EXAMPLE TRAINING REQUIREMENTS AND KEY DOCUMENTS

Requirements for SEOC Operations[1]	
Date	
	Attend EMD State Emergency Operations Center (SEOC) Orientation Training.
	Acquire EMD SEOC identification and building entrance card.
Requirements for ESF 12 Coordination	
	Attend Commerce ESF 12 Coordination Seminar (SEO training)
	Successfully complete the following FEMA courses at the following website: http://www.fema.gov/emergency/nims/NIMSTrainingCourses.shtm#item1. • Introduction to Incident Command System (ICS 100.a) • ICS for Single Resources and Initial Action Incidents (ICS 200.a) • National Incident Management System, An Introduction (IS-700.a) • The NRP Awareness Course, "National Response Plan, An Introduction" (IS-800.b) • Emergency Support Function (ESF) #12 Energy (IS-812) • National Infrastructure Protection Plan, An Introduction (IS-860.a)
	Demonstrate administrative capability with WAESDTS.
	Demonstrate capability with Commerce EMD/EP emergency response radio.
	(Optional) Acquire Government Emergency Telecommunications Service (GETS) card and Wireless Priority Service (WPS) card. Contact Carolee Sharp.
	(Optional) Participate in an Energy Emergency Exercise, e.g.:
Recommendations for Reading and Review	

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[1] In case of extreme emergency, EMD will conduct on site, real time training, and provide IDs as necessary.

Energy Emergencies and Security Program website:
http://www.commerce.wa.gov/Programs/Energy/Office/Topics/Pages/EnergyEmergencies.aspx

Program overview video "*State Response to Energy Emergencies*."

ESF 12 Section Book with ESF 12 Guidelines (Also located at SEOC).

State Energy Assurance Plan (EAP): *Washington State Energy Assurance and Emergency Preparedness Plan*. Focus on the following areas:

- General Approach to Energy Emergency Response
- Stages of an Energy Emergency
- Actors, Roles and Responsibilities
- Menu of Emergency Response Options

Appendix A – Chapter 43.21F RCW, State Energy Office
Appendix B – Chapter 43.21G RCW, Energy Supply Emergencies, Alerts
Appendix C – Chapter 44.39 RCW, Joint Committee on Energy Supply and Energy
                Conservation
Appendix D - RCW 43.06.210 - 270, Governor - Proclamations - Emergencies
Appendix E - Chapter 194-22 WAC, Washington State Curtailment Plan for Electric Energy
Appendix F - State Energy Assurance Guidelines - National Association of State Energy Officials
Appendix G - Energy Suppliers and Key Energy Customers

Annex 1 – *Washington State Sector Specific Plan for Critical Energy Infrastructure*. Has Washington State energy industry profiles and references key documents and websites like the Northwest Power Planning and Conservation Council.

Annex 2 – *Emergency Fuel Distribution Implementation Plan* (under construction, target date for completion – Fall, 2013).

Washington State Comprehensive Emergency Management Plan (CEMP) and ESF 12 Section. The CEMP Basic Plan and ESF Sections are located at:
http://www.emd.wa.gov/plans/plans_index.shtml

- WAESDTS Administrative Operations Manual
- WAESDTS User Operations Manuals (Electric, Oil, Natural Gas companies)

Located on Commerce REDACT

Key Credentials and Access Information

Credentials for access to important ESF 12 operations are not listed anywhere. All credentials provide access to Internet based sites and services that must be up and running for use. If they are up and running for use they are also up and running for the provision of

	emergency credentials. • WAESDTS Temporary Emergency Username and Password Access WAESDTS REDACT • USDOE Infrastructure Security and Energy Restoration Network (ISERnet) Username and Password. REDACT
	Washington State Critical Infrastructure Data and Information. • DHS Homeland Security Information Network (HSIN) Username and Password. See EMD Critical Infrastructure Program Manager for emergency credentials. REDACT. Access HSIN at REDACT

EXAMPLE ENERGY SITUATION ANALYSIS

☐   See document: *ESF 12 Guidelines – SEOC Procedures* for the reports, decisions and tasks your energy situation analysis will support.
See document: *ESF 12 Guidelines – Key Contacts* for a list of potential analysts in case of a large disaster that requires more than a few ESF 12 Coordinators.
See document: *ESF 12 Guidelines – Training Requirements and Documents for* URL logins to key communications and analysis sites and networks.

Background

Energy emergency analysis can be boiled down to a simple concept.

- Determine the nature of the emergency and its expected duration.
- Identify damages and their impacts – actual and potential.
- Develop and implement appropriate solutions.

Depending on the emergency this can be exceptionally complex. Heading into the Western Energy Crisis in 2000, it took hundreds of people thousands of hours to assess the potential for shortages and develop appropriate solutions, let alone implement them.

While emergency response includes more than the collection, analysis and communication of data and information, this document focuses on just those aspects of ESF 12 Coordination and on the emergencies that one might face running the Energy Desk in the state EOC (SEOC).

The two primary types of problems you likely will face in the EOC will be:

1. Large and long lasting electricity outages; and
2. Gasoline and diesel shortages.[2]

Power outages should be tracked using the Washington Energy Supply Disruption Tracking System (WAESDTS) accompanied by other means of communication as necessary.

Bulk petroleum supply problems should also be tracked using the WAESDTS.

Monitor and track most fuel distribution problems as Missions on WebEOC, Board 4. Most will be forwarded to you by the Logistics Desk in the SEOC, or through county or municipal emergency management agencies. The logistics desk addresses most of the fuel distribution problems itself, however they may turn to you if they are busy or they need more specific information. At all times, however, it is your responsibility to try to anticipate energy supply problems.

Tracking Power Outages

Determine the Nature and Expected Duration of the Emergency

Use the WAESDTS for as much information gathering as possible. Determine which electric utilities to contact. Use the Emergency Notification feature of the WAESDTS to request their information.

> NOTE: See footnote [3] for Bonneville Power Administration contact information, a high priority.

The WAESDTS is not failsafe, and many smaller utilities may choose not to use it. If you do not receive responses to your Emergency Notification by some utilities you should try to contact them by individual e-mails and phone calls. Do not simply ignore the absence of a response.

- Contact alternates if necessary (one e-mail to all, or go down the priority phone list).
- Contact the utility receptionist if necessary, aggressively pursue contact with an individual with authority.
- Work with the EOC Supervisor and Duty Officer to contact the utility by radio.
- Work with the EOC Supervisor to explore other ways to contact the utilities.

When "reading" the WAESDTS map, data tables and comments from utilities, you may want to call or e-mail utility representatives to clarify data and information, to confirm the most serious outages, to discuss impacts and make sure they know the state has resources to assist them.

The key data to understand are:

- Where the power is out.

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[2] And other petroleum products, such as jet fuel.

