



**Dominion  
Energy®**

# Dominion Power Delivery

## Electric Distribution

- Serves **2.6** million franchise customers in NC and VA
- **385,000+** new connects in 10 years
- **57,600** miles of distribution lines in VA and NC
- **580,000** transformers
- **160,000** switchable devices
- **1,962** circuits
- **762** substations

## Electric Transmission

- **6,600** miles of transmission lines in NC, VA and WV

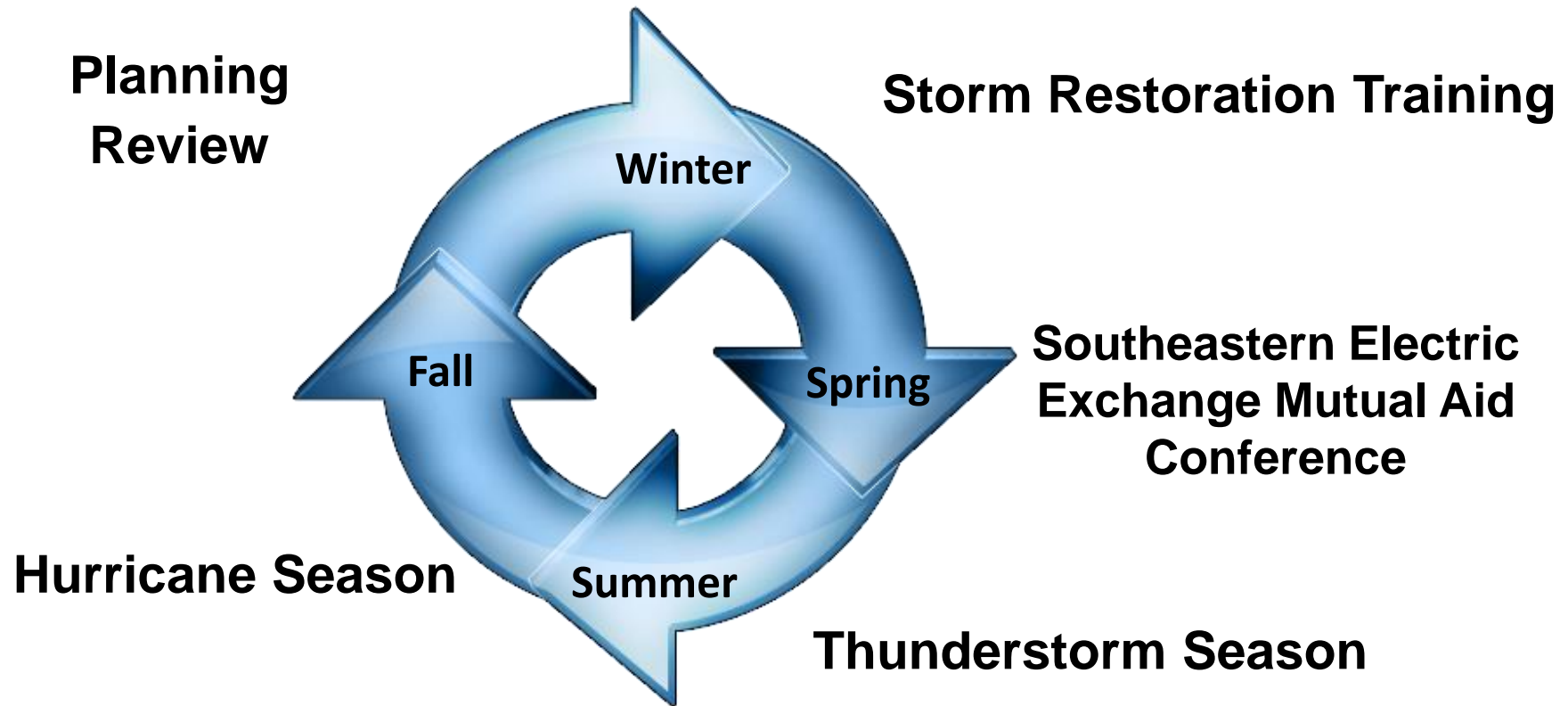
# Dominion Power Delivery

## City of Hampton

- **64,500+ Dominion customers**
- **5 largest customers**
  - NASA Langley Research Center
  - Langley Airforce Base
  - Arconic (Previously Howmet)
  - Hampton Veterans Administration (VA) Hospital
  - Hampton University
- **Other notable customers**
  - Sentara Careplex Hospital
  - Hampton Coliseum
  - Hampton Roads Convention Center
  - Riverside Behavioral Center

