

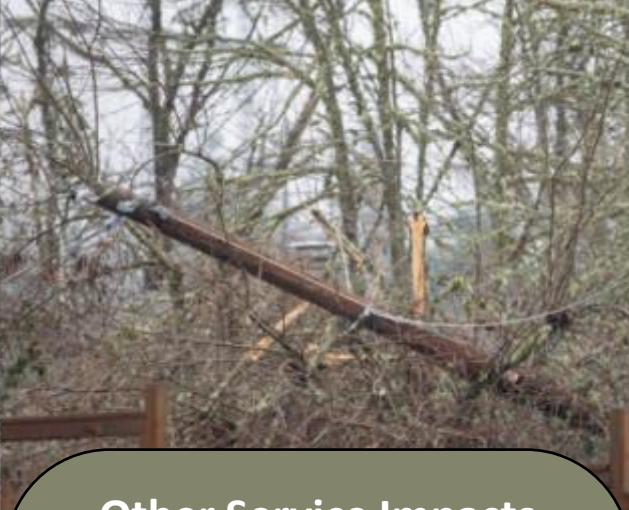
# 2024 Big Freeze Storm Report

After Action Review



Eugene Water & Electric Board

*Rely on us.*



### Overall Stats

- **Power Outages** = 38,000 services
- **ICS** = 17 days
- **Staffing** = 305 EWEB staff + 54 contracted staff
- **Labor hours** = 29,000
- **Cost** = \$8 million
- **Safety** = 11 injuries, 1 recordable

### Electric Service Impacts

**Restoration** = 97% of customers power restored within 7 days

#### **Crews**

- 17 Line + 11 Tree
- 16/8 schedule for 15 days straight

#### **Equipment Replaced**

- Poles = 119
- Cross Arms = 253
- Transformers = 84
- Wire = 92,711'

**Substations offline** = 7

### Other Service Impacts

#### **Generation**

- C/S, LB, WV, employee housing & comm outages
- 4.3 million lost generation

#### **Water Treatment**

- Ensure access
- Activated generators to run HB at reduced capacity

#### **Water Distribution**

- Activate PS generators & resolve pressure loss/boil for 6 customers
- Repair 9 main breaks

#### **Communications**

- Maintain systems, refuel generators
- Develop fiber bypass to reconnect Thurston & HB Subs

### Customer/Comms Impacts

#### **Phone calls**

- Inbound = 25,000
- Outbound = 1,100
- Answer time = 30-70 seconds

#### **Emails**

- Inbound = 550
- Response Time = 24 hours

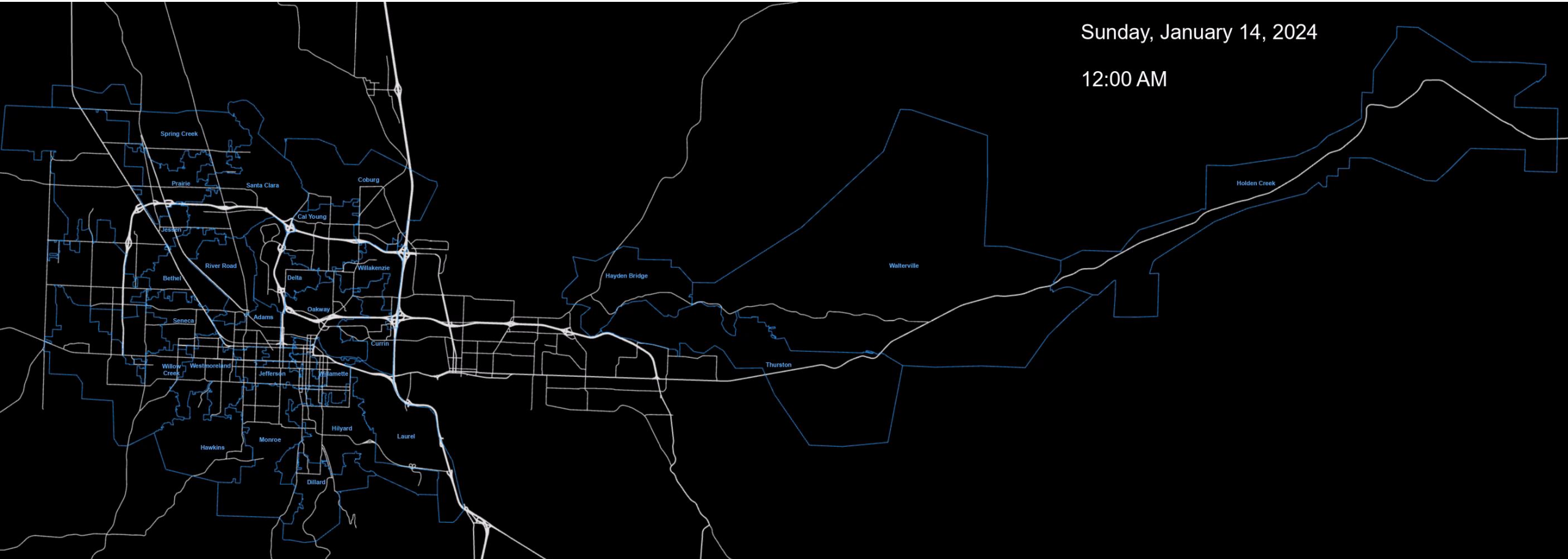
#### **Website**

- Outage map views = 432,405
- Outage page views = 34,078
- Newsroom views = 4,305

#### **Media**

- Traditional = 40 stories
- Social = 129 posts, 71% likes

# Restoration



# Overall Priorities

## Areas to emphasize (went well)

- Policy driven support and resource allocation for ICS training and continuous improvement efforts
- Pre-storm season stock up on parts, materials, equipment, procurement during event
- Pre-storm season ICS training, drills and process/system preparations

## Opportunities for improvement

- Increase bench strength for critical ICS roles (single points of failure, section units and chiefs)
- Refine the Assessment & Restoration process to increase outage map accuracy & efficiency
- Increase discipline in resource management (people, contractors, materials) using formal FEMA ICS forms, templates and processes

# Q/A

