



Owatonna Public Utilities
EMERGENCY RESPONSE HANDBOOK

Confidential
Revised 7/2/19

OPU EMERGENCY RESPONSE HANDBOOK

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1. Quick Reference Guides

1.1 Emergency Telephone Numbers

TELEPHONE LISTING May 8, 2019							
NAME	EXT./ VOICE MAIL	HOME NUMBER	CELL PHONE	NAME	EXT./ VOICE MAIL	HOME NUMBER	CELL PHONE
GENERAL MANAGER:				DIRECTOR, FIELD OPERATIONS:			
Roger Warhene	5434	507-451-0481	507-456-1429				
EXECUTIVE, COMMUNICATIONS & ADMINISTRATION COORDINATOR:				SUPERVISOR, OPERATION/BUILDINGS & GROUNDS:			
Tammy Schroll	5488		507-456-3765	83 James Krogh	5418		507-456-5087
MANAGER, HUMAN RESOURCES:				ELECTRIC DEPARTMENT:			
Marjorie Madison	5414	507-451-9808	507-456-5256	Samuel Babi	5445		507-351-2340
SAFETY COORDINATOR:				Brandon Balch	5445		507-298-0394
Mark Machacek			507-603-7118	57 Jeff Bernam	5444		507-413-1225
MANAGER, INFORMATION TECHNOLOGIES:				2 Tom Foss	5444	507-455-6523	507-291-4330
James Koligen	5439		507-351-9470	Tony Hartle	5445		507-213-8153
INFORMATION TECHNOLOGIES:				Brandon Jack	5445		507-261-7637
Shaneen Petty	5418		507-475-2700	4 Jake Porcose	5445		507-525-9411
Peter Tuom	5428		763-310-2659	Colin Wend	5445		507-456-7149
CHIEF FINANCIAL OFFICER:				GAS/WATER DEPARTMENT:			
Ruth Focell	5482	507-451-5787	507-456-8707	71 Byron Brady	5424		507-213-1183
SUPERVISOR, ACCOUNTING:				76 Joe Cadoreze	5424		507-330-0213
Laura Huse	5409		507-390-5469	58 Dan Carmack	5424		507-676-4567
ACCOUNTING DEPARTMENT:				55 Dave Fox	5424		507-456-0270
Deb Anderson	5422		507-363-1123	64 Jeff Wend	5424		507-573-3311
Lori Jorhal	5412	507-451-1060	507-456-0019	SUPERVISOR, SUBSTATIONS & GENERATION:			
Shanda Meier	5448		507-363-6198	50 Ryan Doering	5472	507-451-2415	507-456-0831
46 Tim Rogans	5461		507-676-0017	PRODUCTION DEPARTMENT:			
SUPERVISOR, METER SERVICES:				12 Joel Triton	5467		651-328-3793
Chris Johnson	5468		507-383-7251	BUILDINGS & FACILITIES MAINTAINER:			
Sharon Pelti	5483	507-453-0860	507-456-2408	Rich Hager	5473		507-456-6183
METER SERVICES:				DISPATCH COORDINATORS:			
47 Brian Astinson			507-413-5818	Michael Dahl	5452	507-455-9331	
63 Jeri Blazek			507-456-9581	Larry Tagon	5453	507-334-8257	507-530-1830
67 Craig Hanson			507-676-1257	WATER PRODUCTION:			
70 Dan Grabardki		507-332-8970	507-210-6943	52 Roger Noble	5446	507-451-1737	507-456-4231
51 Laurie Strommen		507-451-0037	507-456-0753	78 Myron Volter	5464	507-331-2668	507-456-5173
SUPERVISOR, CUSTOMER CARE:				GROUP DIALS (Ring all Phones in Area)			
Tooti Van Esch	5411		507-213-9009	Customer Service	4551		
OFFICE SERVICES:				Customer Service Voicemail	4126		
Dawn David-Cupp	5442	507-451-3332	507-456-8582	SCADA	4552		
April Moran	5436	507-461-4178		OPU DND Numbers (Can directly dial to this phone from outside the system)			
Megan Smith	5443		507-402-1105	2nd W Conference Room	5458	507-446-5458	
Bev Zienke	5480		507-475-0109	Central Water Works	5419	507-446-5419	
REBATE COORDINATOR:				Gas Meeting Room	5434	507-446-5434	
Jared Hendricks	5432		507-456-8182	Phone Conference Room	5467	507-446-5467	
ENERGY CONSERVATION & KEY ACCOUNTS OFFICER:				64ndell Conference Room	5450	507-446-5450	
Jared Hendricks	5432		507-456-8182	Lin. Garage	5435	507-446-5435	
DIRECTOR, ENGINEERING:				Meter Shop Ready Room	5451	507-446-5451	
68 Roznic Johnson	5437	507-451-3596	507-456-5170	Munhouse Conference Room	5440	507-446-5440	
ENGINEERING DEPARTMENT:				North Storage Facility	5469	507-446-5469	
69 Brian Clusset	5495	507-333-2124	507-475-2144	North Storage Facility	5476	507-446-5476	
73 Kate Schearre	5455		507-382-8133	Riley Conference Room	5456	507-446-5456	
10 Brian Miner	5497	507-451-2342		Other Important Numbers			
78 Dave Olson	5423		507-456-2122	SND/PA Dispatch	507-292-6477	Gas Crew Phone	507-475-1602
61 Josh Pinkopes	5428		507-676-3914	Near Dispatch	800-393-7900	Meter Shop	507-456-5085
75 Dave Warren	5417	507-451-5914		Doypass Station	507-451-9759	System Dispatch	507-456-5088
TRIAD Phone Numbers				West Owatonna Substation	507-451-4832	Standby Numbers	
Rebater				East Owatonna Substation	507-451-8157	Gas/Water Standby	507-456-5086
Dek Herzanz	507-292-1225			South Parkbush Substation	507-332-7369	Electric Standby	507-461-1214
Stephanie Harpory	507-280-1639			Laon Lake Substation	507-835-2638	Nightman	507-461-6507
Tony Benson	507-280-1314			LIC Dispatch	507-451-8232		
Patty Hanson	507-280-1615			Emergency Number for Police, Fire, Hospital/Clinic & Schools: 507-446-5436			
Dru Lanon	507-280-1507			Emergency Number for Employees when 451-1616 is busy: 507-446-5433			
Austin							
Kelly Lady	507-437-0455						
Care's Tree Service							
Fidd Supervisor - Pat O'Connor		507-291-0496					
Foreman - Kyle Cromwell		507-456-7819					

1.2 Emergency Response Team

The OPU Commission and General Manager realize that OPU has a fiduciary responsibility to the customers that demands prudent business practices, including the development of a business continuity plan. A sound business continuity plan can help minimize the financial losses stemming from a disaster,

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allowing the resumption of normal business functions that fulfill that fiduciary responsibility.

The organizational backbone of business continuity planning at OPU is the Disaster Recovery Plan (DRP) Management Team. In the event of a disaster affecting OPU, the DRP Management Team will respond in accordance with this plan and will initiate specific actions for recovery. The DRP Management Team is supported by the six Functional Area (FA) Teams. An event may not require the activation of all six FA Teams. Only those necessary to maintain business continuity are placed into service.