# **Emergency Preparedness** ***Planning for the Storm***

# Year-Round Practice and Preparation



# It All Starts With the Forecast

**Dominion Energy's Weather Center's daily forecasts are the catalyst for emergency preparation**



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Weather Center

Channels ▾

Links ▾

Admin Actions ▾

Subscriptions

## VA/NC Posts

Create New

Show Drafts

Tuesday, November 13, 2018 8:58 AM - Minimal: Showers Today, Dry Tomorrow

Next 48 Hours: Minimal

Scattered light showers remain across our system this morning. Through the day additional scattered light showers are likely, particularly across central and Eastern' operating areas.

Tomorrow, mostly dry weather is expected.

Additional forecasts details, including potential for some active wintry weather Thursday, are on the website at the link below.

-- Jacob Klee

[View Detailed Entry](#)

# Weather Threat Classification

- **Code Blue – Moderate Threat**
  - Ensure adequate staffing. Consider filling shifts.
  - Notify team of potential storm activity
- **Code Yellow – Significant Threat**
  - Fill all shifts, discuss adding shifts, ensure EOC/Priority phone lines are manned
  - Communicate to local office to prepare to open office after hours or support during normal hours
  - Ensure tiered response for duty supervisors
- **Code Red – Catastrophic Threat**
  - Fill all shifts, review line & tree resource availability, determine if off-system & mutual aid resources are needed
  - Regional & System Storm Centers open
  - Identify key storm roles and populate Resources on Demand
  - Initiate conference call with Restoration Managers to finalize plan.

	Minimal Threat		Moderate Threat		Significant Threat		Catastrophic Threat
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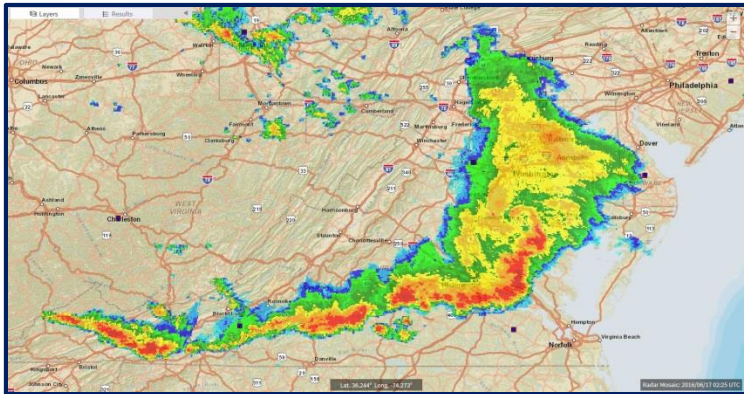
# Before the Storm

## ***Proactive Planning:***

- Dominion Energy Weather Center Daily Forecasts
- Resource Positioning
- Material Staging
- Mutual Aid Preparations

