



# ELECTRIC WATER SEWER STORMWATER

3 Industrial Loop Drive | PO Box 1589 | Hannibal, MO 63401 | (573)-221-8050

[www.HANNIBALBPW.org](http://www.HANNIBALBPW.org)



<b>POLICY:</b>	<u>Major Outage</u>	<b>DEPARTMENT:</b>	<u>SCADA</u>
<b>APPROVED:</b>	_____	<b>REVIEWED / REVISED:</b>	<u>11/09/09</u>

**Purpose:**

The responsibility for directing workers in the restoration of power begins with the dispatcher. Increasing levels of management may assume the responsibility for determining priorities. In this case, the highest level involved will have the ultimate responsibility for decisions made. Any questions or judgment calls should be elevated to at least the appropriate department supervisor.

**Scope:**

The following rules apply to all operators working in the Supervisory Control and Data Acquisition (SCADA) Department during a major outage usually caused by severe weather conditions including, ice, wind, thunderstorms, lightning, etc.

**Guidelines:**

Upon the realization that an outage is major during other than normal business hours, contact the supervisor on call to secure permission to call in an additional SCADA operator to assist in inputting trouble calls into the system if it is deemed that this action is needed.

The operator on duty shall assume the primary role and shall categorize outage calls into three main areas of priority as follows:

1. Downed Transmission Lines
 

(Restoring power at this level places power back into the substations.)
2. Downed Distribution Primary Lines
 

Restoring power at this level will stop a great deal of calls. As each area is repaired, the assisting operator can then make calls to the customers to ensure area power restoration.
3. Downed Secondary & Service Lines
 

Once the known primary problems have been addressed, and attention turns to the Secondary / Service situations, the following priority will be used:

  - a. Critical Care Customers (when known) includes Nursing Care Facilities, Group Homes, Individual Critical Residential Customers
  - b. Industrial & Commercial Customers
  - c. Residential Customers
2. Downed Distribution Primary Lines
  - a. All Primary outage situations in order of priority
3. Downed Secondary Service Lines
 

Attempt to group into two categories of priority:

  - a. Downed Secondary / Services energized

b. Down Secondary / Services not energized

4. Miscellaneous

Tree limbs, items for later Work Order and Log Sheet input (includes times personnel called out), telephone and cable TV downed line locations, miscellaneous notations

Remember to route any serious questions involving judgment calls or company procedure to the appropriate department Supervisor, Director of Operations, or the General Manager.

**Originated / Revised History**

Originated – 11/09/09