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Case Study: Disaster Recovery after Katrina

Aline Ward

Chief Information Officer, Mississippi Power,
Southern Company Transmission & Distribution

June 6, 2006

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Day One Challenges

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97% of generating capacity lost during storm

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23,500 spans of wire down

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100% MPC Corporate Offices Uninhabitable

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58% of company employees in Mississippi had significant home damage

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86 company employees

Lost their Homes

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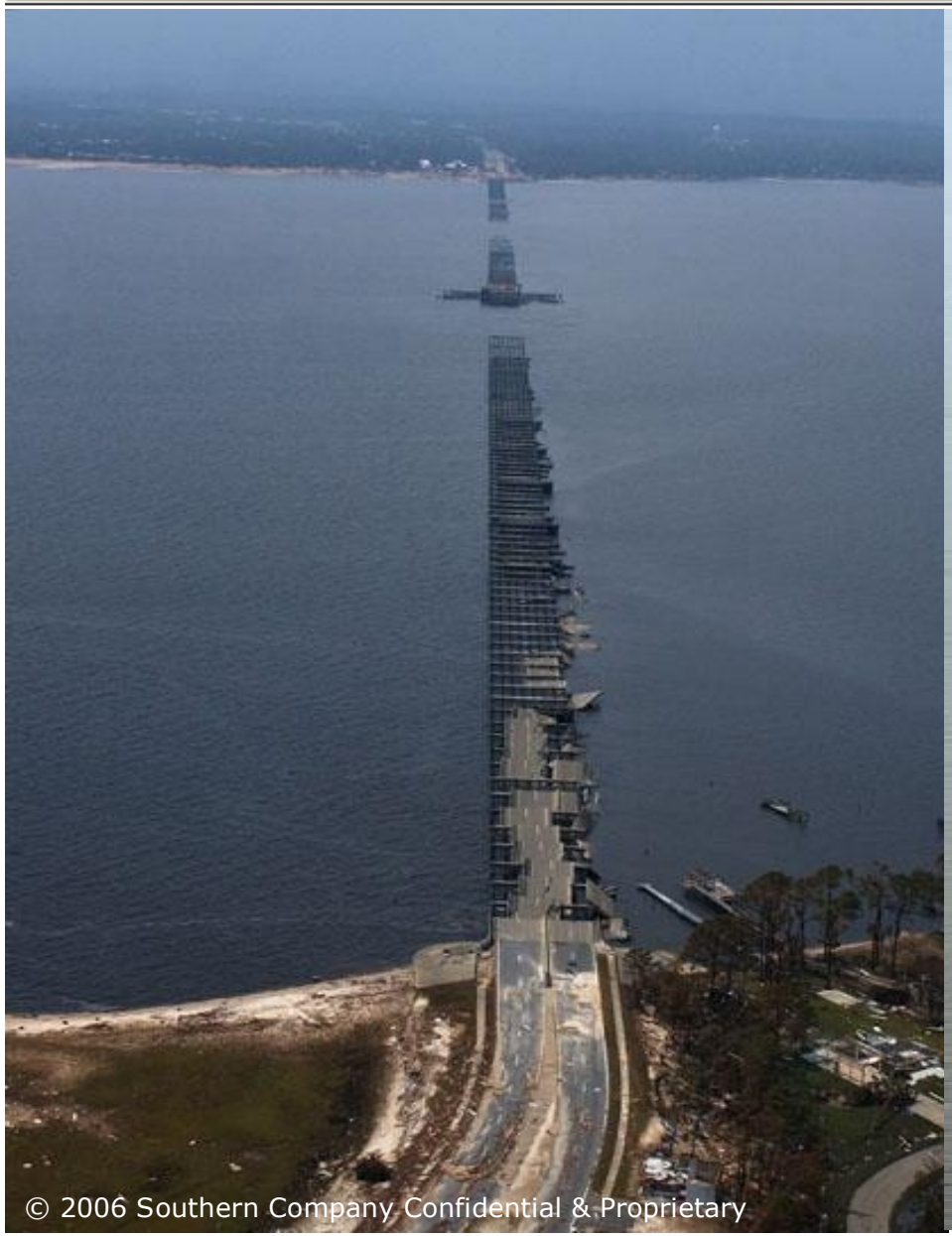

