Appendix 1

Response & Recovery Protocols for Lifeline Utilities

Appendix to Wellington Region
CDEM Group EOC (GEOC)
Standard Operating Procedures

Version 2.1
29 February 2008

These response protocols were developed as a joint project of the Wellington Lifelines Group and the Wellington Region CDEM Group.

Response & Recovery Protocols for Lifeline Utilities

Contents

Version Summary

Version	Description/Amendment	By	Date
1.2	Alterations following feedback	D Cunningham	30 July 2005
2.1	Additions: • 2.1 Lifeline Co-ordination in the GEOC • 4. Levels of Response • 5. Utility Service Restoration Priorities • 6. Figures 1, 2 & 3 • 10. Recovery • Appendix 3 Lifeline Co-ordinator Checklist Alterations: • Introduction • Section 7 – 8 condensed to Communications & reporting / Reporting protocols • Appendix 1 New report template	S Pedersen	30 January 2008

Distribution List

Organisation	Contact
Carterton District Council	Emergency Management Officer, Utility Manager
Centreport	
Electra	
Greater Wellington Regional Council	Manager, Emergency Management Emergency Management Officers Production and Distribution Manager, Utility Services Division
Hutt City Council	Emergency Management Controller HVEMO
Kapiti Coast District Council	Emergency Management Officer, Utility Manager
Masterton District Council	Emergency Management Officer, Utility Manager
Vector (Gas)	Risk and Assurance Manager
Nova Gas	
Porirua City Council	Emergency Management Officer, Utility Manager
Powerco Gas	Service Delivery Manager Gas
Powerco Electricity	Service Delivery Manager
South Wairarapa District Council	Emergency Management Officer, Utility Manager
Telecom NZ	
Telstraclear	
On Track	
Transit	
Transpower	
Upper Hutt City Council	Emergency Management Controller HVEMO
Vector Electricity	Network Manager, Central Region
Vodafone	
Wairarapa Engineering Lifelines Association	Secretary
Wellington CDEM Group	Chairperson – Co-ordinating Executive Group Group Controller and alternates Group Lifelines Co-ordinators (Kestrel Group)
Wellington City Council	Emergency Management Officer, Utility Manager
Wellington International Airport Ltd	
Wellington Lifelines Group	Project Manager

For further information about Lifelines Co-ordination arrangements or these response protocols please contact Sandra Pedersen (sp@kestrel.co.nz)	

Lifelines Co-ordination

Summary: Response & Recovery Protocols for Lifeline Utilities

When are these protocols to be used?

Lifelines Co-ordination is to be initiated when:

- a lifeline utility service is disrupted in more than one Territorial Authority area; **or**
- multiple lifeline utility services are affected by an event; **or**
- significant community disruption (either in scale or duration) can be expected because of lifeline utility service disruption; **and**
- contact between CDEM agencies and lifeline utilities is required; **and**
- a CDEM Emergency Operations Centre (local or Group) is in operation;

It is not necessary that an emergency be 'declared' before these protocols are put into action.

These response protocols will not be universally applicable for every emergency event. It must be recognised that every emergency is different and appropriate response must be tailored to the needs of the emergency.

Lifeline Utility Responsibilities

1. Events primarily affecting <u>one</u> Territorial Authority area (Local emergency)

For events that meet the above criteria, and that occur within the boundaries of a single territorial authority area, contact should be made with the affected local territorial authority. These events would be of a localised nature causing few if any effects outside of that area.

1. Establish contact with affected Territorial Authority CDEM personnel or EOC (if operational)
2. Provide information as required by the TA
3. Notify the TA if the effects of the disruption are likely to affect another TA.
4. Council utilities: provide information to the Local EOC as required.

2. Escalating Event

Lifeline utilities are to notify the Territorial Authority EOC if the event is escalating so as to affect more than one Territorial Authority area. The Lifeline Utility is then to establish contact with the CDEM Group EOC.

3. Emergency affecting more than one Territorial Authority in the Wellington Region (Group emergency)

For events that meet the above criteria, and where disruption to utility services is affecting more than one territorial authority area, the CDEM Group EOC performs the function of lifelines co-ordination.

1. Establish contact with the CDEM Group EOC
2. Provide status information as required by the CDEM Group EOC
3. Council utilities: provide information to the Local EOC for distribution to the Group EOC.