[3] BPA is not yet a WAESDTS responder, yet should be one of your first contacts. Contact Eric Heidmann, Continuity of Operations Plan Division at erheidmann@bpa.gov , (503) 230-5920. At last resort the EMD Duty Officer can put you in touch with BPA by radio or other means.

- How many customers are out.
- What kinds of problems that will cause.
- What are the Estimates of Restoration (EOR).

Large numbers of outages, large outages and long lasting outages are the primary concern. Prior to the WAESDTS we only had general information about outage location, and for each utility one number for customers out, and one EOR. If there were a number of large outages for a utility in different areas we occasionally received multiple counts of customers out and different EOR, but not often.

From the WAESDTS we now can receive customer outage data and EOR for each outage area represented as colored polygons on the map. Look for large numbers of customers out that will be out for extended periods.

Identify Damages and Actual/Potential Impacts

You should be well versed in potential impacts from your training as an ESF 12 Coordinator and your participation in energy emergency exercises. Other ESF Coordinators and EMD staff at the EOC may have knowledge of these potential impacts, but you should not assume so. You may be asked to brief the SEOC on potential impacts, and your ESF 12 Status Report should address them relative to the energy situation presented by the map features, and the data and information you have gathered in administering the WAESDTS.

The following discussion of potential impacts is extensive but not comprehensive. Impacts may vary greatly depending on variables like the customers affected, weather, outage size, and EOR. You must think creatively and consider a wide range of alternatives.

Outage Size and EOR

- If a large area is out of power, services such as groceries and gas may be difficult to obtain. Citizens there can not easily get to open stores and stations. However, even very large outages can have minimal impacts if the EOR is short. Green and blue polygons represent EOR of 1-2 days and 3-4 days respectively.

- Long outages in small areas also tend to have limited impacts. Individual customers may face serious problems (such as spoilage of their food), but they have plenty of options for finding food and lodging. Orange, red, and red/brown polygons represent EOR of 8 to 10 days, 11 to 14 days, and 15 plus days respectively.

- Large *and* long lasting outages have the greatest impacts.

Extreme Weather

Power outage impacts are at greater risk during extreme weather events.

- Seniors and youngsters may suffer without summertime air conditioning and wintertime heating, as may animal care including fish production.

- Food will spoil without proper cooling. Cold weather may offer more alternatives for keeping food safe, but this can be difficult for restaurants, grocery stores, and warehouses.

Essential Service Providers (ESP)

- ESP are supposed to have back up generation and back up fuel. Systems may fail or fuel run out, but impacts are often less severe than you might expect.

- The definition of ESP changes over time. Law enforcement, fire, medical and search & rescue operators represent traditional responders who have arranged for backup energy supplies. Wholesale grocers have more recently been considered ESP but many have not yet developed plans to meet their own supply needs.

- Electric Utilities are ESP, as are oil and natural gas companies. They require gasoline or diesel to operate their vehicles to restore their systems.

- RCW 43.21G.030 lists "vital public services" to be given "high priority" for emergency energy supplies, but the list is not exclusive. Prioritize your mission responses based on multiple criteria, such as threats to life and safety over property losses; fuel for a hospital over a school.

- Citizens with powered home medical equipment are supposed to have back up alternatives as advised by doctors, equipment instructions, and utility providers. All Washington utility companies have programs for tracking and communicating with such customers, but some customers are unprepared regardless.

Impacts and Interdependencies

- Finances are important for buying food, prescriptions and fuel. ATMs will not work and banks will not be open.

- Gas, diesel and jet fuel may become scarce or unavailable, either from refinery outages or inability to operate gasoline station pumps. Refineries need high voltage electricity to operate, as do petroleum product pipeline pump stations.

- Food may spoil in warehouses, grocery stores, restaurants, and homes.

- Water supply may be lost for consumption, fire fighting, system cooling (including electricity generators and oil refineries), and fish production.

- Wastewater systems may not operate leading to spillage of raw sewage on land or into waters.

- Telecommunications systems, including 911, may not operate.

- Transportation impacts may include direct loss of traffic control and street lighting, or indirectly loss of fuel supplies.

- Winter heating and summer air conditioning may be impacted.

- Lighting for residential, commercial, industrial, street, parking lot and other security uses may not be available.

- Security systems may not operate.

- Computers for all purposes may not operate.

- Carbon monoxide poisoning can occur if residents bring generators or charcoal grills into garages and homes.

Consider the use of other data layers on the WAESDTS to inform your analysis. Would it be helpful to identify customers of specific concern, such as hospitals, or police and fire stations, or schools? During extended outages, such as after a major earthquake or a long lasting flood, such customers may need refueling for backup generation. Demographic data can help you identify ethnic clusters in outage areas who should receive communication in alternative languages. Other EMD staff may take on these efforts through their access to WAESDTS, or through other geo-databases. Make WAESDTS system capabilities known to SEOC managers.

Develop and Implement Solutions

Developing solutions for power restoration generally is not required. Electric utilities have the knowledge, resources, and responsibility to do so. However state resources, including waivers of environmental laws, can be made available to assist utilities restore power. You should monitor restoration, especially comments provided by utilities, and contact utilities that appear to be struggling. During catastrophic disasters your coordination efforts actually may have to include development and implementation of solutions, at least as to the prioritization of efforts. You and utility representatives may have to work closely with other ESFs such as transportation (ESF 1), other industry representatives, such as oil companies, and even federal representatives, such as those with the Department of Energy, to determine how, where and when to restore power. Generally, it is expected that this process would take place, or at least inform Disaster Managers in the SEOC Policy Room.

Addressing Fuel Shortages

Addressing fuel shortages (petroleum products and natural gas) requires the same kind of three point analysis as described in the power outages section above, but sources, impacts and solutions will differ.[4]

Bulk fuel supply problems of both petroleum products and natural gas can be tracked on the WAESDTS. The system is set up to allow placement of colored icons on a state map showing where damaged refineries, terminals, pipelines, pump and compression stations, and other types of facilities are located, with information about capacities lost and EOR. Use this information to inform your analysis.

You must apply your understanding of all aspects of fuel production, transportation, processing, storage, distribution, consumption, and marketing to your analysis. For example, refineries can produce more or less of each product within limits, so in a diesel shortage can produce more diesel, however efficiencies will be lost. If

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[4] Determine the nature of the emergency and its expected duration, identify damages and their impacts – actual and potential, and develop and implement appropriate solutions.

SeaTac International Airport loses access to jet fuel they can invoke Tankering. Tankering requires incoming flights to have sufficient fuel on landing to take off and reach their next destination. Natural gas transmission pump stations generate their own electricity and do not require off site electricity supply to operate. Up to three average compression stations in a row can be lost and the pipeline can still deliver product, however at lower pressure. For many bulk fuels, including crude oil, the problem is during an intermediate time period. There is usually inventory to meet immediate demand, and future demand can be met with new supplies. The period one week/ten days out to six weeks out will likely be the period of tightest supply.

