



Cleco Hurricane Ida Response

09-27-2021

Hurricane Ida Response

High-level Summary

Hurricane Ida made landfall in Southeast LA on August 29th as a strong category 4 hurricane, impacting Cleco's southern and easternmost service territory in St. Mary, St. Tammany and Washington parishes.

At its peak, hurricane Ida left over 104k Cleco customers without power.

- ~9,400 in St. Mary parish

- ~800 in Washington parish

- ~95,000 in St. Tammany parish

With the help of approximately 2,500 external resources from 19 states across the US (including LA), Cleco's emergency response team was able to restore power to 100% of Ida-affected customers able to accept power by end-of-day September 10th - just 12 days after Ida's landfall.

Over 104,000 Cleco customers restored within 12 days following Hurricane Ida

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Pre - Landfall

With Ida bearing down on the Louisiana coast, Cleco asserted its Emergency Service Plan (ESP) “Alert Level 1” on August 26th, which began internal emergency response communications, damage and resource model predictions, and logistical preparations.

As Ida made landfall, and path and intensity predictions improved, Cleco progressed to ESP “Alert Level 4”, with roughly 2,500 external resources, teams of Cleco personnel and logistical support safely staged just beyond Ida’s reach and ready to mobilize as soon as conditions would allow.

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Restoration

Dangerous winds (>39mph sustained) did not subside in the area until late Monday, August 30th – at which time, Cleco entered ESP “Alert Level 5” and restoration teams were able to safely begin the work of restoring critical customers and assessing the vast transmission and distribution system damage left behind by Ida.

By end-of-day 8/31, 100% of Cleco transmission infrastructure was repaired and ready for service, and power had been restored to nearly 10% of affected Cleco customers – primarily customers in St. Mary parish.

Cleco would have over 60% of affected customers restored statewide by end-of-day 9/3 – including 100% of “critical care” customers; roughly 90% restored by end-of-day 9/6, and over 99% restored by end-of-day 9/9.

Damage estimates

1,257 poles
961 transformers
3,450 crossarms
4,000 trees on line
>65 miles of wire-down

	% Restored
8/30/2021	0%
8/31/2021	8%
9/1/2021	21%
9/2/2021	35%
9/3/2021	62%
9/4/2021	80%
9/5/2021	86%
9/6/2021	90%
9/7/2021	94%
9/8/2021	98%
9/9/2021	99%
9/10/2021	100%

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Contractor Resources

As previously stated, safe, expeditious and efficient restoration was only accomplished with the help of partnering utilities and contractor resources. Resource levels for Ida response were determined using historical storm data along with sophisticated damage and resource modeling technology.

	Native Cleco Contractors	Off-System Contractors	Mutual Assistance Resources	Cleco Resources from Other Districts	Total
Damage Assessors	0	123	0	0	123
Transmission Line	17	119	0	7	143
Distribution Line	109	562	554	76	1,301
Vegetation Mgmt.	166	646	100	0	912
Other	5	68	7	2	82
Total	297	1,518	661	85	2,561

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Logistics

Given the number of external resources involved and the damage sustained within the affected area, logistical support of the restoration workforce proved a significant challenge. Additionally, COVID protocols only further complicated the logistics planning and execution. **Successful emergency response would not have been possible without well-planned and strategically executed logistics management.**

Staging sites (lodging, catering, laundry, fuel, materials, parking)

Cleco utilized two central staging sites to support resources involved in Ida restoration.

Slidell – North Shore Mall

Mandeville – Pelican Park

These staging sites supported sleeping/bathing arrangements for roughly 2,000 resources; meals, drinks, ice, laundry services, and fuel for all 2,500+ resources

It should be noted, staging sites were strategically planned to follow COVID social distancing guidelines

Facilities designed to accommodate resource volumes while operating at only 50% - 66% capacity, thus mitigating risk of COVID outbreaks and mass-quarantines.

Hotel space in the area was limited – particularly early on – but was used as-available for ~500 resources.

Fuel shortages in the area did not affect Cleco's restoration team, as pre-planned fuel tankers remained onsite and available at the staging sites throughout the restoration effort.

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Health and Safety

While fast and efficient restoration is a focus for Cleco during emergency response events, ensuring the **safety of our employees, contractors and the public is our number one priority.**

With roughly 450,000 man-hours worked during Ida restoration, 9 OSHA-recordable injuries resulted from Hurricane Ida restoration.

- 8 contractor recordable injuries

 - 5 of which were heat-related

- 1 Cleco recordable injury

- 3 vehicle accidents occurred during the restoration effort – all due to private vehicles going around law enforcement traffic control and striking contractor vehicles.

COVID impacts

- Additional capacity needed in staging areas

- 14 contractor positive cases

- 168 contractors quarantined (released to return home prematurely)

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Total Cost

Total estimated cost for Hurricane Ida Response/Restoration = \$85M

Major Contributors

- ~\$50M = Line & Veg Mgmt. contractors
- ~\$21M = Logistics (estimated 20% due to COVID)
- ~\$5.5m = Materials
- ~\$8.5M = “Other”
 - Fuel
 - Environmental cleanup
 - Cleco Payroll
 - Etc.

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Improvement

Finally, while Cleco believes the overall response effort to Hurricane Ida was successful, we recognize opportunities for improvement.

Taking into account customer feedback, governmental input and lessons learned from Cleco Storm Team leadership, we are conducting a review of our emergency response to Hurricane Ida. Findings will result in actionable steps to continuously improve across all aspects of our emergency response to best meet customer and other stakeholder expectations.