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Devastated Infrastructure

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Loss of Communications

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Day One Priorities

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Re-establish Communications

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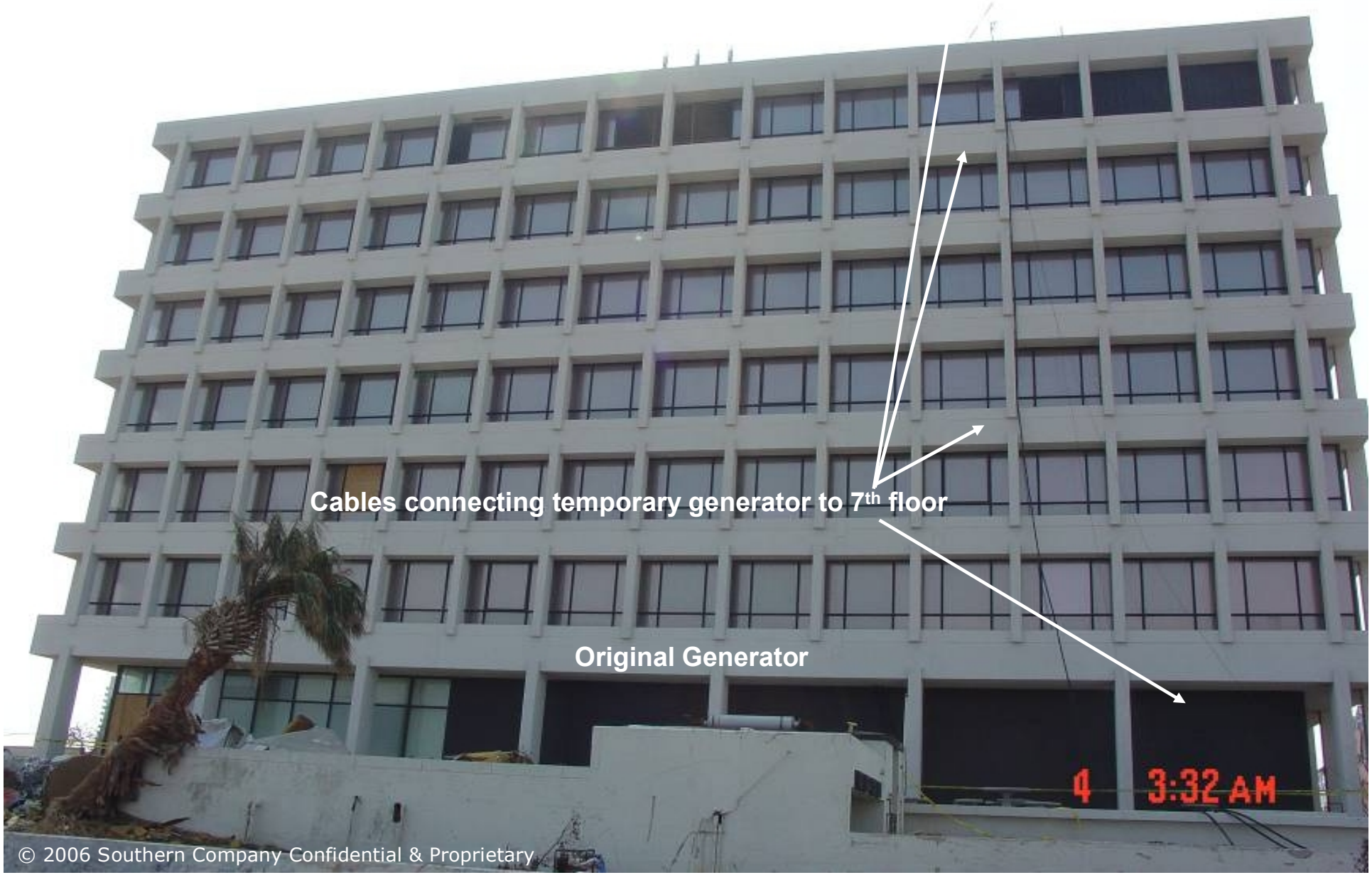

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85,000 gallons of fuel

used each day by restoration crews

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Help Employees With Personal Loss

