KY Public Service Commission
Outage Report System

The KY PSC Outage Reporting program is designed to ease notification to the KY PSC of outage incidents and to provide summation information to the public.

Participating utilities are responsible for the following:
- Maintaining valid contact information.
- Maintaining customers served per county.
- Submitting outage incident reports.

Please read over this document so that you will be aware of which fields will be made available to the public on the KY PSC Outage Home Page.

This document covers:

Logging in to the secure site
From the KY PSC home page: http://psc.ky.gov
Click on the "Login" button top left

This will bring up a place to enter your assigned user ID and password

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If your logon information was correct a serious of blue buttons will appear according to your authorization. Click on "Outage Reporting"

You will enter the Outage Reporting System on the ORS Home Page. This home page (revised December 2006 to include telecom companies) will display the public information from most recent telecom or electric outages reported.

Sample of the new HOME page filtered to date of a recent thunderstorm, 5/25/2006 and Electric companies ONLY

To help the KY EOC determine how critically a county is affected all other utilities known to serve a particular county will be listed by dragging the mouse over the blue county name.

The image to the left indicates the utilities serving Garrard.

NOTE: The number of customers per county are listed with the latest date the utility has maintained the county information.

As a participating utility on the blue menu bar you should see four menu items: Manage, Submit Incident, View Incidents and ORS Home.

- **Manage** – means to submenus **Manage Counties** and **Manage Contacts**
- **Submit Incident** – allows you to enter an outage incident report
- **View Incidents** – allows you to view and all incident outages involving your utility
- **ORS Home** – current page

Manage

Submenu item **Manage Contacts** – allows you to enter a public contact phone number and an Engineering contact.
Submenu item **Manage Counties** – allows you to add or remove counties served and each county's number of customers.

Manage Contacts

Keep current the best contact information. You may update at any time.

On the left in gray – you may optionally enter a phone number for the public. This number will only be displayed in the event of a major statewide outage if your utility is reporting.

On the right in the yellow section: provide the designated contact name, phone number and email address for state and federal emergency officials. This number will not be made available to the public. The information will be used to pre-fill incident reports with contact information.

Upon your first visit to this screen it will contain the information provided when an ID was requested. Click **Save** even if corrections are not needed to confirm the information.

Click **Save** in the lower right when changes are complete.

Image of the Contact Screen

Manage Counties
The counties served affects the choices available when you submit an incident.
All counties will be displayed. Enter the number of customers for that county in the corresponding textbox to add a county to the utility's service. Reduce the number of customers to zero in order to remove a county from service. Click the **Save** button on the bottom right hand side of the screen when finished (not visible in the following image).

*Initially – all electric customer counts were estimated from census data. In the event that a county was listed in the utility master as being served which did not appear on census data that county will show a customer of 1. Telecom customer counts come from the previous years annual report. **Please verify counties served and the approximate customers served before submitting an incident**.*

Additional Note: The KY EOC bases emergency status on the percentage of customers affected per county. It is very important to have good estimate customer numbers.

Image of the Manage Counties Screen

Submit Incident

This menu item will present a screen with two links.

- Add a NEW Incident Report

- Update or correct an Existing Incident Report

Choose "**Add a New Incident Report**" to alert the PSC to a new incident. If a correction is needed or the number of customers affected has changed choose "**Update or correct an Existing Incident Report**".

Being able to correct or update restoration progress on a reported incident is a new feature added August 2006. Previously any corrections could only be made by contacting the PSC. Only the most recent updated record will appear on the public ORS home page.

For example:

- An incident occurred and was reported at 10:00 AM.
- The 10:00 AM outage is listed on the public page.
- By noon more than 50% of the customers are restored.
- The original record is updated to reflect this restoration progress.
- The public ORS home page shows only the updated record in place of the 10:00 AM report.

This figure zooms in on a few of the records from the storm of 5/25/2006. Note that updated or corrected records are so indicated.

5/25/2006 10:30:00 PM	Farmers R.E.C.C.	**Possible Cause:** Severe thunderstorms moved across service territory reported 5/26/2006 9:07:06 AM	County Barren Hart Metcalfe
5/25/2006 9:57:00 PM	American Electric Power	**Possible Cause:** broken pole reported 5/26/2006 4:29:46 AM	County Breathitt
5/25/2006 7:50:00 PM	Duke Energy Kentucky, Inc.	**Possible Cause:** Storms with high winds and lightning. **Comment:** Approximately 4600 customers out in Boone (1100), Campbell (600), and Kenton (2875) Counties. Crews in the field include Duke Energy crews, mutual assistance crews and contractor crews. updated 5/26/2006 6:37:15 PM	County Boone Campbell Kenton
5/25/2006 7:00:00 PM	Kentucky Utilities Company	**Possible Cause:** Around 7pm strong storms moved across the KU territory. updated 5/26/2006 9:47:09 AM	County Bell Fayette Hardin

This record shows the initial report time.
This instance shows the latest update.

