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# Indiana Michigan Power Storm Response Discussion

As Requested by  
Indiana Utility Regulatory Commission

September 22, 2023

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# I&M Overview

## Introduction of Presenters

- Steve Baker, President and COO
- Katie Davis, Vice President – External Relations and Customer Experience
- Dave Isaacson, Vice President – Distribution Operations

## Presentation Overview

- June 29, 2023 Storm Event
- I&M Operations Approach to Storm Response
- Customer Communications During Storm Events
- Questions

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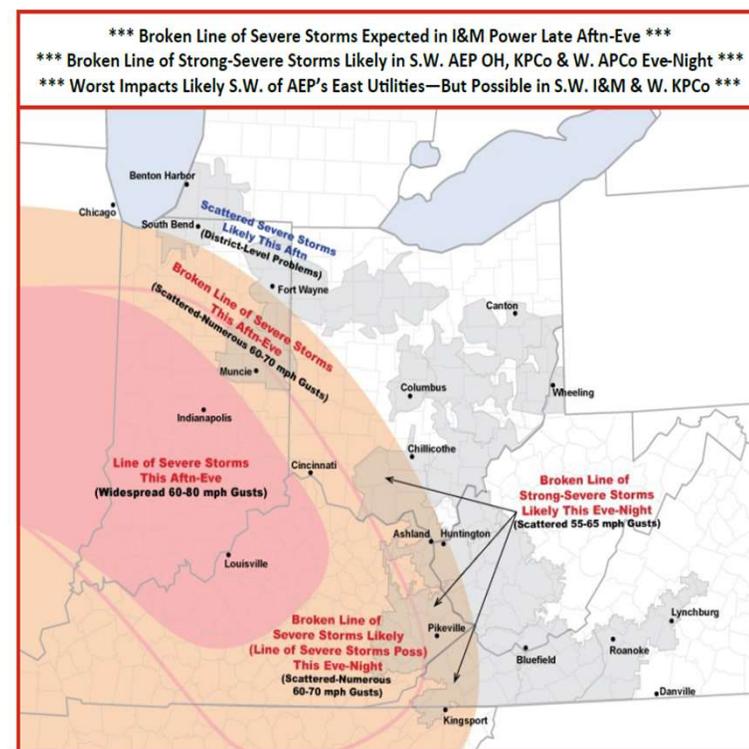
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# June 29<sup>th</sup> Weather Event – Planning

## Pre-Event Preparations

- The I&M team closely monitored multiple weather forecasting services prior to the June 29<sup>th</sup> event, at 12:34pm AEP Meteorology issued the following weather alert
- The Incident Command Structure (ICS) team was put on alert and all baseload business partners were put on standby (160 business partner and internal resources)
- At 6:38 pm, AEP meteorology cancelled the weather alert for I&M
- I&M continued to monitor weather and prepared crews to help other utilities if called upon



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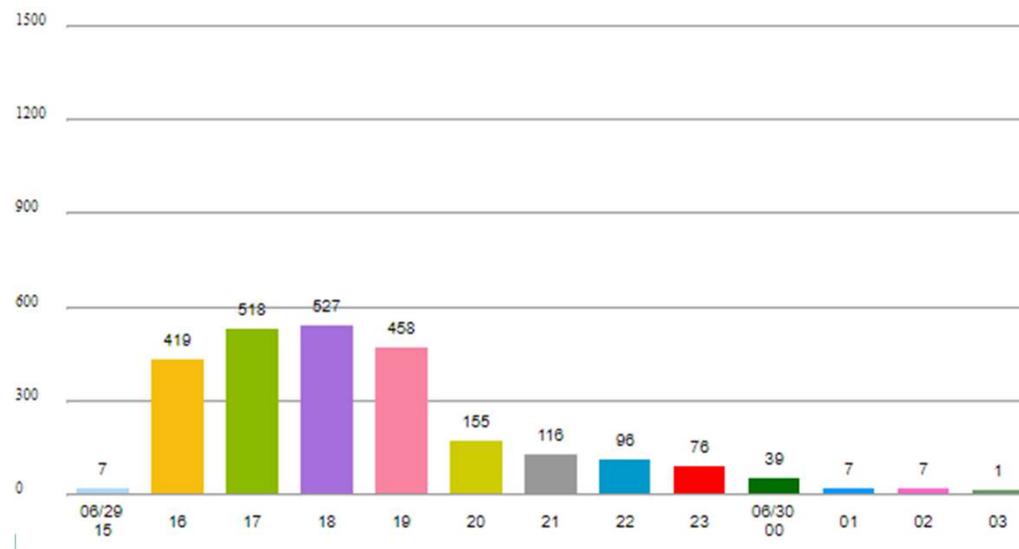
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# June 29<sup>th</sup> Weather Event - Customer Impacts

## Weather Impact

- A weakened weather system moved into I&M footprint on the evening of June 29<sup>th</sup>
- Peak customers out were 527
- 70% were restored within 2 hours of this peak with 99% recovered by midnight
- All Customers had power restored in 10 hours