Information to be Provided by Lifeline Utilities

Lifeline Utilities should provide information including, where possible:
- Scale of event impact on network
- Major disruptions experienced, including location and number of users affected
- Estimated restoration times for known disruptions
- Priority areas of response actions being undertaken
- Alternative solutions available to users (where appropriate)
- Precautions, public information to be promulgated
- Requests for support or specific information.

Transit and Territorial Authority EOCs are to provide information to the Group EOC (or GWRC Wairarapa for Wairarapa roads) on an ongoing basis, to reflect changes as they occur.

Method of Communication

The Local/Group EOC and Lifelines utilities will establish initial contact, dependent on the situation by: phone; email; fax; radio communications or by satellite based systems. Once contact has been made an agreement on the most appropriate 2-way reporting system will be agreed upon for use during the event.

Reporting Schedules

It is unlikely that a regular reporting schedule will be established in the first day of a response to a major emergency event.

Following the initial set up phase, the regular reporting schedule for lifeline utilities is determined by the situation report of the Group EOC. Lifeline utilities should send regular lifeline reports in accordance with Group EOC deadlines.

Expected Outputs from CDEM

The CDEM Group EOC will disseminate regular situation reports including a summary of the status of all lifeline utilities. These will be received by email or fax.
Roading status information will be posted to the CDEM Group website www.wrcdemg.govt.nz

1.   Introduction

1.1. Background

These "Response & Recovery Protocols for Lifeline Utilities" were developed in 2005 as a joint project between the Wellington Lifelines Group and the Wellington Region Civil Defence Emergency Management (CDEM) Group.

The objective of the document is to clarify and define the lifelines co-ordination *roles*, *responsibilities* and *expectations* between individual lifeline utilities, territorial authorities (TAs - city and district councils) and the Wellington Region CDEM Group (administered by Greater Wellington Regional Council).

These protocols are designed to apply to major local emergencies, and regional scale emergency events.

1.2. Purpose

The purpose of these protocols is to enable more effective co-ordination of emergency response, and more effective communication between lifeline utilities and CDEM agencies.

1.3. Scope of this document

These protocols have been developed specifically for use in the Wellington Region. However, it is acknowledged that many lifeline utilities cover more than one CDEM Group area, and therefore the protocols may have a wider application. These protocols will be reviewed and enhanced based on experiences gained as they are implemented.

This document defines the communication processes between lifelines utilities and CDEM agencies in the Wellington region during local, regional and national scale emergency events. It also recommends a number of pre-event (readiness) activities to ensure response and recovery processes are properly implemented.

These protocols outline a **framework for co-ordination**, not a detailed statement of each agency's roles and responsibilities.   Lifelines co-ordination is about information flow, and does NOT cover operational response to a lifeline utility issue (e.g. responding to fix a damaged utility asset).   Operational response to lifeline utility issues remains the responsibility of the affected lifeline utility.

2.   Lifelines Co-ordination

Lifelines co-ordination is a process of managing the flow of information between lifeline utilities and CDEM agencies. It is made up of the following components:

- Lifeline utilities provide information about their service disruption, response activities, priorities and expected developments to a central point (the CDEM Group EOC for events affecting more than one TA area).
- The lifeline utility information is analysed and collated into a regional lifelines situation report covering all affected lifeline utility services.
- The collated lifeline utility information and the impact on key dependencies (fuel, water, roads, etc) is disseminated to all lifeline utilities, along with other relevant emergency information, to inform their own decision making and provide a regional perspective.
- Critical lifeline utility information is passed to the CDEM Controller (and, as appropriate, to local EOCs and the National Crisis Management Centre) to aid decision making and priority setting.
- CDEM support provided to utilities to enable rapid restoration of critical lifeline utility services

The features of a lifelines co-ordination system are:

- Lifeline utilities have a single point of contact with CDEM, rather than multiple contacts within one region. Contact people and numbers are pre-identified.
- The extent to which all lifeline utility information is collated at a single co-ordination point is maximised, allowing a regional perspective to be formed.
- Interdependent lifeline utilities are provided with information about each others' operations and expected incident development.
- Where necessary, the CDEM Group can identify and support any priority lifeline utility restoration.