1.3 Disaster Recovery Plan Management Team

The mission of the DRP Management Team is to establish company level procedures to ensure the continuity of the company's business functions. In the event of a disaster affecting any or all of the functional areas, the DRP Management Team serves as liaison between the functional areas affected and provides general support, while the Functional Area (FA) Teams concentrate on the resources and tasks integral to running the specific functional areas.

The DRP Management Team acts as the highest decision-making body in the aftermath of a disaster. This team consists of advisory representatives from each Functional Area Team and oversees and coordinates the work of all others. This team is comprised of eight members:

- **General Manager.** As Coordinator of the DRP Management Team, manages and directs the recovery efforts.
- **Director, Engineering.** Manages and directs the Utility Infrastructure Team and reports the status of its functional area to the DRP Management Team.
- **Director, Field Operations.** Manages and directs the Facilities Team and reports the status of its functional area to the DRP Management Team.
- **Chief Financial Officer.** Manages and directs the Customer Service & Accounting Team and reports the status of its functional area to the DRP Management Team.
- **Manager, Information Technologies.** Manages and directs the IT/Telecom/Dispatch Team and reports the status of its functional area to the DRP Management Team.
- **Manager, Human Resources.** Manages and directs the Safety & Loss Control Team and reports the status of its functional area to the DRP Management Team.
- **Energy Conservation/Key Accounts Officer.** Manages and directs the External Relations Team and reports the status of its functional area to the DRP Management Team.
- **Executive, Communications & Administration Coordinator:** Secretary for all DRP Management Team meetings.

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In the event of a disaster, the DRP Management Team provides general support, while each FA Team is concerned with resources and tasks integral to running the specific functional area.

While the Team Leader of each FA Team is a management employee, the FA Teams are comprised of both management and union employees. In addition, certain management employees may be both a leader for one team and a member of another team or a member of more than one team. Priorities for these employees with dual responsibilities will be clearly stated at the DRP Management Team meetings, based on the assessment of the event and necessary response action.

Union employees in FA Teams report to the FA Team Leader, not their specific supervisors, when their team is activated. All employees on all teams may not always be working in their normal area of responsibility. These employees have been selected based on general knowledge and the ability to break away from normal tasks to assist in the restoration activities.

1.4 Functional Area (FA) Teams

Team Name	Team Leader	Team Members
Utilities Infrastructure	Director, Engineering	Supervisor, Meter Services; Supervisor, Operations/Buildings and Grounds; Supervisor, Substations and Generation; Engineers
Function: Coordinates and directs all activities necessary to safely restore services (electric, water, and/or gas). In addition, is the liaison with the first responders and emergency service providers, such as the Owatonna Fire Department and Owatonna Police Department.		
Facilities Restoration	Director, Field Operations	Supervisor, Operations/Buildings & Grounds; Engineers
Function: Coordinates and directs all activities, including all logistical tasks, necessary to move operations to temporary buildings and to restore plumbing, electrical, and other support systems as well as structural integrity. Assesses damage and makes a prognosis for occupancy of the structure affected by the disaster.		
Customer Service & Accounting	Chief Financial Officer	Supervisor, Customer Care; Supervisor Accounting; Customer Service Representative(s); Accounting Specialist(s); Information Technology Administrator(s); Inventory Control Specialist(s)
Function: Coordinates and directs accounting and billing functions, including temporary means to log expenses, pay bills, and generate customer bills.		
IT/Telecom/Dispatch	Manager, Information Technology	Information Technology Administrator(s); Off-duty Dispatch Coordinator(s)

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Function: Coordinates and directs data processing and telecommunications systems recovery, including operational restoration of the SCADA/Dispatch Center and/or the designated alternate recovery site (County Fairgrounds or TBD). Provides alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster. Maintains SCADA and other data back-up copies at off-site facility (County Fairgrounds or TBD).

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Safety & Loss Control Manager, Human Resources MMUA Safety Coordinator; Executive, Communications & Administration Coordinator

Function: Provides support for human resources elements of recovery including arranging transportation and lodging as needed, ensuring that payroll and benefits obligations are met, and other employee assistance services. Provides safety consultation and inspection as necessary for all restoration activities. Is the contact with insurance carriers and claims adjusters.

External Relations Energy Conservation/Key Accounts Officer Supervisor, Customer Care; Director, Operations

Function: Acts as the official “voice of OPU” in the event of a disaster. Communicates with the employees, media outlets, and general public through air and print media, email, the OPU website and, if necessary, the emergency broadcast service.

1.5 Emergency Response Quick Reference

For smaller events, functional roles may be as follows:

Role	Potential Employees	Tasks
System Planning Assessor	Director, Engineering Engineers	Analyze issues, develop plan for restoration, communicate plan, & monitor progress for changing needs.
Assessor Coordinator	Supervisor, Meter Services Engineers Supervisor, Substation & Generation	Analyze calls from customers, coordinate and assign Field Assessors to investigate calls, and clear calls after restoration.
Field Assessors	Electric Crew Gas/Water Crew Meter Shop staff Engineering staff	Investigate calls in the field & report back to Assessor Coordinator the issues found.
Dispatch/Data entry	Dispatch staff Engineering staff Meter Shop staff	Analyze calls from CRC & place them into outage groups. Enter calls into the Damage Collector system.
Restoration Crew	Electric Crew Gas/Water Crew Mutual Aid	Restore system to normal or per restoration plan.

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1.6 Business Partner Quick Reference Guide

Full Name	Job Title	Company	Business Phone	Mobile Phone	E-mail
Rick Hettwer	Transmission Engineer	SMMPA	(507) 292-6451	(507) 269-2930	rj.hettwer@smmpa.org
Mike Willetts	Director of Job Training and Safety	MMUA	(763) 551-1230	(612) 802-8474	mwilletts@mmua.org
Marc Machacek	Safety Coordinator	MMUA	(800) 422-0119	(507) 993-7118	mmachacek@mmua.org
Xcel Dispatch		Xcel	(612) 321-7433		
Steve Rollin	Transmission Coordinator	Xcel	(612) 330-2875		steven.p.rollin@xcelenergy.com
		DM & E Railroad	(507) 835-4185		
		Union Pacific Railroad	(888) 870-8777		
Chris Virchow	General Forman	Carr's Tree Service		(888) 470-3355	carrsts@djам.com
Richard Herschman	Snowplowing	Herschman Masonary		(507) 521-1162	
Pat Staszak	Director of Business Development	Energis	(920) 632-7929	(920) 632-7928	pstaszak@energisinc.com
Jerry Jacobs	Construction Coordinator	Hooper corp.		(608) 212-8023	jjacobs@hoopercorp.com
Bill Johnston	Client Manager	Utilities Plus Energy Services Inc.	(763) 441-1200	(218) 205-0303	bjohnston@utilsplus.com
Warren Bryan	Branch Sales Manager	L&S Electric	(763) 780-3234	(612) 865-7122	wbryan@lselectric.com
Randy Jones	Gas Turbine	WoodGroup		(918) 810-6364	
	Gas Turbine	Power Generation Service	(800) 949-2068		hughessc@powergensvc.com
Ken Marraccini	Transformer parts	Pennsylvania Transformer	(724) 873-2100		