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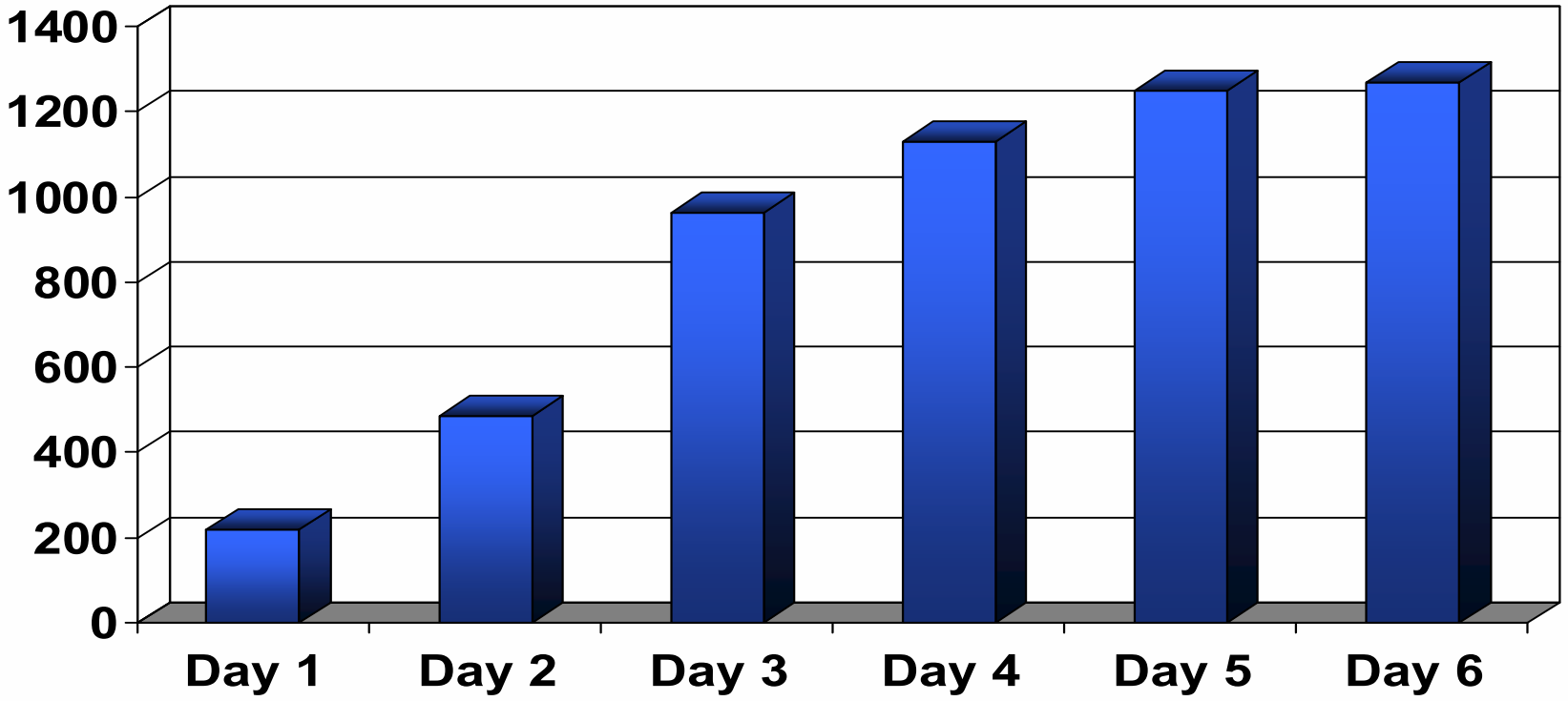
Employees

Reporting for Duty



Unaccounted

-	100	24	6	2	0

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Family Services

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100% of customers

who were able had power restored

in 12 days

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IT's Role in Storm Preparation

- Review and Update Disaster Manual Annually
- Notify Employees to Protect PC's, Phones, Printers
- Storm Radios – Charge Batteries and Issue Before Storm
- Pre-arrange Agreements for Satellites and Mobile Trailers

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IT's Role in Storm Preparation

- Check Generators / Fuel Levels / Alarms
- Site Vulnerability Checks
- Storm Assignments / Training
- Work with MPC to Coordinate Fuel, Propane, Food, Lodging and Tree Trimming

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IT's Role in Restoration

- Fixed / Rerouted 12 Fiber Cuts
- Installed 6 Microwave Systems
- Set up 3 Generator Systems and Provided Maintenance for Many More
- Restored the Technology Used to Control the Electrical Network Which was Almost Completely Unavailable

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IT's Role in Restoration

- Coordinated Installation/Relocation of 19 Satellite Systems
- Designed and Implemented Transport, Voice, Data, and End User Devices for Temporary Facilities
- Relocated Hundreds of Employees Computers and Phones to Temporary Facilities
- Programmed and Issued 300 SouthernLINC Wireless Radios