Almost no gas stations in Washington have back up generation, so when power is out no fuel can be pumped. Track information about areas where fuel is unavailable through media, from other ESF coordinators, from the Logistics Desk, and on WebEOC Board 4 (Missions). The radio has been consumers best option for learning where gas is available. Radio listeners call in to report deliveries of fuel at specific stations or areas where power has been restored.

If there are many areas of shortage, and it looks like fuel deliveries will be curtailed for some time, you may need to address the issue on a large scale. Consider all the options in the State Energy Assurance Plan, including public awareness, demand reduction, gasoline station queue management controls, fuel allocation and fuel set aside.[5] The more serious the situation, the more coordinators and stakeholders will need to be involved. In widespread outages mobile generation may need to be brought in to selected gasoline stations.

If the problem is mainly addressing distribution of fuel to numerous ESPs, you will be trying to duplicate on a regional basis what usually occurs at the local level. At the local level, for example, when a law enforcement agency faces an inability to find fuel, they talk with their supplier to find out where fuel is, and with public works and WSDOT to identify delivery routes. You may need to convene an emergency working group of emergency management (to identify the parties of need), your distributor contacts (to identify how much fuel is available and where it is), and ESF 1 – Transportation (to identify routes to deliver the fuel, or at least identify routes for priority clearance). Consult the State Emergency Fuel Distribution Implementation Plan for details.[6]

Emergency Fuel Distribution to Individual Consumers

More often, addressing a fuel shortage in an area does not mean getting fuel delivered to stations, but delivering fuel directly to a tribe, city or other public entity. You may receive specific missions to deliver fuel. Carry out your missions using the basic following procedures.

1. Contact the entity that has requested the fuel.
2. Find out what the problem is, for example do they have back up power and just need fuel to fill a storage tank, or is there a problem with storage too? They might need truck-to-truck delivery (tank wagon), instead of truck-to-storage tank delivery.
3. Find out how much gas and diesel they need.
4. Ask for the delivery address.
5. Tell them they will have to pay for the fuel and any special delivery costs, for example if there is no storage and it must be delivered in gas cans and by helicopter.
6. Tell them you will secure a distributor and the distributor will contact them.

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[5] Washington State Energy Assurance and Emergency Preparedness Plan. See document: *ESF 12 Guidelines – Training Requirements and Documents.*
[6] Targeted for completion Fall, 2013.

7. Contact a distributor, discuss the situation, provide the customer contact information (Logistics has contracts with specific distributors, get a list from them).
8. If Logistics does not know who would be the best distributor try to contact the Washington Oil Marketers Association (WOMA). See document: *ESF 12 Guidelines - Key Contacts*. WOMA has agreed to send a representative to the SEOC during extreme emergencies. Call and request their presence if necessary.
9. Customer or distributor may tell you that customer is not assessable because of road closures.
10. Offer to link the distributor with WSP and WSDOT to see if a delivery path can be found.
11. Contact ESF 1 Coordinator (WSP, WSDOT) with the contact information.
12. Ask ESF 1 Coordinator to report if a delivery path is found or not, and if not if there are other delivery options (i.e. National Guard Helicopters – the Guard is an ESF 1 supporting agency).
13. Follow up individual missions to see if the customer has received the fuel.
14. Write up and save the Mission log.
15. Record mission actions in WebEOC Board 4, Mission Tracker.
16. Include information about the mission in your next ESF 12 Status Report.

All Energy Emergencies - Producing Status Reports

Use the WAESDTS report generating capabilities to develop a base Energy Status Report, from which you can simplify or expand for other reports as necessary.

Supplement WAESDTS data and information with data and information from other sources. Download data and information from WAESDTS or other sources into MS Excel as necessary to conduct your analysis. For example you may want to highlight a specific area and produce some numbers for your Energy Status Report that are not automatically generated by WAESDTS.

Use the WAESDTS Quick Report as your base report. Options include:

- Download tables from WAESDTS;
- Upload information from Excel Spreadsheets or other data sources;
- Include latest Snapshot(s) of WAESDTS state or service territory maps;
- Include important comments in the ESF 12 Coordinator Comments space; and
- Include all pertinent data, information, analysis and comments about fuel supplies and the status of your mission assignments.

☐ See document: *ESF 12 Guidelines – SEOC Procedures* for the reports, decisions and tasks your energy situation analysis will support, and for distribution information.

Contact Tips and Etiquette

Telephone or other means of communication may be required in lieu of the WAESDTS or in conjunction with it.

Identify yourself and Department of Commerce, State Energy Office. Even if you are not at the SEOC, say you are calling for the State Emergency Operations Center, Energy Desk. Usually, the first time you are talking with

someone you don't know, tell them you are gathering outage data and information for the Situation Report to the Governor. Generally that establishes your authority.

Consider who you are talking to and how to respond. The problem is we occasionally get someone who does not know us or why we are calling. You may need to convince them to talk with you, or that you need to talk to someone that has the information you need, perhaps someone with more authority. Some utilities want you to talk with a Public Information Officer, or an engineer, or dispatch center – that is fine. However, you need to ensure the person you are talking to is credible and is giving you accurate information.

You likely will be communicating with them for the next several days. Assume they are in a hurry, so be concise, but on your first call it may help to be personable. Ask them how they are doing, and show sympathy and understanding for their plight.

You are trying to establish as clear a picture in your mind as to where their outages are, how serious they are (big and long lasting), and when they will be restored (specific areas if possible) and full restoration (all their outages restored). Ask all the questions you need to get that picture. In the end, accept what they give you and work with it. If it is exceptionally meager or vague you may need to turn to an alternative contact.

If the information they give you doesn't make sense delve deeper. They may simply have made a mistake in their hurry. Or you may be talking past each other, e.g. using terms differently. Make sure you understand what they are saying.

Try to find out where the outages are generally, or more specifically, if they are willing to provide that level of information.

Ask them how many customers are out; try to find out by geographic area, at least by county. Most utilities serve a single county.

Ask they if they have a full restoration estimate yet. Ask also if they have a more specific restoration profile, e.g. …"will most of the customers in south county be up tomorrow?" Ask where they think their longest outages may be and how long. Try to get a sense of the number of outages that will be out the longest.

You want to be able to describe in your Energy Status Report your best estimate of a restoration profile, with general numbers of outages and locations. A key element is whether there will be any customers out for long periods (a week or more). This helps EMD determine whether and where they might need to provide food or shelter.

Ask them if they need any assistance. Because they often will not know what the State can do for them you should provide them with examples: aviation resources, trucks or road clearing assistance, fuel, flaggers, etc. Don't promise the assistance but tell them you will contact the appropriate agencies and someone will get back to them. Follow up to make sure someone does get back to them.