Vendor	Product Supplied	Contact	Phone Number
Napa	Auto and truck parts.	Larry	507-451-1790
Car Quest	Auto and truck parts.	Dave	507-451-0044
Owatonna Ford	Vans and trucks & auto parts.	Curt	507-451-7860
Walser automotive.	Trucks and auto parts.	Scott or William	507-451-6934
Northland Farm Systems	Mustangs, mini ex, & parts.		
Trenchers Plus	Astec digging equipment and ringomatic and trailers	Bob	952-890-6000
Vermeer	Boring equipment and Vactron parts	Tom	952-890-6144
Sirek Hyd.	Testing and repair of bucket and digger trucks.		
Altec	Testing and repair of bucket and digger trucks.	Clint Bitting	877-462-5832
Dueco	Testing and repair of bucket and digger trucks.	Bob	800-445-4268
ABM	Testing and repair of bucket and digger trucks.	Don	952-938-5451
Central Valley Coop	Supply oil and fuel.	Mike	507-451-1230

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Harlands Tire	Tires.	Tom	507-451-3084
Locators and Supplies	Lights and hand tools	Richard	800-950-6666
Sign Pro	Decals and lettering and auto supplies.	Richard	507-451-3630
Total Tool	Small hand tools	Tim	800-444-4899
Border States Electric	Electrical materials	Jeff Miller	800-473-2277
Dakota Supply	Electrical materials	Jeff Ladner	800-734-4702
RESCO	Electrical materials	Pat Otto	800-346-3330
WESCO	Electrical materials	Bob Shure	800-328-9557
Bell Pole	Pole supplier	Mike Woll	952-930-6840
Stella-Jones	Pole supplier	Jeremy Meyer	715-441-0878

2. Overview and Definitions

Purpose

This Business Continuity Plan (BCP) provides direction to the employees of Owatonna Public Utilities (OPU) to prepare for, respond to, and provide follow-up action for emergencies or other situations that may disrupt operations. The ultimate goal of this BCP is to maintain continuity of essential functions and services within OPU, ensuring the execution of essential functions through all circumstances, including acts of nature, accidents, pandemics, technological emergencies, and terrorist attacks. It is not a plan for responding to customer outages, service calls, or any other routine situation that may interrupt electric, water or natural gas service.

Essential Areas

The following resources are considered in this plan:

- a. Key Employees: Decision-makers and those who will manage the crisis.
- b. Operations Center: The location where staff will employ crisis management.
- c. IT Infrastructure: Risk management of loss of IT and telecommunications infrastructure.

Key Employees

There are two succession plans. The first is designation of the Crisis Manager and its alternates. The second is designation of alternates for each key employee.

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a. *Crisis Management:*

The person with overall responsibility for managing the crisis shall be the General Manager. Listed below is the succession list in the absence of the General Manager, as well as the contact information for each individual.

Primary Crisis Manager Current Information Office Phone Cell Phone Email	General Manager Roger Warehime 507-446-5434 507-456-1429 roger.warehime@owatonnautilities.com
First Alternate Crisis Manager Current Information Office Phone Cell Phone Email	Director, Engineering Ronnie Johnson 507-446-5437 507-456-5170 ronnie.johnson@owatonnautilities.com
Second Alternate Crisis Manager Current Information Office Phone Cell Phone Email	Director, Field Operations
Alternate Crisis Manager Current Information Office Phone Cell Phone Email	Chief Financial Officer Beth Fondell 507-446-5402 507-456-8707 Beth.fondell@owatonnautilities.com

b. *Key Employee Succession:*

The following orders of succession shall be maintained in the event of the loss of a Key Employee. The successor shall have all authority normally given to the absent person and shall be considered the Acting (title). This succession plan is flexible. Not all positions will need to be filled at all times and a person may fill two positions if the duties and responsibilities are not too demanding.

1. General Manager – see Crisis Manager above
2. Chief Financial Officer
 - a. **Supervisor, Accounting**
 - b. Supervisor, Customer Care
 - c. Supervisor, Meter Services
3. Director, Engineering
 - a. Electric Engineer

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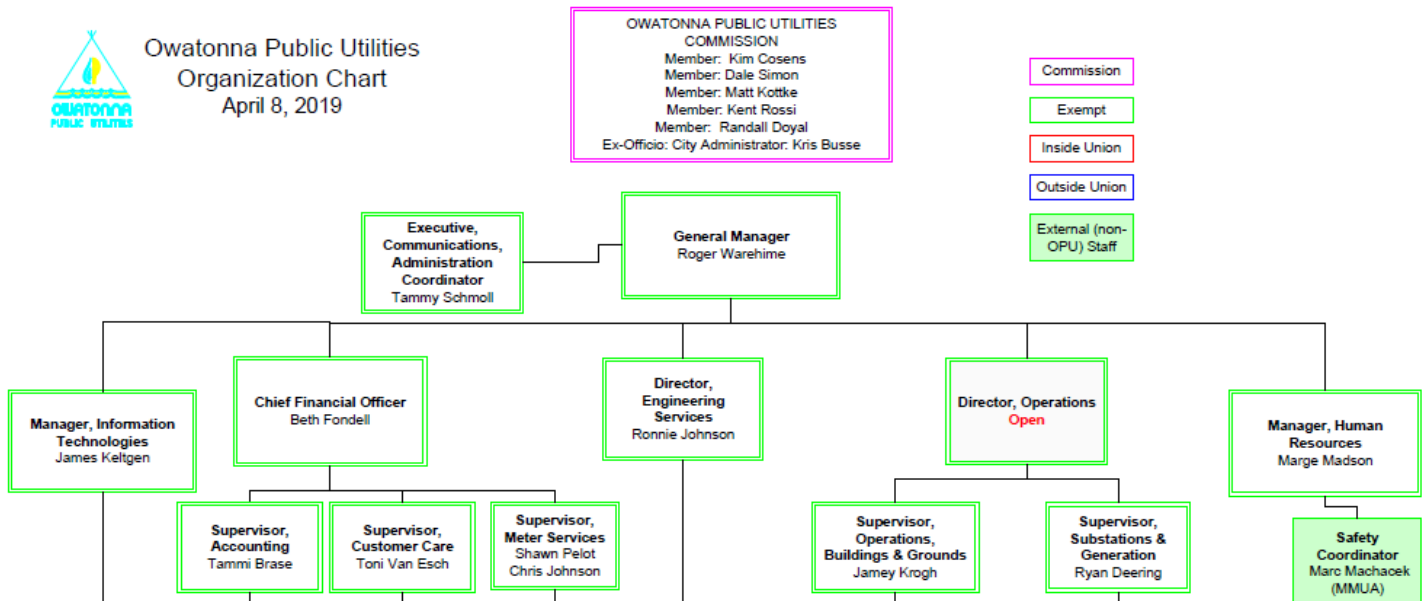
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- b. General Manager
- 4. Director, Field Operations
 - a. Supervisor, Operations
 - b. Supervisor, Substations and Generation
- 5. Manager, Human Resources
 - a. Executive, Communications & Administration Coordinator
 - b. Chief Financial Officer

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The following organization chart shows the current reporting hierarchy.