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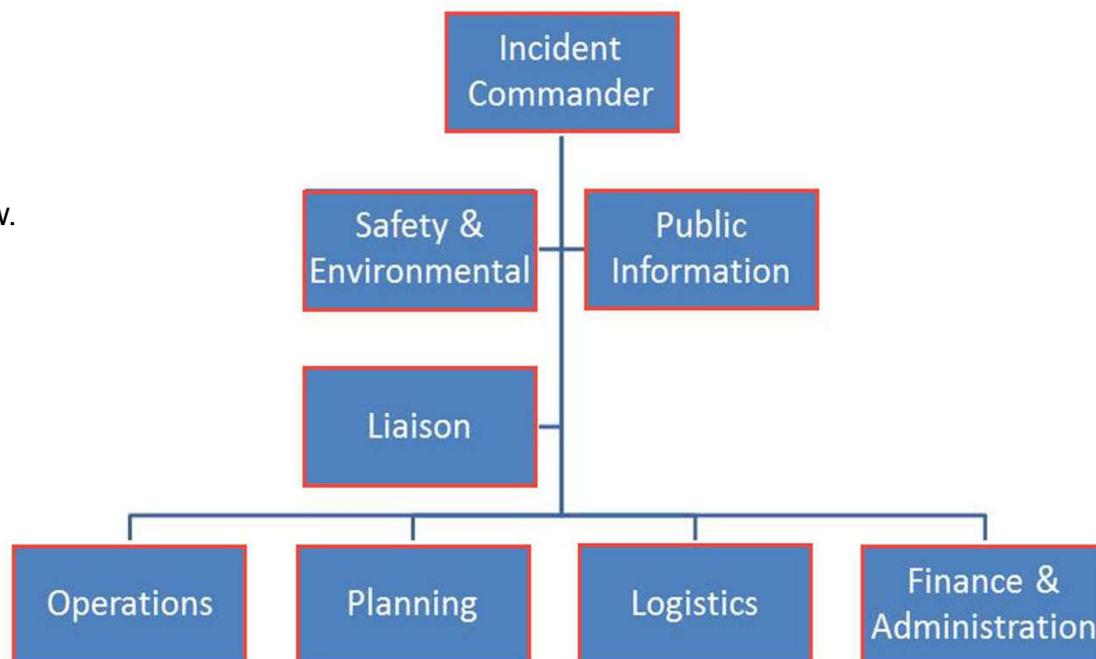
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# I&M Storm Response: How We Prepare

## Weather Forecast

- Weather alert is received from AEP Meteorology with probability prediction model data for a forecasted weather event.
- AEP Mutual Assistance schedules a meeting to review.
- I&M Leadership reviews the weather forecast.
- Based on severity of the weather forecast, ICS is activated, internal and base load resources are put on alert, and AEP Mutual Assistance is contacted to fill outside resource requests.
- ICS Logistics and Planning sections engage to prepare. Planning section sets up structure for strategic interface with other sections and situational analysis to prepare for resource mobilization.



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# Restoration Times Explained

## I&M uses four types of “ETRS” (Estimated Time of Restoration)

- Global ETR- A prediction model set under a normal “Blue Sky” day
- Projected ETR- A restoration time set by a dispatcher relaying to the customer the best estimate of restoration time based on crew availability
- Field ETR – A restoration time estimate entered by the person in charge of the crew on site
- Event ETR- This ETR is given once high-level assessment is complete and crew availability is fairly certain. It is the time when we expect 90% of the impacted customers to be restored.

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# Communications Overview

I&M utilizes many communication channels before, during and after storms to keep customers informed both individually and at broad scale:

- Social Media
- Digital Advertising
- Email
- Radio
- I&M's Website
- I&M's Mobile App
- News Media Updates
- Text and Email Alerts



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# Storm Preparedness

I&M shares general weather and preparedness information throughout the year.

When thresholds are met for confidence in the scope, location and likelihood of a storm, I&M sends proactive emails and social media posts to alert customers. If certainty is strong enough, we will also use digital, social and radio ads to expand our reach.

I&M maintains communication with the IURC, and in the event severe weather is expected or outages occur our external and government affairs teams contact local EMAs and state and federal emergency agencies as needed.

The screenshot shows a news release page with the following content:

- Header:** MY ACCOUNT, OUTAGES, SAVINGS, News Release
- Breadcrumbs:** Home / Company / News Releases / View News Release
- Title:** BECOME WEATHER-READY: PREPARE FOR STORMS BEFORE THE FIRST WARNINGS
- Date:** June 27, 2023
- Text:** "We have all witnessed a beautiful sunny afternoon quickly transition into a dark, thunderous evening. Weather can change in an instant, and the best time to prepare for it is before it starts." "As we kick off the summer months - we become more prevalent. Our team at I&M understands the needs of the communities we serve; however, individual needs vary." "We're closely monitoring the thunderstorms and potentially damaging winds that are developing across the I&M service territory. As storms push east, coverage and intensity are expected to increase, with scattered 60-70 mph wind gusts. Storms may impact our Fort Wayne & Muncie/Marion Districts this afternoon and into the evening. These storms could cause downed trees, power outages, local flooding and travel problems. We're preparing and hope you do the same." "We know you depend on us for power and we take that responsibility very seriously. Our highly trained team is Powering the Next Response."
- Image:** A worker in a hard hat and safety vest.
- Text:** "We are ready to safely restore your power as quickly as possible, should that be needed. You can get your home and family weather-ready too. For outage information, including photos of storm damage and restoration updates, follow us on Facebook, Instagram and Twitter."
- Footer:** Customer Email