Ask them if they have heard anything about any other utilities having problems. For example East of the Cascades.

Ask if there is anything else they want to tell you or that you should know.

Tell them that you (or someone) will call them back for the next report and tell them the approximate time. Determine when you next Energy Status Report is due and give yourself enough time to contact all the energy companies beforehand and write up your report.

EXAMPLE SEOC ORGANIZATION CHART
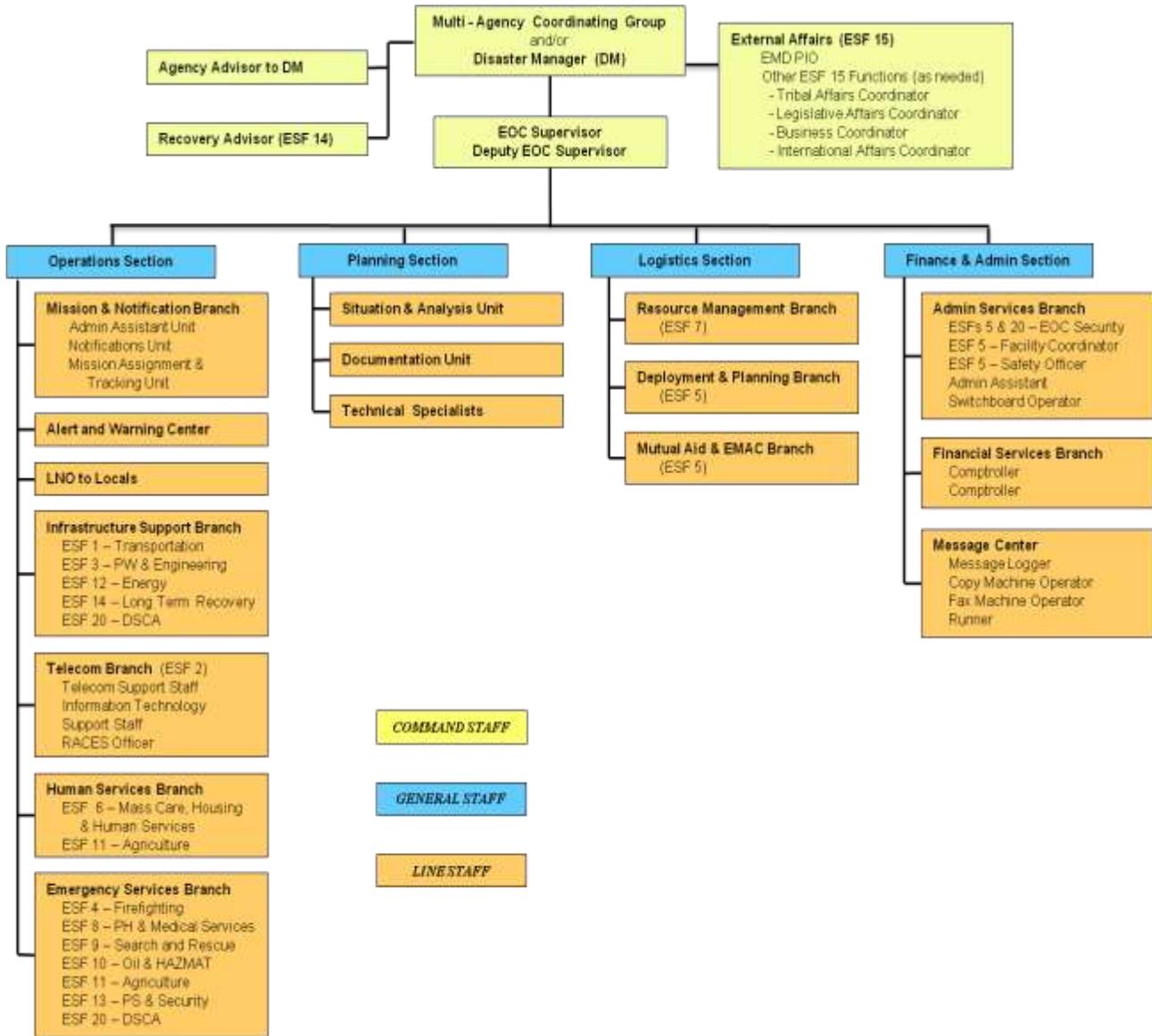
EXAMPLE ESF 12 PROCEDURES

I.   CAMP MURRAY – PREPARATIONS AND ENTRANCE REQUIREMENTS

During extreme events lodging, food and water will be provided at the Camp, which has all the resources of Joint Base Lewis McCord (JBLM). Personal items may or may not be available. If there are items you need you should take them with you.

For average events treat it as if you are going to work for extended shifts, e.g. you are responsible for your own meals. The EOC can be cold, take appropriate clothing.

Cell phones do not work in the EMD building. Do not count on being able to quickly check or make calls while working. You must leave your station and go outside to get connectivity.

☐   Directions to the Camp and a site map follow on the next page, and also can be found at the following link: http://www.emd.wa.gov/about/contact.shtml

Entrance requirements occasionally change. Mainly you must have:

        REDACT

If you want to take a vehicle onto the Camp grounds you must have:

        REDACT

UPON ARRIVAL at the guard house:

        Dim lights and remove sunglasses
        Show them your ID and vehicle documents (if in private vehicle)
        Tell the guard you are going to the State EOC
        Follow directions, you may or may not be given a vehicle pass

1. Park in one of several parking lots near the EMD main building No. 20.

2. At building entrance or in reception area you may need to call for entry assistance. From outside you will need a cell phone. Inside the reception area is a phone and call list. Call someone you know or at last resort the Duty Officer: REDACT

3. From the reception area go left and then right to the SEOC. There is no check in list at the SEOC entrance, unless there is.

4. Go directly to the Energy Desk (POD 11 – front and center).

5. IMMEDIATELY RECEIVE or arrange for a briefing from the ESF 12 Coordinator. If you are the first to arrive read the latest SitRep or talk to the Situation Unit. You must prioritize your work immediately. Find out when you may be due for an upcoming meeting or report.
        Directions to Camp Murray from South (top w/ details) and North (bottom)

Camp Murray Commercial Truck/Passenger Vehicle Route Plan

Routes
.... Interim Inbound Commercial Truck Route*
—— Permanent Inbound Commercial Truck Route
—— Outbound Commercial Truck Route
—— Passenger Vehicle Route

