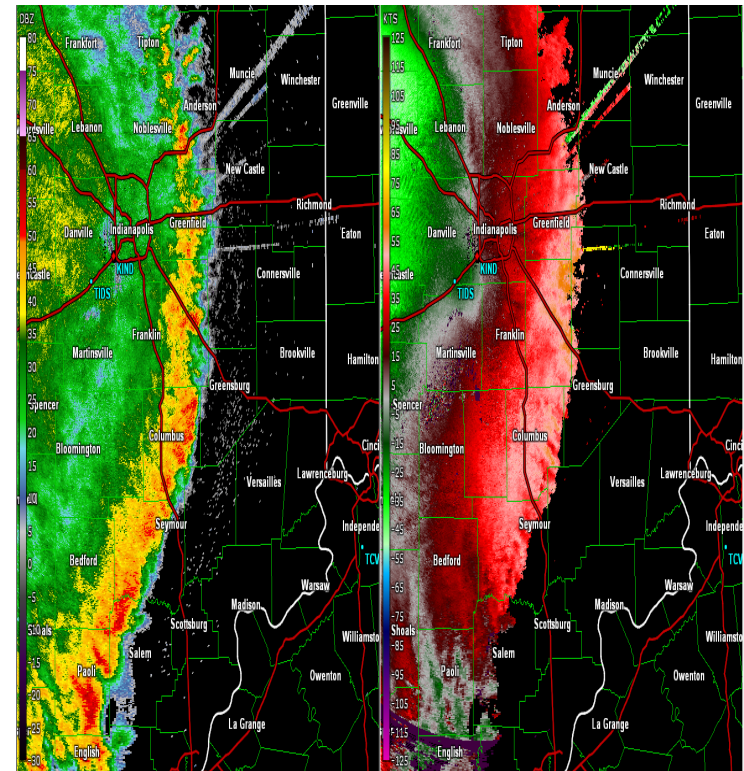


# Meteorology Images

Radar/Base Velocity June 29, 2023 2:46 PM EDT

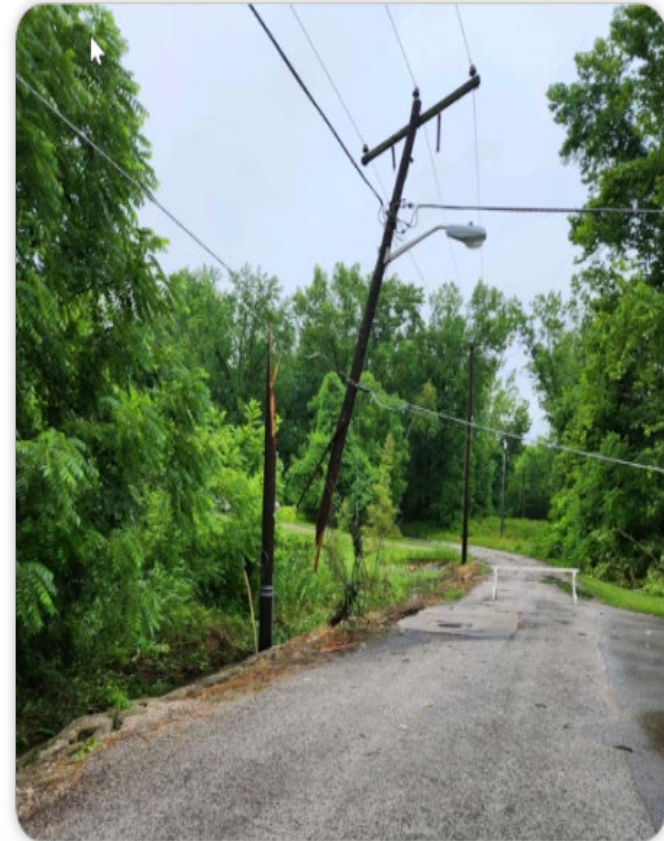


Radar/Base Velocity June 29, 2023 4:20 PM EDT



**What is a derecho?** A derecho is a widespread, long-lived windstorm that is associated with a band of rapidly moving thunderstorms. If wind damage extends more than 400 miles in length and 60 miles in width, includes wind gusts of at least 58 mph or greater along most of its length (along with several well-separated 75 mph wind gusts reports) then the event is classified as a derecho.

