



**Emergency Support Function #12**  
**Energy**  
**2024**

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## Approval Signatures

The undersigned have hereby reviewed and approved ESF #12 of the Outagamie County Emergency Response Plan:

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County Board Chairperson

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Date

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Emergency Management Director

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Date

## **Emergency Support Function #12 Energy**

### **Purpose**

The purpose of ESF #12 is to disseminate the policies and procedures to be used by the utility agencies and other support agencies and organizations in responding to and recovering from shortages or disruptions in the supply and delivery of electricity, natural gas, and other forms of energy and fuels that may impact or threaten significant numbers of citizens and businesses.

### **Scope**

Shortages and disruptions in the supply of electricity and gas may be caused by such events as unusually cold or hot weather conditions, storms, and power generation fuel supply interruptions. Severe weather, flooding, labor strikes, vandalism, or an act of terrorism may cause other energy and fuel shortages affecting the private sector as well as businesses.

### **Concept of Operations**

This ESF involves close coordination with the utility companies operations in the county and/or region to ensure that the integrity of the power supply systems are maintained or restored during emergency situations. It is also the intent to ensure that restoration is completed in an expedient and efficient manner. The Public Service Commission will monitor and coordinate such activities if requested.

This ESF also involves close coordination with private sector providers of energy and transportation fuels such as propane, fuel oil, diesel fuel and gasoline. Emergency Management and EOC Staff will coordinate and monitor these suppliers to ensure these other sources of fuels are available and deliverable. This may include utilizing Public Works departments for service.

When energy supplies are disrupted due to unforeseen incidents, designated authorities and personnel conduct an assessment of the situation and action is taken according to the respective SOPs and SOGs developed for such instances. To the extent possible, identification of the unmet needs of the disaster victims will take place and coordination will occur with other agencies to meet those needs.

Emergency personnel are notified and mobilized to direct and coordinate relief efforts and communicate to the public regarding situational updates and assurances of protection.

## Assumptions

Some assumptions should be detailed and may include but are not limited to:

- During disasters, generating capacity may fall below customer demand.
- Reliability on self-generation for critical infrastructure should take place.
- Hazardous conditions may delay energy system response and restorations.
- Communications and traffic signals may be affected by power failures, affecting public health and safety services, logistics, and overall response to the disaster site.
- There may be hoarding of fuel if the public perceives prolonged fuel scarcities.
- Water pressure systems may be low or zero, affecting facilities dependent on a reliable supply of potable water; many of these facilities have existing contingency plans.
- Damaged areas may not be readily accessible.
- Wastewater treatment facilities may not be operating causing back-up of systems and possible contamination of waterways or environment.

# **Primary and Supporting Agencies**

## **Outagamie County**

### **Primary Agencies**

County Emergency Management/Local EM  
Local Utilities

### **Supporting Agencies**

County Development and Land Services  
County Highway Department/Local Public Works  
County Sheriff's Department/Local Law Enforcement  
Local Fire Department

## **State of Wisconsin**

### **Primary Agency**

Wisconsin Emergency Management (WEM)

### **Supporting Agencies**

Department of Military Affairs (DMA)  
Department of Transportation (DOT)  
Department of Agriculture, Trade, and Consumer Protection (DATCP)  
Department of Commerce  
Public Service Commission of Wisconsin  
Midwest Independent Systems Operator (ISO)

### **Likely Support Includes**

- Assess energy system damage, energy supply, demand, and requirements to restore such systems.
- Assist local and state departments and agencies in obtaining fuel for transportation and emergency operations.
- Administer statutory authorities for energy priorities and allocations as needed.
- Coordinate with Emergency Support Function agencies for assistance in helping energy suppliers obtain information, equipment, specialized labor, fuel, and transportation to repair or restore energy systems.
- Recommend local and state actions to save fuel.

## **Federal**

### **Primary Agency**

Department of Energy

### **Supporting Agencies**

Department of Agriculture  
Department of Defense  
Department of Interior  
Department of State  
Department of Transportation  
National Communications System  
Nuclear Regulatory Commission

### **Likely Support Includes**

- Assess damages to energy systems.
- Determine supply and demand; prioritize and allocate.
- Provide emergency power and fuel.
- Prioritize and provide assistance to repair and restore systems.
- Public energy emergency information and education.

