

IAMU Mutual Aid Program

In the true spirit of cooperation, IAMU members participate in the Association's Mutual Aid Program providing disaster assistance to any member community in need of emergency support. Participating IAMU gas and electric utilities stand ready with backup equipment, materials and personnel to ensure the continuation of service to customers during the most adverse conditions.

CALLING FOR HELP WHEN DISASTER STRIKES

1. Survey the damage

Survey location and severity of damage to your system BEFORE calling your regional coordinator to request help.

2. Make a quick inventory of needs -- be specific

Put together a short list of specific personnel, equipment and materials you'll need before you place the call for help. This will save response time. Identify areas of need (e.g. substation, transformer banks, distribution, service connections, pressure regulating stations, etc.) and the specific jobs for which you need assistance.

3. Call your Mutual Aid Regional Coordinator

Call either your primary or secondary Mutual Aid Coordinator. (See pages 5, 6, and 7 for listing of regions and coordinators.) If telephone or normal radio contacts cannot be made, utilize the Iowa State Highway Patrol or County Sheriff in requesting help.

Describe:

1. Nature of disaster.
2. Type of help, equipment and number of crews needed.
3. Other sources of help already contacted such as neighboring utilities or private contractors.

Indicate:

1. Where crews should report when they arrive in your city.
2. Estimated time (hours, days) they will be needed.

Establish:

1. A command center with a person and phone number to receive and return calls from Regional Coordinator.
2. Time when you will re-contact Regional Coordinator if incoming calls to your utility are not possible.
3. Method of documenting services provided and hours worked by outside utility crews.

RESPONDING WITH HELP WHEN YOUR UTILITY IS ASKED TO ASSIST

1. Receiving call from Mutual Aid Regional Coordinator

A utility representative should be designated to receive calls as part of the IAMU Mutual Aid program. Both a primary and back-up representative should be identified in the event help is needed on weekends or after regular working hours.

2. Identify personnel and equipment available

Take an inventory of the personnel and equipment your utility could send for emergency assistance without jeopardizing your own operation.

3. Determine which personnel and equipment will be sent

Give Regional Coordinator the names of utility personnel which will be sent to assist a neighboring community. Be specific. Also, explain in detail what equipment will be taken, e.g. aerial device, digger derricks, poles, transformers, backhoes, welders, etc.

4. Confirm directions for travel and where crews are to report

In the event main roads into a community are closed, determine what route is available for travel. Also, find out specifically where crews are to report for service assignments.

5. Estimate time involved for your utility personnel

Your utility's crew will need to know the approximate time they will be away from home. If an overnight stay is anticipated, workers should plan appropriately and include personal items for an extended work schedule.

6. Share information with your utility personnel before they depart

Don't assume your workers understand the nature of their roles in the Mutual Aid process. Explain your utility's involvement in the program and specifically what duties your workers will be expected to perform. Provide them with information on where to report once they arrive in the neighboring community.

7. Document time and costs

Mutual aid assistance is provided according to the schedule of standard charges listed below. Document time and materials used by your utility personnel so reimbursement can be made by the assisted utility.

IAMU MUTUAL AID PROGRAM STANDARD CHARGES

Labor Charges

As stated in the IAMU Mutual Aid agreement form, the city giving assistance will bill labor charges at actual cost plus 35 percent to cover overhead. Meals and lodging for workers, if required, will be provided by the utility requesting assistance.

Equipment and Materials

Maximum charges for use of aerial baskets, digger derricks, backhoes, trenchers and tractors are \$20.00 per hour. Fuel and oil used by equipment in the recovery process will be supplied by the assisted utility. A fuel tank "fill-up" will also be provided by the assisted utility for trucks returning home after providing assistance.

Maximum charges for pickups are \$10.00 per hour.

For equipment that is driven, time charged includes travel time. For equipment that is hauled, time charged is based on hours of actual use in the assisted community. All other materials supplied by the city providing assistance will be billed at replacement cost without additional markup for overhead.

Insurance Coverage

For cities participating in IAMU's safety group program, insurance coverage continues for employees working outside their home city -- as long as that individual is working as an agent of his or her city and not in a free lance capacity.

In the event of an accident, insurance deductibles on vehicles are paid, up to a maximum of \$1,000, by the utility receiving services. These deductibles vary by policy.

There is no deductible for liability claims under the IAMU insurance program for either vehicle-caused damage or damage when an employee is at fault.

While these are the allowable charges stated in the IAMU Mutual Aid agreement form, the decision regarding billing for services is left to the discretion of the utility providing assistance. Many IAMU members routinely provide gratis assistance when employees are available, believing that at some point the aid may be returned in-kind. Other utilities charge for assistance at the rates described above. There is no IAMU policy for this issue.

DUTIES OF REGIONAL COORDINATORS

The Regional Coordinator receiving any call for assistance will attempt to learn:

1. The nature and severity of the emergency.
2. What has been done.
3. Who has been contacted.
4. What help the municipal utility needs.
5. The priority of equipment and material needed.

The person receiving the original message will immediately enlist appropriate help.

Communication will be maintained periodically between the Regional Coordinator and the distressed municipal utility.