*Interim inbound truck route used before construction of planned Berkeley Street interchange improvements
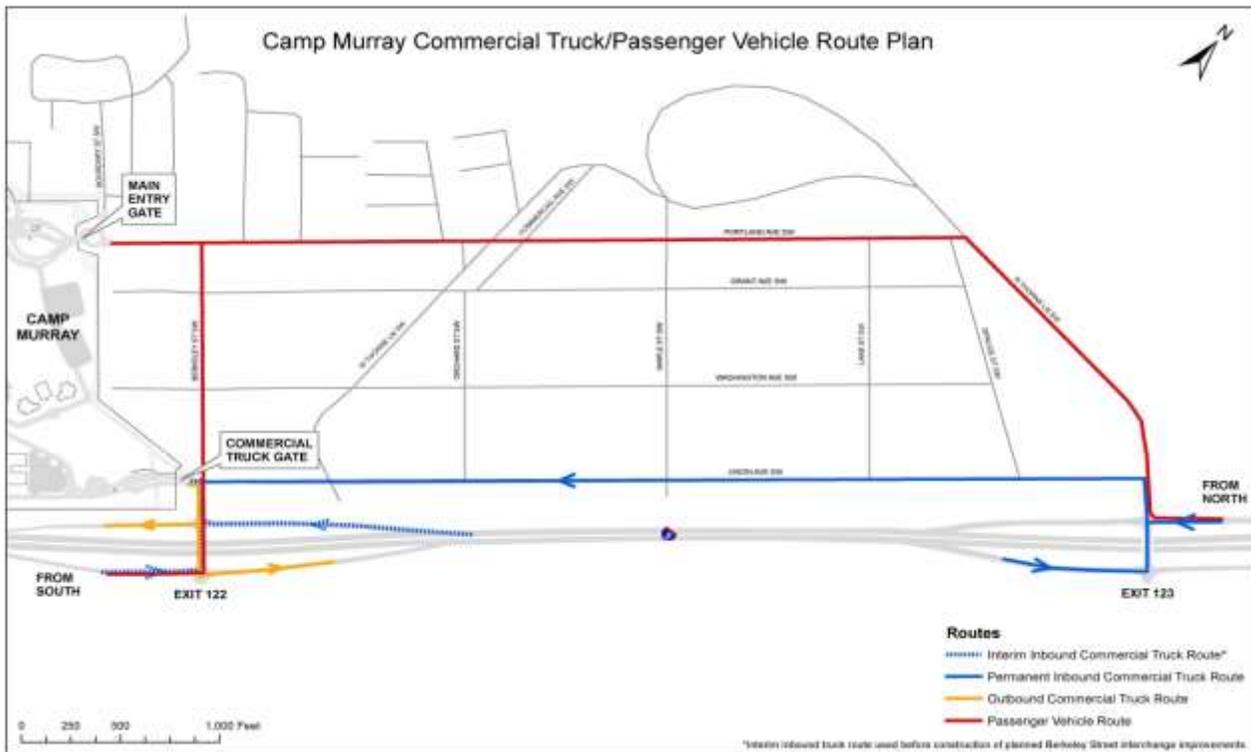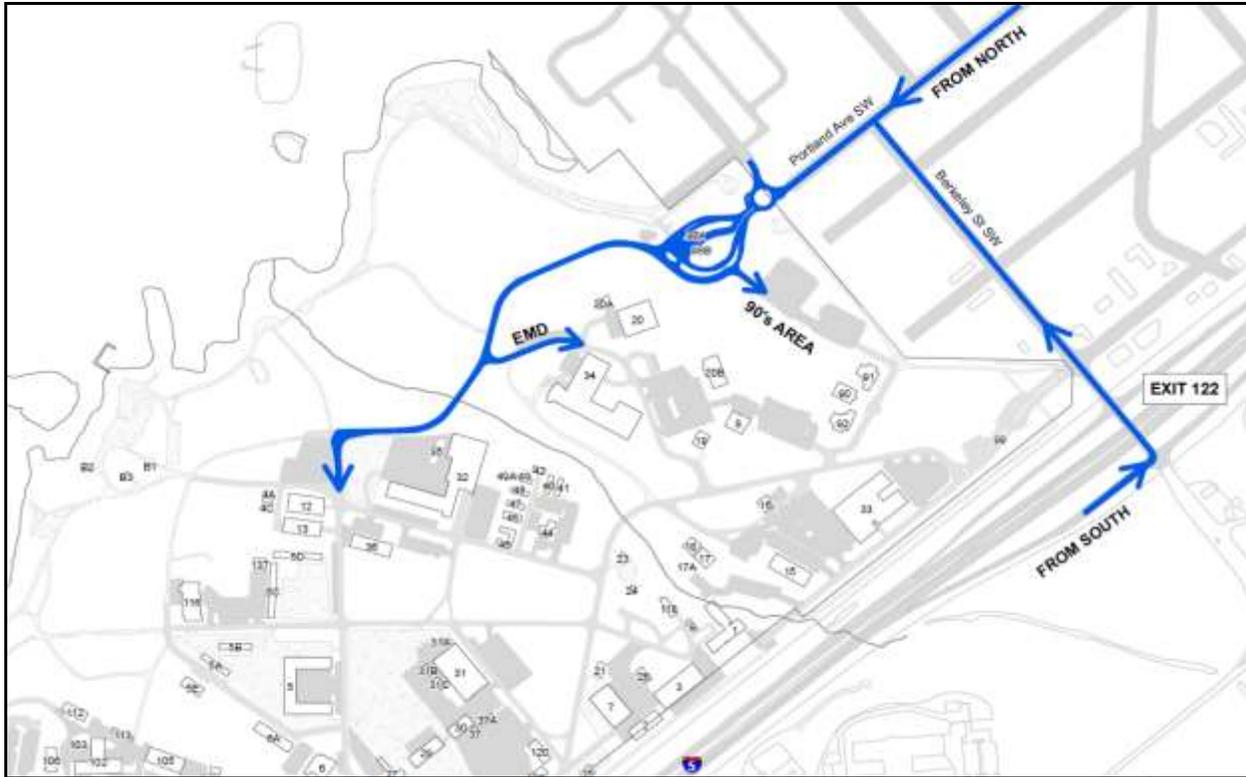
II.   SEOC - SETTING UP STATION   [This page is useful to have stand alone at the Energy Desk]

UPON ARRIVAL at energy desk, boot (as necessary) and <u>log onto computer</u>. There is only one Lead Coordinator, all the rest are alternates.
 	
Commerce is assigned a lead and alternate position. Additional computers/stations may be added as necessary assuming availability.
	Lead Coordinator Computer
	    User Name: REDACT
	
	First Alternate Computer
	    User Name: REDACT
	
	    Password: On SEOC White Board

You must <u>log onto WebEOC</u> too.
 	
