

**BEFORE THE PUBLIC SERVICE  
COMMISSION OF THE STATE OF MISSOURI**

SUMMARY OF MEETING

COMES NOW Kansas City Power & Light Company and KCP&L Greater Missouri Operations Company (collectively, the “Company”) and for its Summary of Meeting states as follows:

**Event:** **Storm Preparation & Storm Restoration Presentation and Operations Center Tour**

**Date:** **Tuesday, June 28, 2016**

**Time:** **11:15 a.m. – 2:30 p.m.**

**Location:** **KCP&L Operations Center, Kansas City, MO**

**Company Attendees:**

Heather Humphrey	Senior Vice President, Corporate Services & General Counsel
Kevin Noblet	Vice President, Delivery
Katie McDonald	Senior Director, Customer Experience & Marketing Communications
Chris Kurtz	Senior Director, Operations
Jeff Wolf	Senior Director, Transmission Operations and T&D Engineering
Matt Dority	Director, Regulatory Affairs
Ryan Mulvany	Director, Resource Management
Leroy Lutes	Director, Transmission Services
Corey Miller	Senior Manager, Distribution System Operations – Emergency Response
Jay Patel	Manager, System Operations
Martha Davis	Regulatory Liaison Manager

**MoPSC Attendees:**

Chairman Daniel Hall	
Commissioner Maida Coleman	
Commissioner Scott Rupp	
Charlene Ketchum	Advisor to Commissioner Coleman
Rachel Hassani	Advisor to Commissioner Rupp
Dan Beck	MPSC Staff

**OPC Attendees:**

James Owen  
Amy Moorkamp  
Michele Moyer

For summary of meeting see attached presentation.

Respectfully submitted,

*/s/ Robert J. Hack*

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Attorneys for the Company

**CERTIFICATE OF SERVICE**

The undersigned certified that a true and correct copy of the foregoing document was sent by electronic transmission, facsimile, U.S. Mail or e-mail to all parties of record in all of its contested cases pending before the Missouri Public Service Commission on this 29<sup>th</sup> day of June, 2016.

*/s/ Robert J. Hack*

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Robert J. Hack



# ***Storm Preparation & Storm Restoration***

**Emergency Operations Center  
June 28, 2016**



# Agenda

- Welcome, Introductions, Overview & Safety Topic
- Storm Preparation
- Storm Response
- Recent Storm Activity
- Tour of KCP&L Operations Center

**Kevin Noblet**  
***Vice President – Delivery***

**Welcome, Introductions, Overview &  
Safety Topic**



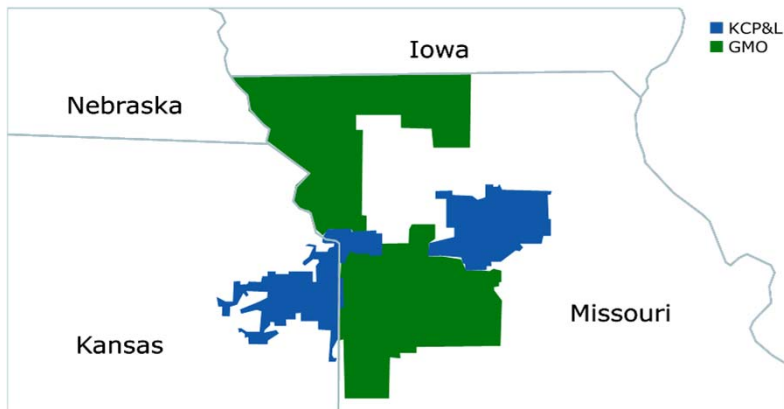
# Safety Topic – Safety Tips During a Storm

- Stay away from power lines, meters and other equipment. Always assume a downed power line is still energized.
- Report an outage through our online form if you have access to the internet or a smartphone. Or call our automated line at 1-888-LIGHT-KC (544-4852). This line is automated because that's the fastest way to get your information to our crews who are working to restore power.
- Avoid opening your freezer and refrigerator doors. A full freezer will keep its temperature for about 48 hours (24 hours if half full) if the door remains closed.