# **Responsibilities and Tasks**

**Primary Agency: County Emergency Management/Local EM**

## **Mitigation and Preparedness Phase**

- Coordinate and participate on the county/local hazard mitigation planning team
- Develop and update plans and procedures for response to an energy related incident
- Maintain this ESF in coordination with the local energy providers
- Maintain contact with energy providers to ensure proper procedures are followed and training provided
- Encourage local responders to obtain training for energy emergencies from the providers
- Determine available resources for backup energy sources

## **Response Phase**

- Respond to the EOC
- Activate notification list for response (to include WE Energies)
- Work with all affected stakeholders to compile estimates of the extent of damage to energy delivery systems such as pipelines, transmission lines, fuel terminals, rail lines, etc.
- Coordinate with local energy providers to address significant outages or shortages
- Assist local providers with an assessment of the impact and setting priorities for energy restoration
- Facilitate PIO activation and establish a Joint Information Center (JIC) if appropriate
- Advise local authorities on situation and potential restoration priorities (critical infrastructure, special facilities, etc.)
- Provide resources to ensure a timely restoration process
- Coordinate with local, county, state and federal agencies as appropriate
- Access power outage maps through WebEOC for WE Energies and WPS; share data in the EOC

## **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)

# **Responsibilities and Tasks**

**Primary Agency: Local Utilities**

## **Mitigation and Preparedness Phase**

- Develop internal planning process for response and recovery efforts to include:
  - Analysis of potential threats or dangers to the public
  - Financial impact on the public
  - Response capabilities (i.e. – timelines, personnel, equipment)
- Maintain contact lists for response
- Participate in scheduled exercises with response groups
- Assist in maintaining this ESF
- Continue to provide sufficient resources to assure reasonable and adequate services to customers

## **Response Phase**

- Liaison with the EOC
- Assist in identifying locations of shortages/outages
- Determine impact and determine response
- Prioritize response to critical infrastructure as determined in internal planning processes and in coordination with EOC Staff
- Coordinate with Highway/Public Works
- Assist EOC Planning Section and Development and Land Services with mapping of disaster patterns
- Coordinate with field operations to ensure removal of hazards and keep EOC informed of prolonged hazards.
- Coordinate with local, county, state and federal agencies as appropriate

## **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)
- Follow up with customer base/public to ensure complete restoration

## **Responsibilities and Tasks**

**Supporting Agency: County Development and Land Services**

### **Mitigation and Preparedness Phase**

- Maintain contact lists for response
- Participate in scheduled exercises with response groups
- Assist in maintaining this ESF

### **Response Phase**

- Send a representative to the EOC
- Assist with the mapping of critical areas affected and continue mapping of restored areas

### **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)

## **Responsibilities and Tasks**

**Supporting Agency: County Highway Department/Local Public Works**

### **Mitigation and Preparedness Phase**

- Maintain contact lists for response
- Participate in scheduled exercises with response groups
- Assist in maintaining this ESF

### **Response Phase**

- Coordinate with Emergency Management procedures for support of this ESF
- Send a representative to the EOC
- Assist EOC Staff and local energy contacts with prioritization of restoration efforts and debris removal
- Provide traffic control measures for affected areas
- Develop procedures for mitigation of incident

### **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)

## **Responsibilities and Tasks**

**Supporting Agency: County Sheriff's Department/Local Law Enforcement**

### **Mitigation and Preparedness Phase**

- Maintain contact lists for response
- Participate in scheduled exercises with response groups
- Assist in maintaining this ESF

### **Response Phase**

- Send a representative to the EOC
- Provide security for critical infrastructure affected by disaster
- Provide added traffic and road control
- Communicate any energy needs related to law enforcement

### **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)

## **Responsibilities and Tasks**

**Supporting Agency: Local Fire Department**

### **Mitigation and Preparedness Phase**

- Maintain contact lists for response
- Participate in scheduled exercises with response groups
- Assist in maintaining this ESF

### **Response Phase**

- Send a representative to the EOC
- Assist in identifying critical affected areas
- Provide safety measures for the public
- Communicate any energy needs related to fire suppression

### **Recovery Phase**

- Participate in the debriefing and After Action Report (AAR)

## Attachment 1 – Local Utilities Information

### Power Sources

Some of the electrical energy sources come from the nuclear power plant located in Two Rivers. WPS Fox Energy Center is an intermediate load plant for WI Public Service supplied by natural gas and is located in the Village of Wrightstown. Kaukauna Utilities also provides electricity for their customers using the Fox River.