Operations Center

If the main office building is damaged and operations must be moved to another location, the following plan will be followed.

Normal Business Location Street Address City, State Zip Code Phone Number Afterhours Phone Number	Main Office 208 South Walnut Avenue Owatonna, MN 55060 507-451-2480 507-451-1616
First Alternate Location Street Address City, State Zip Code Phone Number	North Storage Building 280 West Bridge Street Owatonna, MN 55060 507-446-5461
Second Alternate Location Street Address City, State Zip Code Phone Number Contact Name Office Phone Cell Phone	TBD (County Fairgrounds) Owatonna, MN 55060 451- 451- 456-

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Definitions

CALL CENTER – CRC.

CALL CENTER AGENTS – OPU employees and/or third-party call center employees accepting customer calls.

CITY COMMAND CENTER – City’s emergency response center in City Hall. OPU’s representative will normally be the General Manager.

CSQ – Customer Service Queue. This call queue represents incoming calls from 507-451-2480 plus rollover calls from Dispatch. This applies only during minor outage events, as calls during major outage events will be rolled over automatically to the CRC call center.

EMS – The City’s Emergency Medical Services mobile response capability accessed via 911.

ENVIRONMENTAL RESPONSE TEAM – Designated OPU employees trained to direct the response to the release of an environmental hazard.

EOC – Emergency Operations Center, located at the Government Center. OPU’s representative at the EOC will normally be the Director, Operations.

EPOT – Emergency Preparedness and Oversight Team .

FACILITIES RESPONSE – Designated responders for **Main Office** emergencies or alarms.

GENERATOR BACKUP – The OPU **Main Office** UPS/Genset system that automatically provides electric service to certain equipment when power to the **Main Office** is interrupted.

MEDIA CONTACT – The OPU individual that will normally interface with and inform the media regarding OPU response activities.

MUSTER AREA – a pre-designated assembly area where a work group will congregate to confirm successful evacuation. Designations should consider all evacuation scenarios.

MUTUAL AID – OPU has a formal agreement with the Minnesota Municipal Utilities Association to assist other utilities during an emergency. The General Manager will determine the nature and scope of the aid needed from other utilities.

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NIMS – National Incident Management System, the structured system of reporting and communicating adopted by government to handle major incidents.

NISC OMS – OPU's outage management software used for logging outage calls, assessing outage locations, and tracking outage data.

OPU FACILITY – A facility owned by OPU that houses electric, water, or gas equipment and/or controls critical to the provision of utility service.

SECURITY AUTHORITY – An OPU employee in the position of Director, General Manager, or someone appointed to act in any of those positions.

OPU Campus – Main Office building site @ 208 Walnut Ave .

3. Emergency Declaration

Emergency Preparedness and Oversight Team (EPOT)

OPU's emergency preparedness will be reviewed, updated, communicated, administered and approved by a team appointed by the General Manager. The team consists of the following employees:

- **General Manager.** As Coordinator of the EPOT Team, manages and directs the recovery efforts.
- **Director, Engineering.** Manages and directs the Utility Infrastructure Team and reports the status of its functional area to the EPOT Team.
- **Director, Field Operations.** Manages and directs the Field Operations, Dispatch, Facilities and External Relations group and reports the status of its functional area to the EPOT team.
- **Chief Financial Officer.** Manages and directs the Customer Service, Accounting and Meter Services Team and reports the status of its functional area to the EPOT Team.
- **Manager, Human Resources.** Manages and directs the Safety & Loss Control Team and reports the status of its functional area to the EPOT Team.
- **Manager, Information Technologies.** Manages and directs the IT/Telecom Team and reports the status of its functional area to the EPOT Team.
- **Executive, Communications & Administration Coordinator:** Secretary for all EPOT Team meetings.

The team's responsibilities include:

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1. Performing an annual review of the Emergency Response Handbook.
2. Ensuring that an overview of the Handbook is presented to employees annually as a topic of required training.
3. Ensuring that the Handbook is reviewed with new employees.
4. Analyzing potential threats not covered in the Handbook to determine need for inclusion.
5. Convening as soon as possible following the declaration of a major emergency to facilitate response activities. The first team member contacted will assume responsibility for contacting the rest of the team.
6. Unless uninhabitable, the EPOT will assemble at the Main Office. Alternative locations (in order of choice) will be the North Storage Building, SCFF, or any meeting place available.
7. Overseeing and coordinating resource procurement and allocation, regulatory and media communications, city-wide disaster response coordination, and Mutual Aid requests/response.
8. Conducting a post-assessment of the response effectiveness, including internal and external communication, for all major emergencies and at least 20% of all minor emergencies.

Determination of Emergency (Procedures & Guidelines)

An emergency situation for Owatonna Public Utilities is any set of conditions, which requires a coordinated response by OPU to restore service or protect the safety of the public, employees, and/or the environment. In addition, OPU will be responsive to City, regional, national, and mutual aid requests.

Who Determines

The Dispatch Coordinator on duty or on-call Electric crew member will be the utility individual responsible for responding to an emergency situation. Emergency conditions in the water system will be reported to the Dispatch Coordinator by the Water Operator or Engineer.

Major emergencies may result from tornados, flood conditions, severe thunderstorms, blizzard conditions, facility fires, failure of critical equipment, hazardous materials spills, a threat to the supply of potable water, sabotage, or other events which produce significant service interruptions, threat to life, or financial loss. Minor emergencies include isolated outages, equipment damage, etc.

OPU's response to emergency declarations by the City will follow the procedures in this manual. OPU will dispatch one or more representatives to the designated operations center and will maintain a communications channel

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(800mHz and/or mobile radio F2) between the OPU EOC representative and the OPU Dispatch Coordinator.

Notification

If the Dispatch Coordinator determines that recruiting assistance is needed to respond to an outage or impending event, the Dispatch Coordinator will contact the appropriate supervisors to begin recruitment of field crews and/or Call Center Agents.

During business hours, electric outage calls will be answered by designated Call Center Agents at their workstations or in another designated area during severe weather. The Call Center will also be responsible for outage support outside business hours and for overflow calls during normal business hours. During outage situations, the Dispatch Coordinator(s) and/or Supervisor, Customer Care may decide to have all calls answered by the Call Center due to call volume and/or other circumstances.

If the Dispatch Coordinator determines that a major emergency is impending or unfolding, he/she may declare a major emergency to be in effect and contact a member of the EPOT if the response requires a significant deployment of OPU resources. The Dispatch Coordinator should consider calling in a second Dispatch Coordinator to assist.

As soon as practical, Accounting will issue a specific general ledger account number to be used for all expense accounting for the event.

The Dispatch Coordinator will be responsible for recruiting and dismissing Call Center Agents as needed, and notifying the designated Media Contact. After completing the initial recruitment and alerting the appropriate management employees and media contact, the EPOT and media contact should report to the designated assembly location. The Dispatch Coordinator will maintain appropriate communications with the Call Center Agents to provide the most current response information.

Call Center Agents working in positions that must be staffed during business hours should be among the last on the list recruited after 10:00 p.m. This includes the positions of Customer Service Representatives.