# Solid Vertically Integrated Midwest Utilities

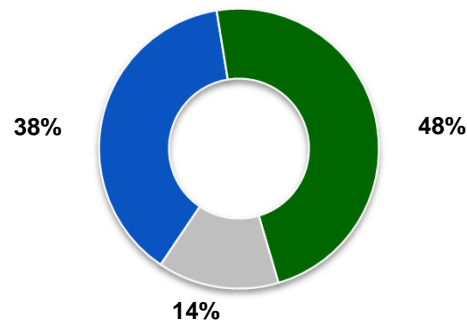
## Service Territories: KCP&L and GMO



## Business Highlights

- ❑ Solid Midwest fully regulated electric utility operating under the KCP&L brand
- ❑ Company attributes
  - Regulated operations in Kansas and Missouri
  - ~850,800 customers / ~3,000 employees
  - ~6,400 MW of primarily low-cost coal baseload generation
  - ~3,600 circuit miles of transmission lines; ~22,600 circuit miles of distribution lines
  - ~\$10.7 billion in assets at 2015YE
  - ~\$6.6 billion in rate base

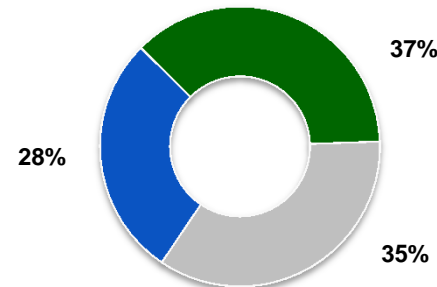
## 2015 Retail MWh Sold by Customer Type



■ Residential ■ Commercial ■ Industrial

Total: ~ 22,669 MW<sup>h</sup>s<sup>1</sup>

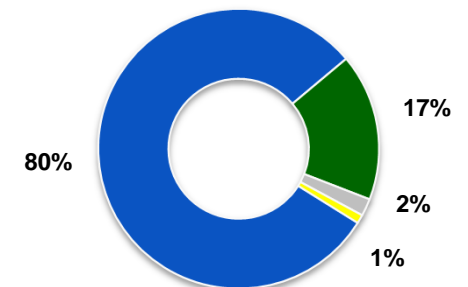
## 2015 Retail MWh Sales by Jurisdiction



■ Kansas ■ Missouri (KCP&L) ■ GMO

Total: ~ 22,669 MW<sup>h</sup>s<sup>1</sup>

## 2015 MWh Generated by Fuel Type



■ Coal ■ Nuclear ■ Wind ■ Natural Gas and oil

1. In thousands



**Chris Kurtz – *Senior Director – Operations***  
**Jeff Wolf – *Senior Director – T&D Engineering***



## **Storm Preparation**

# Storm Preparation – Safety Precautions

- All internal crews have been trained to work in storm events safely and get annual refresher training
- Except for major storm events we use a central control authority for all operations
- In major storm events we may de-centralize our control authority to impacted areas
- Any foreign crews that enter our territory receive a safety briefing to ensure compliance with our safety expectations
- We closely monitor all foreign crews while on our property for safety and quality control



# Storm Preparation – Operations Continuity

- Fully redundant hot standby site in Lee's Summit, MO
- Ops center fed by two circuits from two different subs
- Redundant UPS providing uninterrupted power
- Generator backup providing power for up to 12 hours without refueling
- Looped fiber feed to Ops Center

# Storm Preparation – SERP

- KCP&L has a comprehensive Storm Evaluation and Restoration Plan (SERP) that is utilized during large scale storm events
- Utilizing management resources, KCP&L can scale up to 8 storm teams managing 800 crews (2,400 FTEs)
- KCP&L conducts e-learning and storm simulation training exercises (994 roles are trained biyearly)

# Storm Preparation – Industry Leadership

- Missouri State Risk Mitigation Committee member
- Security Oversight Committee Industry chair (Region A, H, and metro KC)
- FEMA Liaison role
- FEMA Public/Private SME – subcommittee work and annual meeting participant
- Emergency Management Group – hands on working group with 10 national utilities, begun by KCP&L
- Regional Exercise Development Team
- Chair of KCMO Local Emergency Planning Committee (LEPC)
- Chair of Johnson County, MO LEPC
- First Responder Training – combine electric safety training with presentations to first responder groups across Missouri and Kansas