The energy service groups try to maintain a 20% buffer on output to overcome minor shortages and/or interruptions. This applies to both electricity and gas. Fuel companies are not included in this and usually maintain daily supplies. This could be a problem in cases of major effects of disasters.

### Gas Providers

WE Energies: For Public Safety Only,

WE Energies: General Public Numbers

Electric Power Outage: 800-662-4797

Natural Gas Leak: 800-261-5325

WI Public Service, 800-450-7299

### Pipeline Companies

ANR: provides gas to WE Energies and WI Public Service 888-427-2875

ONEOK Partners-LP/Guardian Pipeline: Installed a pipeline on the east half of the county 1-888-417-6275

### Regulation of Electricity

The Midwest Independent System Operator (ISO) supports the reliable delivery of electricity for the Midwest region. This ISO determines which facilities will generate and dispatch power (i.e. which facilities should be on or off).

### Transmission of Electricity

The American Transmission Co. is a multi-state, transmission-only utility that focuses on transmission. This transmission system allows energy producers to transport electric power from where it's generated to where it's needed. It's similar to the interstate highway system with high-voltage electricity traveling on the transmission system wires like vehicles on the highway.

## Electric Providers

WE Energies: For Public Safety Only,  
Kaukauna Utilities: 920-462-0258  
New London Utilities: 920-982-8516

## Power Outages

Residents are strongly encouraged to call the utilities to report their power outage. Interruptions of electrical power are usually noticed immediately unless it is in a rural area and then it is just a short period of time before the outage is noticed. There are many monitoring systems in place to detect outages or interruptions, however more information from the public will assist with this process.

WE Energies' & Kaukauna Utilities' first priority is to handle hazards to make the public safe. Their second priority is getting the most number of people restored in the least amount of time while taking into consideration their critical customers.

WE Energies considers a power outage of roughly 10,000 or more customers as a significant event and would pull in resources from other utilities (using MOUs). WE Energies and Kaukauna Utilities have mutual aid compacts to call in additional resources during outages when required. Both utilities have overhead and underground power lines; overhead lines are more exposed to the elements when compared to underground power lines, but may require less time to troubleshoot in the event of an outage.

## EOC Activation

Kaukauna Utilities and WE Energies will liaison with the county during an EOC activation. A person from the company would be sent to the county EOC only if needed. Virtual monitoring of EOC operations is a potential alternative to utility representatives' physical presence in the EOC.

## Power and Phone Service

Traditional phone service is not affected by power outages however internet and cable phones would be out.

## Volunteer Medical Registry:

WE Energies and Kaukauna Utilities have the ability to note accounts for customers who are on home medical equipment and dependent on electricity. Customers are responsible for providing and updating this information with their electric provider. The registry is not a guarantee of electrical service but is for informational use. Persons listed on this registry should have a backup plan in place.

To be listed on this registry call:

WE Energies: 800-242-9137 (account will be flagged and color coded)

Kaukauna Utilities: 920-766-5721 (will be registered as critical needs customers)

## Attachment 2 – Utility Maps

### Kaukauna Utilities Service Area

This portion is blank due to confidential information.

**New London Electric & Water Utility Service Area**

This portion is blank due to confidential information.

**Wisconsin Electric Power Company (WE Energies) Service Area**

This portion is blank due to confidential information.

**Wisconsin Gas Company Service Area**

This portion is blank due to confidential information.

**Wisconsin Public Service Corporation Gas Service Area**

This portion is blank due to confidential information.

## Wisconsin Electric Gas Operations

This portion is blank due to confidential information.

**No Gas Service**

This portion is blank due to confidential information.

## Pipeline Map

This portion is blank due to confidential information.