# Derecho Storm



- On June 29, 2023, a Bow Echo Derecho passed across the State of Indiana.

- Estimated wind gusts of 80 – 90 mph caused widespread power outages across the state

# Historical Storms



## Historical Ranking of Midwest Storms Since 2003 (based on Customers impacted)

		IN North		IN South		Indiana Totals		
Ranking	Storm Date	Events*	Customers	Events*	Customers	Events*	Customers	Comments
1	9/14/2008	376	28,587	4,164	300,036	4,540	328,623	Hurricane Ike
<b>2</b>	<b>6/29/2023</b>	<b>4,477</b>	<b>160,709</b>	<b>3,606</b>	<b>164,029</b>	<b>8,083</b>	<b>324,738</b>	
3	2/13/2007	139	6,537	508	38,437	647	44,974	
4	11/15/2018	48	4,284	931	84,334	979	88,618	
5	2/11/2009	455	50,551	501	58,747	956	109,298	

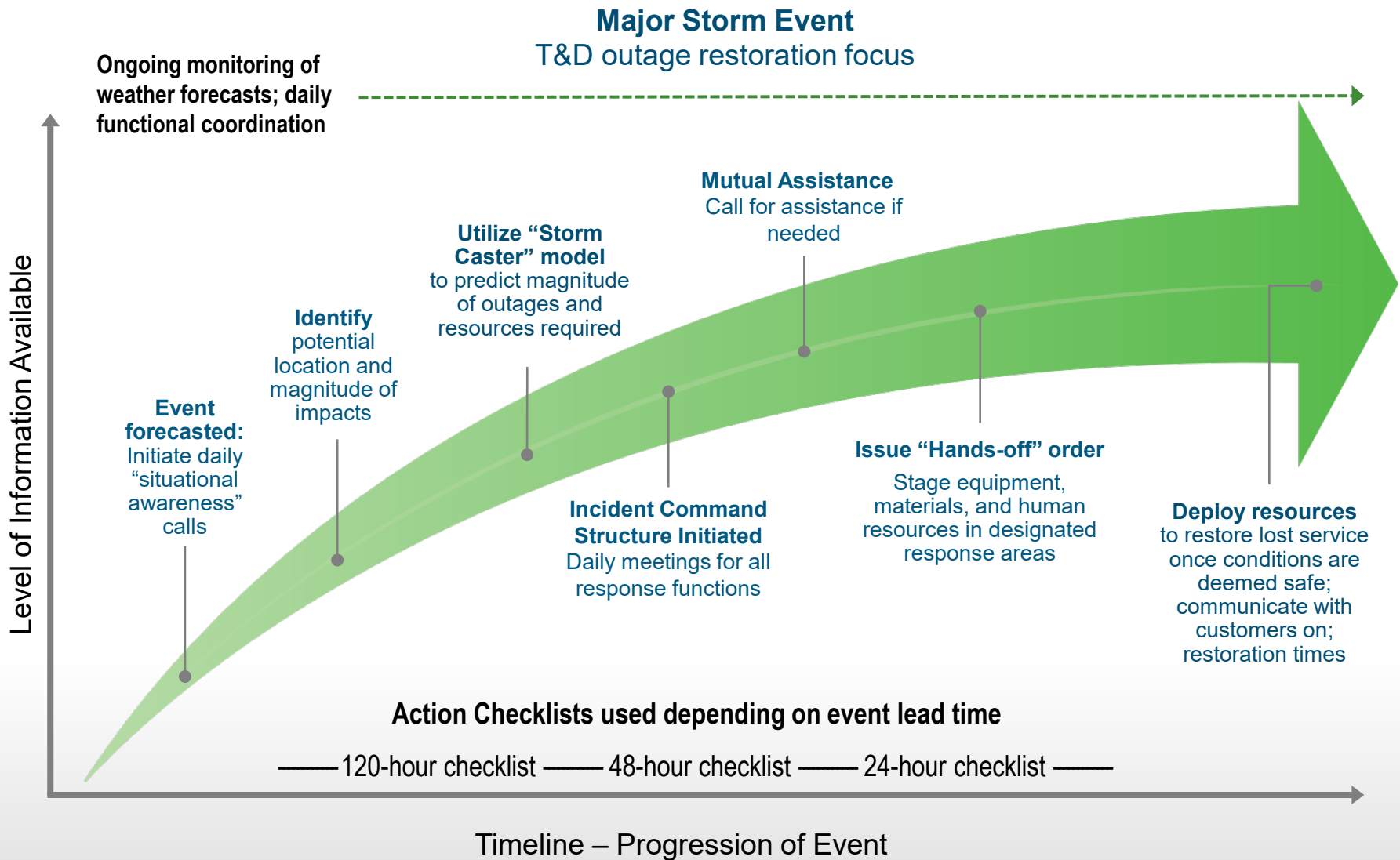
**\*Events** – The number of instances where outages are reported via automated technology from field assets and direct reports from customers.



