LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F008

SUBJECT

Call Center - Telephone number

REQUEST

Has a dedicated telephone number been established for emergency personnel to contact the call center?

RESPONSE

For calls that originate from emergency personnel such as police, fire, 911 dispatch, the system is designed to recognize the numbers and prioritizes the calls in front of all other calls in queue. With this prioritization to the front of the queue, there no need for a dedicated number provided to emergency personnel. In addition to the LUMA Contact Center communication channel, LUMA's use of an Interagency Coordinator staffed at PREMB Central EOC and at each of the ten Regional EOCs These LUMA personnel proved to be a direct and efficient channel throughout the Hurricane Fiona response. Through this channel, incidents were generated from 9-1-1 calls or another Interagency Coordinators, such as PRASA, collocated at the Regional EOCs. These incidents would be 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, the LUMA Regional Interagency Coordinator, seated within the LEOC, 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.