LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-A001

SUBJECT

Pre-Event – Lifeline Residential Service (LRS) Customers

REQUEST

During the Pre-Event Stage, did LUMA notify Lifeline Residential Service (LRS) customers in accordance with its 2022 Base Plan at page 41?

a. If so, how many LRS customers were contacted?

b. By what means were they contacted?

c. What information was provided and/or requested in the contacts?

d. If not, fully explain why not.

e. How many LRS customers are on record?

f. Has LUMA become aware of LRS customers who were not notified because they were not on record? If so, how many?

RESPONSE

Yes, LUMA notified LRS customers in accordance with the plan. Calls to LRS customers began on September 16th, 2022 and were completed by 1642 hours on September 17th, 2022.

a. 3,028 LRS customers were contacted.

b. Customers were contacted via outbound phone calls. LRS customers expressed that they appreciated these calls.

c. LUMA's initial contact with customers during the pre-event stage was to advise LRS customers of the storm and to ensure they took precautions for their safety and well-being. During the phone calls, many LRS customers confirmed they could withstand several days without power. LUMA Customer Service Agents provided resources should the customer's conditions or situations change.

   A script used to guide the pre-event phone calls is provided below.

Buenos Días Sr/Sra. XXXX.

Soy XXXXX llamando desde LUMA.

Todos nosotros en LUMA estamos preparando nuestra respuesta de emergencia para lo que se pronostica como una tormenta grave y severa este fin de semana que probablemente dará lugar a interrupciones del servicio. Le pedimos a todos nuestros clientes a tomar medidas para prepararse para el impacto de esta tormenta. Queremos que sepan que estamos tomando medidas ahora para prepararnos y que restableceremos el suministro eléctrico de la forma más rápida y segura posible tras el paso de la tormenta. La seguridad es nuestra prioridad número uno, y pedimos a nuestros clientes que tomen las precauciones adecuadas para garantizar la seguridad de sus familias. Como cliente de Lifeline Residential Services (LRS) que necesita equipos médicos eléctricos, le aconsejamos que active sus planes de emergencia en previsión de posibles interrupciones del servicio.

Vamos a coordinar los trabajos de restauración después de la tormenta para dar prioridad a los clientes residenciales de Lifeline como usted que necesitan electricidad para operar equipos médicos y Community Lifelines, incluyendo instalaciones de salud, seguridad, transporte y comunicaciones.

Por favor, manténgase a salvo durante esta tormenta.

English Translation:

Good morning or Good Afternoon Mr./Mrs. XXXX.

This is XXXXX calling from LUMA.

All of us at LUMA are preparing our emergency response for what is forecasted to be a serious and severe storm this weekend that will likely lead to service interruptions. We are strongly encouraging all our customers to take steps to prepare for the impact of this storm. Safety is our number one priority, and we are asking our customers to take the appropriate precautions to ensure the safety of their families. As a Lifeline Residential Services (LRS) customer that requires electrical medical equipment we are advising you to activate your emergency plans in anticipation of possible service interruptions.

We will be coordinating restoration work after the storm strikes to prioritize lifeline residential customers like yourself who need electricity to operate medical equipment and Community Lifelines, including health, safety, transportation, and communications facilities.

Please stay safe throughout this storm event.

e. 3,028 LRS customers are on record in the CC&B system.

f. LUMA has not been made aware of any LRS customers who were not notified during the pre-event stage because they were not on record.