



Dominion[®]

***Storm Preparation
and Response***

***Arlington County Civic Federation
January 4, 2011***



February 5th
“Snowmageddon”

February 5th “Snowmageddon” – Impact

- 2-3 feet of Snow in Northern Virginia
- 287,000 Customers Affected System-wide
- 6,000 Work Locations
- Over 200,000 Customers Affected in Northern Virginia
- 2,700 Dominion Personnel, Tree Contractors, and Mutual Aid Personnel Engaged

February 5th “Snowmageddon”

Challenges...

A LOT of Snow...

Blizzard bears down on region

Conditions deteriorate as snowfall intensifies

Heavy snow and high wind combine to make the forecast one of the most dire issued in the area in years.



(Photo: Bill O'Leary/Post)

Storm brings Washington to a near standstill

Snow piles up overnight; Metro, merchants cut service.



Difficult Truck Access...



Needed Specialty Equipment – Track Vehicles...



Needed Specialty Equipment – Snow Blowers...



Needed Specialty Equipment – Helicopter Patrols...



Needed Specialty Equipment – Snow Shoes...



Unusual Restoration Pressure – Super Bowl Sunday Coming...



VS.

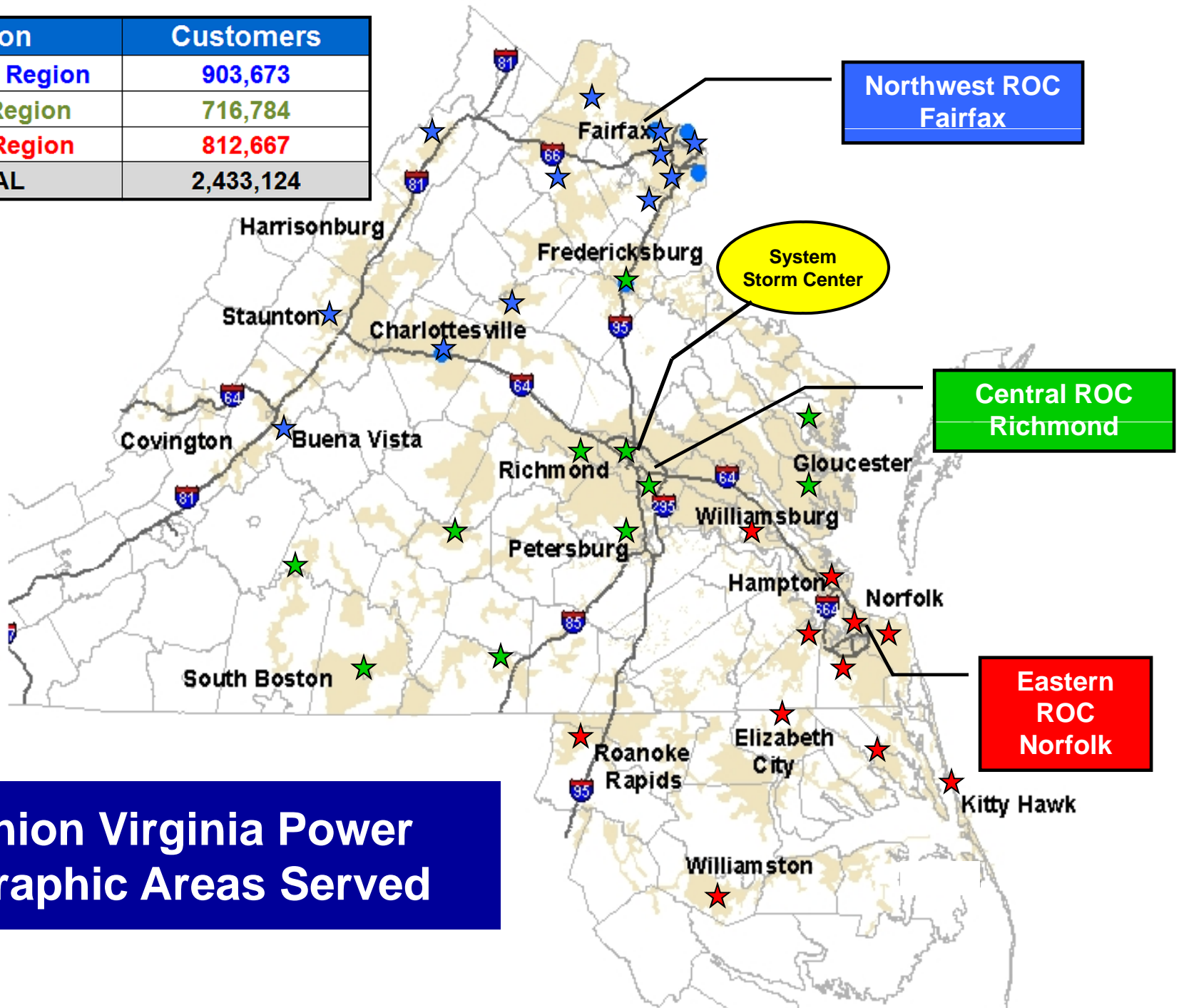


**SOUTH FLORIDA
02.07.10**

February 5th “Snowmageddon” – Strategy

- Pre-deployment of Line & Patrol Resources
- Request for Mutual Aid Support
- Communications with VDEM, VDOT, and Local EOCs
- Staging of Regional Exec’s (Communications Officers)
- Customer Calls handled by Customer Care Associates
- Utilized dom.com for Storm Updates
- Twitter and Facebook

Region	Customers
Northwest Region	903,673
Central Region	716,784
Eastern Region	812,667
TOTAL	2,433,124



**Northwest ROC
Fairfax**

**System
Storm Center**

**Central ROC
Richmond**

**Eastern
ROC
Norfolk**

**Dominion Virginia Power
Geographic Areas Served**

System Storm Center – Richmond, VA

- Directs System-wide Restoration Planning
- Oversees Response Execution
- Coordinates Communications Initiatives



On Staff Meteorologists



Daily Weather Statement

7x7 Threat Matrix (7 Areas for 7 Days)

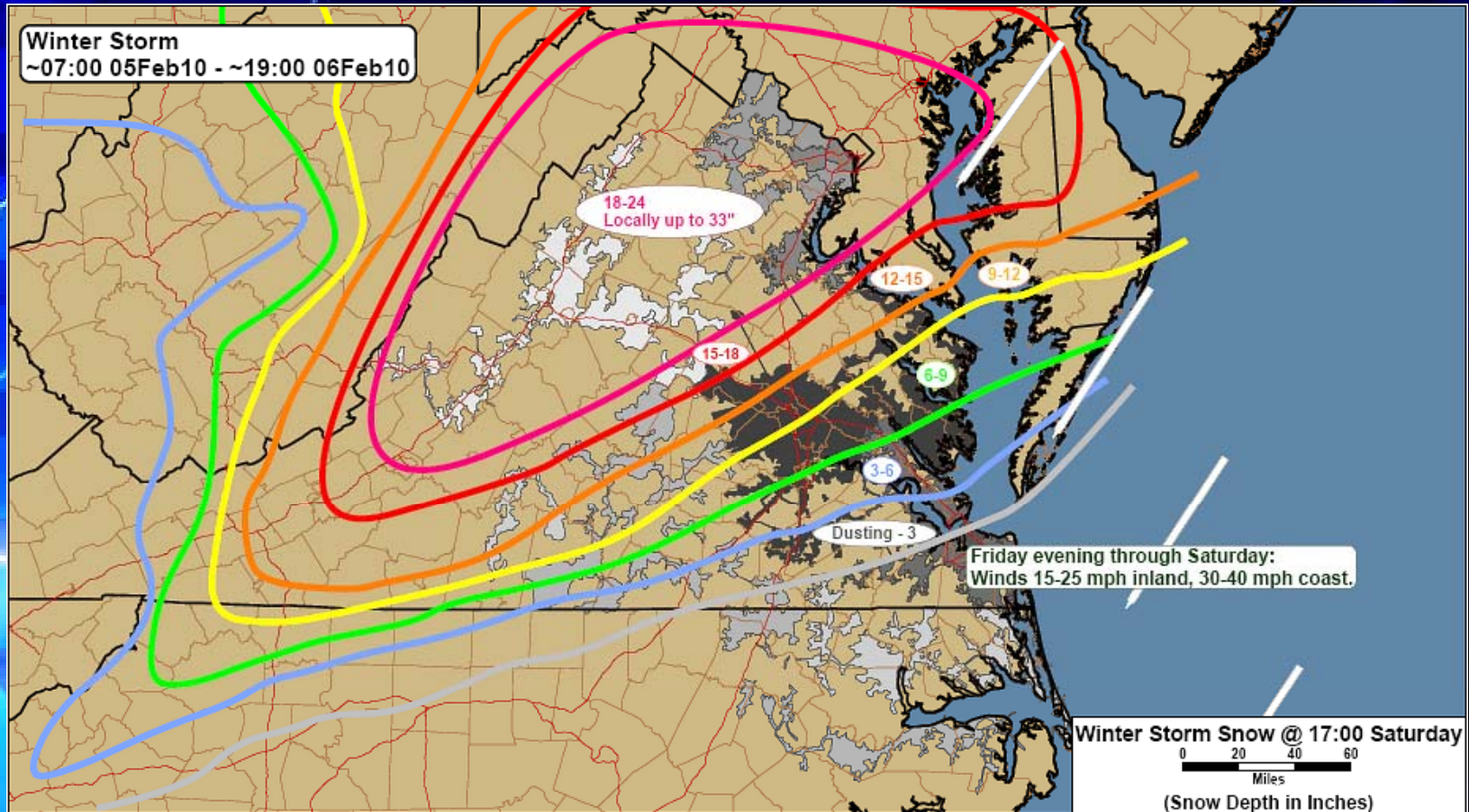
General Operational Outlook:

Geopolitical Location		Today's Threats	Sat, 06- Feb Threats	Sun, 07- Feb Threats	Mon, 08- Feb Threats	Tue, 09- Feb Threats	Wed, 10- Feb Threats	Thu, 11- Feb Threats
Northwest	Northern Virginia	Wet Snow, PM Wind	Wet Snow, Wind	Breezy	Cold	Wintry Mix	Breezy, Light Snow	Breezy
	Shenandoah / Piedmont	Wet Snow, Breezy PM	Wet Snow, Wind	Breezy	Cold	Wintry Mix	Breezy, Light Snow	Breezy
Central	Richmond Metro	Wintry Mix, Wet Snow (North), Breezy PM	Wintry Mix, Wet Snow (North)	Breezy	Cold	Wintry Mix	Breezy	Breezy
	Gloucester & Northern Neck	Wintry Mix, Wet Snow (West), PM Wind	Wet Snow, Wind	Breezy	Cold	Wintry Mix	Breezy	Breezy
	Southside Virginia	Wintry Mix, Freezing Rain	Wet Snow, Wind	Breezy	Cold	Wintry Mix	Breezy	Breezy
Eastern	Tidewater	PM Wind, Heavy Rain	Wind, Heavy Rain AM	Breezy	Cold		Breezy	Breezy
	North Carolina	PM Wind, Heavy Rain	Wind	Breezy	Cold		Breezy	Breezy

System	Percent chance the forecast will be: Better/Same/Worse	05% / 85% / 10%	05% / 85% / 10%	00% / 95% / 05%	00% / 90% / 10%	00% / 75% / 25%	00% / 85% / 15%	00% / 85% / 15%
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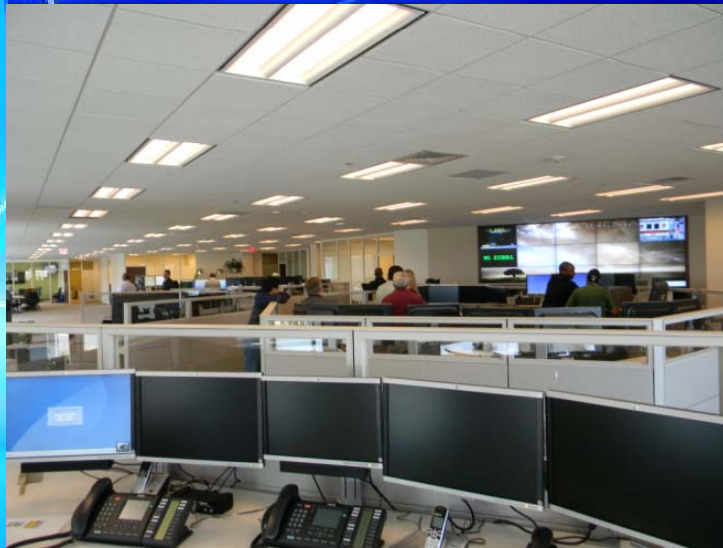
	No Threat	Low Threat	Moderate Threat	High Threat
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Severe Weather Graphics - Threat Map



Regional Operations Center – Herndon, VA

- Directs Restoration and Response Activities
- Responsible for All Distribution Switching
- Manages Resources Across the Region



February 5th “Snowmageddon” – Results



- Restored 90% of Customers by Super Bowl Kickoff
- Restored 98% of Customers by Monday Night
- All Customers Restored by Tuesday Night

Dominion Substation ---1037 N. Nelson Street

Prior to Snow Removal



Dominion Substation —Sidewalk After Snow Removal

Hi Ms Johnson.

We were just out half an hour ago and it looks wonderful.

Also I think it may have been your guys who bobcatted out the parking spaces on Friday.

If so tell them a million thanks. And thanks for the walks. Now we can make it all the way to Metro.

Thanks again for restoring some normalcy to the neighborhood.

M. D .





Questions



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