Add a NEW Incident – proceed to **Entering Incident Report Information** section on the following page.

Update or Correct an Existing Report
The screen will display all original report records that may be updated. Records which update an original report will not be available to choose.

For example:
- An outage incident occurred at 9:00 AM and was reported. This is an original record.
- Later the record was updated as restoration neared completion at 2:00 PM. This is **NOT** an original record.
- If one wished to provide the final status at 4:00 PM only the original 9:00 AM report would be available to choose.

The date filters automatically default to the past 24 hours. **Click on the Incident Time link to choose a record to update.** This link will continue on to actually collecting the incident report information.

Entering Incident Report Information

Each report consists of basic header information in two sections: public and private. There is an additional private section that applies only to electric utilities. Finally the counties served are displayed to accept the number of customers out per county.

Public information will be visible to the public on the KY PSC Outage Homepage. Any comments provided in the public section will appear beneath the listed possible cause. (See pg 3)

Initially due to the estimate customers served per county it would be wise to first visit the **Manage Counties** screen to ensure that all counties with an outage will be available for data entry.

The new incident entry could be pre-filled with the information from the last entry information if the previous incident is less than five days old. "*NEW*" will be indicated in the upper right corner to clarify you are creating a new entry.

The report that updates a previous one will be pre-filled with the previous reports information. "*UPDATE*" will be indicated in the upper right corner. You will have to indicate if this update report is a correction or an update on restoration.
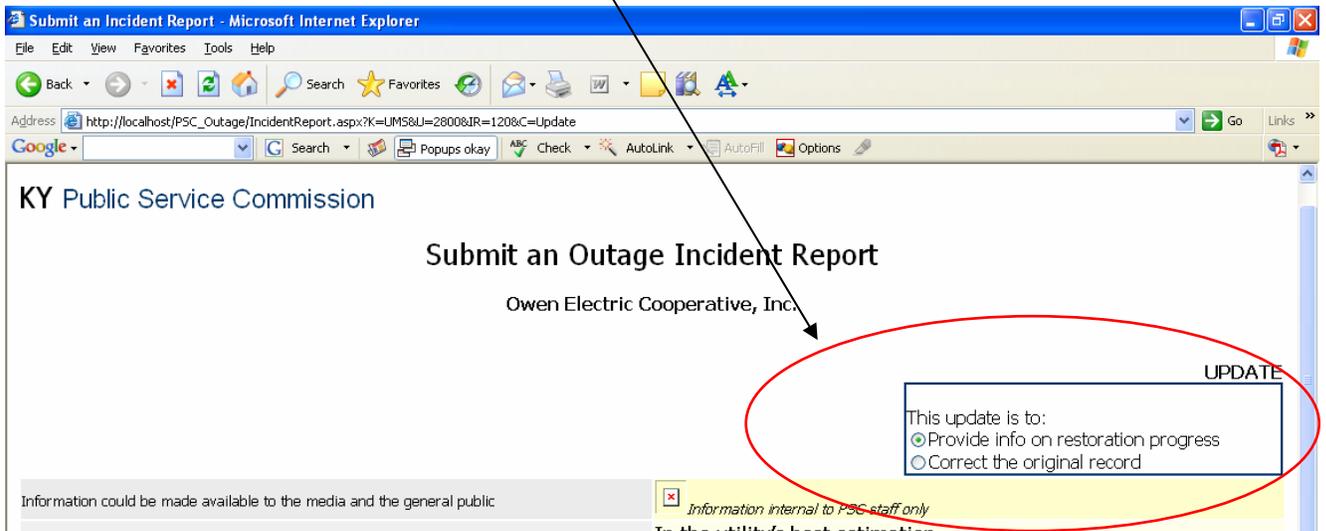
Courtesy Notification:

All filers will have the ability to distinguish between a simple courtesy notification and a reportable incident.

If after further study a courtesy notification becomes a reportable incident the flag may be corrected.

Incident Summary Report
The system will now accept the final summation report if enough detail is provided. This will eliminate the need to follow up with an additional report. Simply update the original outage and use the newly provided checkbox to indicate this is the summary report.

Click **Submit Incident Report to PSC** button on the lower right when complete.   An email will be generated notifying all assigned PSC staff of the incident.

Unique incidents require only a single report. When an event is ongoing such as the ice storm of 2003 updates will be expected twice a day until the event is closed or all customers are restored.

If you filed an outage incident before the event was declared and that incident was deemed to be part of the event you will be notified about the required updates. If you report an outage incident during an event you will notice an onscreen exclamation with the required update times. You must update your outage status at least once *before* those declared times.   You may update more than once as outages decline before the declared times.

Public Fields:

Type of Report: This field is usually not editable and displays "isolated incident." If a major statewide outage event is in progress this will become a drop-down list. Your choice will include the current event or "isolated incident". The default value will be the current event. You may alter this value to "isolated incident" if applicable.

