LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-C001

SUBJECT

Municipal Emergency Management - Within the first 12 hours

REQUEST

Within the first 12 hours of the restoration period:

a. Did LUMA prepare a press release and communicate with affected municipal and governmental officials?

   i. If so, identify the municipalities with which communication occurred and the dates, times, and methods of communication.

   ii. If not, fully explain why not.

RESPONSE

Press releases issued by LUMA are posted on the LUMAPR.com website and distributed to outlets in Puerto Rico and the United States, including independent journalists, regional newspapers and digital publications. In accordance with the timeline defined in the Introduction document, the first 12 hours of the restoration period are 0700 to 1900 on September 25, 2022. During this time period, LUMA issued a press release providing Global ETRs.

Throughout the event, LUMA remained in regular communication with government officials to keep them apprised of the response and restoration efforts. Furthermore, LUMA staffed an Interagency Coordinator at PREMB Central EOC and at each of the ten regional EOCs.

LUMA utilized various communication methods to communicate with municipal and government officials throughout the response to Hurricane Fiona that are outlined below:

- **LUMA Contact Center Communication with Municipality Contacts** – Throughout the event, LUMA Key Account Managers maintained direct communication with contacts at the municipal level via telephone calls, in-person visits, social media, and virtual meetings. A data extract that documents these communications for the date range of September 21, 2022 to October 9, 2022 is included as Attachment 1. In addition to direct communications with municipality contacts, LUMA also conducted conference calls.

- **PREMB Regional EOC Communication** – , Municipalities routed incidents through the Regional EOCs using the WebEOC application. Other incidents were generated from 9-1-1 calls or other Interagency Coordinators, such as PRASA, collocated at the Regional EOC. These incidents were handed over to the LUMA Regional Interagency Coordinator for LUMA related incidents such as fallen poles, down wires, critical facility incidents, etc. Once this information was received by the LUMA Regional Interagency Coordinator in the LEOC, they sent an email to generate a ticket that would be assigned to a LUMA Regional Operation Command Center (ROCC) so that the appropriate crews could be dispatched to investigate and resolve the incident.