

Emergency Management Award Finalists

This award recognizes successes or innovations in emergency management.

Entry Requirements	
<ul style="list-style-type: none"> • A member company may nominate more than one activity. • Programs that have previously received an SGA Emergency Management Award are not eligible. • A previous winner may submit a different program. 	
Judging Criteria	
<p><i>Effectiveness</i></p> <ul style="list-style-type: none"> • How do you ensure exercises/ incidents are addressed? • Were you able to change outcomes/behaviors of responders, to what scale? • Process for mobilizing additional workers in an emergency <p><i>Comprehensiveness</i></p> <ul style="list-style-type: none"> • Partnerships with local agencies • Request for Mutual Aid • Emergency facility activation criteria/available formal procedure to activate • Use of ICS or other formal emergency management organizational structure • Availability of Emergency Equipment (squeezers, flash suits, etc.) • Audience - How many levels of employees are trained? • Are other stakeholders involved? 	<p><i>Continuous Improvements</i></p> <ul style="list-style-type: none"> • Are metrics improving? • Is training evolved to incorporate lessons learned? • What is the process to ensure improvements? (Short term and long term) • How often are you testing your plan? • Have Processes been changed or eliminated? • Needs Assessment - What did you learn and how will you apply it? • How are they capturing lessons learned? • Change Management Plan - How is change being implemented? • What is the process to ensure improvements? (Short term and long term) • Plan, Do, Check, Adjust model? • Vision and established timeline • Progressive path (were additional training needed?) • How are they ensuring this is happening? • Resources needed?

Submissions Overview

Emergency Management Award Finalists		
Company Name	Program Name	ID Number
Clearwater	1st Responder Emergency Response Education Initiative	EM-1
Atmos Energy	Emergency Preparedness Tabletop Exercises	EM-2
Xcel Energy	Xcel Energy Marshall Fire Emergency Response – Boulder, Colorado	EM-3
Hydro-X	Louisiana Restoration Project	EM-4

Nomination EM-1	
SGA Member Company Name	Clearwater
Program Name	<i>1st Responder Emergency Response Education Initiative</i>
Program Description	Providing vital training & education to first responder agencies within our jurisdiction.
Results of/Response to the Program	First responders gain an understanding of the properties and characteristics of natural and propane gases along with potential hazards, tactical awareness, case studies, and safety precautions when responding to the scene of natural or propane gas emergencies.
Contribution to “Connecting People, Ideas & Information”	With the understanding that each first responder agency has its own set of policies and SOPs in place, this training serves to ensure that those on the front lines in our communities are educated on safety precautions to take when responding to gas calls, and tactical considerations when they are making critical decisions affecting both their own safety and the general public. We are able to connect with agencies within our jurisdiction and keep an ongoing partnership with key personnel within the departments to ensure that safe practices are being followed. We have provided training on the use of combustible gas indicators to agencies who have realized that additional safety measures and instrumentation needed to be obtained and implemented. We are now a resource for the agencies, which is a win-win

	scenario for Clearwater Gas System, the first responder agencies, and the public that they protect and serve.
Supporting Documents	Click to view.
SGA Membership Category	Municipal

Nomination EM-2	
SGA Member Company Name	Atmos Energy
Program Name	<i>Emergency Preparedness Tabletop Exercises</i>
Program Description	For more than a decade, the Atmos Energy security and compliance team coordinates and facilitates quarterly emergency preparedness tabletop exercises. Every three months, these exercises present what could be real-life scenarios that engage division leadership, operations field employees, and support teams such as corporate communications, legal and customer service in a collaborative setting to discuss their roles during an emergency and their responses to specific developments during the mock exercise. The tabletop process, which transitioned to a completely virtual setting via Microsoft Teams in 2020, includes a discussion of organizational activities and responses, gauging strengths and opportunities for improvement, and identifying best practices.
Results of/Response to the Program	Among the many benefits that result from these important exercises, increased awareness of roles and responsibilities across teams is one of the most valuable. Operations and team members in the field, for example, gain a better understanding of how their efforts to keep communities safe during an emergency can be supported by other areas of the enterprise such as public affairs and corporate communications. Likewise, as team members are executing their readiness plans in the heat of the moment, it becomes apparent how interwoven our emergency preparedness efforts are across the organization – leading to a better understanding of inherent strengths as well as opportunities to improve.
Contribution to “Connecting People, Ideas & Information”	Emergency Preparedness Tabletop Exercises allow our team members to validate plans and readiness by performing their duties in a simulated operational environment, communicating each step along the way.