A utility worker wearing a white hard hat, safety glasses, a yellow high-visibility vest over a tan long-sleeved shirt, and blue jeans. He is holding a pair of pliers in his right hand and has a tool bag slung over his shoulder. He stands in front of a white utility truck with "DUKE ENERGY" and the number "17301" visible on its side. The background shows green trees and a clear sky.

# Proactive Preparation

# System Readiness: Event Identification and Response



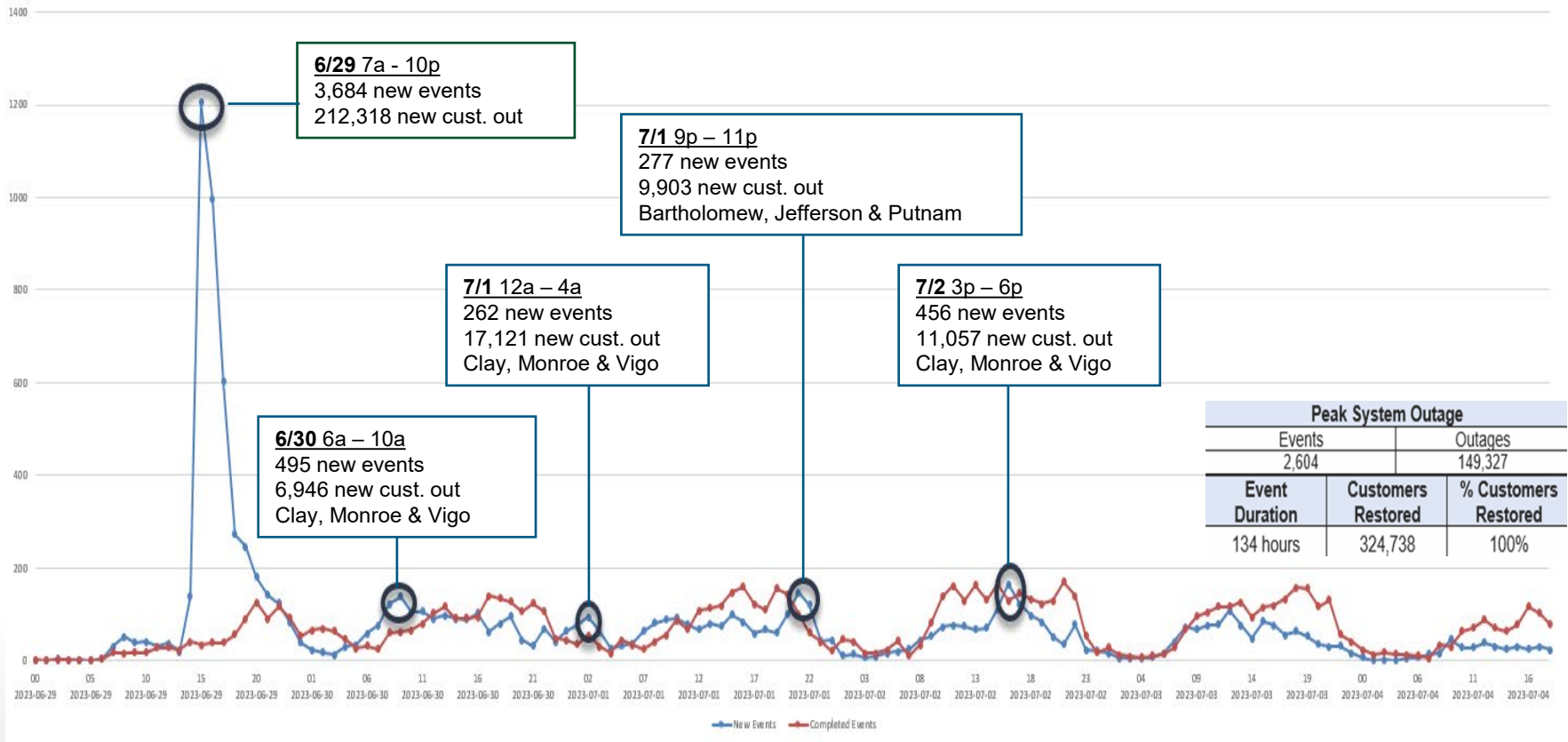


# Response to Outages and Impacts

# New vs Completed events



Indiana 6/29-7/4  
New vs Completed Events



The event duration was approximately 6 days with 5 days being categorized as Major Event Days (MED)

# Storm Impact and Response

## Widespread damage:

- The widespread nature of this storm, which affected nearly all the 32 Indiana operations centers we serve, as well as a series of new storms moving through the service territory daily made power restoration especially challenging.

## Incident Response:

- Incident Management Team activated at the level 3 on 6/29/23 and remained activated throughout the duration of this extensive event

## Mobilization:

- Mobilized a workforce of approximately 1,900 distribution resources and 215 transmission resources:
  - Duke Energy Carolinas and Ohio/Kentucky
  - Great Lakes Mutual Assistance partners (ARC American (NIPSCO contractor), ComEd, Danella, Henkels & McCoy, Hydaker Wheatlake, Louisville Gas & Electric/Kentucky Utilities, MJ Electric and The Robert Henry Corporation)





# Storm Impact and Response, continued

## Safely Executed:

- Safety was top priority throughout restoration
- 0 recordable injuries and 2 minor first aids events

## Advanced Technology Assistance:

- Pinged ~17,000 smart meters to validate if power was restored. Through this process, more than 3,000 outage tickets were closed or avoided without rolling a truck.
- Successful self-healing operations related to the event with ~13,000 customer interruptions (CI) saved with ~5 million customer minutes of interruption (CMI) saved as a result of our grid investments





# Storm Challenges

# Storm Challenges

**What challenges did your utility face in the storm restoration process? Did you have concerns with staffing or supply chain limitations?**

- The primary challenge for this storm was that fact that we continued to experience additional storms
- There were no staffing or supply chain limitations
- There were challenges with the sheer number of outage tickets
- Estimated Time of Restoration (ETRs) communicated to customers were reset due to multiple days of weather