2.1. Lifeline Co-ordination in the Group EOC

In the Wellington Region, lifelines co-ordination is provided through a lifelines co-ordination 'cell' within the CDEM Group Emergency Operations Centre (GEOC).

A Lifelines Co-ordinator and Alternate have been appointed in the Wellington Region CDEM Group Plan. In addition, Greater Wellington Regional Council GEOC personnel have been trained to perform the function of lifelines co-ordination in support of the designated Lifelines Co-ordinators.

The Lifelines Co-ordinator role has the following three core aspects:

1. Receiving, collating and disseminating lifeline utility information as described in the bullet points above
2. Acting as a spokesperson and advocate for lifeline utilities in the GEOC
3. Providing advice to the Controller in relation to lifeline utilities

A related document is the Group Emergency Contact list, updated quarterly by the Group Office. It is the responsibility of each Lifeline Utility to ensure that their emergency contact details are currently updated (refer Appendix 2).

3.   When Should these Protocols be Used?

It is not necessary that a state of emergency be declared for lifeline utility co-ordination to be required.   Lifelines co-ordination will become operational at the request of the Group Controller or the Group Emergency Management Office, typically when:

1. A CDEM Emergency Operations Centre (local or Group) is in operation; and
2. Contact between CDEM agencies and lifeline utilities is required; and
3. A lifeline utility service is disrupted in more than one Territorial Authority area; or
4. Multiple lifeline utility services are affected by an event; or
5. Significant community disruption (either in scale or duration) can be expected because of lifeline utility service disruption

These response protocols will not be universally applicable for every emergency event.   It must be recognised that every emergency is different and appropriate response must be tailored to the needs of the emergency.

4.   Levels of Response

The Wellington CDEM Group Plan (2005) levels of response are:

Level 1:   Day to day emergency response

Level 2:   CDEM required, no emergency declaration. Local EOCs may be activated

Level 3:   Event within one Territorial Authority. Declaration of local emergency for that area

Level 4:   Events covering more than one Territorial Authority area will require declaration for the whole Group area

Level 5:   Declaration of a state of national emergency

5.   Utility Service Restoration Priorities

Utility service restoration priorities are to be determined by individual utilities as part of response and recovery, noting the variables such as event type and impacts (section 10 The Guide to the National Civil Defence Emergency Management Plan 2006).

Wherever possible, as part of restoration, the following should be considered as a list of priorities to ensure alignment of services being restored (as defined in the Guide):

–   public health and safety (hospitals/ ambulance)
–   emergency management (Police, Fire Service, Emergency Operations Centres)
–   lifelines infrastructure (energy, communications, water and transport)
–   vulnerable sectors (immobile or vulnerable groups of people such as in rest homes or prisons)
–   isolated communities
–   key areas (e.g. CBD)
–   commercial producers
–   residential zones

6.   Roles and Responsibilities

6.1. Emergency Primarily Affecting One Territorial Authority area

Wellington CDEM Plan Level 2 or 3 response

Generally in a local emergency (contained within one jurisdiction) utilities will communicate directly with the affected local EOC. Utilities affected by the incident should attempt to establish contact with the local EOC or local CDEM duty officer and provide information as requested.

Lifeline Utility Responsibilities:

1.	Establish contact with affected Territorial Authority CDEM personnel or EOC (if operational)
2.	Provide information as required by the Territorial Authority (TA)
3.	Notify the TA if the effects of the disruption are likely to, or are already, affecting another TA
4.	Council utilities: provide information to the Local EOC as required

Territorial Authority CDEM Responsibilities:

1.	Establish contact with lifeline utilities operating within TA area, as required
2.	Provide information to lifeline utilities and collect local lifeline utility information as required
3.	Co-ordinate lifeline utilities directly as appropriate
4.	Monitor escalation of the situation and advise the Group Emergency Operations Centre (GEOC) if the consequences of the lifeline utility disruption are likely to, or are already, affecting other TA areas

CDEM Group EOC Responsibilities:

1.   Monitoring and assessing incident by Group Office or GEOC CDEM staff

Generally in a local emergency (contained within one jurisdiction) utilities will communicate directly with each local EOC, as illustrated in figure 1.
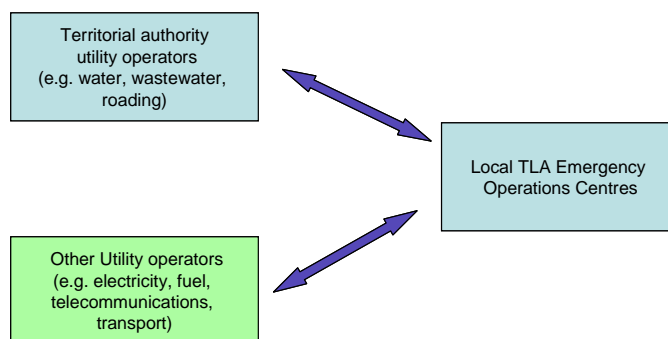

Figure 1 Local Emergency

6.2   Escalating Event

Responsibility for utilities to notify Territorial Authority and CDEM of actual/impending emergency events:

Where the incident affects, or is caused by, the utility:

If the utility incident has the potential to affect essential services:

1. Contact the respective TA

    a. the message to be clear and a degree of urgency/importance to be emphasised
    b. message to be followed by regular updates at agreed intervals

If the utility incident may last for 2 or more hours and is deemed more than routine:

2. Follow up call to TA with call to CDEM Duty Officer and respective Lifelines Coordinator

Coordination between lifeline utilities and between utilities and CDEM prior to GEOC activation:

Until such time as the Lifelines Coordinator or CDEM Duty Officer confirms that lifelines coordination is occurring through the GEOC, each agency should individually contact utilities or TAs to obtain necessary information or coordinate recovery.

If the utility is being overloaded with requests for information and requires CDEM support to communicate with external agencies (or support for other reasons), the utility should contact the Lifelines Coordinator or CDEM Group Duty Officer to seek activation of CDEM/lifeline utility coordination processes.

Lifeline utilities are to notify the Territorial Authority if the event is escalating so as to affect more than one Territorial Authority area. The Lifeline Utility is then to establish contact with the CDEM Group EOC (figure 2).
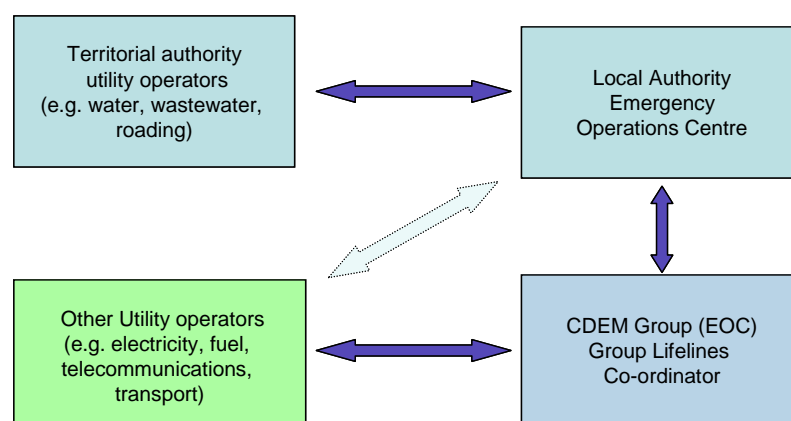

Figure 2 Group Emergency

6.3   Emergency Affecting More Than One Territorial Authority in the Wellington Region

Wellington CDEM Plan Level 4 response – Group Emergency

For events where disruption to utility services is affecting more than one territorial authority area, the CDEM Group EOC performs the role of lifelines co-ordination.

As the event escalates to an event of regional significance, local water and road agencies will continue to report locally with relevant local EOCs.

Lifeline Utility Responsibilities:

1.	Establish contact with the CDEM Group EOC
2.	Provide status information as per required by the CDEM Group EOC
3.	Council utilities: provide information to the Local EOC for distribution to the CDEM Group EOC

Territorial Authority CDEM Responsibilities

1.	Establish contact with the CDEM Group EOC
2.	Collate information from Council utilities including water, waste and roading and pass these reports on to the CDEM Group EOC
3.	If necessary, advise lifeline utilities that the CDEM Group EOC is now co-ordinating lifelines information