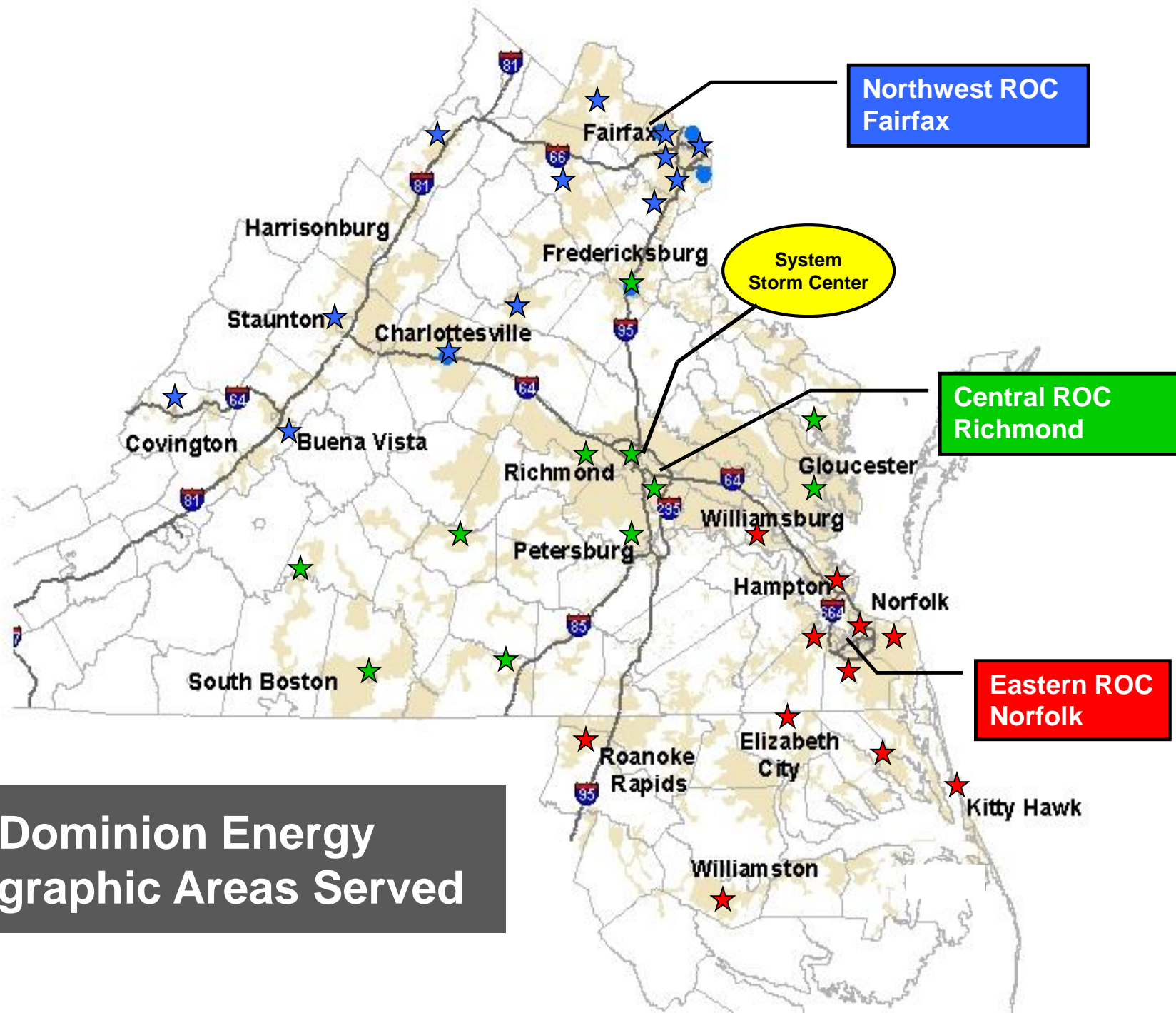
## ***Communications:***

- Medical-Need Notification
- Media Releases
- Public Utility Commissions
- State Emergency Management
- Jurisdictional Partners
- Internal Stakeholders





# **Restoration Process**



## Dominion Energy Geographic Areas Served

# System Storm Center

- Direct System-wide Restoration Planning
- Oversee Response Execution
- Coordinate Communications Initiatives



# ETR Strategy

## Global – system-wide

24 – 48 Hours after impact



## Regional

36 – 72 Hours after impact



## Customer-Level

>60 Hours after impact

# Estimated Time of Restoration (ETR)

Predetermined time range of service restoration auto populated at outage creation.