# Communication with Customers

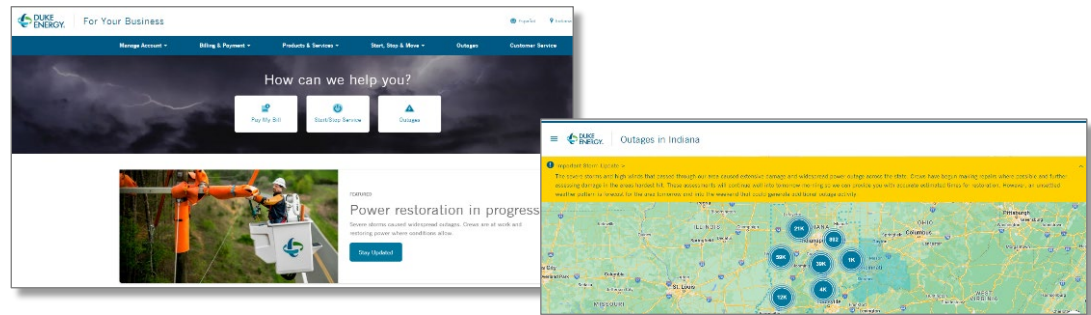
# Direct-to-Customer Communications | Overview



Communications began on 6/29 immediately following the derecho impacts & did not conclude until 7/5. Communication Channels include:

## Duke Energy Website

- Dedicate storm page at DukeEnergyUpdates.com
- Residential and Business Home Pages
- Outage Map Banner Alerts

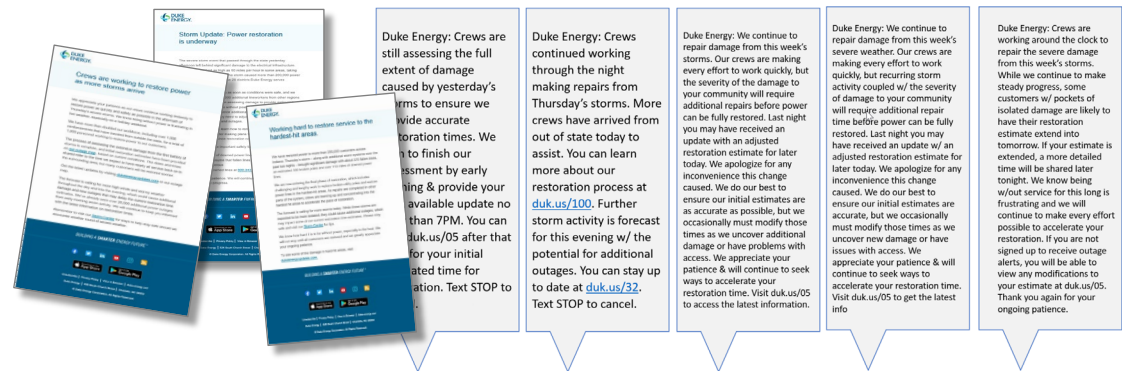


## Email

- Series of Restoration Updates
- Thank You

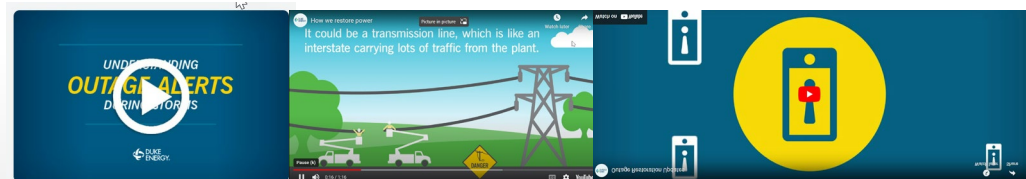
## Text & Outbound Calls

- Steady text, call cadence re: restoration progress
- Standard Restoration Updates (Outage Alerts)
- Notifications of Service Order delays



## Videos

- How We Restore Power
- Outage Alerts Explained
- Nested Outages (explanation of why power might still be OFF, when notifications suggest work is complete)



# Duke Energy Customer Reach



## Outbound Emails

- 4 emails sent to ~350,000 customers



## Outage Map Views

- 194,000 users of the Duke Energy outage map



## Proactive Texts & Calls

- 300,000+ proactive text messages
- 86,000+ outbound calls



## Outage Alerts

- 439,000 outage alerts



## Inbound Social Media

- ~130 responses to inbound social media messages from customers



## Advertising Impressions (2 weeks)

- TV: 257,466
- Radio: 100,284
- Digital: 5,151,755
- Streaming Audio: 50,765
- Print (13 insertions): 73,181



# Media & Community Outreach I Overview



Duke Energy's nine community relations managers joined regional Indiana spokespersons for statewide media outreach. Managers were also a critical link with community leaders and local emergency responders.