CDEM Group EOC Responsibilities

1.	Activate the Group EOC
2.	Establish contact with lifeline utilities and Local EOCs
3.	Designate GEOC staff with the role of Lifelines Co-ordination, and bring in specialist Lifelines Co-ordinators if needed. (See CDEM Group Emergency Contact List)
4.	Notify lifeline utility contributors of direct contact details for Lifeline Co-ordination staff in Group EOC, if in place
5.	Gather information from lifeline utilities as per reporting format and schedule
6.	Collate information received into a lifelines situation report as attachment to the CDEM Group Situation Report
7.	Collate roading information in an ongoing status summary and disseminate via CDEMG website if available
8.	Disseminate lifelines situation reports to contributing lifeline utilities, and local TA EOCs. (see Appendix 2: Group EOC Lifelines Situation Report form)
9.	If necessary, determine regional priorities in consultation with affected lifeline utilities and the Group Controller

6.4   An Emergency Affecting More Than One CDEM Group

For events affecting more than one CDEM Group, and the National Crisis Management Centre is in operation, local and regional utilities will continue to report to local and Group EOCs as described above. The key changes in processes are:

- National lifeline utilities are to liaise with the CDEM Group(s) primarily affected by the emergency as well as the National Controller via the National Crisis Management Centre (NCMC)

- The Lifelines Coordinator at the Group EOC will also send summary status reports to the NCMC.
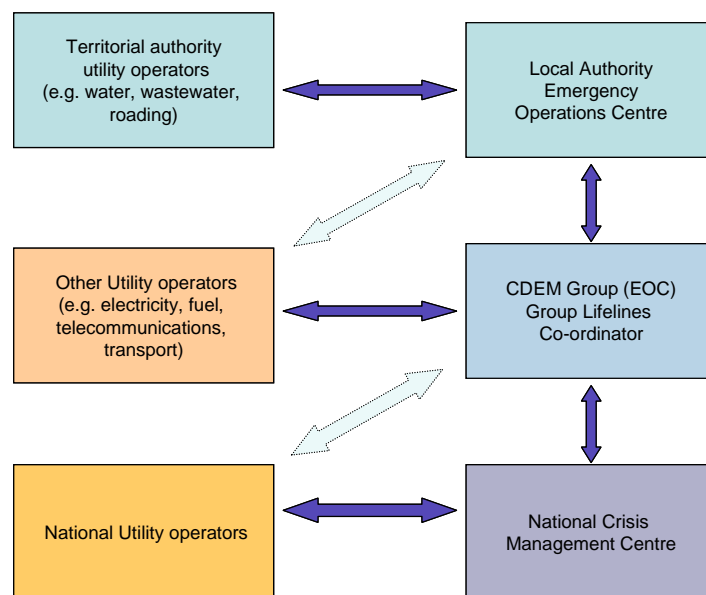

Figure 3 An Emergency Affecting More than One CDEM Group

Lifeline utilities are expected to co-ordinate at the national level using established lifeline utility sector mechanisms as necessary, to provide appropriate capacity during a state of national emergency or a civil defence emergency of national significance.

7. Information to be Provided by Lifeline Utilities

Lifeline Utilities should provide information including, where possible:

- Scale of event impact on network

- Major disruptions experienced, including location and number of users affected

- Estimated restoration times for known disruptions

- Alternative solutions available to users (where appropriate)

- Priority areas of response actions being undertaken

- Precautions, public information to be promulgated

- Requests for support or specific information

Where possible, disruption information is to be broken down into Territorial Authority areas and in the categories defined above.

Roading information

Roading information needs to be constantly updated as conditions change, rather than reported at scheduled times. Road status information is frequently changing, and there are greater demands for the information around peak travel times.

Transit and Local EOCs are to provide information to the Group EOC on an ongoing basis, to reflect changes as they occur.

Wairarapa road closures

Road closure information for roads in the Wairarapa is co-ordinated by Greater Wellington Regional Council, Masterton Office as outlined in the 'Wairarapa Road Closure Response Standard Operating Procedures' .

GWRC will gather information about Wairarapa Road closures and pass this information on to the GEOC. Wairarapa Local Authorities, Transit, and Roading Contractors are familiar with these procedures.

Copies of the Wairarapa Road Closure Standard Operating Procedures are available from GWRC Wairarapa on 06 378-2484.