Open WebEOC from desktop. <u>WebEOC is the primary platform you will use to manage the Energy Desk,</u> along with Microsoft Office Suite. No other administrative applications are required. There are 3 log in screens
 	
Main Log:
 	
    Enter User Name and Password, click OK
 	
Event Log:
 	
    Select Position and Incident, click OK
 	
Additional Information Log:
 	
    First see NAME Protocol next column →
    Enter other fields as necessary, click OK
 	
The WebEOC Control Panel will pop up. Use this to access all other boards. Do not close it or you will be kicked out of WebEOC.
	Lead Coordinator
	
	    User Name: REDACT
	    Password: On SEOC White Board
	    Position: REDACT
	    Incident: (variable)
	
	First Alternate
	
	    User Name: REDACT
	    Password: On SEOC White Board
	    Position: REDACT
	    Incident: (variable)
	
	WebEOC NAME Protocol – Sign in with Last Name, underscore, First Name, followed by Commerce in parenthesis i.e. (Commerce).
	    E.g. Anderson_Mark (Commerce)

First Task is to <u>Sign In to the SEOC</u>. You do so on WebEOC Board 5. - Open Board 5. - Click on <u>New Record</u> button. - Fill out form (follow all instructions). Note: On subsequent shifts do NOT complete a new record. Just change status by clicking on Check In and Check Out.	

Phone and E-mail Operations

Second Task is to <u>test e-mail and phone</u>. Board 5 has EOC seating chart, phone numbers and e-mail addresses. Print a copy if necessary.	Lead Coordinator
	
	    E-mail: REDACT
	    Phone: REDACT
	
	First Alternate
	
	    E-mail: REDACT
	    Phone: REDACT

To Dial Out, Local	Dial 9, Wait for dial tone.
To Dial Out, Long Distance	- Lift Receiver, Push SCAN button - Wait for 2nd dial tone - Enter 10 digit number (xxx)xxx-xxxx, wait for tone - Enter SCAN number
To Access Voice Mail, From SEOC	- Dial 7399 - Enter **Password – REDACT**
To Access Voice Mail, From Remote	- Dial **REDACT** - Press # for mailbox - Mailbox # is **REDACT** - Enter **Password: REDACT** - Press #
To Access E-mail, From SEOC	Open MS Outlook on Desktop, see addresses above
To Access E-mail, From Remote	- Use Internet URL: REDACT **Lead User Name: REDACT** **First Alternate User Name: REDACT** **Password:** Contact RECACT

III.	OPERATIONS REVIEW – WebEOC

Once you have signed in, familiarize yourself with all the WebEOC Boards, their functions and contents. <u>GO TO</u> each Board and review current status.

1. Board 1 – **Significant Events**.   Review Significant Events, which are items that you report for the SitRep and at oral SEOC briefings. Provide context - what you have been doing to address <u>the following</u> and what you will be doing going forward.

    a. Items that have or may have major impacts on energy supply or distribution.
    b. Items that have or may have major impacts on life, safety, economy or environment.

2. Board 2 – **Situation Reports**. Review SitReps with attention to most recent.

    a. ATTENTION: As of this writing, EMD is changing its SitRep process and is in the process of establishing a WebEOC protocol. In the meantime follow instructions provided in the SEOC.

3. Board 4 – **Mission Tracker**. Review Mission Tracker for tasks assigned to ESF 12.

    a. Missions are first assigned to Logistics, then to Operations, where EMD may undertake them. Or, they may assign them to the appropriate ESF.
    b. Operations lead will assign tasks to ESF 12 and will always confirm personally to ensure you have received and understand the task.
    c. Make sure you understand if you have any uncompleted tasks and their status. You will need to prioritize and schedule time to complete tasks, or to communicate any delays or your inability to complete a mission.
    d. Do not leave missions hanging or forgotten.

4. Board 5 – **Log on & Sign In**. SEOC Seating Chart, Phone Numbers, e-mail addresses.

5. Board 6 – **ESF 12 Activity Log**. Review the Log for energy specific information.

    a. Log is for whatever purposes ESF 12 may need it. Generally for ESF 12 internal communications, including logging activities (general event record).
    b. <u>Save WAESDTS reports here</u>.
    c. <u>Save WAESDTS snapshots here</u>.
    d. <u>Save copies of Energy Status Reports here</u>.

6. WebEOC has additional Boards and Menu items. See the Weblink Board for key websites like NOAA for weather. Local government EOC activations can be found on Board 10. Board 8 has News Releases. Menu items allow you to view what is happening in individual cities, counties, and tribes. For example, if you hear that something has effected energy for the Chehalis Tribe you can follow the directory path - 04 Federal-Tribal Menus/Tribal Menus/Chehalis Tribe/News Releases – for information.

IV.   OPERATIONS REVIEW – WAESDTS

The Washington Energy Supply Disruption Tracking System (WAESDTS) is an Internet communications, data and mapping system hosted by iMapData Inc. in McLean VA.

WAESDTS provides primary situation awareness for ESF 12, your base responsibility.

- Addresses electricity, oil, and natural gas supply disruptions.

- Maintains information about emergency company contacts and supply disruptions.
- Facilitates event communications, aggregates data and generates status reports.

User Name and Password credentials are required to access the WAESDTS.

Log onto WAESDTS here: REDACT

Acquire credentials under normal situations by contacting:

> Mark Anderson, Department of Commerce
> Allen Jakobitz, EMD
>
> ❐   See document: *ESF 12 Guidelines - Key Contacts*

Acquire credentials under emergency situations by contacting iMapData Inc.:

> Web: REDACT
> (703) 650-9729 - Main
> (866) 650-4627 – Toll Free
> REDACT – Steve Gardner, WAESDTS Project Manager, Office
> REDACT – Steve Gardner, WAESDTS Project Manager, cell
> E-mail: REDACT
> E-mail: REDACT

Acquire credentials under an extreme emergency by using Mark Anderson's or Allen Jakobitz' credentials. Their credentials should only be used if the options above do not work. After accessing the system, immediately contact iMapData to acquire your own credentials. Mark's and Allen's credentials REDACT.

During an emergency, the State may designate an unlimited number of system users. Acquire additional credentials through the options listed above.

❐   WAESDTS operations manuals for both administrators (you) and users (energy companies) can be found on the WAESDTS site, Training and Support Tab.

NOTE: The following procedures are provided as a guide and are logically ordered. However emergencies are unpredictable and you may need to undertake tasks not listed here, skip tasks that are listed, and change the order in which you undertake them. If you have time and are unfamiliar with ESF 12 Coordination it may be wise to review these procedures before you initiate any specific tasks.

V.   ESTABLISH and MAINTAIN COMMUNICATIONS with ESF-12 GROUP

❐   See document: *ESF 12 Guidelines - Key Contacts*

> Key contacts include the US Department of Energy (DOE), the Governor's Office, Commerce Management and State Energy Office personnel, as first among others. Consider the nature of the emergency, and select an ESF-12 Group for this event from all the individuals on the contact form.

Communicate regularly and keep them informed:

    a. Twice a day at minimum (second report can say "No Change").
    b. As often as necessary with individuals - a specific problem may require more frequent interaction with a specific person(s).
    c. Send them all ESF 12 Status Reports (see below)
    d. Send them all official state SitReps or provide them a link to access themselves.
    e. Keep them informed, seek their advice, and use them as necessary to accomplish ESF 12 Coordination.