The General Manager will determine the need to initiate a request for Mutual Aid. Likewise, a request for Mutual Aid will be referred to the General Manager.

In cases of minor emergencies, the Dispatch Coordinator will notify the appropriate supervisor or working crew(s).

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Based on outage management reporting, the Dispatch Coordinator will determine the appropriate level of Call Center Agents to remain available to handle the call volume and to perform callbacks as service is restored.

Classification

a. Major Emergencies

- 1) Weather Related. Tornadoes, thunderstorms, blizzards, hail, sleet, and damaging winds have the potential to cause extensive damage to utility equipment or property, and interruption of service to the customer. Major weather emergencies are usually forecasted far enough in advance so that the utility is able to respond immediately after the storm passes through the service area. See Severe Weather Procedures.
- 2) Flood. Flooding creates serious problems for OPU because utility manpower is required to insure the safety of the general public and protect utility property.

In the event of flooding at an OPU facility, the Dispatch Coordinator will contact:

- a) EPOT to discuss and implement appropriate flood control procedures.
 - b) Owatonna Public Works, to confirm that Public Works will have telephone operators available to take sewer back-up and other related calls.
- 3) Equipment Failures/Fire. Catastrophic failure of major generating equipment, substation transformers, well pumps or fire at any facility requires that immediate action be taken to protect utility employees, property, and reduce customer inconvenience.

If the fire alarm horns sound at the **Main Office**, the building will be evacuated. See "Fire Emergencies" for detailed procedures.

- 4) Hazardous Materials Spills. Any spill involving materials which have been identified as hazardous must be reported, and the spill contained to minimize exposure to potential health hazards.

In the event of a hazardous material spill, the field crew will notify the Dispatch Coordinator (x 6552) who will:

- a) Contact Environmental Response.
- b) If Environmental Response is not available, the Hazardous Materials Release Response will be consulted for appropriate response action.

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- c) The EPOT will be notified as appropriate.
- 5) System Black Start. In the event of total loss of energy to Owatonna (black out), the Dispatch Coordinator on duty will initiate the black start procedure as outlined in the Operator's manual.
- 6) Service Center Robbery. See procedure.

b. Minor Emergencies

- 1) Routine electric outages normally will be handled by the Dispatch Coordinator directing field crews to problem. If Call Center or crew recruitment assistance is required, the Dispatch Coordinator will handle the notification.
- 2) Water system minor emergencies will be directed to the Lead Waterworks Operator or Waterworks Operator on duty or on standby. If Call Center or crew recruitment assistance is required, the Dispatch Coordinator will handle the notification.

Severe Weather Procedures.

In the event of a severe weather warning, the Dispatch Coordinator will take the following procedures. See the complete policy in this manual for more details.

- a) During a tornado warning, the Dispatch Coordinator will notify Customer Service and make an all-area announcement over OPU radios, Channel 2.
 - i. Main Office: All employees will move to the Supervisor, Meter Services office, the Gas Test Room, and the Gas Tempering Room in the tornado resistant portion of the main office building.
 - ii. North Storage Facility (Building 4): All employees will move to the office area closet or underneath the interior stairs.
 - iii. Field Crews: Crew members should take necessary safety precautions, preferably safe shelter.

Materials Procurement

Any time materials are required to accomplish the task, notify the Inventory Control Specialist.

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4. Shelter in Place

If you are advised by local officials or by a Dispatch Coordinator to “shelter in place” this means to remain inside the building preferably in an interior room(s) without windows. In the **Main Office** building all employees and visitors are to report to the Meter Services area. The rooms to be used in this area are the Supervisor, Meter Services office, the Gas Test Room, and the Gas Tempering Room. If you are in the **Service Center** Building, use the interior equipment room. If you are in the North Storage Facility (Building 4), use the closet in the office area or underneath the stairs in the warehouse.

Management staff is responsible for ensuring their respective areas are evacuated and accounting for employees in the designated shelter in place area. The results of the department headcounts will be communicated to Dispatch by cellphone.

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5. Evacuation Procedures

Emergencies such as fires, explosions, floods, tornadoes, chemical spills, civil disturbances and workplace violence can require evacuation of OPU building(s).

The following process is in place in the event of an evacuation event for any building(s) at OPU.

- Remain calm.
- The Dispatch Coordinator will call 911 and inform them of the emergency.
- The Dispatch Coordinator will order evacuation of the building by using the radio. The Dispatch Coordinator will give instructions to employees for the evacuation/emergency and notify employees working outside to stay away from the building/area until further notice and an "All Clear" has been issued. Dispatch will issue the "All Clear" notice to everyone once the emergency has been handled.
- Fire Alarm: Respond immediately to fire alarm sounding and evacuate to the designated area. Employees at 208 S. Walnut will meet in front of the payment drop box in the parking lot. In case of inclement weather, meet in the Electric Line crew Garage, otherwise at the North Storage Facility (Building 4). North Storage Facility employees meet at Building #5. Management staff should quickly ensure your areas are evacuated and employees accounted for at the designated evacuation site.
-
- Employees should close (but not lock) any doors in your work areas.
- Walk quickly – do not run - out of the building using the nearest available exit route.
- Report directly to your department's pre-arranged assembly area and report to your direct Supervisor to be accounted for. If the Supervisor is not present, an employee shall take the lead in accounting for all co-workers. Supervisors who cannot account for employee(s) will promptly report it to the Human Resources Manager. If you cannot get to the assembly area, notify your supervisor.
- Do not leave the evacuation area until you have been released by your supervisor or an "All Clear" has been given by the Dispatch Coordinator or General Manager.
- Persons leaving the building proceed to a sufficient distance from the building to keep out of the way of emergency vehicles.
- All guests or visitor shall leave the building escorted by their hosting employee.

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Floor diagrams are posted with arrows that designate the exit route assignments in the Main Office Building, **Service Center** Building, and North Storage Facility (Building 4). These maps include exits, assembly points, and equipment locations (such as fire extinguishers, first aid kits, spill kits) that may be needed in an emergency.

Assistance to People with Disabilities

Any person needing assistance evacuating the building during an emergency should notify their supervisor of their need for special assistance. The need for assistance could result from mobility impairment, a respiratory problem, vision or hearing impairment, or an injury resulting in a temporary impairment to mobility.

Two buddies will be assigned to each person needing assistance.

In the event of an evacuation alarm or other emergency, buddies will go immediately to their person needing assistance. If the person cannot be found, the buddies should report this to the area supervisor or a Security Authority/EPOT member.

Buddies will accompany the person needing assistance. One buddy remains with the person. The second buddy should proceed to request the assistance of emergency responders, providing specific information regarding the employee and buddy.

Employees leaving the building are required to also provide assistance to visitors and customers with disabilities.

Note – elevators cannot be used during emergency evacuations unless under the direct control of a fire fighter.

6. Security

Introduction

Owatonna Public Utilities (OPU) is committed to providing secure facilities for employees and visitors, preventing unauthorized access to electricity and water operations facilities, maintaining the security of its data network, and abiding by all federal, state and local security regulations as they pertain to OPU operations.

Intent

The purpose of this policy is to provide employees with documented procedures for administering prescribed security measures. The goal is to use enterprise

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risk management best practices to demonstrate that OPU is a security-conscious organization. It is intended to minimize unsupervised access to OPU facilities by non-employees.