## **Moderate Storm (<48hrs)**

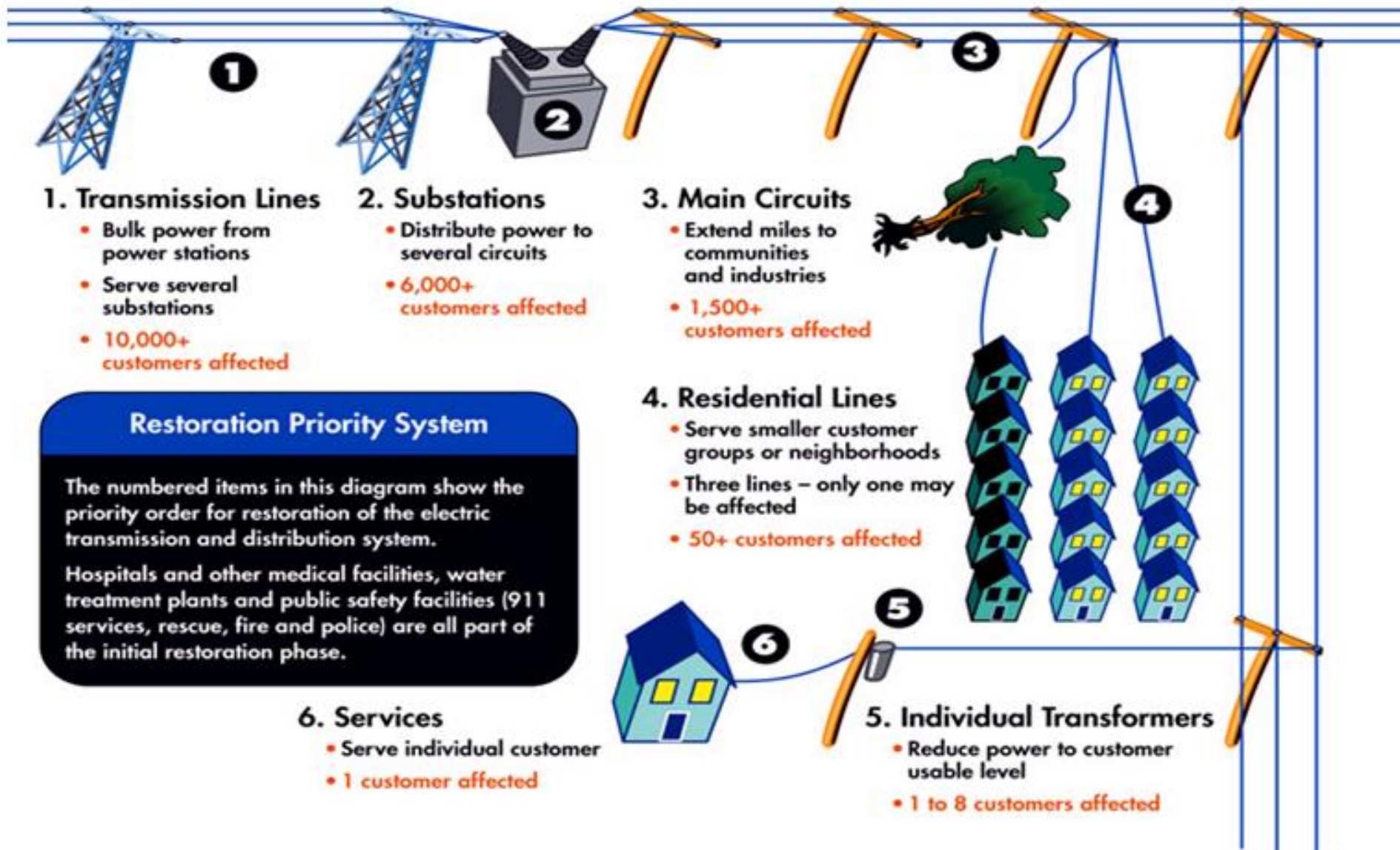
- ETRs turned off prior to impact
- Canned storm comment activated
- Individual ETRs populated once crew arrives and assesses

## **Multi-day Storm (>48hrs)**

- ETRs turned off prior to impact & forced messaging engaged
- No ETRs generally available the first 2 days (damage assessment)
- End date/time identified and projects packaged for completion get ETR for that day



# Dominion Energy's Restoration and Recovery Strategy



# Restoration Priority Given to Critical Public Safety & Health Facilities

Customer Category	Critical	High Profile	Public Interest
Large Industrial & Commercial	Transmission / Primary delivery	Assigned Large Industrial and Commercial Accounts	Fuel Distribution Terminals
Large Medical	Hospitals	Rehab Centers, Nursing Homes, Critical Centers	Assisted Living
Homeland Security, Federal & Military	Large Military Bases and Posts, CIA, Pentagon	Assigned Large Govt Accounts	
State and Local Government	SCC, Capitol Building	Prisons	Municipal Complexes
Public Safety	Emergency Ops Centers, 911	Emergency Shelters	Fire, Police, Rescue Squads
Water Treatment / Pump Stations	Major Water Treatment/Supply, Sewage Treatment		Water/Sewage Pumps, City Well Pumps
Telecommunications	Central Telecommunications Facilities	Major TV/ Radio Stations, Transmitter Sites	Cell Towers, Neighborhood Switching Stations
Transportation	Tunnels, WMATA, Major Airports		Drawbridge, Railroad Crossings
Educational		Large Universities and Colleges	Primary, Secondary Schools



# Continuous Restoration



**Questions?**



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