8.   Information to be Provided by CDEM

The CDEM Group EOC lifelines situation report should contain lifeline utility information including, where possible for each utility and TA area:

- Scale of event impact on network

- Major disruptions experienced

- Estimated restoration times

- Response activities being undertaken

- Priority areas of response actions being undertaken

- General information including
  - o CDEMG response priorities where agreed
  - o Relevant regional resources being managed by CDEMG
  - o Expected event progression

    Other info gathered e.g. footage and photographs from aerial reconnaissance

The preferred template for lifeline utilities reports into the GEOC is provided in Appendix 1.

Roading information

Roading information will be disseminated along with the Lifelines Situation Report, but will also be updated on an ongoing basis and posted to the CDEMG website. In this way the latest roading information will be available at all times via the website: www.wrcdemg.govt.nz

9.   Communications and Reporting

The Local/Group EOC and Lifelines utilities will establish initial contact, dependent on the situation by: phone; email; fax; radio communications or by satellite based systems. Once contact has been made an agreement on the most appropriate 2-way reporting system will be agreed upon for use during the event.

It is unlikely that a regular reporting schedule will be established in the first day of a response to a major emergency event.

Following the initial set up phase, the regular reporting schedule for lifeline utilities is determined by the situation report of the Group EOC. Lifeline utilities should send regular lifeline reports in accordance to Group EOC deadlines.

The Lifeline Co-ordination cell within the Group EOC will notify lifeline utilities if there is to be a change to the reporting schedule.

10.   Reporting Protocols

These response protocols will not be universally applicable for every emergency event. It must be recognised that every emergency is different and appropriate response must be tailored to the needs of the emergency.

- Lifeline Utility report forms and Group EOC Lifelines Situation Report Forms are not to be posted to websites or distributed to public forums or the media.

- Some Lifeline Utility reports may be summarised for inclusion in the Group EOC Lifelines Situation Report or for public release. If there is a requirement for information provided by a Lifeline Utility to be reproduced in full, this should be noted by the Lifeline Utility when submitting the information.

11.   Recovery

The Group Recovery Manager will require a team of personnel to facilitate specific aspects of recovery, one of which will be required to represent and co-ordinate infrastructure and lifelines.

Lifeline organisations will facilitate the restoration of damaged infrastructure and determine priorities for restoration in consultation with the Lifelines Co-ordinator and the Group Recovery Manager.

12. Pre-event Maintenance (readiness) Activities Required

The following pre-event activities are to be carried out to ensure these response protocols will operate smoothly when activated.

Lifeline utilities

- Provide up to date day-to-day and operational contact details to the CDEM Group Emergency Management Office (at Greater Wellington Regional Council). See Appendix 2.
- Participate in CDEM Group exercises when invited. It is acknowledged that national lifeline utilities may for practical resource reasons need to prioritise national exercises over participation in every Group EOC exercise.
- Participate in pre-event CDEM Group projects relevant to lifeline utilities, at the request of the CDEM Group (CDEM Act Section 60 requirement to participate in plan development and provide technical advice)
- Continue to develop appropriate communication systems with reference to the 2004 WeLG report on emergency communications.

CDEM Group Emergency Management Office

- Maintain and regularly distribute contact lists of Lifeline Utilities and CDEM agencies.
- Invite lifeline utilities and Lifelines Co-ordinators to participate in CDEM Group exercises as per the CDEM Group exercise schedule.
- Train CDEM Group EOC staff in lifelines co-ordination function and roles

Territorial Authority CDEM Office

- Provide up to date day-to-day and operational contact details to the CDEM Group Emergency Management Office (at Greater Wellington Regional Council). See Appendix 2.
- Train EOC staff for liaison with lifeline utilities and escalation procedure to Group EOC lifelines co-ordination.

Wellington Lifelines Group (WeLG)

- Promote the implementation by Lifeline Utilities of the 2004 Emergency Communications report.
- Work with the CDEM Group and WELA on ongoing projects of mutual benefit.

Wairarapa Engineering Lifelines Association (WELA)

- Work with the CDEM Group and WeLG on ongoing projects of mutual benefit.