# Storm Preparation – Reliability Programs

- Programs geared towards reliability improvements and grid resiliency
  - Vegetation Management
  - MPSC Inspection Programs
    - OH visual and detailed inspections
    - Intrusive pole inspections (12-year cycle)
    - Pad mounted equipment and manhole inspections
  - Asset Management Programs
    - Worst performing circuits
    - Maintenance backlog
    - OH and UG system improvements
    - Transmission and Substation programs



# Storm Preparation – Grid Resiliency

- Various approaches to consider: key substation equipment spares, EEI STEP program, Grid Assurance
- System hardening – transmission structures, design standards
- Distribution automation – remote switching and reconfiguration
- Smart Meter Deployment



# Storm Preparation – Transmission Operations

- Evaluate current Bulk Electric System (BES) outages for reliability impact (i.e. customer and grid)
- Coordinate with Transmission and Substation C&M crews to return BES elements
- Review Transmission and Substation C&M crews staffing with management
- Coordinate system conditions with SPP RC



**Chris Kurtz**  
***Senior Director – Operations***

**Storm Restoration**



# Storm Restoration – Mutual Assistance

- KCP&L is a founding member of the Midwest Mutual Assistance Group (MMAG)
- MMAG currently has 35 member utilities from the Canadian border to Texas
- When mutual assistance is needed we work through the MMAG to secure foreign utilities and contractors (line and vegetation)
- We have a contract to provide additional resources to assess damage and manage foreign utility crews

# Storm Prep for Restoration

- Activate the storm organization
- Open & Staff the EOC
- Analyze damage forecast
- Assemble restoration team
- Contact suppliers and vendors
- Communicate to customers and other stakeholders



# Storm Restoration – First Response

Restoring power after an outage is a complex process. Our job is to get electricity to the largest number of people in the shortest amount of time.

After a major outage, KCP&L prioritizes:

- Public safety by restoring power to critical services like hospitals, police and fire stations, and water treatment plants
- Substations and primary lines that often serve thousands of customers
- Lateral lines that usually serve customer groups in the hundreds
- Secondary lines that affect a dozen or more customers
- Individual homes and businesses whose service connection have been damaged

**Katie McDonald**  
***Senior Director–***  
***Customer Experience & Marketing Communications***



## **Storm Communication Efforts**

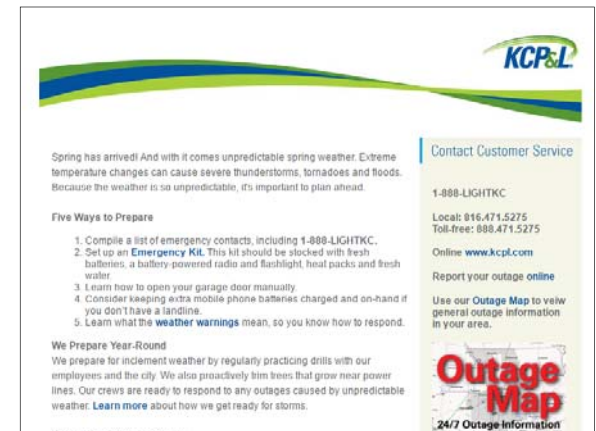


# Communications Before the Storm

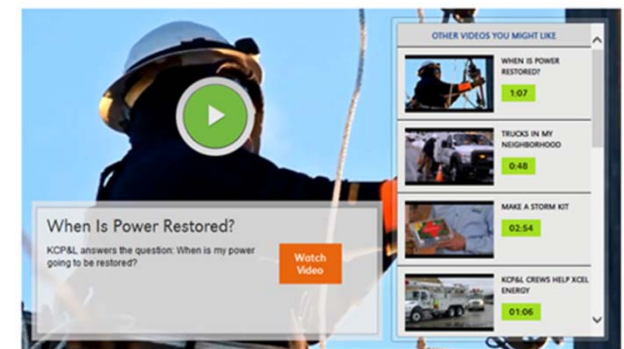
The Marketing & Public Affairs team mobilizes in advance of storms to begin communicating with customers, city and community leaders, emergency management personnel and media.

Some of our specific tactics include:

- Social media posts
- Emails to registered customers
- Person-to-person outreach for various community stakeholders
- Emphasis on safety and preparedness messages, ensuring customers know report outages.