Incident Started Date: The approximate date the incident began. ***Not to be confused with reported time***.
format mm/dd/yyyy   *required*
Incident Started Time: format hh/mm AM/PM   *required*

Reported: The time this report is created – the current date and time.

Total number of personnel including contractors number   *required*
Possible Cause   1000 chars max   *required*

Public Comment   Enter any informational text you wish to be presented to the consumers.
1000 chars max

Private Fields:

In the utility's best estimation, will 1000 or more customers be disrupted for more than 24 hours?   Check to indicate YES; default is blank NO.

Restoration Efforts   1000 chars max   *required*
Estimated Restoration Time   50 chars max   *required*
Comments including critical facilities   1000 chars max

Who may we contact? Please provide information about the person filing the report. This information will be pre-filled with any values provided in "Manage Contacts". Replace as needed.
Name   50 chars max
Phone   25 chars max
Email   50 chars max

Private Electric only fields:

*Primary cause choose one: *required*
          Generation; Transmission; Distribution or Unknown
*Provide greater detail on cause   1000 chars max

Poles   number   *required*
Wire Spans   number   *required*
Transformers   number   *required*
Outside Work Force   number   *required*

Public fields: Counties Affected:

Not all counties are shown. Counties designated as served using the Manage Counties will be shown. Enter the number of customers out to the right of the correct county.

* This field was added Jan 2008

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Image of the Incident Report Entry Screen with an ongoing Event.

View Incidents

You may view incidents involving your utility. You will have two different means of filtering raw outage incidents: An Incident Time Filter and County filter. When entering this screen it initially displays incidents for all counties within the past 24 hours.

Two different **Time filters** are available:
   a drop-down list with standard time filters : past 24 hours, past 48, past week and Other.
   manually entered dates and times.

Choose "**Other"** from the drop-down list to use the manually entered dates and times. *Note entering a date without a time will result in a default time of midnight.*

County filter – by default this filter is set to "All counties". Any county may be chosen from the drop down list.
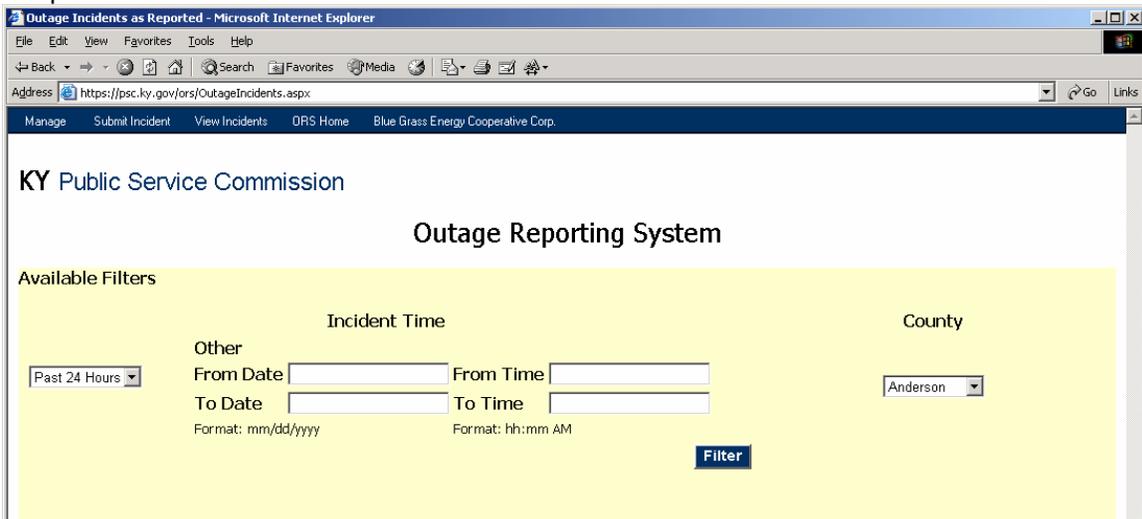
Image of the View Incidents Filter

Click **Filter** to retrieve results. A grid will display all outage incident reports that match the criteria. Click on the incident **time link** of any incident to read the information associated with that report on the "**Incident Details**" screen.

Unlike the public HOME page which shows only the most recent report – Viewing Incidents will show EVERY report entered. Updated or corrected reports will be obvious by a ⌐ pointing to the original record.

Sample of two updated reports to one original record.

Incident Details

This screen provides a read only view of all information associated with one outage incident report. Buttons at the bottom right hand of the screen allow you to return to the list of matching incident or move on to the next incident.

Use the button "**Return to Incident List**" to go back to the list of all incidents which matched your criteria. If other incidents are available in the list you will have buttons to view the details on the current screen of the **next** or **previous** incident.

Image viewing details of a reported outage incident

Note: When viewing an incident if it updates an original record it will have a link to that record in the top right hand corner. Likewise if an original record has an updates it will list links to those records as well.