
CITY OF ANAHEIM PUBLIC UTILITIES DEPARTMENT ORDER

42 – AVOIDANCE OF PLANNED DISRUPTION OF SERVICE DURING EXTREME WEATHER EVENTS

I. BACKGROUND

Department Order (D.O.) 42 establishes the Public Utilities Department's policy and procedures during an extreme weather event. This procedure serves to ensure that: (1) Anaheim Public Utilities will not perform disconnections or planned outages during extreme weather conditions, (2) Establishes the criteria necessary to declare an extreme weather condition, (3) the procedure to return to normal operating procedures. This Department Order supersedes procedures for the disconnection of services for non-payment and planned outages during normal operating conditions.

II. APPLICABLE REGULATIONS

Department Order 42 complies with the City of Anaheim and the Rates, Rules and Regulations of Anaheim Public Utilities. Specifically:

Electric Rule 11 - Discontinuance and Restoration of Service

Electric Rule 14 - Continuity and Quality of Service.

Water Rule 11 - Discontinuance and Restoration of Service

Water Rule 14 - Continuity and Quality of Service

III. STEP-BY-STEP PROCEDURE

A. Communication of Extreme Weather Conditions

1. Information from the National Weather Service (NWS), National Oceanic and Atmospheric Administration (NOAA), and/or local forecasts will be the criteria used to make the extreme weather determination. Possible extreme weather events may include, but are not limited to: severe heat wave, flooding, severe winds including tornados, earthquakes, wild fires, or extreme cold. Communication will be issued to Section Supervisors and related staff that an extreme weather condition is in effect.
2. Customer Service, Electric Services and Water Services will cease activity that interrupts the normal delivery of electric and water services. Those activities include, but are not limited to, disconnection of utilities for non-payment, electrical planned outages, and/or non-emergency repairs of electric and water equipment. This Department Order does not apply to unplanned outages, safety-related planned outages deemed necessary, short-duration planned outages, or any interruption of services due to an emergency or other cause of outage outside of the control of the Utility. In the event that a planned outage needs to take place in order to avoid a safety concern or a more significant system disturbance, the Section Supervisor will inform their chain of command to determine the necessity of the outage.
3. Information from the NWS, NOAA, and/or local forecasts will be the criteria used to make the determination that an extreme weather condition is no longer in effect. This will be communicated to Section Supervisors and related staff that normal operating conditions have been restored.

B. Roles and Responsibilities

1. Customer Services Manager responsibility:
 - a. Determine extreme weather condition by checking with NWS, NOAA, and/or local forecasts.
 - b. Communicate with appropriate staff in water and electrical operations and customer service the beginning and completion of extreme weather protocol, with a copy to the respective Division Manager and/or Assistant General Managers of each division and the Communications Supervisor.
2. Section Supervisor responsibility:

- a. Communicate with appropriate staff throughout affected sections the beginning and completion of extreme weather protocol.
- b. Communicate with the respective Division Manager and/or Assistant General Manager if the determination is that a planned outage is required to avoid a safety concern or a more significant system disturbance.
- c. Ensure that work currently scheduled for completion as outlined in section III.A.2 of this document is postponed and/or rescheduled.
- d. Communicate with appropriate staff throughout affected sections the completion of extreme weather protocol and ensure all affected work has been rescheduled.

IV. DEPARTMENT ORDER RESPONSIBILITIES

- A. Administrative Control (Implementation, Interpretation) – Assistant General Manager – Finance and Administration**
- B. Communication and Training – Customer Services Manager**
- C. Updating – Customer Services Manager**

Submitted:



Dukku Lee
Public Utilities General Manager

11/7/16

Date

Approved by the Public Utilities Board on

10/26/16

Date