SGA Membership Category	Distribution
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Nomination EM-3	
SGA Member Company Name	Xcel Energy
Program Name	<i>Xcel Energy Marshall Fire Emergency Response – Boulder, Colorado</i>
Program Description	In a matter of hours, the Marshall Fire burning south of Boulder destroyed more homes than any wildfire in Colorado state history. Highwinds pushed the flames east, engulfing entire subdivisions and forcing tens of thousands of Coloradans to leave their homes. Emergency response and restoration efforts for the community were an essential part for Xcel Energy and their customers. Xcel Energy’s emergency response and operational excellence were key to our employees, contractors, mutual aid, and customers during the Marshall Fire.
Results of/Response to the Program	<p>Due to the wildfire, we were asked by local emergency managers to turn off natural gas service to customers in the towns of Superior, Louisville, Boulder, and Broomfield Colorado. Close to 13,000 customers lost gas service. We worked with city officials and the Red Cross to find ways to support those customers and are offering electric heaters to help them keep their homes and businesses warm. Getting natural gas service restarted for 13,000 customers was extremely challenging and time-consuming with weather conditions and home loss. We requested mutual aid from American Gas Association, Southern Gas Association, and our industry partners to assist in that endeavor which we had many companies support the overall restoration and relight response which included:</p> <ol style="list-style-type: none"> 1. 1. Southern Company Gas 2. Atmos Energy 3. Black Hills Energy 4. LG&E 5. CenterPoint Energy 6. Piedmont Natural Gas 7. Duke Energy 8. ONE Gas 9. Colorado Natural Gas 10. Colorado Springs Utilities 11. KS Energy Services <p>Total Premise Count: 12,894 - Total Loss: 956 Resources: 1,009</p>

	<p>- 450 Internal, 170 Mutual Aid, 389 Contractor Region Updates</p> <ul style="list-style-type: none"> ● Region 1 – 1,860 Customers - Total Loss: 95 ● Region 2 – 2,560 Customers - Total Loss: 292 ● Region 3 – 776 Customers - Total Loss: 340 ● Region 4 – 1,986 Customers - Total Loss: 89 ● Region 5 – 2,900 Customers - Total Loss: 0 ● Region 6 – 344 Customers - Total Loss: 0 ● Region 7 – 1,393 Customers - Total Loss: 0 ● Region 8 – 150 Customers - Total Loss: 0 ● Region 9 – 786 Customer - Total Loss: 140 <p>Within five days of the impact to the fires, the response team had made 100% of relight attempts to homes that were lifted from evacuation orders and customers that were able to go back to their homes. The wildfire also impacted one of our natural gas compressor stations that supports the gas system in Summit and Grand counties. To decrease the amount of natural gas being used by furnaces in the area and keep the system up and running, we needed to implement controlled power outages for approximately 27,000 customers last night. Fortunately, crews were able to access that compressor station last night and we have been able to fully restore all those customers.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>The event brought together industry, the community, and partnerships across the emergency management resources. The teams worked together to safeguard the environment by identifying and prioritizing response actions, increasing agility and ensuring performance and improving resiliency. We prepared our employees and our resources support by educating and informing on safety, standards, and supported logistics. We drove operational excellence by driving a culture of collaboration and accountability on procedures, metrics, and assessments of emergency response and management during the event.</p>
<p>Supporting Documents</p>	<p>Click to view.</p>
<p>SGA Membership Category</p>	<p>Distribution</p>

<p>Nomination EM-4</p>	
<p>SGA Member Company Name</p>	<p>Hydro-X (An Artera Company)</p>
<p>Program Name</p>	<p><i>Louisiana Restoration Project</i></p>
<p>Program Description</p>	<p>Following the devastation of Hurricane Ida, the southern region</p>

	<p>of Louisiana struggled to rebuild and restore utilities. The Category 4 storm devastated the power grids of both Mississippi and Louisiana, knocking out electricity for more than 1 million people. Some communities in the rural areas spent months without power. With utility infrastructure destroyed or severely damaged, Hydro-X mobilized quickly alongside utility workers and contractors to begin the restoration process. The company, based in Conyers, Georgia with locations across the Southeast, sent hydrovac trucks from Georgia, Florida, Mississippi, Texas, and North Carolina to help with storm recovery. With a temporary mobile command unit established, they quickly began coordinating with their customer to accompany each utility repair crew with a hydro vac truck. The historic storm had wreaked havoc on the power infrastructure of local communities. More than 30,500 distribution poles and 6,000 transformers were damaged. Hydro excavation, which moves dirt or soil with pressurized water and then removes it with a vacuum to a debris tank, was a critical part of the restoration process. Hydro-X partnered with the local utility providers to restore power to the communities of Louisiana. Our team spent several months traveling to the rural areas of southern Louisiana to restore utilities for homes and businesses in the community.</p>
<p>Results of/Response to the Program</p>	<p>With the hard work of our team, the communities of Grand Isles and Port Fourchon, Louisiana, had their power restored as winter approached. Our team was proud that they could make a positive impact on the lives of others and rallied around the extended project. Each power pole that was damaged or knocked down had to be reinstalled. With powerlines down and destruction covering the ground, each hole had to be carefully and precisely dug using hydro excavation in order to get the pole back in the ground. The 811 Emergency Response System in Louisiana was at full capacity during the storm recovery process, making hydro excavation even more essential. By using the “soft dig” technology, operators could avoid hitting underground utilities that weren’t easily identifiable in the aftermath of the storm. The Hydro-X team worked round the clock to help with the restoration process and stayed for nearly 90 days continuing to support infrastructure repair work. Their efforts, alongside their customer, helped restore much-needed power to communities impacted by the storm.</p>
<p>Contribution to “Connecting People, Ideas & Information”</p>	<p>The effects of Hurricane Ida had left communities without power, internet, or cell phone services. The work that our team contributed to the utility providers' restoration efforts allowed these communities to heal and reconnect to the rest of the world. The Hydro-X team also supported the local 811 system and helped utility restoration crews avoid disastrous utility line strikes during the restoration process.</p>

Supporting Documents	Click to view.
SGA Membership Category	Associate