Definitions

Authorizing Area or Responsible Area - A specific OPU work group that accepts responsibility for the presence of a visitor or contractor in a secure area.

Authorizing Employee - A full-time OPU employee that accepts responsibility for the presence of a visitor or contractor in a secure area.

Director's Designate - A party designated by a Director to act in their place during an absence.

Employees - For purposes of this Security Policy, all full-time, part-time regular and temporary employees of OPU, workers under contract to OPU (including temporaries through agencies), and other individuals doing business with OPU who have been approved for a Security Card.

Management - One or more OPU employees in the positions of General Manager, Director, Manager, or Supervisor.

Security Officer - The Supervisor of Facilities and Manager of Information Technologies shall serve as the Physical and Cyber security officers respectively.

Restricted Access Card - A Security Card that permits limited access on the basis of time and/or location.

Secure Document - Based on the April 5, 2002 opinion issued by the Minnesota Commissioner of Administration, a government official may refuse to disclose public utility information if disclosure would "substantially jeopardize" the utility's operation. Such items are Secure Documents.

Security Authorities - In order of priority, Security Team (Physical, Cyber), Director, General Manager and in the event of an absence of all the former, by a Director's Designate. In the event none of the above parties are available, a consensus of the available department managers shall make this determination.

Security Card (Employee) - A key card issued to an OPU Employee and programmed to unlock secured doors at the **Main Office** and/or the **plant**. Issuance of security card is subject to a background check in accordance with Owatonna Public Utilities' policy.

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Security Card Administrator - The Physical Security Officer, or designated staff in Information Technologies, will function as the Security Card Administrator(s).

Security Card (Contractor) - An identification badge issued to a contractor and programmed to unlock secured doors at the **Main Office** and/or the **plant**. Issuance of security card is subject to a background check in accordance with Owatonna Public Utilities' policy.

Security Team - The Physical (Facilities Management) and Cyber (Information Services Management Security Officers, who have joint responsibilities to develop and oversee OPU's security program and individual authority to initiate and enforce security policy.

Temporary Card - A temporary card that is issued for a prescribed time period to a vendor, contractor, or other party.

Procedures

1. Access Points during Normal Operations
 - a. All external doors at the **Main Office** and doors providing access to the **Main Office** lobby area will remain locked.
 - b. The lobby entrance doors at the **Main Office** will be open during regular business hours.
 - c. No doors, overhead doors or gates should be propped or left open. The exception to this are the gates providing access to the North Storage Facility (Building 4) and Building 5; these gates are to remain open during normal business hours.
 - d. Access to facilities will be provided by a Security Card or OPU personnel authorization unless otherwise deemed a specific safety issue.
 - e. When an OPU employee enters a substation, at any time, or a water facility when no Waterworks Operator is on duty:
 - i. The employee should check in with Dispatch by radio or telephone before entering or immediately after entering that facility unless another employee is already in the facility.
 - ii. When the last person exits the facility, it will be locked down, being certain that all doors and access points are securely closed and a notification should be logged by Dispatch.
 - f. It is the responsibility of the Authorizing Employee to explain these procedures to contractors, and the contractor must know what employee authorized their activity.
2. Reporting Security Violations and/or Concerns

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- a. Employees should be alert and communicate any unusual events or concerns regarding security issues to their supervisors and/or the Security Team.
3. Visitors during Normal Operations
 - a. All visitors to the Service Center requesting access beyond the lobby area will sign in at the receptionist desk.
 - b. Visitors may be asked to provide photo identification such as a state driver's license to verify their identity.
 - c. Employees shall meet and escort visitors.
 - d. Contractors and vendors who perform work at field facilities will be requested to provide identification upon their initial entry into OPU facilities. Employees are required to explain the guidelines for entering substations and water facilities to contractors.
 - e. Contractors and vendors who regularly perform services at the Service Center will be allowed access beyond the lobby unescorted provided:
 - i. Authorizing Employee(s) or Area(s) or a Security Team member shall be informed that these parties are on site.
 - 1 By Customer Service if contractor or vendor enters at Lobby
4. Business outside of regular business hours
 - a. Employees conducting business outside of business hours with non-employees must have a responsible party at the door to meet and escort non-employees. All normally locked doors must remain locked.
5. Use of Main Office Meeting Rooms
 - a. The Main Office conference rooms are open to the public 8:15 am 4:30 pm on regular business days. Special events may utilize the conference rooms at times that fall outside of normal business hours; however, special arrangements must be made with a Security Authority or designate and an OPU employee must be present during the event.
 - b. Events at the Main Office outside of the normal hours must have greeters available to open the lobby entrance doors. The front door will not be propped open or left unattended.
 - c. A Security Authority person and Dispatch must be notified of all after-hour events at the Main Office.
6. Intrusion Detection
 - a. Intrusion detection controls are installed at all substation houses, wells and water tower sites.
 - i. OPU facility security will be monitored by Dispatch from 6:30 am to 6:00 pm.
 - ii. OPU facility security will be monitored during non-business hours by a third-party alarm company.

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- b. Dispatch will call the Law Enforcement Center when calls from the public are received or suspicious activity is detected by intrusion alarms and/or video cameras regarding unauthorized activity in and around OPU facilities.
 - c. If any OPU employee witnesses or is involved in any suspicious or activity that poses an imminent threat to OPU personnel or OPU facilities, the OPU employee shall immediately call the Law Enforcement.
 - i. Following the Law Enforcement call, Dispatch shall be immediately contacted so that Dispatch can become the single point of contact for Law Enforcement and carry out any subsequent directives required by Law Enforcement.
7. Data/Network Security
- a. Computer and Information Security are handled by Information Technologies administrative personnel in compliance with practices established elsewhere.
8. Information Requests
- a. All requests for system and infrastructure from outside individuals or entities not under contract to OPU should be in writing on company letterhead and data only released with management approval.
 - b. Any doubt as to whether a specific open records request falls within the scope of Secure Documents, should be referred to the City Attorney's Office if not determined by OPU management.
9. Communication and Training
- a. All employees will receive notification of changes to the security policy.
 - b. The Security Policy will be displayed on the OPU Sharepoint site.
 - c. All new employees and temporary employees will receive instruction in Security Policies as part of their orientation program or before commencing work in the case of short-term associations not requiring more formal orientation.
10. Prosecution of Intruders
- a. All intentional intruders, trespassers and those detained for other actions may be prosecuted under applicable laws.
11. Prevention
- a. Public access will be prohibited to all operational facilities at various levels of security.
 - b. Increased use of law enforcement surveillance and possible use of external security staff may be utilized at various levels of preparedness.

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7. Evacuation Procedure and Maps

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8. Outage Management

Business Hours Outage Call Handling

Calls are received in OPU office until there are more calls than phone lines available. At this point, calls are automatically rolled over to a Call Center to receive and document customer issues.

After Hours Outage Call Handling

All Calls are automatically sent to the Call Center to document and dispatch based on the "On-Call" lists.

Call-In Lists

Small outages contact the on-call cell number. Larger outages use company directory and contact all crews.

