

IOWA UTILITIES BOARD

INCIDENT REPORTING REQUIREMENTS

GAS, ELECTRIC and TELECOMMUNICATIONS

NOTE: This is a summary reference for revised incident reporting rules and does not replace the actual text or meaning of the rules published in the Iowa Administrative Code.

New incident reporting rules in IAC 199 Chapters 19 (Gas), 20 (Electric), 21 (Water), 22 (Telecom), and 25 (Electric Safety Code) effective March 5, 2008, electric revised January, 2010.

Each utility must provide 24 hour contact for outage and incident information per Chapter 19.2(5)"i", Chapter 20.2(5)"k", Chapter 22.2 (6) "a", and Chapter 25.5(1).

NATURAL GAS

Chapter 19.17 Emergency incidents – prompt reporting to IUB as soon as practical of any incident involving release of gas, failure of equipment, or interruption of facility operations resulting in any of the following:

- Death or personal injury resulting in in-patient hospitalization
- Estimated property damage of \$15,000 or more to utility or others
- Emergency shutdown of LNG facility
- Interruption of service to 50 or more customers
- Any other incident considered significant by utility (will the media report it?)

Notify Board Duty Officer by telephone at 515-745-2332, if your call goes to Voicemail; leave a call-back number for a person who is knowledgeable about the incident. The other option is to report by e-mail to IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number. Initial report to provide following information:

- Location and time of incident
- If any, the number of persons dead or injured and extent of injuries

- Initial damage estimate
- Number of services interrupted
- Summary of significant information available to utility as to cause and damages
- Any oral or written report required by the U. S. Department of Transportation and the name of the person who made the oral or written report

Written Incident Reports filed with IUB within 30 days to include:

- Location of incident
- Time of incident
- If any, the number of persons dead or injured and extent of injuries
- Initial damage estimate
- Number of services interrupted
- Summary of significant information available to utility as to cause and damages
- Copies of any written reports concerning an incident or safety related condition filed with or submitted to the U. S. DOT or the National Transportation Safety Board.
- If additional information becomes available at a later date, a supplemental report shall be filed

ELECTRIC

Chapter 20.19 – WHAT TO REPORT

Any Outage That May Last Longer than Two Hours (Applies as noted below)

- Substantially all of an incorporated city or town (75%)

Utilities with 50,000 or more customers

- Loss of 20 percent of established zone

Utilities with 4,000 to 50,000 customers

- Loss of service to 25 percent or more of total customers

Any Major Event as defined in 20.18(4)

- Extensive physical damage due to unusually severe or abnormal weather or event
- Wind speeds in excess of 90 mph
- One-half inch of ice is present and wind speed exceeds 40 mph
- Ten percent of the affected area total customer count is incurring a loss of service for five hours or more
- 20,000 metropolitan area customers out for five hours or more

Any other outage considered significant by the utility = An unusual event that attracts news media attention, creates unusual damage to utility facilities, utility facilities create unusual damage to adjacent properties, causes loss or problem for high profile public facilities.

Email to: iubdutyofficer@iub.iowa.gov or Phone: 515-745-2332

NOTES

- 1) Customer numbers can be based on the last available year end number as reported to the IUB annually, OR can be based on the best available guesstimate. Nobody is going to count noses or split hairs. Ball park it, better safe than sorry.
- 2) As soon as you get a feel for a situation and think it might fall into above criteria report it.
 - Please do not wait until 1:58 or 2:01 to report it to the IUB
 - Experience, instinct, feeling in your gut, the sooner the IUB knows the better.

TELL IUB THE FOLLOWING (Using the simplest descriptions and terms)

Location

- If a town is out – town name
- If percentage of a zone – name of zone, very brief general location if not obvious (County names work fine)
- If unique or narrow significant situation, nearest major intersection is fine
- Don't need detailed description of location unless you are asking for help

Best Available Brief General Description of Problem (a few words, not sentences)

- Substation failure
- Lines and/or poles down
- Transmission source lost or transmission line down

Possible/probable cause

- Weather related – act of God (if you know high winds, tornado, ice, flood, say so)
- Equipment failure/malfunction (Simple generic name of equipment if known)
- Vandalism or terrorism – act of man

Time Outage began or was first reported (Hours and approximate minutes fine, no seconds)

Best estimate for time of repair or restoration (Please don't pad to cover yourself)

- If you take up to an hour longer – oh well!
- If see that it may take more than an hour longer than estimate, tell us right away

- Knowing potential duration is important to emergency managers so they can do planning as may be needed to assist the public.

ELECTRIC CONTINUED

Chapter 25.5 - ACCIDENT INCIDENT REPORTING RULES

- Provide board with 24 X 7 point of contact
- Notify Board of following:
 - Any human electric contact resulting in death or hospitalization
 - Any property damage estimated to be \$15,000 or more
 - Any other incident utility considers significant (likely newsworthy)

Notify IUB Duty Officer *immediately*. Provide following information:

- Name and contact information of reporting person
- Location and time of incident
- Number of deaths or hospitalized injured and nature of injuries
- Initial damage estimate in dollars
- Summary of significant information available regarding probable
 - cause
 - Notification of any reports made to federal agencies and name
 - and phone number of person making that report

Written incident reports within 30 days covering oral report information in greater detail.

Subsequent update written reports may be filed as needed.

HOW TO CONTACT IUB DUTY OFFICER, ANY HOUR OF THE DAY OR NIGHT, ANY DAY OF THE WEEK

Email to: iubdutyofficer@iub.iowa.gov or Phone: 515-745-2332

TELECOMMUNICATIONS

Chapter 22.2(8) – All communications providers included in 47 CFR § 4.3 (a), (c), (f), and (g) shall provide notification, outage reports, and current 24 X 7 contact information.

For outages reportable under 47 CFR Part 4 call the IUB Duty Officer cell phone at 515-745-2332 (if your call goes to Voicemail; leave a call-back number) The other option is to report by e-mail to IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number.

As soon as reasonably possible after discovering outage, but no later than just after submitting required electronic report to FCC

- After notifying IUB Duty Officer as above,
- Send electronic copy of FCC filing to IUBDutyOfficer@iub.iowa.gov or
- File a paper copy with the IUB
 - Immediately after submitting any *initial* communications outage report to FCC, electronic or paper copy shall be filed with the IUB as outlined above.
 - Immediately after submitting any *final* communications outage report to FCC, electronic or paper copy shall be filed with the IUB as outlined above.
 - In its annual report filing with the IUB every communications provider shall provide a current list of 24 X 7 contacts to be used whenever a service outage occurs.
 - The named contacts shall be knowledgeable about:
 - technical aspects of service outage
 - the estimated duration of the outage
 - impact to customers
 - probable cause
 - Contact information shall be promptly updated whenever a change occurs.
 - The information contained in FCC notifications and reports required to be filed pursuant to 22.2(8) “a”-“c” shall be held confidential pursuant to FCC order.
 - The IUB may provide general information or aggregate information from these reports when necessary for the public safety and welfare.

1-13-2010