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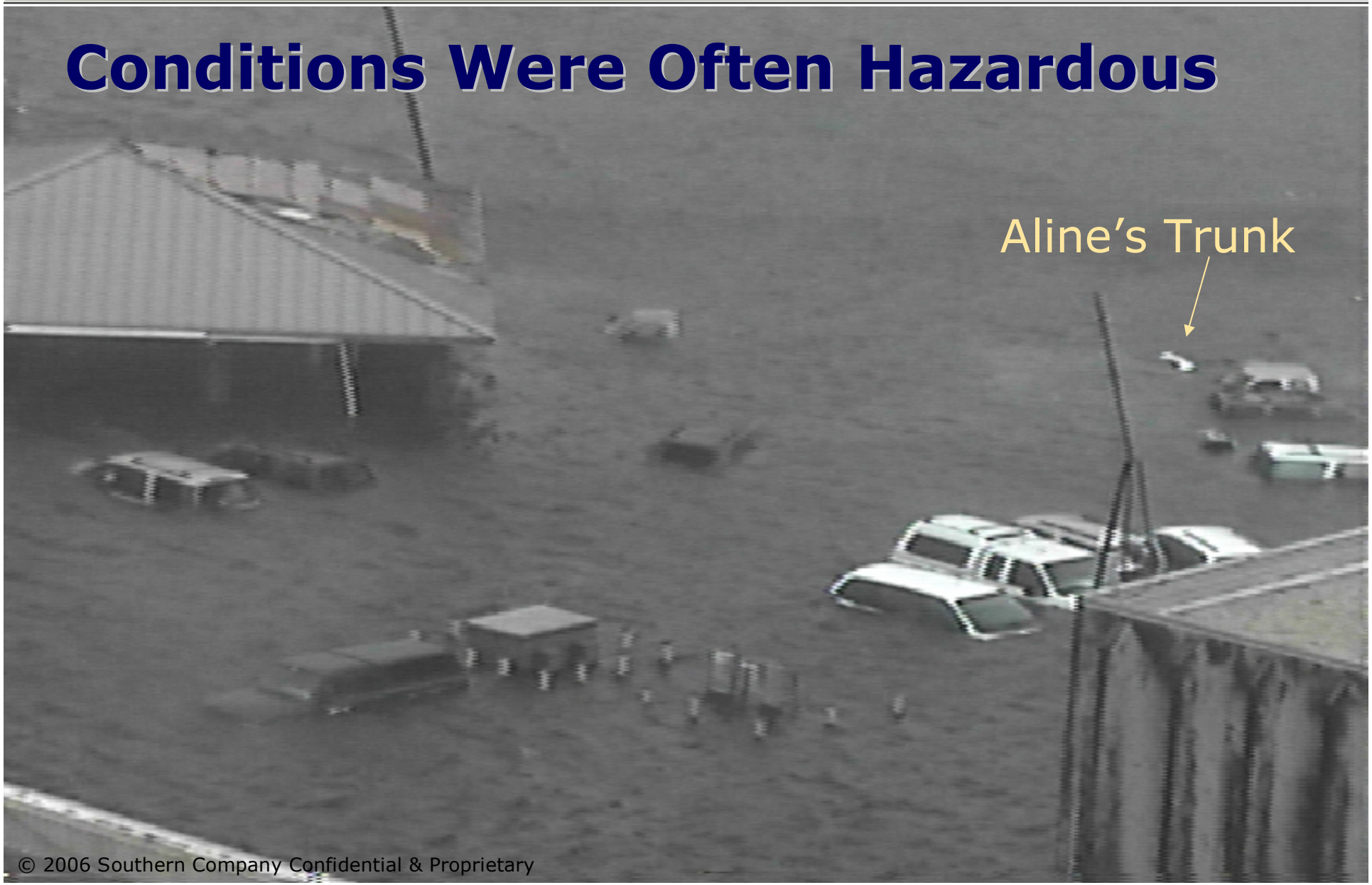
Conditions Were Often Hazardous



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Lessons Learned and Action Items

- **Plan to Operate With No Communications for at Least 48 Hours**
- **Identify 2 Alternates for Every Critical Storm Assignment**
- **Have Port-a-lets and Showers Available Before Event**

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Lessons Learned and Action Items

- **Be in the FEMA Loop**
- **Substantially Increase Logistics, Procurement and Management Support Capabilities**
  - **Be self-sufficient**
- **Prepare for Hostilities and Civil Unrest**
- **Prepare for Substantial Employee Property Losses and Family Crises**

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Lessons Learned and Action Items

- Purchase Satellite Phones for Critical Storm Personnel
- More Planning for Staging Sites and Emergency Operations Center (Radio Coverage, Satellite Dishes, PC's, etc.)
- Blackberry PIN #'s Available Prior to Storm
- Outside Area Code & Phone Number for Employees and Suppliers to Call in to Report Status and Get Information
- Critical Infrastructure Protected and Ultimately Moved to New Storm Facility

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REBUILDING HOPE TOGETHER

Katrina 2005

MISSISSIPPI POWER
A SOUTHERN COMPANY

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