K33 Emergency Responce

What is a K33?

- A K33 is a WE Energies internal emergency communication process for Gas and Electric operations.

- It is initiated by field personnel in the event of a safety emergency when immediate assistance is required such as:

  - Police
  - Fire
  - Ambulance
  - Extra Field Resources

How can a K33 be Initiated?

- A K33 can be initiated in 3 different ways:
  - Phone
    - A dedicated phone number that is programed to supersede all other calls
  - Radio
    - A emergency radio channel that will broadcast over all other chatter
  - Spoken K33 in conversation
    - Triggers same process with out bringing unwanted attention

K33-Phone-Process

- Field personnel determines K33 is needed and calls dedicated phone number.

- Alarms and Sirens go off in control center on every phone and overhead alarm.

- First available EDC answers emergency call stating:

  - "Come in Unit Calling K33 emergency".

  - All other work in the Control center stops and all focus is directed to emergency.

- All other Control Center personnel join call as soon as possible to assist with anything needed.

K33- Radio Process

- Field personnel determines K33 is needed and presses emergency button on either mounted radio in truck or on handheld radio.

- Process will be the same from this point as if the phone number was called.

K33-Phone/Radio-When would this be used?

- This type of K33 is used for emergency situations such as:
  - Personnel Injuries
  - Car Accidents
  - Electrical Contact

K33-Spoken K33 in Conversation

- Field personnel determines K33 is needed and calls normal phone number or radio channel to contact the control center.
  - This would be used in emergency situation where field personnel is endanger in a situation and cannot follow the normal K33 process such as an irate customer or other dangerous situations.
  - In situations like this K33 maybe spoken or it could be a open phone line for the control center personnel to hear and get appropriate help.
- Control center employee on the phone with field personnel in danger will initiate alarms and sirens and then follow appropriate response depending on situation.

K33-Actions for other Control Center Personnel

- Remaining Employees on floor will:
  - Assist by writing as much info as possible.
  - Assist by making any phone calls needed to assist (police, ambulance etc.).
  - Look up additional info that's needed (phone numbers, employee names, reference the Radio master list, etc).
  - In the event of a gas emergency SOD's are vital with assisting being more familiar with territories/service areas & area supervision.

K33 – ENDING EMERGENCY RESPONSE

- Determine when it has ended & have the caller hang up first
- EDC where event occurred makes sure local supervision notified
- EDC & SOD immediately document events while still "fresh"
- After the call has ended (even false alarms) the EDC announces "K33 is clear" across the floor

K33 TROUBLESHOOTER TRUCK ROLLOVER ACCIDENT

July 11th 2005

- 1457- Alarms of operation came in on SCADA system
- 1459- K33 call was made on radio from Troubleshooter driving home.
  - Troubleshooter stated he was in an accident and was hanging upside down from seat belt
  - EDC routed other field resources and emergency assistance to location