Outage Procedure

If an OPU 69KV breaker opens, re-closes and holds: Send Breaker operation email.

If an OPU 69 KV breaker opens and goes to lock out: Contact Substation Technician to investigate targets, Ryan Deering, and Ronnie Johnson. Dispatch Coordinator to wait for further instructions from field personnel.

Outage between the hours of 7:00 am to 3:30 pm Monday through Friday:

1.) When a 12.5 KV breaker operates:

Did it re-close and hold?

If yes – Contact Engineering, Linecrew, & Substation Technician – inform them of which breaker operated so they can patrol the circuit and investigate targets. Send Breaker operation email. Complete outage report.

If no – Breaker went to Lock-out. - Contact Engineering, Linecrew, & Substation Technician – inform them of which breaker operated so they can patrol the circuit and investigate targets **Immediately**. Dispatch Coordinator to wait for further instructions from field personnel. Send Breaker operation email. Complete outage report when data is available.

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Outage between the hours of 3:30 pm to 11:30 pm Monday through Friday:

2.) When a 12.5 KV breaker operates:

Did it re-close and hold?

If yes – Contact Night Serviceworker – inform him/her of which breaker operated so he/she can patrol the circuit. Send Breaker operation email. Complete outage report.

If no – Breaker went to Lock-out. - Contact Night Serviceworker and Substation Technician– inform of which breaker operated so he/she can patrol the circuit and check targets. If Night Serviceworker is tied up and can NOT patrol in a reasonable time (Night Serviceworker’s call), Dispatch Coordinator may try ONE re-close to see if the breaker holds. If breaker holds, Night Serviceworker to patrol when time is available. If breaker did NOT hold, contact On-Call Lineworker to respond and patrol circuit. Dispatch Coordinator to wait for further instructions from field personnel. Send Breaker operation email. Complete outage report when data is available.

Outage between the hours of 11:30 pm to 7:00 am Mon. through Friday or Weekends:

3.) When a 12.5 KV breaker operates:

Did it re-close and hold?

If yes – Mon. – Sunday- Send Breaker operation email. Complete outage report.

If no – Breaker went to Lock-out. – On-Call Lineman to patrol line and if clear, may try ONE re-close to see if the breaker holds.

If breaker holds,
Mon. – Thursday – Contact Night Serviceworker and Substation Technician – to patrol the circuit and investigate targets. **Fri – Sunday** –

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Contact On-Call Lineworker and Substation Technician – to patrol the circuit and investigate targets. Send Breaker operation email. Complete outage report when data is available.

If breaker did NOT hold,

Mon. – Thursday – Contact Night Serviceworker and Substation Technician – to patrol the circuit and investigate targets. **Fri – Sunday** – Contact On-Call Lineworker and Substation Technician – to patrol the circuit and investigate targets. Operator to wait for further instructions from field personnel. Send Breaker operation email. Complete outage report when data is available.

Other outages involving NO breaker operation:

Operator taking the call:

- 1.) Is the power out for your entire house?
- 2.) If yes, also ask if the power appears to be out for one or more of the neighbors' homes as well. That information would be good to give to person called in to respond to the outage.
- 3.) If the power is out to the entire house, call the service person (Night Serviceworker or Lineworker) and start an outage report.
- 4.) If power is not out to the entire house (i.e. a partial outage), ask if they know where their breakers or fuses are located and check them.
- 5.) If they know where the breakers/fuses are and know how to reset/replace them, and the power is restored, we're done.
- 6.) If either the breakers/fuses check out OK and they are still without power, or they don't have a clue how to reset/replace them, then we dispatch someone.
- 7.) In any other calls involving our electric system, call in the person on standby so he/she can make the decision on what action to take.

Incoming Emergency Phone Numbers

Purpose

- 1) Provide the ability for emergency responders and certain critical customers to reach Dispatch via phone when the OPU phone system is over capacity due to a major event.
- 2) Provide the ability for employees to reach Dispatch via phone when the OPU phone system is over capacity due to a major event.

Definitions

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For the purpose of this document, “Emergency Responders” refers to the police department, fire department, and 911 operators. “Critical Customers” are the hospital, the clinic, nursing homes, fire / police and the public school district.

Procedure

- 1) The phone number, 507-446-5436 is designated as the incoming emergency phone number for Emergency Responders and Critical Customers. This number is the extension number for the second telephone located in the dispatch center.
- 2) The phone number, 507-446-5433 is designated as the incoming emergency number for OPU employees. This extension is on the main dispatch phone, but is not used to queue calls coming in from the main phone numbers (451-1616 and 451-2480).
- 3) Emergency Responders are instructed to call 507-446-5436 for all emergency requirements.
- 4) Critical Customers are instructed to call 507-446-5436 if they are unable to reach Dispatch via 507-451-1616.
- 5) Dispatch Coordinators, Emergency Responders, and Critical Customers are encouraged to keep conversations on the incoming emergency phone lines as brief as possible to minimize the chance that others calling in will receive a busy signal.
- 6) The 507-446-5436 telephone number cannot be given out to customers without approval from the General Manager.

Major Event Communication Plan

Purpose

This procedure was established as a guide to promote better communication, coordination, and efficiency of the overall utility during a major event or series of events.

Scope

The OPU call center is receiving too many calls for the normal service crew to be able to respond to, and the cell phone towers are not working or are overloaded with calls, making them unreliable.

Procedure

- The Dispatch Coordinator on duty initiates this procedure:
- Contact Director of Engineering for coordination support.
- Contact PR representative to start public awareness communication.

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- Provide Meter Shop Supervisor with lists of addresses and concerns.
- Meter Shop Supervisor will then be used as a SECOND dispatch center to address these lists:
 - 1.) Communication will be completed on OPU's second radio channel (#1), leaving the normal radio channel (#2) open and available for Operations Supervisors to communicate with field crews.
 - 2.) Personnel available (including Engineering Dept, Substation/Generation Dept, and Meter Shop) will coordinate with this Supervisor to respond to calls and assess the situation for eminent danger.
 - If eminent danger - contact appropriate Operations Supervisor.
 - If no eminent danger – communicate with customer and Second Dispatch Center – to be addressed as crew time is available.
 - 3.) As crew time becomes available, the Operations Supervisor(s) will contact the Second Dispatch Center to address the lists.
 - 4.) When the lists have been reasonably addressed, the Meter Shop Supervisor and Dispatch will decide when to combine back into one dispatch center.
 - 5.) Crews will be notified that operations have returned to a single dispatch center via radio on both channels.

Service Crew Call Out in Case of a Fire

Purpose

Provide guidelines to Dispatch personnel as to how many service people should be called out in the event of a fire. This procedure is a guideline and does not replace the need for the Dispatch Coordinator to use his/her best judgment in making decisions in response to the specific situation.

Scope

The fire department has requested utility support for a known structural fire and the Night Serviceworker is not on duty.

Background

It typically cannot be known until the electric worker is on-site whether or not one or two electric workers are required for the call. Too much valuable time

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may be lost if the decision to send a second electric worker is not made until after the first electric worker arrives at the scene.