CDEM Group Lifelines Co-ordinators

- Develop arrangements for personal/family notifications and preparedness
- Maintain ongoing contact with Lifeline Utility agencies and key contacts.
- Participate in Group EOC exercises and training when invited.
- Provide up to date day-to-day and operational contact details to the CDEM Group Emergency Management Office (at Greater Wellington Regional Council). See Appendix 2.
- Advise the CDEM Group Emergency Management Office of any significant periods of unavailability.

Appendix 1:   Template for Lifeline Utility Reports into the GEOC

<table>
<tr><td colspan="2" rowspan="2">CIVIL DEFENCE EMERGENCY MANAGEMENT

Lifeline Utility Report</td><td>Print Name and Title</td><td>Signature</td></tr>
<tr><td>Prepared by:</td><td></td></tr>
<tr><td colspan="2">Organisation:</td><td>Approved by:</td><td></td></tr>
<tr><td colspan="2">Civil Defence contact</td><td>Name:</td><td colspan="2">Phone: Mob:
Fax: Email:</td></tr>
</table>

<table>
<tr><td>Sent at (time):</td><td>To (name):</td><td>Via (number, email address)</td><td>Receipt confirmed:</td></tr>
</table>

Item	Utility Report
1. An **overview** of the **scale and extent** of event impact on the networks (including whether crisis management teams activated). Highlight significant change since the last status report.	
2. **Major disruptions** including: ▪ location ▪ number of customers affected in each location ▪ estimated restoration times. ▪ any known critical community or utility sites affected by the service disruption. Provide maps of outage areas if available.	
3. **Priority** areas of **response** actions being taken (including status of CDEM requests for prioritisation of services).	
4. **Public information** and precautions to be promulgated and current actions being taken by utility to distribute information.	
5. **Requests** for support or specific information.	
6. Any other **critical pending issues**	

Appendix 2:   Contact Details

The Wellington Region CDEM Group maintains an emergency contact list titled: "Regional Inter-Agency Liaison Group Contact List".

The list contains emergency contact details for Local and Group EOCs and lifeline utilities.

The list is updated and distributed quarterly via email.

The CDEM Group website will be used to disseminate roading information on an ongoing basis, and public information messages as requested by lifeline utilities.

The CDEM Group website is: www.wrcdemg.govt.nz

To obtain a copy of the contact list, or be added to the distribution email list please contact the CDEM Group Emergency Management Office:

    Emergency Management Officer
    Wellington Region CDEM Group
    P O Box 11-646
    Wellington

    04 384-5708 phone
    04 381-7768 fax

    Email: chris.killeen@gw.govt.nz

Appendix 3:   Lifelines Co-ordinator Checklist

Responsibility

⇨ Receiving, collating and disseminating lifeline utility information about their service disruption, response activities, priorities and expected developments

⇨ Acting as a spokesperson and advocate for lifeline utilities in the GEOC

⇨ Providing advice to the Controller in relation to lifeline utilities

Prior to GEOC activation

☐ If you are aware of a situation that has the potential to extend utility operations beyond 'business as usual': Make contact with utilities to check whether they need CDEM support and whether their own service outages are likely to significantly affect other essential services

☐ Assist with request for utility information from CDEM agencies

Once GEOC is activated

☐ Advise lifeline utilities that the GEOC is operational

☐ Ensure contact details of the utility person/s who will be the communication point during the emergency is provided and recorded

☐ Ask for a quick comment on how the utility service is affected or request a status report/Sitreps

☐ Provide a list of contact details to the Operations/Communications Team so that GEOC messages can be sent direct to them (Sitreps, media releases etc)

☐ Log all information

☐ Confirm with operational EOCs that significant water/waste and roading information should be reported via them to the GEOC

☐ Request, receive and assess lifeline utility status reports/Sitreps

☐ Advise Planning/Intelligence Manager of any significant information or requests that the GEOC staff may need to be aware of.

☐ Assess whether any 'inter-dependency' issues need to be addressed by utilities re-prioritising their restoration efforts

☐ Pass on requests from the Controller

☐ Maintain a list of actions required from GEOC and by utilities, status of action and response made to utility

☐ Summarise ' big picture' utility information for the Sitrep developed by the Planning/Intel team within allocated timeframe (set by Planning/Intel)

☐ Display key utility information on a whiteboard or screen if accessible

☐ Attend Controllers briefings as requested, report utility status, key actions required and respond to questions