## Media Outreach

- 6 news releases/media advisories
- 10 Letters to the Editor
- 100 statewide interviews

## Post Storm Advertising

- 30-second radio ad campaign
- 30-second TV ad campaign
- 13 post-storm newspaper ads
- Digital "thank you" campaign in 12 impacted counties
- \$170,000 in grants awarded to 7 nonprofit organizations

## Social Media

- 52 tweets about storm preparedness

### WE GET LETTERS

Duke grateful for patience, hard work

**To the Editor:** We're grateful to our customers who waited patiently for their power to be restored. Storms on only one side of the state, but the impact was felt across the entire state. The storm that ripped through the area on June 29 proved to be one of the most devastating to ever hit Duke Energy's Indiana system. It was followed by multiple waves of storms for several days that added to the destruction.

Approximately 330,000 power outages occurred as more than 150 miles of power lines and more than 200 utility poles succumbed to the storm's violent winds. Only Hurricane Ike in 2008 caused more damage in our Indiana service area.

We're grateful to our customers who waited patiently for their power to be restored. Storms are rarely convenient, dropping evenings, holidays and weekends. However, they also have a way of bringing out the best in our communities. We brought in more than 1,000 additional workers to supplement our statewide workforce, and when they needed lodging or staging areas, Indiana University, Indiana State University, Rose-Hulman Institute of Technology and DePaul University opened their campuses.

To these line workers, damage assessors, vegetation crews, call center representatives and others both at home

Thank you also to the county commissioners, mayor, local legislators, city and county police, emergency management and the county sheriff for your role in getting roads cleared and keeping residents informed. At times, you received more than 1,000 additional workers to supplement our statewide labor force and when they needed lodging, we will long remember the way our communities and employees came together to help.

As we put this area in the road books and hope not to repeat it soon, we will long remember the way our communities and employees came together to help.

Mark Pinger  
President  
Duke Energy Indiana

Mike Burger  
Government and Community Relations Manager  
Sullivan County

### To those who waited and those who worked: Thank you.

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### Letters Duke Power Says Thank You To All

Dear Editor:

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### READERS' FORUM

Communities, employees pulled together

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**Richard Burger** @RichardBurger14 · 7/4/23  
Duke Energy Team working around the clock to get Terre Haute area customers on during 4th of July day

**Kenzie Barbknecht** @DE\_Kenzl · -6/30/23  
@DukeEnergy focuses on restoring power in a sequence that enables power restoration to public health and safety for the greatest number of customers as possible. Learn more respond to outages: duke-energy.com/outages/restor...

**Jean Renk** @JeanRenk · 7/7/23  
@DukeEnergy has restored most customers. Saturday storms left all down lines are energized.

**Liz Cook Irwin** @Liz\_Cook\_Irwin · 7/3/23  
Huge thank you to @The\_VillageDeli for serving breakfast to our @DukeEnergy line workers in Bloomington to show appreciation for their hard work getting the power back on!

**Richard Burger** @RichardBurger14 · 7/6/23  
You Wabash Valley for being patient as the Duke Energy team worked around the clock days. Today we had 1800 resources/DE employees, line workers, traffic pillers, Vegetation in Terre Haute. Thank you my Team at Duke Energy.

**Thank you for your patience.**

Power has been restored to all our customers.

STORM TIPS





# Outage Reporting Requirements

# Outage Reporting to the IURC



- Reporting begins with the Distribution Control Center and a reporting team takes over when a Level 3 storm is declared
- Once the customer outage total drops below the statutory outage levels IURC outage reporting stops
- A final report is issued after the number of customers out of service drops below 5,000 and remains that way
- Duke Energy Indiana does not have any comments or suggestions on the reporting requirements



# Questions