## Outages and Weather



# Communications During the Storm

Some of our specific tactics include:

- Social media engagement
- Media relations
- Outreach to at-risk customers
- Engagement with critical customers
- ERTs
- Dry Ice and Mobile Units

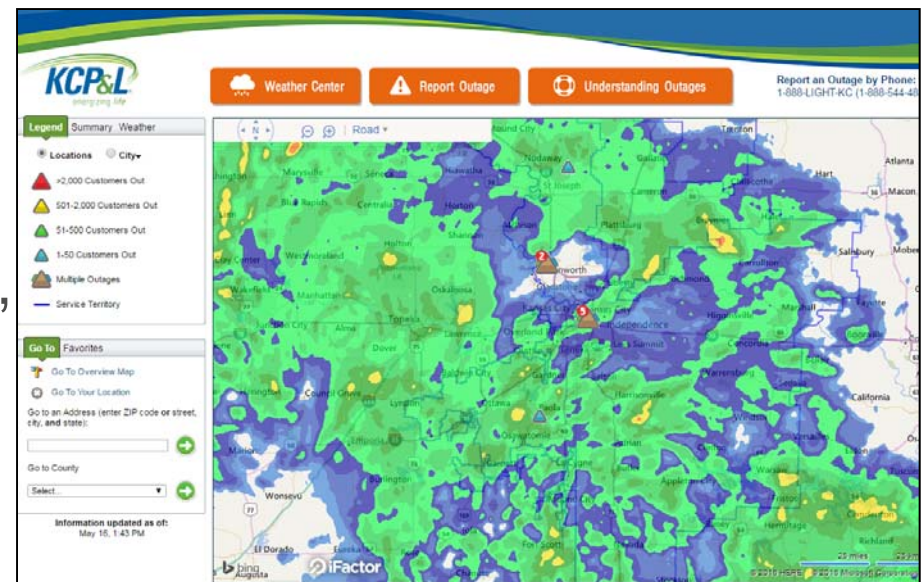


# Outage Map

KCP&L's Outage Map provides general information about outage locations and size.

Other available information includes:

- Weather radar overlay
- Links to Outage Reporting
- Link to access information about what causes outages, how restoration works and storm safety tips.





# Communications After the Storm

The Marketing & Public Affairs team continues to communicate with customers and stakeholder groups, as needed, to cover any remaining issues.

Messaging includes:

- Safety tips
- Information on how to handle service connection damage, storm debris.



**KCP&L**  
energizing life

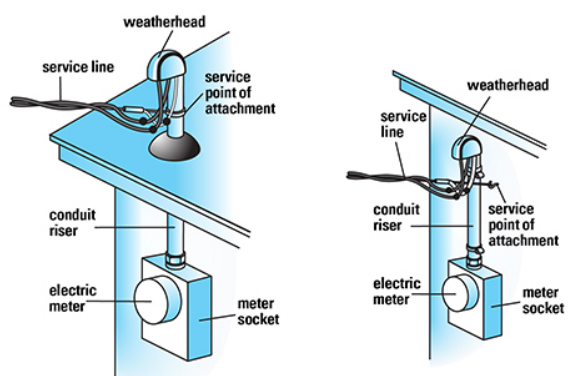


**Customer Feedback**

"I was so impressed you got power on before the horrid heat wave! You're fabulous. We appreciated your hard work through the night!"  
— Sharon Williams

When your meter or service connection is damaged, the process to get it repaired depends on the service area in which you live.

### Service connection damage



- For residential services in the [KCP&L](#) or [former St. Joseph Power & Light](#) service areas, we install and maintain the service line and electric meter. The customer is responsible for installing and maintaining the service point of attachment, weatherhead, conduit riser and meter socket. This is best accomplished by a licensed electrician and may require a local inspection.
- For residential services in the [Missouri Public Service area](#) territory we will install and maintain the service line and electric meter. We will maintain the weatherhead and meter socket after it is installed by the Customer. The customer is responsible for maintaining the service point of attachment, conduit riser when it passes through the roof, and entrance cable to the service panel.