Communications with counterparts in all 50 states and territories can be accomplished through the USDOE Infrastructure Security and Energy Restoration Division Network (ISERnet).

☐   See document: *ESF 12 Guidelines – Training Requirement and Key Documents* for location of Username and Password on the Commerce N Drive.

VI. USE CARE IN RECORDING AND SHARING PROPRIETARY INFORMATION.

1. All <u>written</u> proprietary data and information that you share with emergency responders and government officials should be clearly marked CONFIDENTIAL, and reference Commerce's confidentiality statute: RCW 43.21F.060. It is advisable to use large, red, bold font and include the warning before and after your message.

2. All <u>verbal</u> communications of proprietary data and information shared with emergency responders and government officials should be characterized as CONFIDENTIAL and the audience should be warned about the consequences of making the data and information public under Commerce's confidentiality statute (…the individual who makes it public, regardless of their agency and their position can lose their job…).

3. DO NOT share the proprietary data and information with the public. Information for release to the public will be handled by a PIO or Joint Information Center.

4. Aggregated proprietary data and information you receive from energy companies can be made public and shared without concern. Make sure individual companies' information cannot be inferred and identified.

VII. CONSIDER ENERGY SUPPLY ALERT OR EMERGENCY DECLARATION

NOTE: At the time of this writing, Commerce was in the process of developing a process and template for declaring an Energy Supply Alert or Energy Emergency when there is also a disaster proclamation (energy declarations can be done separately when there is no disaster). The eventual plan is for the ESF 12 Coordinators to provide only energy status information and expert advice to feed into the declaration decision making and development process. Until that process and template are complete, however, the ESF 12 Coordinator should understand and consider the following steps.

1. First, consult with SEO Director Tony Usibelli and SEO staff to discuss need for Energy Supply Alert or Energy Emergency Declaration, and declaration development process. If discussion must be expanded include as necessary:

   a. Senior Commerce Management, including Communications Director
   b. Commerce AAG
   c. Governor's Office, starting with Executive Policy group, Energy Advisor
   d. EMD, including EMD AAG
   e. Others, as it becomes evident.

2. A determination to declare a certain level of energy emergency will likely depend on two things:

   a. Supply or distribution problems – so ESF 12 status is key, and
   b. Demand problems, for first responders or the public – so input from certain state and local entities also is key, e.g. WSDOT, WSP, WDFW (search & rescue), and local fire response and law enforcement.

3. Because determination should be based on items 2a and b (above) the discussion likely, quickly, should be raised to the SEOC Policy Group, where Commerce has a seat – most likely represented by Tony Usibelli, SEO Director.

4. If Mr. Usibelli is not available, the ESF 12 Coordinator should find an appropriate replacement or stand in for him. The ESF 12 Coordinator may also need to draft the declaration.

5. A copy of an example declaration, prepared during an energy emergency exercise in 2012 can be obtained from Mark Anderson at REDACT [7]

5. Copies of past executive orders can be found on the Governor's website at: http://www.governor.wa.gov/execorders/default.asp . See Orders No. 73-07, 73-08, 73-09, 74-05 and 74-06 for examples of orders addressing energy emergencies. There have been none since the 1973/74 time frame.

VIII.   GATHER, ANALYZE, & SHARE ENERGY-RELATED DATA & INFORMATION

1. □   See document: *ESF 12 Guidelines - Energy Situation Analysis* for guidance on how to gather, analyze and share energy supply disruption data and information.

2. Gather data and information primarily from energy companies and associations, mainly through WAESDTS.

3. If necessary, use members of the ESF-12 Group to help gather and analyze information; primarily use Commerce's ESF 12 Coordinators, WUTC, and USDOE.

4. Check for pertinent information from other ESF's.

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[7] Currently not available.

5. Using the same information, but different levels of detail, prepare or provide input for three different written status reports and one oral briefing below:

Governor's <u>Early Morning</u> Report

Due:	Input due once a day by 0600
Receptor:	Send to: **External Affairs (ESF 15) – REDACT**
Contents:	Significant Events and High Level Data. Narrative only, no tables, bullet lists, or graphs.
Comments:	Identical to information provided for State SitRep, just very early. Use latest WAESDTS data. Overnight shift, or morning shift if no overnight shift, should check WAESDTS approximately 0530 and e-mail report. Report on significant changes only or "No Change."

State Situation Report (SitRep)

Due:	Initial report one hour after SEOC activation, whenever needed afterwards, usually twice a day, approximately 0900 and 1600.
Receptor:	Send to: **Situation Unit – REDACT**
	cc: **Sit-Rep Writer – REDACT**
	cc: **Planning Section Chief – REDACT**
Contents:	Significant Events and High Level Data. Narrative only, no tables, bullet lists, or graphs.

        a. Report what has happened - events significantly affecting energy supply or distribution, with actual or potential major impacts on life, safety, economy or environment. <u>Report what you are doing about it</u>.

        b. Report what you see coming - potential events that could significantly affect energy supply or distribution, with potential major impacts on life, safety, economy or environment. <u>Report how you are planning to respond.</u>

Comments:	NOTE: As of this writing, EMD is developing a WebEOC based SitRep development process. Only the individual logged in as the ESF12 Lead Coordinator will have the ability to create the energy input for the SitRep. In the meantime follow directions provided in the SEOC.

State Situation Oral Briefing:

Due:	Usually coincides with written SitRep process, but maybe not. Occurs whenever needed, usually twice a day, approximately 0900 and 1600 to coincide with shift changes.
Receptor:	SEOC and officials on line.
Contents:	Same as SitRep – See above.
Comments:	In an attempt to limit extraneous data and expedite reporting, SitReps now use narrative only. We recommend you check with the Situation Unit at REDACT to see if they would like you to make the WAESDTS map of energy supply disruptions available on overhead for the briefing. They should be made aware that you have the map regardless.

ESF12 Group Energy Status Report

Due:	Twice a day, morning and afternoon. May make sense to time in conjunction with SitRep. Second report can say "No Changes."	
Receptor:	Send to:	**ESF 12 Group** (as selected for current event)
Content:	Significant Events plus nuanced details. High Level Data plus significant detail – disaggregated, company specific data if useful. The ESF 12 Group is your primary support team. Help them help you, by giving them the best possible data, information and maps including your analytical assumptions and concerns. However, extremely sensitive issues should be reserved for direct discussions with SEO management and staff.	
Comments:		

a. Use WAESDTS Quick Report Format
b. Provide narrative, bullet points, graphs in box labeled ESF12 Coordinator Comments

IX.   RESPOND TO & TRACK MISSIONS ASSIGNED TO ESF-12

1. Respond to Mission assignments as necessary.

2. Monitor and record Mission actions on WebEOC Board 4.

3. Record significant Mission actions on WebEOC Board 6 – the Energy Section Activity Log, such as accepted Mission, Mission Closed.

