

**Testimony before the Senate Veterans Affairs and Emergency Preparedness and  
Consumer Protection and Professional Licensure Committees  
Michael Innocenzo, PECO's Vice President for Distribution System Operation and  
Smart Grid/Smart Meter Project  
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Thank you Chairmen Baker, Solobay, Tomlinson and Boscola for the opportunity to testify at today's hearing on Hurricane Irene.

I am Mike Innocenzo, PECO's Vice President for Distribution System Operations and its Smart Grid/Smart Meter Project. During Hurricane Irene, I served in the role of Emergency Response Director, leading PECO's planning for, and response to, the storm and resulting outages.

Hurricane Irene was one of the worst storms in PECO's more than 100 year history. Looking back at company storm history since 1994, Hurricane Irene ranks as the third worst storm in terms of number of customer outages and the second worst in terms of number of primary sustained events. It was also the most expensive storm in our company's history with a price tag of approximately \$45 million.

The storm, the response it required by our company, and the cooperation received from our customers were unprecedented. PECO strived to meet these challenges through preparation, mobilization, response and restoration.

### **Storm Preparations**

PECO started its planning and preparations for Hurricane Irene three days before the storm arrived with a pre-event strategy conference call with Emergency Response teams. The following day, we opened our Emergency Operations Center (EOC) to allow for dedicated staffing and focused planning on the storm. We took an "all hands on deck" approach to staffing – mobilizing for around the clock coverage with company crews and of the EOC and Customer Call Center.

In the days leading up to the storm, we also reached out for assistance and acquired more than 1,500 personnel that included resources from contractors, our sister utility Com Ed in Illinois, and additional utility resources through the Mid-Atlantic Mutual Assistance partnership to supplement company resources for restoration and tree trimming following the storm. These crews were in place in advance of the storm to assist the more than 2,500 PECO operations and support service employees. The assistance from Governor Tom Corbett and his administration – including the Pennsylvania Emergency Management Agency (PEMA) – was invaluable in securing the travel permits needed for some of these crews to come on system.

In addition to internal preparations, PECO conducted briefings and interviews with broadcast, print and online media outlets regarding our preparations for the storm and setting customer expectations about possible outage durations of up to one to two weeks.

These messages were echoed in briefings and communications with the Governor's office and administration, the Public Utility Commission, state legislator offices, municipal