The social media post includes the following text:

- Header:** Indiana Michigan Power Social Media
- Date:** Aug 24
- Text:** "Hot, humid, unstable air is pushing into the southwest Michigan and northern Indiana parts of the I&M service territory this evening and into the night. Several storms are expected to quickly become severe. Let's get weather-ready! When extreme weather strikes, make sure you're aware of your surroundings. If you see a downed power line:
  - Assume the line is energized and stay as far away as possible.
  - Call I&M at 1.800.311.4634 (or dial 9-1-1) to report the line.
  - If a downed wire is touching your vehicle, stay in your car and call 9-1-1.
- Text:** "Stay safe, and for more weather tips, visit [IndianaMichiganPower.com/weather](https://IndianaMichiganPower.com/weather)."
- Graphic:** WEATHER-READY TIPS with a lightning bolt background.

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# Restoration Updates

## I&M constantly communicates with customers during storm restoration:

- Customer account pages, the outage map our mobile app, and text/email alerts are updated live with the latest estimates
- I&M sends multiple news media updates daily, which are also shared on our website and social media
- ETRs are communicated as early as possible and updated as necessary during the restoration process



### STORM UPDATE

07.20.2023 | 4:30 P.M.

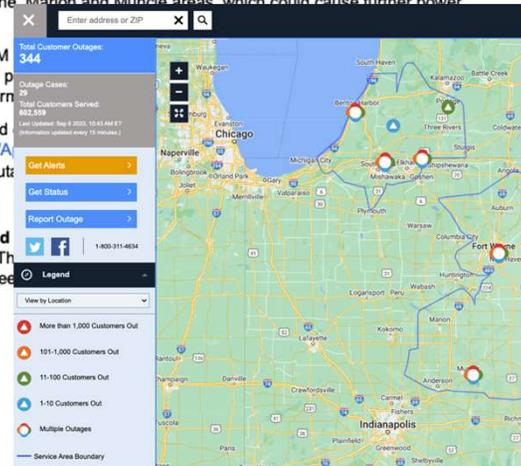
Strong to severe thunderstorms are causing power disruptions to Indiana Michigan Power (I&M) customers. As of 4:30 p.m., about 9,800 customers are without power – a majority of affected customers are in the Elkhart area. More scattered strong to severe thunderstorm are expected this evening in the Fort Wayne, Marion and Muncie areas, which could cause further power disruptions.

Where it is safe to do so, I&M and restore service. I&M will p damage assessors can determine

Customers can stay informed [IndianaMichiganPower.com/A](http://IndianaMichiganPower.com/A) And can view outages the out

#### SAFETY INFORMATION

- **Never touch downed** feet of a power line. Th fatal injuries. If you see 4634, or call 911.



**Indiana Michigan Power**  
Aug 15 · 🌐

Crews are continuing to work to restore power for customers affected by last night's storms in the NW Indiana and SW Michigan areas. We peaked at 9,000 customers out, but as of 9:30AM are down to around 1,700 out. All customers should be restored by 5PM tonight, although most will be restored before that time.

Please be safe and stay away from downed power lines.

Check the status of your outage at [IndianaMichiganPower.com/Outages/Status](http://IndianaMichiganPower.com/Outages/Status).

**RESTORATION UPDATE**

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# Post-Storm Communications

Following a storm, I&M emails customers to thank them for their patience and understanding during the restoration process.



As always, we thank you for your patience and kindness. Our community is stronger together and we're proud to be a part of yours.



Austin  
I&M Storm Restoration Team

I've been on the ground with I&M, helping to restore power following the damaging thunderstorm that brought outages to the Elkhart and Fort Wayne regions.

The power is back on for nearly all of the nearly 20,000 &M customers affected by the storm. We remain focused on restoring power to the remaining customers as quickly as we can. On behalf of the men and women who worked tirelessly to get your power back - thank you!



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# How We Practice



- I&M targets two tabletop, or “mock” events per year to engage certain levels of Incident Command with practice scenarios.
- The goal of I&M tabletop exercises is to test and review processes involved with, and responses to, actual situations the players face.
- December 2022 “Ice Event” tabletop exercise included a broad audience of participants, where the Sections worked through an ice event.
- June 2023 “Wind Event” tabletop exercise focused on process detail by incorporating multiple situation “injects” to test response and communication in each ICS Section.
- I&M is planning another tabletop exercise for Nov.7 2023, focusing on an even deeper level of Section engagement.

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# Questions

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