4. Coordinate with other ESF's as necessary.

X.   RECOMMENDATIONS FOR ACTION PLANS OR POLICY

1. Be prepared to make recommendations to policy group.

2. Consult with ESF-12 Group, Governor's Energy Advisor, and USDOE as necessary.

XI.   END OF SHIFT or SHUT DOWN

1. Complete and save documents on WebEOC Board 6: Energy Section Activity Log.

2. Review open missions/assignments for status/completion.

3. Brief your replacement. Confirm your next shift. Sign out.

EXAMPLE CONTACT INFORMATION

NOTE: Energy Company Emergency Contacts are located on the WAESDTS system, and on the Commerce S Drive under S:\\Energy/Emergency Contact Info/Completed Forms/Electric 2012 (Oil, Natural Gas).

1. Commerce Management

Name	Position	E-mail	Office	Cell	Home/Other	
	Director					
	Executive Assistant					
	Deputy Director					
	Executive Assistant					
	Assistant Director, Administrative Services					
	Legislative Liaison					
	Communications Director					

2. ESF-12 Coordinators (marked with *) / SEO

Name	Position	E-mail	Office	Cell	Home/Other	
	Director, SEO					
	Executive Assistant					
	Senior Energy Policy Specialist					
	Senior Energy Policy Specialist					
	Senior Energy Policy Specialist					
	Senior Energy Policy Specialist					
	Energy Policy Specialist					
	Energy Policy Specialist					
	Research Analyst					
	Senior Energy Policy Specialist					
	Energy Programs Manager					
	Senior Energy Policy Specialist					
	Senior Energy Policy Specialist					
	Senior Energy Policy Specialist					

3. ESF-12 Advisors/Other State Agencies

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	Infrastructure Analyst, WUTC					
	Pipeline Safety Director, WUTC					
	EMD / Duty Officer					
	Science and Technology Planner, EMD					
	DES					
	DES Backup					
	Emergency Operations PM, WSDOT					
	WSP					
	OSPI					

4. Office of the Governor

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	OFM Policy, Energy					
	Executive Policy Office, Receptionist					

5. U. S. Department of Energy / NASEO / HSIN

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	Office of Energy Assurance					

	ESF12 Rep DOE/FEMA Region X					
	ESF12 Rep, DOE/FEMA Region X					
	NASEO Energy Emergency Director					

Homeland Security Information Network (HSIN) has information about energy infrastructure security. See Mark Anderson for access. Check with Bob Isaman, EMD Infrastructure Protection Manager for credentials.

6. Neighboring States: if warranted. (This can be done via IserNET)

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	California Energy Commission, Energy Emergency Manager					
	Senior Fuels Specialist, Transportation Energy Office, California Energy Commission					
	Sr Utility Analyst / Public Utility Commission					
	…, ODOE, Oil					
	Director, Cabinet and Legislative Initiatives and Executive Operations, Deputy Minister's Office, MEM					BC
	MEM's Ministry Operation Centre's Planning Chief					BC
	Director, Corporate Policy and Planning, MEM					BC
	Executive Director, Client Services Branch, Ministry of Forests, Land and Natural Resource Operations, & Director of the Natural Resource Sector Operation Centre					BC

7. AG, if warranted (mainly if fuel, but also for real disasters where there might be looting, etc.)

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	Consumer Prot. Div. Chief, AGO					
	Senior Assistant Attorney General					
	Senior Counsel					

8. Legislative Energy Committee staff.

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	Counsel, Senate Energy, Natural Resources & Marine Waters Committee					
	Research Analyst, House Technology, Energy & Communications Committee (TEC)					
	Counsel, TEC					

9. Industry associations

Name	Organization & Position	E-mail	Office	Cell	Home/Other	
	WOMA, Executive Director					
	WSPA NW					
	WPUDA, Executive Director					
	WRECA, General Manager					

	NWGA, Executive Director					
	WECC					

10. Any energy companies at EOC (Fill in as warranted during incident)

Name	Organization & Position	E-mail	Office	Cell	Home/Other	

11. Key ESF 12 Websites, Systems and Networks*

Name	URL
Commerce E-mail	
Commerce Banner	
Commerce EE&S	
WebEOC login	
WAESDTS login	
ISERnet login	
HSIN login	

* Usernames, passwords, purposes and contact information for access to emergency credentials is on the Commerce N Drive – N:\\Energy Emergencies

eXAMPLE EMERGENCY STAFFING MATRIX Three-shift State Emergency Operations Center (SEOC) Energy Desk staffing matrix

The recommended first and second shift times (07:00-15:30 and 13:30-21:00) are designed around the 9am and 3pm Situation Reports required of the Energy Desk. Alternate shift times may be used depending on the nature of the emergency.
For reference, the EOC's official 24-hour schedule is two shifts, 06:30-19:00 and 18:30–07:00.

enter dates	**first shift** 07:00 – 15:30 unless otherwise noted	**second shift** 13:30 – 21:00 unless otherwise noted	**third shift** schedule as needed in severe emergencies
Day 1 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 2 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 3 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 4 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 5 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 6 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:
Day 7 ____ / ____ / ____	alt. shift: ____ : ____ - ____ : ____ who:	alt. shift: ____ : ____ - ____ : ____ who:	shift: ____ : ____ - ____ : ____ who:

In the event of an emergency, the person with the highest rank in the table below, and unharmed by the emergency, shall become the Energy Desk Lead, take the first shift at the Energy Desk, and assign staff to shifts such that the staffing is always fully determined at least 24 hours in the future.

Staff assignments shall be made in collaboration with SEO managers and the assignees considering independence, rank and home location, in that order. Please email the staffing matrix to all Energy Office staff every time it is changed, if possible. Energy Office staff living more than 50 miles from the EOC may utilize paid lodging to staff multiple shifts. If the emergency has made travel conditions impassable, hazardous, or uncertain, then the Energy Desk Lead may verbally authorize the use of paid lodging for staff living less than 50 miles from the EOC.

rank	Name	home location	work	home landline	primary cell
high independence (no dependents at home)					
1		Tacoma			
2		Olympia			
3		Hartstine Island			
4		Olympia			
		Olympia			
		Olympia			
		Olympia			
		Olympia			
		Olympia			
		Seattle			
		Seattle			
medium independence (dependents at home, but at least one other caretaker is available)					
5		Olympia			
6		Olympia			
		?			
		Olympia			
		Yelm			
		?			
low independence* (solitary caretaker of dependents)					
		none			

*   Alternate qualifiers for low independence may be: (1) there are additional caretakers in the home but they are emergency
     services providers, (2) physical disabilities, or (3) lack of access to a motor vehicle.