# Storm Response – Employee Relief Efforts

Helping those in need when disaster strikes, strengthening our relationships with customers and communities

- Provide dry ice, bottled water and restoration information during outages/heat waves
- Distribute fans throughout service territory



## NORTHWEST MISSOURI REGIONAL COUNCIL OF GOVERNMENTS Sirens boost storm preparedness for area towns

STAFF REPORT  
Maryville Daily Forum

As any Show-Me Stater knows, the weather in Missouri can change in a heartbeat, and sometimes those sudden changes produce tornadoes, severe thunderstorms, hail and other natural calamities.

But more than a dozen area communities, including several in Nodaway County, are taking steps this summer to become better prepared for severe weather by installing new outdoor warning sirens.

According to Tye Parsons, executive director of the Northwest Missouri Regional Council of Governments, the project is being paid for with \$300,000 in federal funds secured by U.S. Rep. Sam Graves along with \$100,000 in local matches.

Parsons reported that during July, 11 of the 14 communities participating in the siren program had selected vendors and were proceeding with construction. He said the remaining towns should be able to sign contracts within the next few weeks.

"It took a while for the communities to agree on bidding specifications and to have pre-bid meetings with vendors," Parsons said. "But now that we have most of those tasks out of the way, things are moving ahead."

Most of the towns involved in the program are installing at least one new outdoor alert siren, and several have chosen systems that include radio-controlled remote activation and features such as alert monitors for schools, battery back-ups and voice-message capability.

Kansas City Power & Light Co. has donated poles on which to mount the sirens and is also dispatching crews to assist with installation. It is an-



Several area communities have installed or will install new storm warning sirens this year as part of a federally funded project administered by the Northwest Missouri Regional Council of Governments. Pictured is the new siren in Pickering, which was recently placed atop its pole by crewmen from the Kansas City Power & Light Co.

participated that installation will be underway in all 14 communities by this fall. Participating towns include Albany, Burlington Junction, Denver, Forest City, Gulfport,

Hopkins, King City, Maryville, Mound City, Pickering, Ravenwood, Sheridan, Skidmore and Tarkio.

Northwest Missouri ROOG is a regional organization that

provides grant administration services and other types of assistance to member governments, including 41 communities, in Atchison, Holt, Gentry, Nodaway and Worth counties.

**Ryan Mulvany**  
***Director – Resource Management***

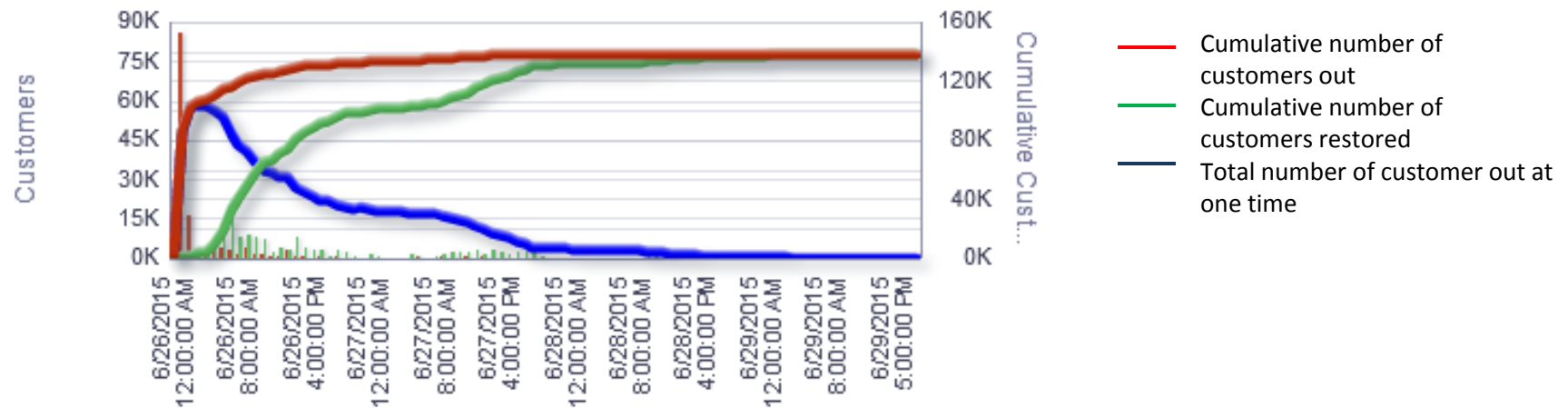
**Recent Storm Activity**



# Recent Storm Activity – June 26-30, 2015

- Over 100,000 customers out of service in first 2 hours of the storm
- Activated our Storm Emergency Response Plan
- 599 line personnel from contractors & neighboring utilities