Procedure

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9. Facilities

Facilities Locations

East Owatonna Substation	1200	Main St E	Electric	Property
Loon Lake Sub	800	5th AV SW	Electric	Property
North Storage Facility	280	Bridge St W	Electric	Property
OPU Main Plant	208	Walnut Av S	Electric	Property
South Faribault Sub	1801	17th ST SW	Electric	Property
South Storage Facility	309	School St W	Electric	Property
Waseca Sub	201	5th AV SW	Electric	Property
West Owatonna Substation	3141	Bridge St W	Electric	Property
Cathodic Rectifier	1303	52nd ST SW	Gas	R/W
Pressure Monitor Station #30	1810	Kenyon Rd	Gas	R/W
Propane Plant	350	32nd Av NW	Gas	Property
Regulator Station #10	133	Vine St W	Gas	Alley
Regulator Station #11	216	Grove Av N	Gas	Alley
Regulator Station #20	1062	Lincoln Av S	Gas	Property
Regulator Station #21	316	School St W	Gas	Property
Regulator Station #22	1068	Smith Av	Gas	R/W
Regulator Station #23	1409	Cedar Av S	Gas	Easement ?
Regulator Station #31	2575	4th Av NW	Gas	R/W
Regulator Station #32	1895	Cedar Av N	Gas	R/W
Regulator Station #33	485	14th St NE	Gas	Easement ?
South Border Station	849	28th St SE	Gas	Easement
South Regulator Station	104	18th St SE	Gas	Easement
West Owatonna Regulator Station	3141	Bridge St W	Gas	Property
West Town Border Station	7702	18th ST SW	Gas	Property
14th Street Tower	306	14th St NE	Water	Property
Academy Street Tower	337	Academy St	Water	Property
Booster # 7	1604	Austin Rd	Water	Easement
Central Water Works	309	School St W	Water	Property
Circulating Pump Station	3175	County Rd 45 N	Water	Property
Water Fill Station	1120	Industrial Rd	Water	Easement
Well # 10	311	School St W	Water	Property
Well #1,#2,#4	349	School St W	Water	Property
Well #3	208	Walnut Av S	Water	Property
Well #5	1115	Park Dr	Water	Property
Well #6	440	Dunnell Dr	Water	Property
Well #7	1600	Austin Rd	Water	Easement
Well #7 Tower	1604	Austin Rd	Water	Easement
Well #8	1390	Rose St E	Water	Property
Well #8 Tower	1750	Rose St E	Water	Property
Well #9	2595	Hemlock Av	Water	Easement
Well #9 Tower	1395	26th St NE	Water	Easement

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10. National Incident Management System (NIMS)

The direction of OPU is to follow the recommendation of the county emergency management requirements of completion of courses 100 and 700.

Our Steele county Emergency Manager is also our local City Fire Chief. His office contacts us when there is a need to open the EOC and we send a representative to that location for coordination of resources. This representative then communicates OPU needs to the EOC and the EOC's needs back to OPU staff.

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11. OPU Continuity of Operations Plan

Summary

- Labor Relations – Emergency Administration: The temporary suspension of certain collective bargaining agreement provisions may be necessary. Most likely, provisions concerning assignment of work, scheduling and notice will be suspended or narrowed.
- Closure of Schools and Daycare Facilities: Healthy employees may need to remain at home to care for healthy children or other healthy dependents if schools and daycare facilities are closed. First responders (those employees who exercise civil authority and maintain the safety and well-being of citizens) are required to report to work; essential personnel will need to report to work, telecommute or use accrued leave time; non-essential personnel may use accrued leave time; sick leave may not be used. All employees with school-aged children are encouraged to pre-plan for potential school closures.
- Essential functions, Lines of Succession and Delegation of Authority: Departments are identifying essential functions and informing employees. Payroll and human resources functions are essential in every department. Management lines of succession may run several employees deep and will be pre-determined and documented by each department.
- Alternative Work Schedules: Normal and alternative work schedules may change with as much notice as possible or little as 24 hours' notice. Employee flexibility and cooperation is expected at all levels.
- Contingent Workforce: Departments are pre-planning and identifying areas where contingent workers may be needed – contract workers, short-term temporary and term-limited temporary. Disability and recall referrals will not be required but may be used to fill staffing needs.
- Telecommuting: Departments are identifying the essential functions, which may be performed remotely, and employees are being equipped accordingly. Depending upon the circumstances, some non-essential employees may also telecommute.
- Special Duty Assignments: Email may be used as the approval process for assigning special duty, which is faster than the current process. Employees will receive the usual special duty pay for the majority of duties performed in a higher classification and their usual base pay for duties performed in a lower classification.
- Volunteer Services: Volunteers may be utilized after departments have attempted to staff functions with employees. Volunteers will need to sign a waiver and release.

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- Rescission of Approved Vacation Leave In order to staff OPU functions, rescission of approved leave time is a possibility and employees are being informed that this may occur.
- Sending Employees Home: Employees who are symptomatic in the workplace may be sent home and may use any type of accrued leave to cover the absence.
- Family Medical Leave, Sick Leave, and Funeral Leave: These will continue to be administered as usual. Employees may use sick leave for medical appointments.
- Return to Work Authorization: Medical certifications will not be required but, if an employee who returns to work is symptomatic, the employee may be sent back home.
- Leave Donation: This will continue to be administered as usual.
- Facility Closure / Reduction in Force: Regular employees will continue to be paid if a facility closes and the City will analyze the necessity for a reduction in force depending upon how long facilities are closed.
- Discipline – Conduct Including Unauthorized Absences: The processing of proposed discipline may need to be held in accordance to management's time and circumstances of being monopolized due to responding to the emergency.
- Communication and Consistent Messaging: Departments are preparing their communications strategy in coordination with the Executive Team's communication plan.
- Employee Assistance Program: Supervisors and Managers are being provided with current information on these services and will be encouraged to refer employees as deemed necessary.

12. Mutual Aid Policy

Mutual Aid Policy

Owatonna Public Utilities (OPU) has signed a Mutual Aid Agreement with the Minnesota Municipal Utilities Association (MMUA) which was approved by its Utility Commission.

OPU will provide mutual aid assistance to other publicly owned utilities if management determines (a) that the reliability and performance of OPU's utility system(s) and the public health and safety of City residents and customers will not be materially and adversely affected, (b) the other publicly owned utility has executed the MMUA Mutual Aid Agreement (or an agreement substantially similar in form and content) and (c) the other publicly owned utility has

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established rates for reimbursement of OPU's labor and equipment costs which are reasonably comparable to those established by OPU.

The agreement to render aid is not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds. The managing staff of OPU's utility system(s) shall establish reasonable rates for reimbursement of its labor and equipment costs as contemplated in FEMA rules, and periodically revise such rates as necessary.

A member of the **Executive Team** shall approve requests made to OPU under the Mutual Aid Agreement. In the event that an immediate response is needed, General Manager may commit up to six employees and associated equipment for one day.

A request by OPU for assistance under the Mutual Aid Agreement must be submitted by the General Manager.

In addition to the above, Steele County is part of the South Eastern Minnesota Operational Area by mutual agreement. The Sheriff of each County is recognized as the highest-ranking public safety official within each County. Mutual aid agreements exist between all Sheriff's Departments and between all Emergency Management Agencies.