Customers View

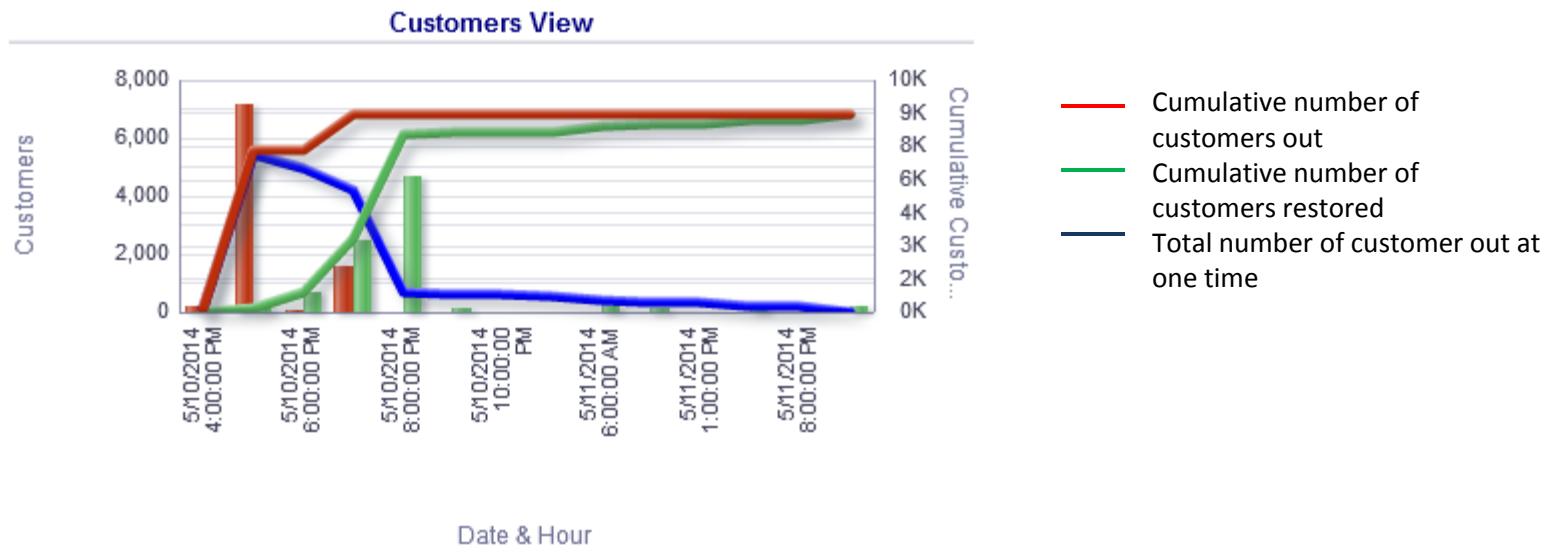


Date & Hour



# Recent Storm Activity – Orrick Tornado

- 5/10/2014, 5:27PM a tornado moved through the City of Orrick, MO
- KCP&L Public Affairs Reps & local management were on site
- We dispatched 107 KCP&L line personnel
- 95% customers impacted were restored within 30 hours





# Concluding Thoughts

- We work hard to provide exceptional service and reliability to our customers.
- We prepare year-round to help get your power back on as safely and quickly as possible after a severe weather event.
- We've built our response strategies on past experience and best practices and we're proud to be recognized for our efforts.
  - Our Storm Evaluation and Restoration Plan has been rated one of the top five emergency response programs in the country.
  - In January of 2016 KCP&L was awarded the EEI Storm Restoration Award for its response to a storm occurring in June 2015.

**Ryan Mulvany – Director, Resource Management**  
**Jay Patel – Manager, System Operations**



***Tour of Operations Center***

